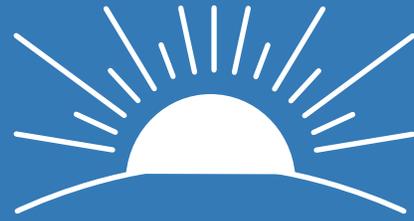iPad and iOS

# Upgrades Guide For Beginners

**Everything you need to prepare for iPadOS 15 and iOS 15**

# iPadOS and iOS upgrades are here. Are you ready?

New versions of iPadOS and iOS are here and heading to devices near you. As IT leaders, your job is to get these new features and systems into the hands of users, all without disrupting workflows or slowing productivity.

# Why an Apple upgrade is different

Contrary to other ecosystems, major versions of Apple's operating systems, macOS, iPadOS, iOS, tvOS and watchOS, are released annually. When devices are running old software, consistency, security and user experience could be compromised. This is especially true when organizations attempt to support a variety of devices and OS platforms with a single management solution.

A combination of the simple upgrade path and $0 cost for Apple OS upgrades help drive industry-leading adoption rates for consumers. End users are excited to access the new features; yet, you're responsible for maintaining security controls and an accurate systems inventory at all times.

As most IT organizations know, this may be easier said than done, especially when it comes to upgrading at the pace your Apple users are expecting. Now for the good news.

At Jamf, we've been doing this for more than 18 years, and are here to provide step-by-step guidance for successful Apple upgrades — regardless if it is your first, fifth or 18th OS upgrade season.

**There are four key reasons organizations should embrace upgrades and empower end users to update their device(s) the day new operating systems are released:**

**1.** Reduce security vulnerabilities

**2.** Keep end users happy

**3.** Keep users productive

**4.** Access new IT management features

This guide provides you with a thorough understanding of the new iPad and iPhone operating systems, and ways to carefully prepare for and implement an upgrade. You'll learn how to minimize disruptions and eliminate unplanned downtime, while gaining the knowledge to deliver organizational value and walk users through their iPadOS 15 and iOS 15 upgrades.
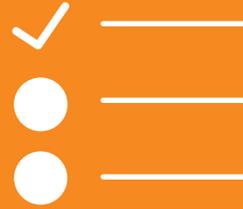
# What comes with the new iOS 15 and iPadOS 15?

There are a lot of new and great features involved with these operating systems. The workflows between iPhone, iPad and Mac have never been so seamless and are continuing to get better. If you have some time, it is worth viewing the full list of new **iOS 15** and **iPadOS 15** features, but here are some of our favorites that we think matter to you.

# What comes with the new iOS 15 and iPadOS 15?

## iOS Restrictions

The new Paste restriction block end users from being able to Copy and Paste specific items, like sensitive information, to unmanaged and unsecured locations and apps. This means organizations can keep their data contained within the security of their managed applications. For the Siri restriction, a device will not contact the Siri servers to perform translation tasks, but rather perform them on the device, adding further security to translations.

## Private Relay

Private Relay is a new internet privacy service offered as part of an iCloud+ subscription that allows users to connect to and browse the web more privately and securely by hiding the IP address and location of the user and prevents anyone, including Apple, from being able to associate an individual with the services they are accessing from a networking perspective.

## Apple Configurator on iOS

The ease of enrolling devices now comes on iOS. Before, you had to walk around with a Mac device and a cable to use Apple Configurator, but not anymore.

Now:

1. **Log in with your managed Apple ID**

2. **Use your camera**

3. **Register the image which pops up in the Setup Assistant**

These features offer admins new workflow options, enrollment capabilities, and the ability to serve unsupervised devices, but what are the best ways and steps to getting these features to your users in a timely fashion?

# Get ahead with beta

**STEP 1**
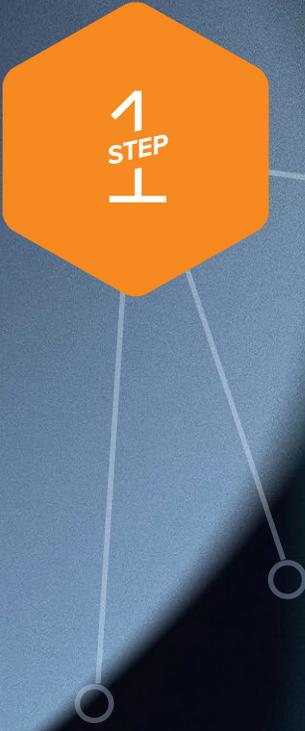
**Arm yourself with previews of upcoming releases from the Apple Beta Software Program to get an early look at how new OS versions and features will impact your organization.**

Apple is regularly updating its operating systems, which means participating in the beta program provides months of testing ahead of an operating system release. Apple offers both paid developer and free public beta programs for macOS, iPadOS, iOS, tvOS and watchOS.

**Why join beta programs?**

**1** The beta cycle for these operating systems typically occurs in multiple phases. Participating early and submitting feedback to Apple increases the likelihood that the features and issues that impact you most will be addressed. And, if you are the first to submit a bug report to Apple, you'll have visibility into the status of your ticket whereas duplicate bug reports are closed.

**2** Participating in the beta not only gives you early access to test new features and compatibility, but it also offers a deeper understanding of how the end-user experience will be impacted. Knowing which new settings have been added, any features that have moved, or changes to labels can inform necessary updates to your training materials, onboarding kits, etc. This helps your organization best prepare for changes to the end-user experience, so you can execute a more user-centric support model and communication plan accordingly.

**3** Lastly, in addition to new OS settings and features, application, infrastructure and management compatibility testing is critical for continuity with current software offerings in your environment. We recommend you run Apple's betas to test their deployed apps for issues. Reporting any issues to the associated vendors upon discovery will help ensure the apps work upon Apple's official release.

# Testing

**STEP 2**

**For best results and to ensure the upgrade won't impact any unforeseen aspects of your end users' workflows, be sure to test your entire tech stack including:**

## 1 Infrastructure

Includes anything outside of your application stack, such as VPN or testing printer drivers (which should always be tested with new operating systems). Testing infrastructure is less of a concern for organizations moving toward cloud-hosting services.

## 2 Applications

Includes both web and non-web-based applications. If you don't have time to test all apps, prioritize based on an application vendor's statements related to compatibility.

For vendors who don't proactively promote planned compatibility on their website, in documentation or within direct communications, it is best to validate the apps yourself.

## 3 Management

Includes device deployment and management solutions (MDM, EMM, UEM, etc.). Check that your device management solution offers the ability to test new restrictions, management capabilities and features.

**Chances are your organization may be using a variety of different apps. After all, you have a variety of teams that are using devices in vastly different and individual ways. Prioritizing your app testing is critical to success.**

Some choose the route of ranking apps into priority buckets of high, mid and low levels of importance, while others look at the usage of each app and prioritize accordingly. Once that is decided and broken out, recruiting representation from each department (Finance, Marketing, Sales, etc.) to test can help understand their day-to-day uses and make sure things go as smoothly as possible.

Due to the architecture of iPadOS, iOS and tvOS apps, light testing might be more appropriate for these platforms. Consider leveraging automated testing tools such as Sellenium, TestPlant or Sikuli, which automate point-and-click tasks to execute a task and test it.

# Prioritizing your tests

STEP
2

# Upgrading to iPadOS 15 and iOS 15

**STEP 3**

**When it comes to actually rolling out and executing the upgrade for iPad and iPhone devices, there are two options. You will simply determine if you want users or IT to be in charge of the upgrade.**

Before we dive deeper into each upgrade option, note that if you are still testing or not ready to upgrade, you have the option to defer updates for up to 90 days if you are using a management solution such as Jamf. With the deferral in place, users won't be able to upgrade their iPad or iPhone device. Once you decide to update, you can choose to deploy a specific iPadOS or iOS version.

## Ready to upgrade?

Once you have decided to move forward with an upgrade, you need to determine if you want users or IT to be in charge of the upgrade.

### Upgrade by user

If you are having your users complete their upgrades, they will simply go to Settings on their device(s) and start the installation — no IT interaction required.

### Upgrade by IT

If your devices are managed by Apple Business Manager or Apple School Manager, IT has the ability to send an MDM command to download and install iPadOS 15 and/or iOS 15 — no user interaction required.

This command can be sent to individual devices or groups giving you the control to match your customized upgrade plan.

*Note: If there is no passcode, you can perform the installation automatically. If the device has a passcode, Jamf Pro or Jamf School queues the update and the user is prompted to enter their passcode in order to start the installation.*

# Upgrading to iPadOS 15 and iOS 15

STEP 3

# Not ready to upgrade?

**STEP 3**

Apple's introduction of the new Recommendation Cadence key within in configuration profiles allows IT admins additional options when considering updates for users.

By updating devices to iOS 15 or iPadOS 15 as soon as it's released you ensure that users have all the latest features and security settings as soon as they become available. Sounds great but what if you are not ready to roll out in your production environment and need more time? What if there are security updates that need applying before you take the leap of a full update?

Well there is now an option. IT admins will be able to choose to let devices continue using iOS 14 or iPadOS 14 but still update with the essential security settings.

This gives you the additional time you need to make the move we you are ready without the fear of missing out on security updates.

# Communicating to end users

**STEP 4**

**A final note, and one to be very conscious of throughout this process, is communicating openly, transparently and often to your end users about what is going to happen with their devices and what their role will be.**

Whether you are communicating to them about when they can upgrade, what the process will be, or why they won't be able to upgrade for a set period of time, including them and opening a two-way communication line will lead to a smoother process.

One of the major aspects that communication may help control, very simply, is the number of help desk tickets or calls you receive on this topic. Additionally, getting ahead of these requests and calls will keep your end users happy, as well as engaged in the process should you need their assistance at some point.
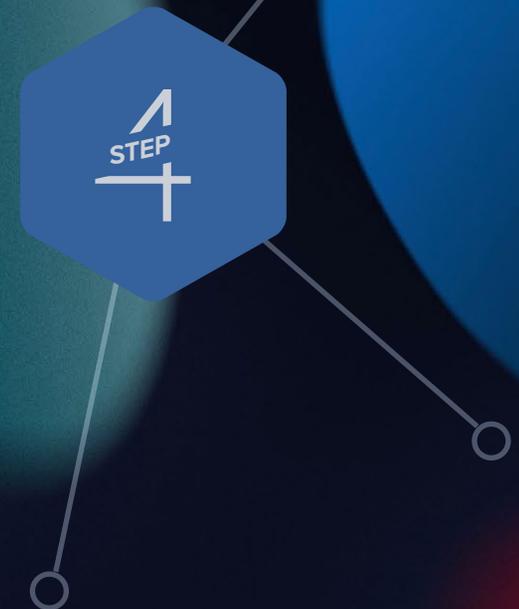
**Steps to preparing end users**

**1** Not every end user is aware of the time it takes to upgrade. Inform users of the average upgrade time and provide tips on the best time of day to upgrade.
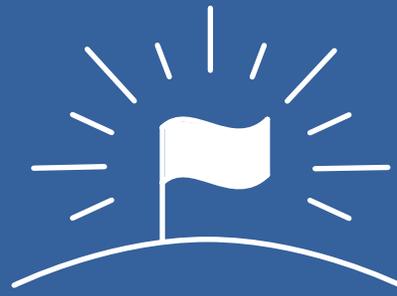
**2** Recommend that your end users back up their device(s) before they update. This applies to localized and iCloud backups.

**3** Implement a policy to require end users to update within 30 days from the start date you determined or let them know you will update for them. PCIDSS compliance requires 30 days.

Use email, your company's intranet, or if using Jamf, your Jamf Self Service app catalog, to give users plenty of warning and recommendations prior to OS upgrades. They'll thank you for it.

# Upgrade, enhance and enjoy

**iPadOS 15 and iOS 15 bring improvements and workflow enhancements to make your devices the flexible, customized machine you need and expect from Apple.**

Providing a seamless upgrade process to your organization not only ensures security measures are met, accurate system inventory is maintained and downtime is eliminated, it will make IT look like the heroes they are. A purpose-built Apple ecosystem management solution equips you with the tools you need to take advantage of the latest Apple OSs without negatively impacting end users or putting abundant strain on IT personnel.

Jamf is the only Apple Enterprise Management solution of scale that automates the entire lifecycle of Apple in the enterprise, including device deployment, management and security, and upgrades without negatively impacting the end-user experience or requiring IT to touch the device. Jamf hangs its hat on same-day support for Apple operating systems.

**Let Us Prove It**

Or contact your preferred authorized reseller of Apple devices
to take Jamf for a test drive.