

MIGRATION RECOMMENDATIONS

# Switching Mobile Device Management Solutions

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FOR EDUCATION



# MDM made for you

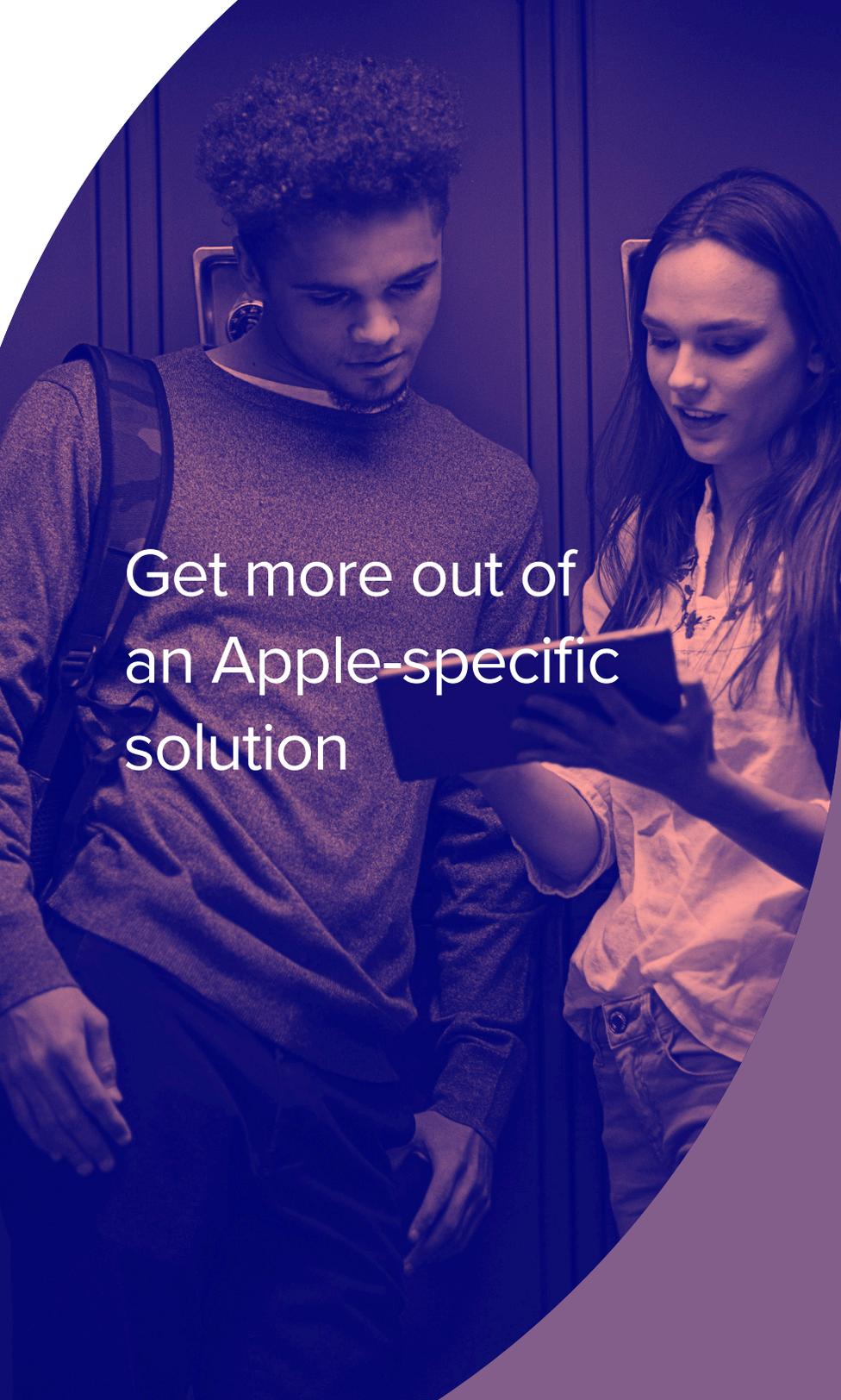
As the need for Mobile Device Management (MDM) becomes ever apparent, the number of MDM vendors has skyrocketed. But not all are built equally, leaving schools and universities unsatisfied with their tool and looking to switch to a tool that offers solutions to all their specific management and security needs.

Microsoft solutions are a natural extension for the Windows ecosystem. Google is investing further in its own ecosystem. And Jamf is the standard for the Apple ecosystem. There is no “best” for unified endpoints and many are searching for the right solution to fit their needs and their ecosystem.

## Are you one of them?

There are many reasons for switching mobile device management (MDM) providers. Whether your current provider doesn't provide the support you expect or you simply require a more robust tool, switching vendors doesn't have to be overwhelming or painful.



A young man and woman are looking at a tablet together. The man is on the left, wearing a grey sweater and a backpack. The woman is on the right, wearing a white shirt. They are both looking at the tablet with interest.

Get more out of  
an Apple-specific  
solution

## As the makers of Jamf Pro and Jamf School —

Jamf empowers more than 36 million students via one-to-one and shared Apple devices worldwide, and Jamf School recently surpassed 5 million devices across more than 32,000 schools around the globe — we have helped thousands of schools smoothly transition their devices to Jamf.

### Ready for a solution built just for your needs?

This guide prepares you for the change, providing the necessary steps to transition MDMs in a way that minimizes disruptions and invasions into education and your work.

### We'll walk you through:

- ✓ A migration timeline with crucial checkpoints
- ✓ A step-by-step workflow to ensure transition success
- ✓ A post-migration checklist to confirm a proper transition



## Ace your migration with a manageable timeline

### Once the decision is made to switch MDM solutions,

the first step is to construct a logical, achievable timeline. The timeline should include critical milestones, financial considerations, school breaks or any other factors that may impact implementation success. School breaks may be a factor in implementation but they offer a perfect period of time when devices can be out of use in order to give IT time to make the transition without impacting users.

#### A few key considerations:



Only one MDM profile can be on a device at a time, meaning you'll need to remove the existing MDM profile before enrolling into the new — more on that later.



To help construct your timeline, we consulted several customers who have successfully made the switch to Jamf. Based on their feedback, we've created a model timeline for your MDM migration.



Ample time from solution purchase to migration completion is suggested but note that this process can happen as quickly or as slowly as you'd like. It is important to allot time for testing throughout the migration process to catch any miscues before the devices are in use.



# Education Timeline

## DAY 1

### Purchase of new MDM

Purchase order signed with your new provider.



## DAY 2

Review and familiarize yourself with Jamf School or Jamf Pro's Administration Guide



## WEEK 1

### Prepare infrastructure

Prepare your Jamf Pro or Jamf School on-premises environment if necessary. Disregard if utilizing a hosted solution.



## WEEK 1

### Document production workflows

Evaluate and compile thorough documentation on how you currently use your MDM.



## WEEK 2

### Export assets

Remove assets from current MDM to prepare for transitioning to the new MDM.



## WEEK 3

### Store device data

Decide what data needs to be kept and select how and where to store it.



## WEEK 4

### Device turn in (if applicable)

Collect devices or If allowing students to keep their device over the summer, notify them that access will be unavailable while you wipe and reset their iPad.



## WEEK 4

### Un-enroll devices from current MDM

Transfer Apple's Device Enrollment and Volume Purchasing tokens (if applicable) and reset each device.



## WEEK 5

### Enroll devices into Jamf Pro/Jamf School

Assign previous Device Enrollment and Apps and Books tokens (if applicable), import information and enroll devices into new MDM.



## WEEK 5

### Hand out devices

Provide teachers and students with full access to their newly enrolled device.



## WEEK 6

### Post-migration checks

Check device inventory to ensure data transfer and device enrollment.



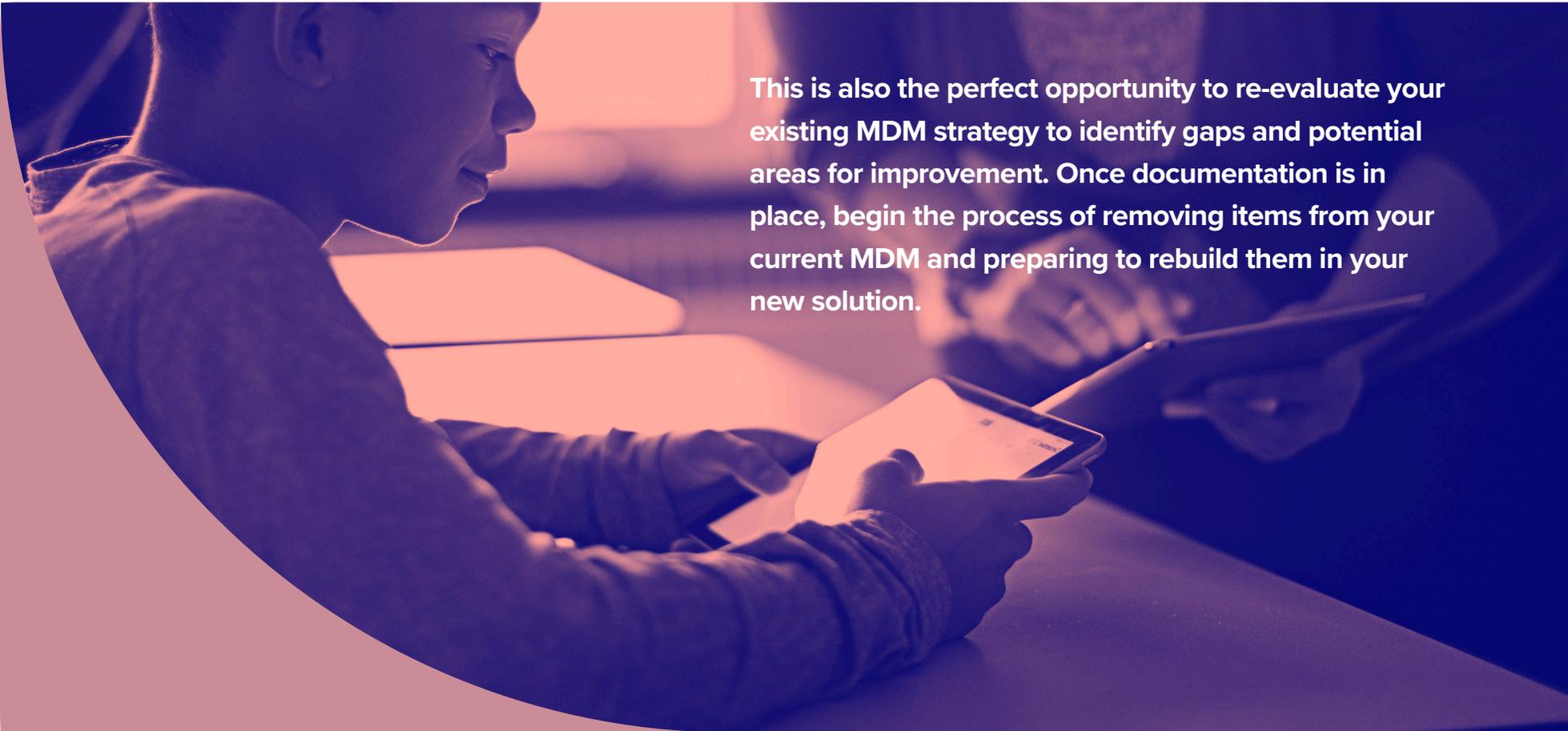


# Preparing for the MDM transition

Whether you are migrating your Mac or iPad or both, this guide applies. The following steps address the process for iPadOS and macOS MDM migrations.

## If you haven't already...

Prior to configuring your new MDM to your specifications, it is essential to prepare your current management solution for the migration. Compile thorough documentation (if you haven't already) regarding how you currently use your MDM and identify any critical workflows.



**This is also the perfect opportunity to re-evaluate your existing MDM strategy to identify gaps and potential areas for improvement. Once documentation is in place, begin the process of removing items from your current MDM and preparing to rebuild them in your new solution.**

# Jamf can help support your migration of iPad devices

## iPadOS workflows

1

**Make notes of existing workflows in current MDM that you want to keep or maybe a good time to start fresh**

- Groups
- Configuration Profiles/ Settings

2

**Setup your Jamf instance**

- Create/Import Configuration Profiles
- Create Placeholders (optional)
- Device Groups (Smart/Static)

3

**Backup devices**

- Backup devices (or its user data) to a cloud service
  - iCloud, Dropbox, Google Drive, Microsoft OneDrive

4

**Apple School Manager**

- Create new location in Apple School Manager
  - Move unused app licenses to new location
  - Add Volume Purchasing token into Jamf
- Revoke token from current MDM
  - Remove token from current MDM
  - Add token in Jamf

5

**Automated Device Enrollment**

- Create new MDM server in Apple School Manager for Jamf, add token to Jamf
- Move device serial numbers to new MDM server in Apple School Manager
- Remove Automated Device Enrollment token from old MDM
- Wipe devices
- Enroll devices into Jamf using Automated Device Enrollment

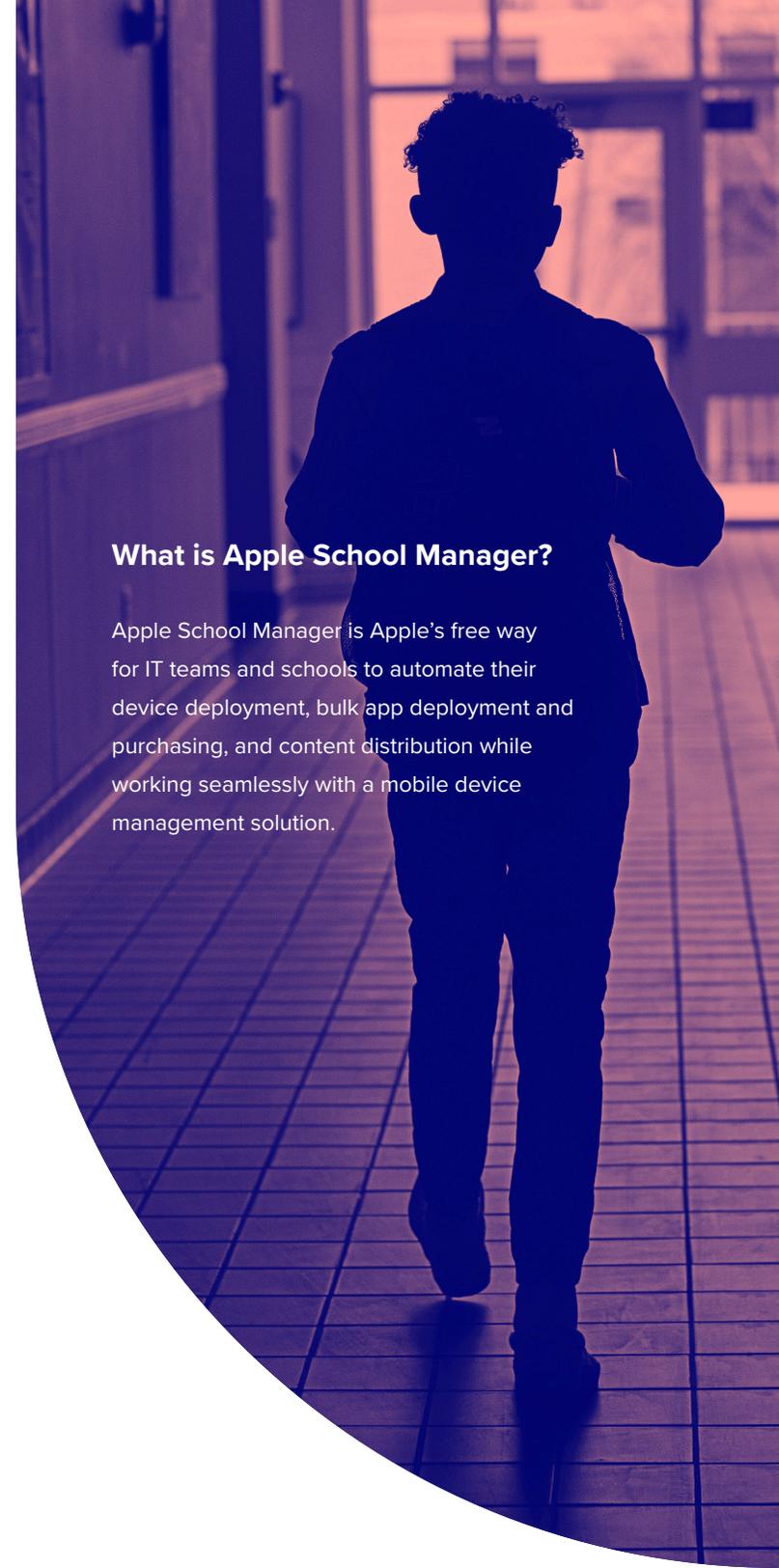
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**Post migration checks**

- Device Inventory
- App Deployment
  - Configuration Profiles

## What is Apple School Manager?

Apple School Manager is Apple's free way for IT teams and schools to automate their device deployment, bulk app deployment and purchasing, and content distribution while working seamlessly with a mobile device management solution.



## Jamf can help support your migration of Mac devices

If the Macs are associated with Apple School Manager and you are comfortable erasing them, ensure they are assigned to your new Jamf server and wipe the them. When the Macs go through Apple Setup Assistant after a factory reset they will enroll into your new Jamf server automatically.

### macOS workflows

1

#### Make notes of existing workflows in current MDM that you want to keep or maybe a good time to start a fresh

- Backup devices (or its user data) to a cloud service
- Groups
- Configuration Profiles/ Settings

2

#### Setup your Jamf School / Jamf Pro instance

- Create new location in ASM
- Create/Import Configuration Profiles
- Create Placeholders (optional) Device Groups (Smart/Static)

3

#### Backup devices

- Backup devices (or its user data) to a cloud service
  - iCloud, Dropbox, Google Drive, Microsoft OneDrive

4

#### Apple School Manager

- Create new location in ASM
- Move unused app licenses to new location
- Add Volume Purchasing token into Jamf
- Revoke token from current MDM
  - Remove token from current MDM
  - Add token in Jamf

5

#### Automated Device Enrollment

- Create new MDM server in Apple School Manager (ASM) for Jamf
- Add Automated Device Enrollment (ADE) token to Jamf
- Move device serial numbers to new MDM server in ASM
- Remove ADE token from old MDM
- Wipe devices
- Enroll devices into Jamf using ADE

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#### Post migration checks

- Device Inventory
- App Deployment
- Configuration Profiles



## Jamf can help support your migration of Mac devices

If, on the other-hand, the Macs are not associated with Apple Business Manager or you do not wish to erase them, you should unenroll the devices from your existing MDM. This can often be done by sending the Mac a remote command from your MDM's web console. After the Mac has been unenrolled you should direct users to access your Jamf server's enrollment page.

For some MDMs there may also be additional files or apps which need to be removed, please refer to your old MDM's documentation for further information.

### macOS workflows

#### **Make notes of existing workflows in current MDM that you want to keep or maybe a good time to start a fresh**

- Groups
- Configuration Profiles/ Settings
- Setup your Jamf School / Jamf Pro instance
- Create/Import Configuration Profiles
- Create Placeholders (optional) Device Groups (Smart/Static)
- Unenroll Macs from your old MDM

#### **Configure User Enrollment / User-Initiated Enrollment**

- This is called User Enrollment in [Jamf School](#) or User-Initiated Enrollment in [Jamf Pro](#)
- Direct users to enroll into your new Jamf server

#### **Post migration checks**

- Device Inventory
- App Deployment
- Configuration Profiles

## A note on unremovable profiles

Depending on how Macs were enrolled into your old MDM server they may have what is called an unremovable profile. Where this is the case the only way to remove this profile without wiping the computer would be to send it a remote command to unenroll.



# Preparing end users for the transition

## Transparency into the MDM switching process is essential...

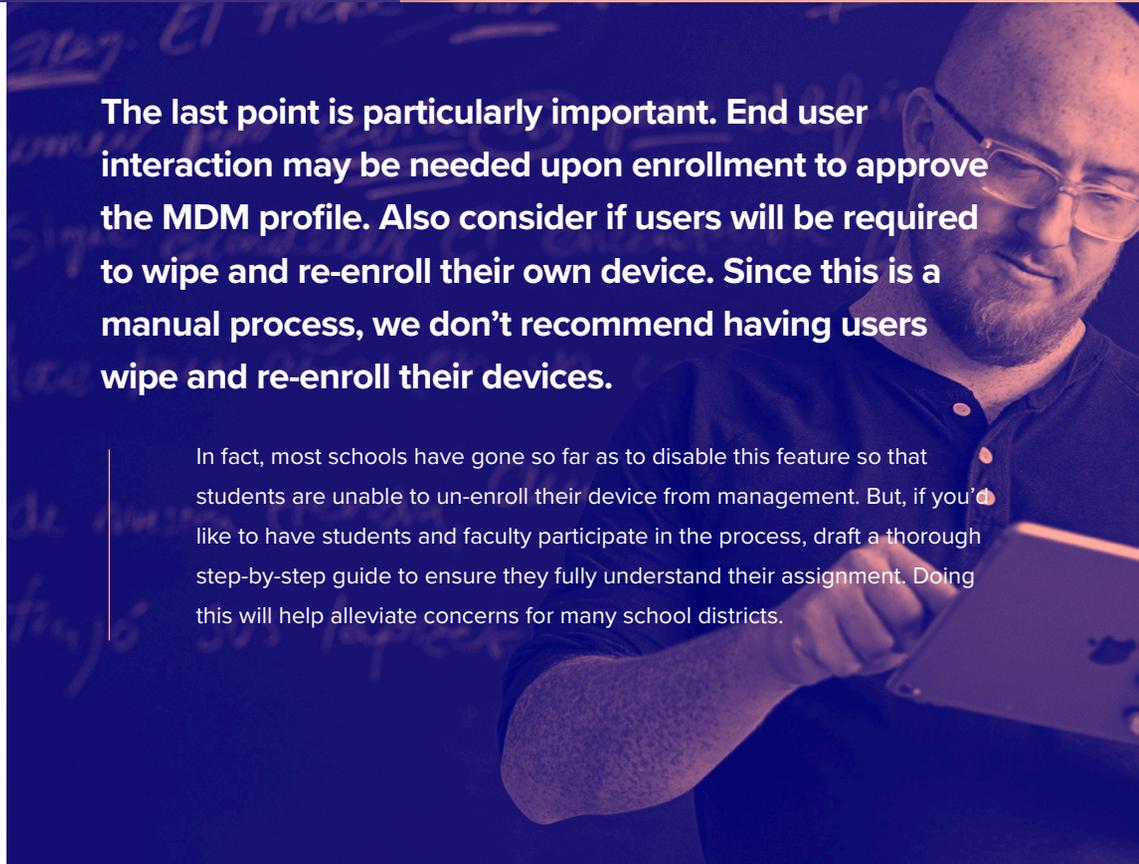
...to ensure device users do not lose valuable resources and precious classroom time. As such, inform them of the change and associated process early.

### Communication considerations include:

- ✓ Why this transition is taking place
- ✓ A timeline for the process
- ✓ What users can expect throughout the migration
- ✓ What a user's role is in the process

The last point is particularly important. End user interaction may be needed upon enrollment to approve the MDM profile. Also consider if users will be required to wipe and re-enroll their own device. Since this is a manual process, we don't recommend having users wipe and re-enroll their devices.

In fact, most schools have gone so far as to disable this feature so that students are unable to un-enroll their device from management. But, if you'd like to have students and faculty participate in the process, draft a thorough step-by-step guide to ensure they fully understand their assignment. Doing this will help alleviate concerns for many school districts.



# A step-by-step workflow to switch MDM solutions

## Now that you have thought through your timeline,

compiled the appropriate documentation and notified impacted parties, it is time to get your devices un-enrolled from one tool and enrolled with your new tool.

## STEP 1

### EXPORT ASSETS, including:

- Wi-Fi profiles
- Security certificates
- Scripts or other workflow objects
- Packages and apps
- Device inventory
- Configuration profiles
- Group memberships and users



#### Don't forget

You'll also need to prepare for transitioning your data to the new MDM. When migrating iPad devices that have been enrolled in Apple School Manager, you'll want to wipe all content from the device.

Prior to doing so, decide what data needs to be kept and how to accomplish that. Consider what data is local to the device and what data is hosted elsewhere. For example, email is often stored on an IMAP or Exchange server, so it can easily be re-downloaded after device setup, while other files may be stored in cloud services and retrieved at a time of your choosing.



**Note:** You will also need to create new credentials for APNs unique to Jamf.

## STEP 2 STORE DATA

Store your data in a preferred cloud storage service so you aren't relying on users to back up their data. A few examples of cloud storage providers include:

**iCloud**

**Dropbox**

**Box**

**Google Drive**



**Note:** Restoring an iCloud backup on devices has posed problems for schools in the past. When doing this step, consult an Apple IT community such as Jamf Nation for assistance with any questions or reach out to Jamf directly.



**Note:** If your current solution doesn't support Activation Lock reset, ensure users log out of iCloud prior to turning in their device.



## STEP 3 UN-ENROLLING FROM YOUR CURRENT MDM

With assets exported, data stored and users informed of the migration, begin removing devices from the current MDM. Depending on whether you enrolled your devices using Apple School Manager you have two paths to choose from.

### Option A: Using Apple School Manager

#### 1 Move Device Enrollment and Apps and Books tokens to new MDM

- Your Device Enrollment token is a record of all devices purchased at your school.
- Your Apps and Books token keeps track of all app purchases.

#### 2 Un-enroll or wipe devices

- Utilize a mass wipe command. This can be the last command you submit in your current MDM. Automating this process ensures that all devices are wiped and un-enrolled properly.

OR

- Have each student and faculty member reset their iPad by erasing all content and settings in the Settings app. Ensure you have a method to guarantee Activation Lock is disabled.

*During setup, end users will need to join a wireless network as the SSID is lost during the wipe.*

### Option B: Not Using Apple School Manager

#### Move Device and Apps and Books tokens to new MDM

Your Device Enrollment token is a record of all devices purchased at your school.

OR

- Your Apps and Books token keeps track of all app purchases.
- Have each student and faculty member reset their iPad by erasing all content and settings in the Settings app. Ensure you have a method to guarantee Activation Lock is disabled.

While not using Apple School Manager may appear to be a shorter route to migration completion, in reality, it is the exact opposite.

This process is manual and requires you to physically touch each device. At roughly 30 seconds to one minute per iPad, the hours quickly add up. Apple School Manager make this an automated, zero-touch process.

## STEP 4 MIGRATING TO JAMF

It's time to begin formally transitioning your Apple devices to your new MDM solution — Jamf Pro or Jamf School. Once again, the path you choose is dependent on whether or not you utilize Apple's deployment programs.

### Option A:

#### Using Apple School Manager

- 1 Assign previous Device Enrollment and Apps and Books tokens to your Jamf MDM**
  - Your Device Enrollment token(s) identify the devices owned by the school. Transferring these to the new solution automates the assignment process for each device.
  - Once you add your Apps and Books token(s) to the new MDM service, the apps are removed from all devices on the old MDM. Ownership of the apps remain intact. Upon uploading the token to Jamf, you can reassign all apps without needing to re-purchase.
- 2 Import information that you previously exported from your old MDM**
  - This may require custom scripts, so make sure to test before importing.
- 3 Create your enrollment profile**
  - Jamf Pro has “pre-stage enrollments”, whereas Jamf School has “DEP Profiles”

### Option B:

#### Not Using Apple School Manager

Not applicable since you'll be migrating manually and not using Apple's deployment programs.



#### What is Supervision?

Supervision enables a greater level of iPad management compared to simply using MDM enrollment. Without Supervision, you are unable to disable “Enable Restrictions” which removes the ability for the user to access the restrictions menu in Settings.

## STEP 5 RE-ENROLLING DEVICES

The last step is to start managing your devices with Jamf by re-enrolling them. This can be a very easy process if you are utilizing Apple School Manager. Follow the Apple Configurator steps for [Jamf Pro](#) and [Jamf School's](#) manual process.



### Option A:

#### Using Apple's Deployment Programs

##### Re-enroll devices into management

- All students and faculty need to do is walk through the short setup process via the Setup Assistant when they first turn on their device and they are automatically enrolled.
- After devices have been enrolled, you can deploy profiles, apps, configurations and resources with your new solution.



**Note:** It may take a short time for apps and resources to be available to students. The length of time varies based on the amount of apps that need to be deployed.



**Note:** Utilize an open Wi-Fi network during enrollment. This ensures students are connected to your network and enrollment is not interrupted

### Option B:

#### Not Using Apple's Deployment Programs

##### Enroll with Apple Configurator or have users visit a web URL

Once again, this may seem like a shorter route to completion, but you'll need to do step 5 for each of your devices as opposed to utilizing Apple's deployment programs to complete the enrollment process for all devices with one step.

With this path, you'll need to dedicate staff and their time to handle each device to enroll in the new management solution.



**Warning:** When not using Apple's deployment programs, students can undo IT settings and have an unmanaged iPad.



**Note:** Apple Configurator can be used to manually add devices into Apple School Manager, activate, enroll and then be deployed.



# Beyond device migration



## Ensure student and teacher device success

The faster you get iPad devices into students' and teachers' hands, the better. Ideally, you'd accomplish this prior to the first day of school, especially if your school provides preconfigured apps and loads them accordingly on every student device. By providing devices in advance, you can test and ensure that all apps have been successfully downloaded onto each iPad prior to the start of the school year or semester. This allows teachers and students to focus on education and not the technology.



## Post-migration checks

Shortly after migration, compare your exported device inventory from your previous MDM with the device inventory in Jamf to confirm that everything enrolled and transferred properly. This is also a good time to have students log into their iPads using their Managed Apple ID to sync any cloud hosted data to applicable apps.



# Know-how to seamlessly migrate to a better solution

While undertaking an MDM migration may seem daunting, this guide hopefully provides you with the insight and confidence necessary to leave behind your previous solution and transition to one with the capabilities you've always wanted. With Jamf, you're never alone.

For more in-depth assistance, Jamf also provides device migration services through our professional services team. These talented and experienced engineers can help you meet internal compliance standards using industry best practices making your migration process as seamless as possible without compromising on security. Jamf ensures you have the resources you need to hit the ground running during and following your smooth migration.

**The choice is yours,  
but there's no wrong choice!**

**See how Jamf School or Jamf Pro can  
change the way you manage your  
Apple devices for the better.**

[Request Trial](#)



- Create a logical timeline for the entire process
- Evaluate and document all production workflows
- Prepare end users for the transition
- Export assets from the old MDM
- Store device data in preferred cloud storage service
- Conduct device turn in or notify students (if applicable)
- Move Device Enrollment and Apps and Books tokens to new MDM (if applicable)
- Un-enroll or wipe devices
- Assign previous Device Enrollment and Apps and Books tokens to Jamf School (if applicable)
- Import assets and data information into the new MDM
- Re-enroll devices into management using preferred method
- Conduct device handout (if applicable)
- Check device inventory to ensure data transfer and device enrollment
- Acquire Jamf School Teacher, Jamf School Student, Jamf School Parent apps.
- Begin scoping apps and configuration profiles to device groups
- Test/confirm successful distribution of apps and configuration profiles.
- Conduct redistribution of devices
- Consult Jamf Customer Success with workflow questions

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