Overview

• About Penn State and Apple Deployment Programs
• Service Planning
• Detour into Risk Management
• Managing Expectations
• Creating Awareness
• Where We Are Today
We are... Penn State

- 24 campuses
  - 22 Commonwealth Campuses
  - University Park - Main
  - Medical Center at Hershey
- 70,500 students
  - 40,500 at University Park
- 14,000 Faculty & Staff
We are... IT

- Central IT - Information Technology Services
- College and Unit Level IT at University Park
- Commonwealth IT Units
Apple Deployment Programs

• Launched in Spring 2014
• Three programs under one umbrella
  • Volume Purchase Program
  • Device Enrollment Program
  • Apple ID for Students (under 13)
Apple Deployment Programs

• Education and business can participate

• Program Requirements:
  • Apple Customer Number
  • D-U-N-S Number
  • Verification contact

• More Information:
  • http://help.apple.com/deployment/programs/
ADP Terms

• Program Agent
• Program Manager
• MDM Server or Service
• Server Public Key & Token
The Beginning...

There's this cool thing! I want to use it!
Service Planning

- How it works
- Detour in to Risk Management
- Creating a workflow
- Setting Expectoration
- Supporting our Users
Figure out how it works

- Documentation
  - Apple Docs - Support & Developer
  - MDM Vendors who support the service
- User experience
  - Blogs
  - Apple Support
Developing a workflow

• Identify all stakeholders
• Identify all tasks each party does
• Indicate the order for each task
• Look at areas needed for support
How new devices are added to the Development Enrollment Program and MDM server

PSU IT Unit: Purchases Apple device(s) with university Apple Customer Number

CLC: Requests CLC staff to link order and/or serial number to MDM solution

Apple: Apple Processes order and associates it with Apple Customer Number

New Device: Device contacts Apple for activation

Links order number and/or serial numbers with unit's preferred MDM Server

Notifies IT group task is complete

Device contacts MDM server for configuration information

Apple server responds with MDM server information

Device contacts Apple for activation

End

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** DRAFT **
Customer Support

- Identifying areas of support
- Customer Education
- Service Request
- How far to support the customer
- DEP enrollment vs troubleshoot MDM server
Testing the workflow

• Try it out....... BLOCKED!
Detour into Risk Management
Risk Management

• Here to protect the university

• Review any End User License Agreement (EULA)

• Create a justification why to participate
Justification

- Program overview and workflow
- Define terms
- Risks/Benefit for not joining ADP
- Risk/Benefit to join ADP
- Rate those risks
- Attached the EULA
EULA Review

- How to handle EULA consent
- Liability of MDM service providers
- Apple limiting their liability to $50
- Most of these concerns were address in a Service Level Agreement (SLA)
Managing Expectations
Service Level Agreement

• Purpose
• Service Description
• Definitions
• Stakeholder Responsibilities
• Communication
Service Level Agreement

- Service requests
- Address Risk Management concerns
- Service continuity
- SLA timeframe & termination
- Signatures
Prepare for Launch
Service Awareness

- Website
- Presentations
- Networking
Penn State Mobile Device Management

Apple Deployment Programs at Penn State

In Spring of 2014, Apple announced the Apple Deployment Programs which consists of the Device Enrollment Program (DEP), Volume Purchase Program (VPP) and Apple ID for Students. These programs help IT staff deploy and manage Apple devices as well as manage the apps purchase at Apple’s Mac, iOS and iBook stores.
Service Website

- Service information
- Electronic copies of all agreements
- Contact and help links
- Enable customers to help themselves
  - Resources and documentation
Presentations

• Penn State MacAdmins Community Meeting
• Service Launch - Oct 2014
• Service Demo - Feb 2015
• Penn State TechPros Conf. - June 2015
• About service & customer endorsement
Presentation

- What
- Why
- How
- Demonstrate
- Next steps…
Networking

- Apple
- MDM vendors
- Word-of-Mouth
- Customer endorsements
- Social networking - Yammer
ADP at Penn State Today

• Seven IT units are using the service
  • College of Education
  • Penn State Harrisburg
  • Penn State Shenango
  • Health and Human Behavior
  • Penn State Athletics
  • Development and Alumni Relations
  • Classroom and Lab Computing
Questions?