



The Guide to Apple iOS Deployment in Business



So your organization is about to deploy iOS devices to your employees, and you're not sure where to start? That's where the Apple Management Experts can help. Since 2002, JAMF Software—and our Casper Suite solution—have helped organizations 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 Casper Suite and Apple's user-friendly deployment programs.

Follow these **5 steps** to success.

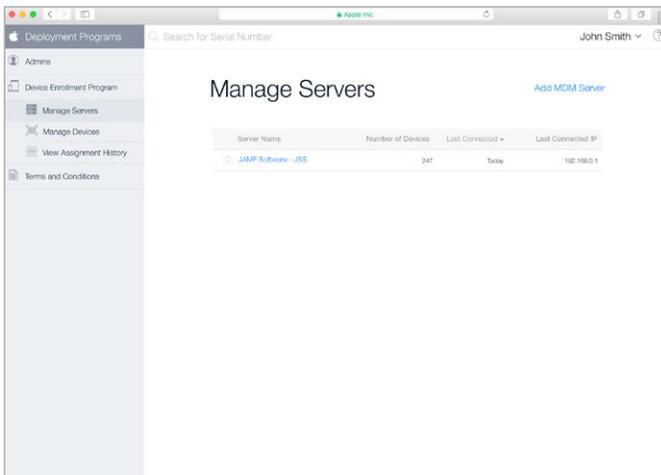




Prepare

1. Sign up for Apple's Device Enrollment Program (DEP) and Volume Purchase Program (VPP)

- › Enroll your organization at 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@company.com).
- › 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 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 user-based deployments, an individual Apple ID per user is recommended.
- › Apple IDs require an email address, so consider using users' work 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 Casper Suite needs to communicate to your devices over the internet for management.
- › You will need to select how you plan to host the Casper Suite on your network, cloud or on-premise.

4. Link Casper Suite to DEP

- › Add the Casper Suite as your MDM server via "Manage Servers" on the DEP site.
- › You will need to download a public key from the JAMF Software 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 Casper Suite?

- › The Casper Suite is a collection of Mac and iOS management tools.
- › The core of the suite is the JAMF Software 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.

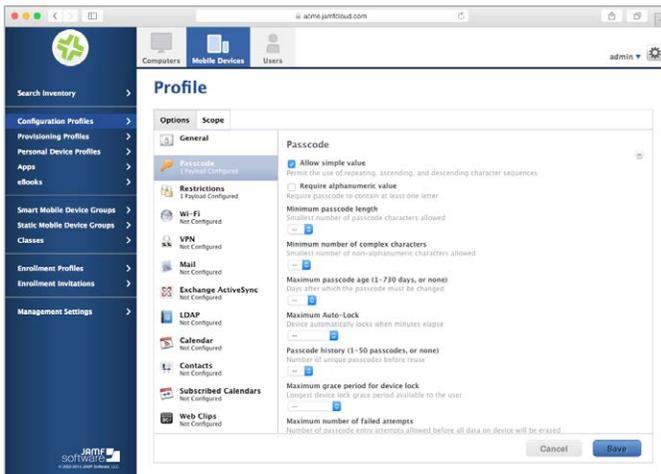
Step 2

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 Casper Suite.
- › 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 Casper Suite 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 Casper Suite can solve this by allowing IT to bypassing the Activation Lock on a supervised device.



Step 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 app deployments.

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.
- › 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 Casper Suite 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.



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 setup 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.

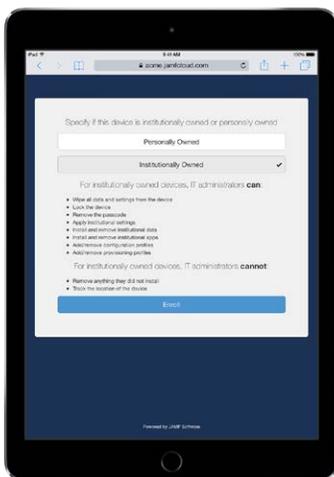
3. Boot up devices

- › 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 Casper Suite 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 set up assistant in the JSS to configure your directory services automatically.



User-initiated enrollment



DEP enrollment



Step 5

Manage

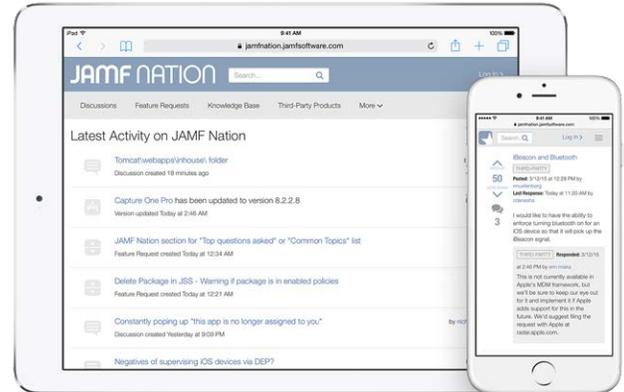
1. Enable your end users, give control to IT



- › 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 Casper Suite 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 Casper Suite users helping each other.
- › This is a free service, open to all, whether you are a JAMF Software customer or not.
- › Learn from other organizations that have already deployed iOS devices and gain best practices.



Still have questions?

We're happy to help. Reach out to us at info@jamfsoftware.com or [give us a call](#) today.