

# 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?

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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.**



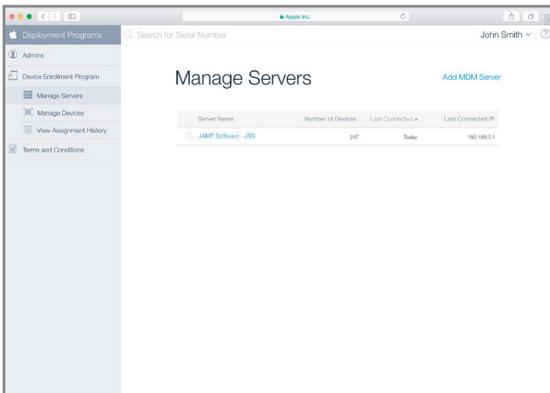
To see how Jamf Pro can facilitate personalized learning in your environment, visit: [www.jamf.com/products/Jamf-Pro](http://www.jamf.com/products/Jamf-Pro)



# 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?

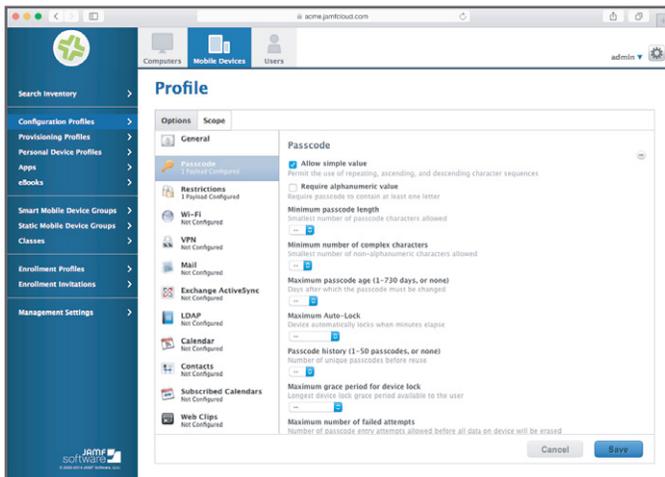
- The Jamf Pro is a collection of Mac and iOS management tools.
- The core of the suite is the Jamf Server (JSS) that acts just like a web server.
- The JSS can be hosted on any existing OS X, Windows, or Linux server on-premise.
- JSS hosting is also offered via our JAMF Cloud subscription.



## 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:

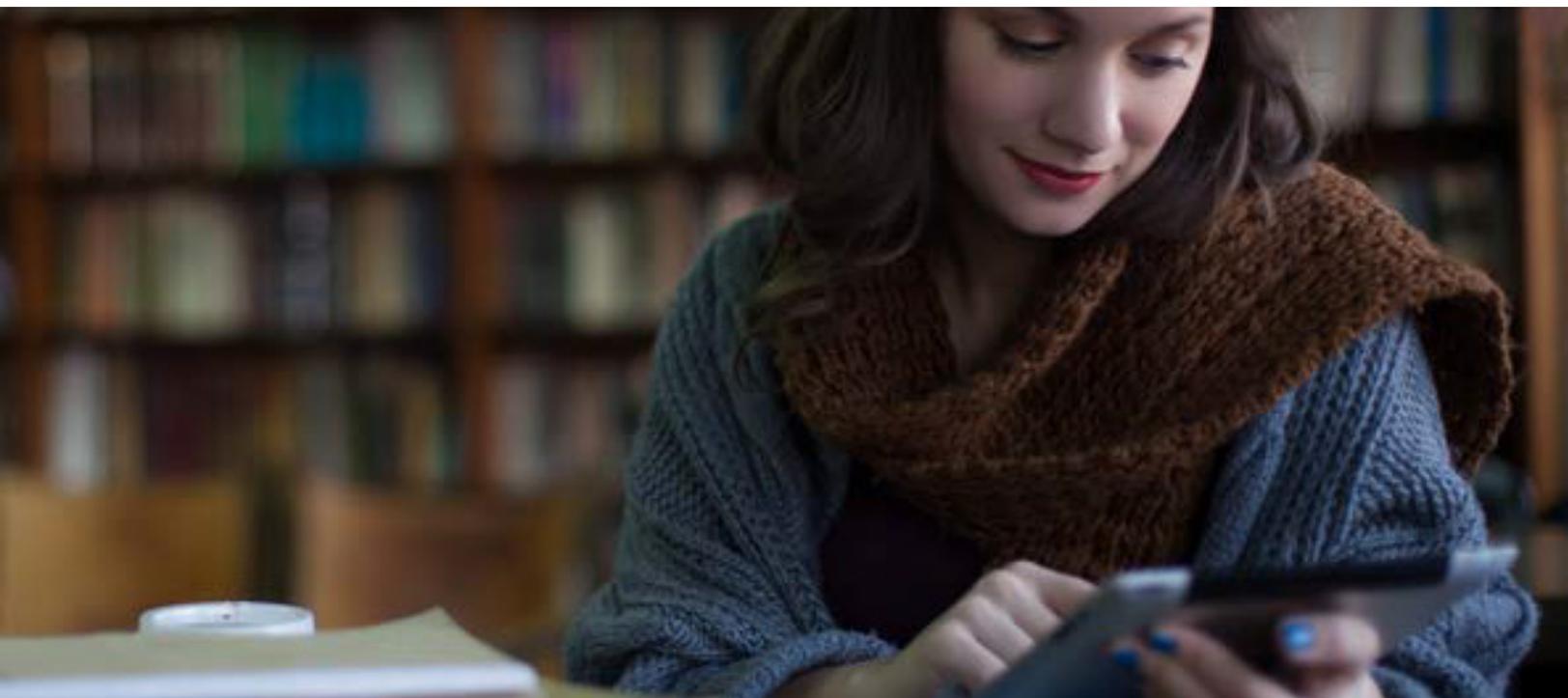
- Zero-touch, automatic enrollment using Apple's Device Enrollment Program (recommended).
- User-initiated enrollment via web page or email invitation.
- Apple Configurator enrollment via USB (great for shared-cart models).

### 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.

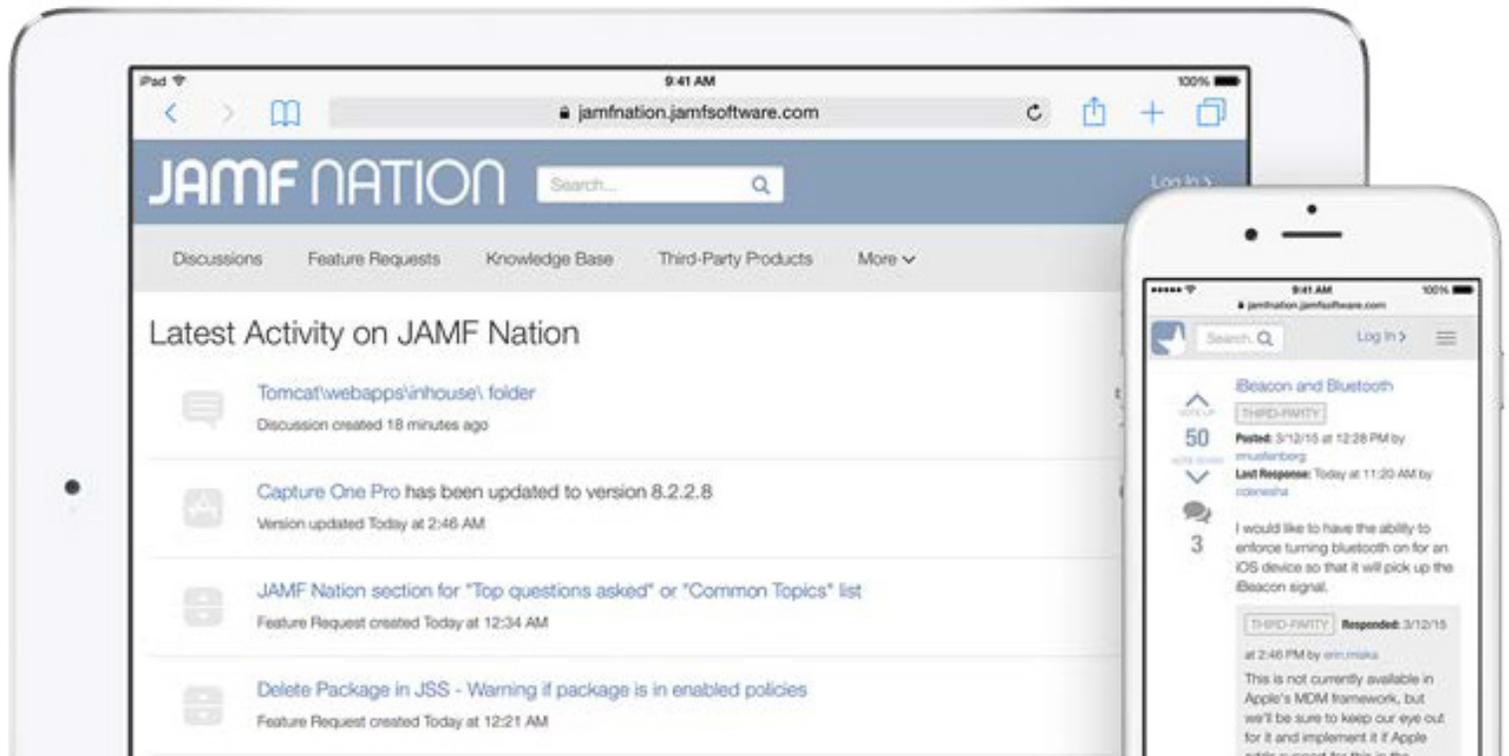
### 2. MANAGE THE LIFECYCLE OF YOUR DEVICES WITH REPORTING

- 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).