# Jamf Standards and Guidelines

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<td>Document Owner:</td>
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1 General Overview

Jamf Pro (hereon referred to as Jamf) is an infrastructure that provides colleges and departments the ability to manage and maintain their Apple devices (Mac desktops, laptops, iOS, and tvOS devices). Deploying and managing macOS is easier than ever before with new improvements including the support of the latest macOS features, more frequent and easier updates, unified end-user portal.

Jamf is available to Unit IT Administrators with an existing OU in UNM Active Directory - colleges.ad.unm.edu. Jamf follows a distributed support model similar to the UNM AD OU Administrator model where Unit IT Administrators are delegated full control of their Site(s) in Jamf.

2 Service Description

UNM IT documents services in the UNM IT service catalog.

2.1 Service Scope

Colleges and departments using the Jamf infrastructure will retain full control of their Apple devices in addition to gaining the following benefits and fully supported features:

- Jamf access (roles/permissions) scoped to the unit’s AD OU structure;
- Access to the Jamf management portal and client tools;
- Define custom Computer, User and Device groups (Static & Smart);
- Baseline management framework settings for all enrolled computers and devices in unit’s Site(s);
- Jamf hardware eligibility – see FastInfo 7744;
- Multiple approaches to macOS deployment (legacy imaging and provisioning) based on hardware - see FastInfo 7745;
- Deploy centrally managed applications and configurations (SOE – Standard Operating Environment) to computers and devices in unit’s Site(s);
- Create and deploy custom (unit specific) applications and configurations to computers and devices in unit’s Site(s);
- Execute centrally managed scripts against computers in unit’s Site(s);
- Create and deploy custom scripts against computers in unit’s Site(s);
- Adding global objects (applications, configurations, scripts, etc.) requires review and approval by the Jamf steering committee (Please see Area Unit Responsibility section of this document) – global objects should be made available in Self Service and not required;
- View hardware and software inventory for enrolled computers and devices in unit’s Site(s);
- Create custom (unit specific) Advanced Searches against devices in unit’s Site(s);

Access to Jamf features not explicitly defined above may also be available (by default or by request) but full support for such features through UNM IT is not available.

2.1.1 Area Unit Requirements to Use the Service

- Complete Jamf training and OU Admin training;
- View IT Alerts for scheduled maintenance and outages;
If a department intends to deploy images greater than 5 GB to more than 1 device at a time, the
department must provide a Distribution Point in the subnets their devices reside in;
If a department intends to deploy packages or applications greater than 1 GB in size, the
department must provide a Distribution Point in the subnets their devices reside in. Limited
bandwidth sites may also require a Distribution Point;
Distribution Points (hardware and software) must meet the following requirements defined in
FastInfo 7743;

2.1.2 Boundaries of Service Features and Functions
• Area Units will only use UNM owned infrastructure and equipment;
• Area Units are recommended to purchase Apple hardware through LoboMart or other DEP eligible
providers - see FastInfo 7744;
• Area Units will make a reasonable effort to determine where the problem lies, prior to contacting
UNM IT;
• IT will retain administrative access to Jamf and associated components like Distribution Points;
• Services hosted by IT are being provided to Area Units only. Any resale of this service must be
disclosed in advance, in writing to the Service Owner;

2.2 Service Level Performance
2.2.1 General Service Levels
• Response to reported incidents and service requests as defined in Sections 5 and 6 below;
• Customized Jamf training;
2.2.2 Specific Service Levels
• Monitoring system with alerts;
  o Alert will be sent to UNM IT Platforms administrators if the Jamf infrastructure is under a
sustained, heavy load (slow performance.)
  o Alert will be sent to UNM IT Platforms administrators if the Jamf infrastructure is
inaccessible;

3 Roles and Responsibilities
3.1 UNM IT Responsibilities in Support of the Service
UNM IT responsibilities and/or requirements in support of these standards and guidelines include:
• Periodic (semiannual) review and update of SOE (Standard Operating Environment) components,
including macOS images, netboot images, applications and configurations;
• Standardized onboarding process such that each onboarded unit receives:
  o Site(s) in Jamf, named based on the unit’s AD OU(s)
  o Jamf user with the following privileges, mapped to the unit’s AD OU Admins group:
    ▪ Access: Site Access (to the unit’s Site(s))
    ▪ Privileges: Administrator
      • Create, Read, Update and Delete Jamf Pro Server Objects
      • Execute all Jamf Pro Server Actions
      • All Jamf Recon operations
      • All Jamf Remote operations
      • All Jamf Imaging operations
• Providing 2 shared Distribution Points with reasonable (approximately 5 GB) capacity for units whose Jamf usage does not warrant a local Distribution Point;
• Coordinating and assisting unit’s with the setup and deployment of distribution points;
• Facilitating periodic Jamf Steering Committee meetings to discuss application/package sharing, common questions, and issues;
• Ensuring consistent distribution of centrally managed (SOE) items, including macOS images, applications, packages, scripts, and configurations;
• Maintaining default management framework settings (apply to all Jamf managed devices);
• Maintaining global Jamf privileges and assignments;
• Maintaining the Jamf infrastructure such that all component versions are supported by Jamf and their respective vendors;
• System operations, administration and network connections;
• Web access to include service catalog, billing portal, self-service portal;
• System level backup processes and disaster recovery (does not include DPs);
• Basic up/down system monitoring;
• Friendly, courteous and efficient service;
• Support services via UNM IT Service Desk;
• Prompt referral of any inquiries/complaints to the appropriate responsible team;
• Continuous effort to develop and improve services for all service users;
• Meet response times associated with the priority assigned to incidents and Service Requests;
• Generate reports on service level performance;
• Adhere to established Maintenance Windows;
• Publish all scheduled maintenance and service updates via:
  o IT Alerts at https://italerts.unm.edu;
  o IT-JAMF-L email;

3.2 Area Unit Responsibilities in Support of the Service

Area Unit responsibilities and/or requirements in support of these standards and guidelines include:

• Adhering to UNM’s Jamf naming standards (every item created in Jamf must be named starting with the owning unit’s OU name and a “-“. Example: <OU>-<Description of item> <version if applicable> or: IT – All Manager Macs or: COE – Mactracker 7.7.5);
• Adhering to the AD naming convention for computers & devices;
• Ensuring the Jamf profile and binary are installed and properly configured on all unit Macs managed through Jamf;
• Ensuring the Jamf MDM profile is installed on all iOS unit iOS devices managed through Jamf;
• All content must exist on the master DP. Area Unit’s content should only be replicated from the master DP to the area unit’s DP(s);
• Ensuring compliance with licensing agreements (and license availability) when deploying custom operating systems, applications and packages;
• Ensuring physical and network security of DP (if applicable);
• Completing Jamf onboarding training, OU Admin training, and the free online Jamf 100 training; completing additional/ongoing training (provided by Jamf) as needed to support the usage of Jamf within the unit;
• Monitoring IT Alerts and the IT-JAMF-L email list for service notifications and updates;
• Consider any policy implications or responsibilities;
• IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
• Contact UNM IT Service Owner for additions or changes in established service levels;
Comply with UNM Business Policies 2500, 2520, 7215.
http://policy.unm.edu/university-policies/2000/2500.html
http://policy.unm.edu/university-policies/2000/2520.html
https://policy.unm.edu/university-policies/7000/7215.html

4 Hours of Coverage and Escalation

4.1 Hours of Coverage
Jamf service is provided 24 hours a day 7 days a week except for periods of planned maintenance.

4.2 Service Exceptions to Coverage
- None at this time

4.3 Escalation
If you are not satisfied with the level of service on a request, please contact the Service Owner and if necessary, the UNM IT Service Manager.

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<tr>
<th>UNM IT Contact</th>
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<tbody>
<tr>
<td>Service Owner</td>
<td>Brian Pietrewicz</td>
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<td>Service Manager</td>
<td>Dilek Mascolo</td>
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<td>Subject Matter Expert (SME)</td>
<td>Neil Sabol</td>
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5 Service Requests
A Service Request is defined as a request for information, advice, or for access to a service.

5.1 Service Request Submission
Service Requests can be submitted by calling 505.277.5757. Current hours of operation are listed on the Customer Support Services website, http://it.unm.edu/support.

Online Service Requests can be submitted at the following URL: https://help.unm.edu.

5.2 Service Request Response
For all requests, UNM IT’s objective is to acknowledge and assign requests within twelve (12) business hours of receipt. Requests will be fulfilled within seven (7) days.

Campus priorities may require exceptions during certain times of the Academic year.

6 Incidents
An incident is defined as any interruption in the normal functioning of a service or system.

6.1 Incident Report
Incidents can be reported using Help.UNM at https://help.unm.edu or by calling the UNM IT Service Desk during business hours at 505.277.5757.

For service outages after hours, call 505.277.5757 and select Option #3 to leave a message for the Manager on Duty (MOD). The MOD will contact the appropriate service technician to help resolve the service outage.

6.2 Incident Response
Response time objectives for incidents reported to UNM IT are as follows:
Priority 1 (P1) is acknowledged, accepted and resolved within four (4) clock hours.
Priority 2 (P2) is acknowledged, accepted and resolved within one (1) business day.
Priority 3 (P3) is acknowledged, accepted and resolved within four (4) business days.
Priority 4 (P4) is acknowledged, accepted and resolved within nine (9) business days.

6.3 Prioritization
All reported incidents receive a priority number based on the impact and urgency of the service interruption.

Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities.

Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

UNM IT may prioritize incoming incident requests as P1 or P2 priority if it meets one or more of the following criteria:

- Significant number of people affected;
- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

7 Maintenance and Service Changes
The Maintenance Window for Jamf can be found on the UNM IT website, [http://it.unm.edu/availability](http://it.unm.edu/availability) under the “All Services” category.

UNM IT reserves the right to modify the maintenance window.