Apple Configurator

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Outline

- Challenges
- Ownership Models
- Configurator abilities
- Features & Use examples
- Q&A

Current Challenges

- More iOS devices entering organization
- More “required” apps
- Varying levels of device management
- Device usage intention vs traditional IT mindset

IT Tasks

- Initial setup of device
- Loading content and apps
- Inventory & Accounting
- Upkeep

Preparation

Configuration

Deployment

Upkeep

Upkeep

Configurator Tasks

- Prepare - Get ready for mass deployment
- Supervise - Enforce Configuration
- Assign - Assign to users

Considerations

- Supervised / Unsupervised Devices
  - VPP / Free Apps
- Device Configuration Backups
- Profiles / Restrictions

Management Methods

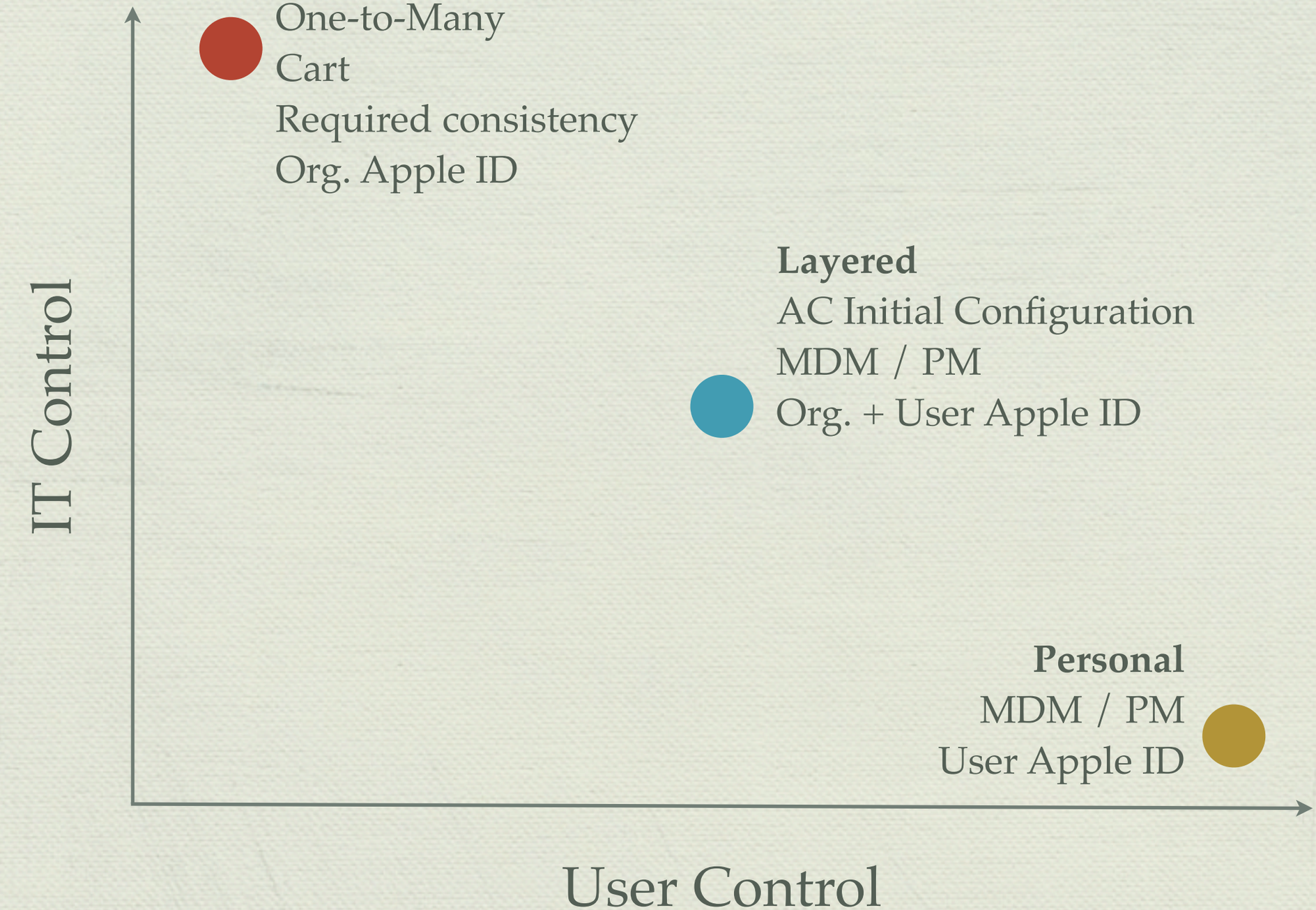
- None
- iPhone Configuration Utility (IPCU)
- Profile Manager /MDM

Ownership Models

- Stop using computer mindset!
- Demarc' becomes app ownership (and maintenance)

Ownership Models

- Personal
- Institutional
- Layered


IT Control
User Control
Institutional
One-to-Many
Cart
Required consistency
Org. Apple ID
Layered
AC Initial Configuration
MDM / PM
Org. + User Apple ID
Personal
MDM / PM
User Apple ID

Personal

- End-User ownership of apps
- Mimics the consumer model
- Little tech involvement
  - Can provide Restrictions / Configuration
  - Can enroll into MDM

Institutional

- Institution owns Apps
- Centralized syncing
- Restrictions / Profiles / MDM
- Configure device & create backup
- Grade / Department / Building AppleIDs

Layered

- iOS devices “imaged” or setup with base apps.
  - These require Institutional AppleID
- End-User completes setup assistant
- Restrictions / Configuration / MDM

Configurator Requirements

- Lion
- USB Connection to device (Powered and 2.0)
  - USB hubs are OK
- iTunes authorized on machine for apps
- AppleID entered in Configurator

Device Images

- Setup device settings, then create image
- Restore to device
  - Supervised:Supervised
  - Unsupervised:Unsupervised

VPP Apps

- Add in Paid app to Configurator
- Import VPP Code Spreadsheet
- Assign Apps to devices / groups
- View current license usage
- NOTE: Code marked as consumed if device replaced
- Moving apps works on (Un)Supervised devices*

Assigning Devices

- Assign device to user
- Send / collect documents from devices
  - Works with apps supporting file sharing in iTunes

MDM / PM

- Profile Manager or 3rd party MDM solutions
- Still look at enrolling devices with one of these
- Allows for OTA changes to restrictions

Other Benefits

- Set lockscreen image
- Device Restrictions saved via device image

Supervise

- Must be supervised device
- Allows for logical grouping
- Grouping can also provide configuration differences
  - Apps
  - Profiles

Supervising

- Not OTA
  - Means changes will require devices connected via USB
- Allows for flexible licensing
  - Move apps according to need across devices

	Personal Ownership	Institutional Ownership	Layered Ownership
Maintenance *(Updates)*	End-User	Institution	Both
App Ownership	End-User	Institution	Both
Content	End-User	End-User* *(Temporarily)*	End-User
Org. IT Support	Low	High	Medium
Deployment	Fast	Slow	Medium

Personal Example

- BYOD
- Teacher or Student iOS Devices

Deployment Workflow

- Inventory
- (Update iOS / Wireless Config via Configurator)
- Deploy End-Users
- Provide VPP Codes for Apps
- (End-User Enrollment in MDM)

Update Workflow

- End-User Responsibility

Institutional Example

- Grade level or Subject level iPad Cart
- School-provided iOS devices to student
- Training Event

Deployment Workflow

- Setup ideal device / Configure / “Back-Up”
- Inventory
- Update iOS / Supervise Device / Install Apps / Restore
- Assign to Device Group
- Deploy
- (Assign to User in Configurator)

Update Workflow

- Test Apps / iOS Updates
- Re-Add apps to Configurator
- Apply & Plugin Devices to Configurator machine

Layered Ownership

- School provided iPad to student (over 13)
- Might even be teacher iPad

Deployment Workflow

- (Setup master device)
- Update iOS / Install Apps / Restrictions / (Supervise) / (Restore)
- (Assign to Device Group)
- User completes Setup Assistant

Update Workflow

- User Apple ID for personal content
- (Update Inst. Apps via AppStore w/ Inst. Apple ID)
- (Sync via Configurator for Inst. Apps)*
- * Preserve user content:

```
defaults write com.apple.configurator PreserveUserAppsAndData -bool YES
```

Backup

- http://support.apple.com/kb/HT5194
- ~/Library/Application Support/com.apple.configurator
- ~/Library/Keychains for Supervision Certificate public & private keys
- ~/Library/Preferences/com.apple.configurator.plist

Auto Enrollment

Apple Configurator: Enrolling devices in Profile Manager

- http://support.apple.com/kb/HT5210