

# The Guide to Apple iOS Deployment in Higher Education

So your university is about to deploy iOS devices to your faculty/staff and students, and you're not sure where to start?

That's where the Apple Management Experts can help. Since 2002, Jamf—and our Jamf Pro solution—have helped higher education institutions across the globe ensure their Apple programs are a success.

In this guide, we'll highlight the steps needed to get an iOS program up and running using the Jamf Pro and Apple's user-friendly deployment programs.

**FOLLOW THESE 5 STEPS TO SUCCESS.**



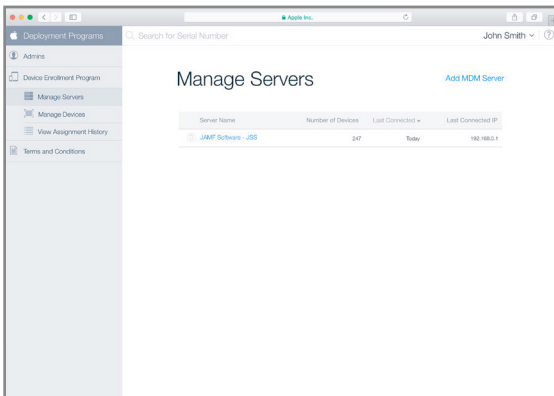
To see how Jamf Pro can facilitate personalized learning in your environment, visit: [www.jamf.com/products/Jamf-Pro](http://www.jamf.com/products/Jamf-Pro)



# 1. Prepare

## 1. SIGN UP FOR APPLE'S DEVICE ENROLLMENT PROGRAM (DEP) AND VOLUME PURCHASE PROGRAM (VPP)

- Enroll your university at [deploy.apple.com](https://deploy.apple.com).
- Get your Apple Customer Number from Apple or your Reseller - this is required for DEP.
- Use a shared email address for your Apple ID (ex: [appleid@university.edu](mailto:appleid@university.edu)).
- Define who has access to the DEP portal page via Admin setting within the DEP site.



## 2. CONSIDER YOUR APPLE ID STRATEGY

- With iOS 9 and later, you can now choose to deploy apps to either users' Apple IDs or directly to a device. Choose whether or not to use Apple IDs based on your app deployment preference.
- For shared or device-based deployments, an individual Apple ID is not necessary.
- For 1:1 or user-based deployments, an individual Apple ID per user is recommended.
- Apple IDs require an email address, so consider using users' school email or their personal email.
- Users can create a new Apple ID during the setup of the iPad or [here](#).

## 3. ENSURE STABLE WI-FI AND NETWORKING

- Strong Wi-Fi and modern networking are critical for a successful deployment. Make sure your organization has enough bandwidth and wireless routers to handle all your new devices.
- The Jamf Pro needs to communicate to your devices over the internet for management.
- You will need to select how you plan to host the Jamf Pro on your network, cloud or on-premise.

## 4. LINK JAMF PRO TO DEP

- Add the Jamf Pro as your MDM server via "Manage Servers" on the DEP site.
- You will need to download a public key from the Jamf Server JSS and a Server Token from the DEP site. Details on this step can be found [here](#).
- Once linked, you can assign new devices to be managed by serial or order number on the DEP site.

## What is the Jamf Pro?

- The Jamf Pro is a collection of Mac and iOS management tools.
- The core of the suite is the Jamf Server (JSS) that acts just like a web server.
- The JSS can be hosted on any existing OS X, Windows, or Linux server on-premise.
- JSS hosting is also offered via our JAMF Cloud subscription.



## 2. Configure

### 1. BUILD YOUR CONFIGURATION PROFILES

- Configuration Profiles are XML files that act like a recipe for your device settings and are deployed via the Jamf Pro.
- Build your profile ingredients in the JSS with settings such as: Wi-Fi, Email, and VPN.
- Profiles can also contain security settings and restrictions.
- Consider building different profiles for different groups of users in your organization.



### 2. CONSIDER SUPERVISION

- Supervision allows for a higher level of management, including locking the MDM profile and managing Activation Lock.
- Supervision can be done automatically via DEP and configured in the JSS (see next step).
- Alternatively, you can manually supervise an iPad via Apple Configurator over USB.

### 3. CONFIGURE THE JAMF PRO FOR INITIAL SETUP OPTIONS

- The PreStage Enrollment Settings in the JSS let you define how the device behaves upon the first boot up.
- From here select options to supervise devices, lock profiles, and skip startup steps.
- Additionally, you can assign users to iPads via directory services authentication.

### What is Activation Lock?

- Activation Lock is a feature of iOS designed to prevent anyone else from using a device if it's lost or stolen. It is enabled automatically when Find My iPhone is enabled on a device using iOS 7 or later. See more here.
- This can often cause problems for IT if they are reassigning devices to new users.
- The Jamf Pro can solve this by allowing IT to bypass the Activation Lock on a supervised device.



## 3. Purchase Apps & Books

### 1. PURCHASE APPS AND BOOKS USING APPLE'S VOLUME PURCHASE PROGRAM (VPP)

There are two ways to purchase content:

- **Managed Distribution (recommended):** License content to your users or devices. You retain ownership of apps (but not books), allowing you to revoke and reassign them as needed.
- **Redeemable codes:** Download a spreadsheet containing redeemable codes that you can then provide to your users. This method permanently transfers an app or book to the Apple ID that redeems the code.

### 2. THERE ARE TWO WAYS TO ASSIGN APPS. THE FOLLOWING STEPS OUTLINE BOTH USER-BASED (APPLE ID REQUIRED) AND DEVICE-BASED VPP APPDEPLOYMENTS.

**Assign to devices (device-based VPP):**

- Apps will be deployed directly to devices. No invitations necessary.
- Device-based VPP requires iOS 9 or higher.
- Scope apps and other content directly to devices within the JSS.
- Assigned content will automatically download to the device.

**Assign to users (user-based VPP):**

- Apps will be deployed to end users.
- User-based VPP requires iOS 7 or higher.
- Create a VPP invitation email within the JSS and scope to desired users.
- Scope apps and other content directly to devices within the JSS.
- Users receive an email with a registration link and are guided through the process of downloading their content..
- Details on the process are here.

### 3. CONSIDER YOUR APP DEPLOYMENT STRATEGY

- Use the Jamf Pro Self Service app for user-initiated app install.
- Silently push apps to your users or devices.
- Scope apps to different users via groups for easy distribution.

### What is Self Service?

- Self Service is an app that acts like an internal App Store for your organization.
- Self Service can contain apps linked to VPP, free apps, eBooks, PDFs, and Configuration Profiles.
- If you disable the App Store, Self Service can serve as a white list for approved apps.





## 4. Deploy

### 1. MAKE A PLAN FOR DISTRIBUTING YOUR DEVICES TO USERS

Consider 3 different levels of IT involvement for handling new devices:

1. IT Driven: IT unboxes iPads, walks through the setup assistant, enrolls the device, and downloads apps for the user.
2. IT Assisted: IT helps the user set up and enroll the iPad. User downloads apps via Self Service.
3. User Driven: User unboxes, sets up, and auto enrolls iPad via DEP. User downloads apps via Self Service.

### 2. ENROLL YOUR DEVICES

Device management begins with enrolling a device. Choose from one of these methods:

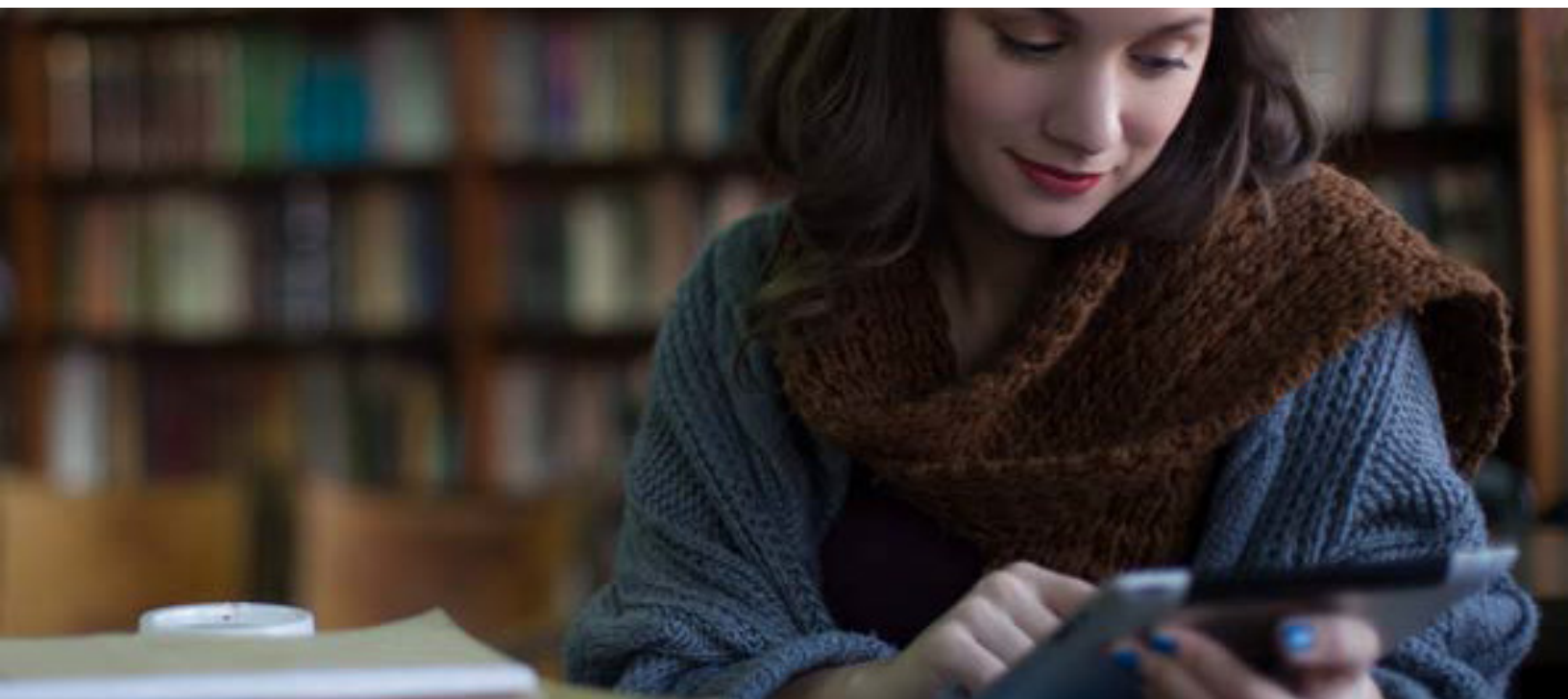
- Zero-touch, automatic enrollment using Apple's Device Enrollment Program (recommended).
- User-initiated enrollment via web page or email invitation.
- Apple Configurator enrollment via USB (great for shared-cart models).

### 3. BOOT UP DEVICES

- DEP linked iPads and iPhones will automatically enroll with the JSS.
- Configuration profiles, apps, and books will automatically download from the JSS.
- Self Service will appear.

### Leverage your Directory Services

- The Jamf Pro integrates with common directory services, such as Active Directory, for user data and authentication to the Self Service app.
- You can also scope profiles, apps, and books to directory user groups.
- Use the setup assistant in the JSS to configure your directory services automatically.





## 5. Manage

### 1. ENABLE YOUR END USERS, GIVE CONTROL TO IT

- Update Self Service with new content to encourage usage.
- Leverage Push Notifications to push important messages directly to devices.
- Customize the JSS with smart groups and advanced reporting.

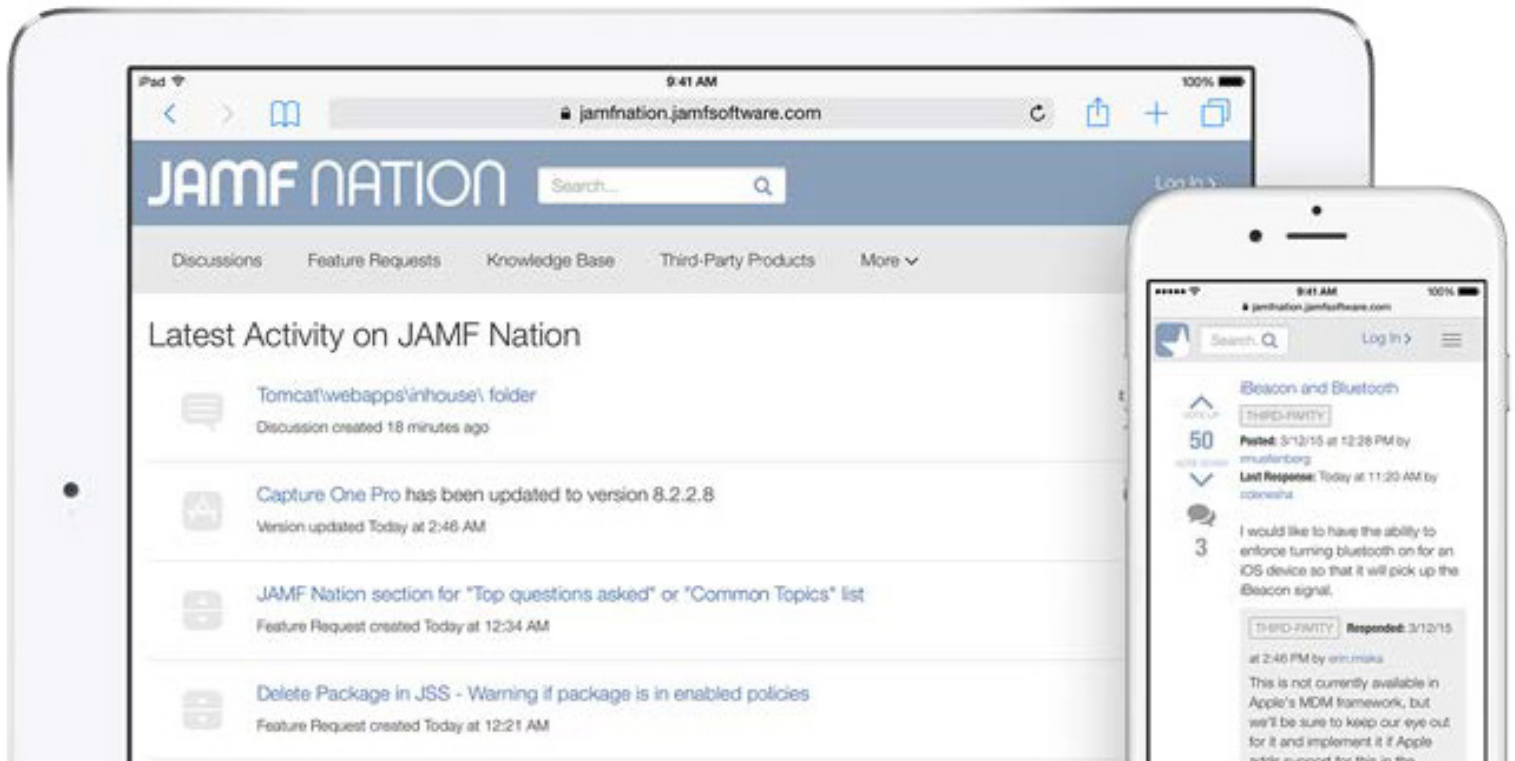
### 2. MANAGE THE LIFECYCLE OF YOUR DEVICES WITH REPORTING

- With an Apple Self-Servicing Account (sign up here) you can integrate your Global Service Exchange (GSX) Account with the Jamf Pro to retrieve warranty and purchasing data directly from Apple's global inventory database.

- View and sort your entire fleet's warranty status in a single location.
- Use this data to determine when you should upgrade or replace your hardware.

### 3. JOIN JAMF NATION FOR IDEAS ON HOW TO IMPROVE YOUR DEPLOYMENT

- JAMF Nation is a knowledgeable community of Jamf Pro users helping each other.
- This is a free service, open to all, whether you are a Jamf customer or not.
- Learn from other organizations that have already deployed iOS devices and gain best practices.



www.jamf.com

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To learn more about how Jamf Pro can make an impact on your Mac and iOS management, visit [jamf.com/products/Jamf-Pro](http://jamf.com/products/Jamf-Pro).