Using Profile Manager for iPads in Classrooms

Jeffrey J. Hanrahan
Office of Information Technologies
Academic Technologies Department
Overview

- What is Profile Manager and Why You Would Want to Use it
- Inventory and Tagging
- Deployment
- Storage
- Profile Manager & Settings
- Convert from iPhone Configuration Utility to Profile Manager
- Issues
- Student Return of iPads
- Observations (Metrics)
- Reported iPad Problems
- What Would We Do Differently
- Policy, Procedures and Accountability
- Questions & Answers
Profile Manager

- **Web-based Administration Tool**
  - Use through a web browser

- **Self-service user Portal**
  - Register device, get policies/settings

- **Mobile Device Management (MDM) server**
  - Policy Setting, Updates, Security, Asset Tracking

- Do not have to physically touch the devices

- 5,000 devices, 200 to 300 Concurrent Connections

- **Note:** Tied into Active Domain and we use Exchange
Inventory & Tagging

• Have iPads and Cases delivered to your department.

• Obtain draw-string bags for device deployment.

• Obtain a class list from each professor.

• Add 3 extras per class for last minute additions.

• I don’t want to open 150 iPad boxes!
  – Barcode each iPad into a spreadsheet.
  – Assign Device Names and Student Names to each iPad.
  – Create labels for each class-student, attach to each box.

• Use iPhone Configuration Utility to harvest information (Serial Number, Wi-Fi Address) if you want to create an Inventory/User sheet.

• The System Administrator/Developer must have an iPad, not to be used as a spare or loaned out for use or borrowed for a little while by someone else.

• If you are the only support person, start 3 weeks before iPads are needed
Model & Serial Number

Serial Number
UDID
IMEI
MEID
Tag the iPad

<---- Device Name and Serial Number Barcode
(Clear labels work fine)
Tag the Case (Inside)

- Need easy access to identify each iPad

Device Name and Serial Number Barcode --->
(Clear labels do not work well)
Tag the Case (Back)

• Make it easy to index and retrieve devices.

Device Name Barcode
(Used to quickly find the iPad. Clear labels do not work well)
How Do You Store These?

• For now, 15 iPads per case, space for Power Supply and Cable, charge them in the case.
How Do You Store These?

• Just arrived, holds 30 iPads, charges, lockable
  – Apple Part Number HB716LL/A
Deployment (Bookstore)

- Handled by the Follett Bookstore

Student billing for iPads
Check Student against Roster
iPad
iPad Case
Power Supply
iPad Cable
Installation Instructions
Student Agreement Form
Carrying Bag
Deployment (Optional)

• Handled Internally (Zip-Lock Bag)

Check Student against List
iPad
iPad Case
Power Supply
iPad Cable
Installation Instructions
Student Agreement Form
Zip-Lock Bag
Deployment (Bookstore)

- Student Agreement Form

**iPad Student Agreement**

You are agreeing to participate in a course that is highly innovative and somewhat experimental in nature. While considerable time and effort has been spent planning for the unexpected, we fully expect some ‘challenges’ to surface associated with using your iPad and related software. At the same time, we hope you will learn new things about using highly innovative technologies that would not have been possible in a traditional course. If at any point during this course you feel as though the iPad is in any way hindering your learning process, please contact your instructor immediately.

Because you are agreeing to participate in this course with the use of iPads, there will be some additional expectations related to this hardware. We have identified many of these expectations below, but we also realize some may surface during the planned ‘organic’ learning process that we are undertaking. Please read the following and if you agree to these expectations, sign below:

I agree to:

- Return all of the iPad components (iPad, iPad Case, Power Adaptor, Power Cable)
- Return the iPad at the end of the course, or when directed by the instructor
- Return the iPad immediately if I decide to drop or are removed from the course
- Not leave the iPad unattended, even for a moment
- Keep the iPad in the protective case to minimize the potential for damage
- Notify my instructor immediately if the iPad is lost, damaged, or stolen
- Not “jailbreak” or “root” the iPad
- Not use the iPad for any activities that violate the Responsible Use of Information Technologies at Notre Dame http://oit.nd.edu/policies/rup.shtml

Signed: ________________________________  Date: ________________________________

NetID (Print Large and Legible): ________________________________
Managing the iPad Profiles

- **iPhone Configuration Utility**
  - Still works, great device list
  - Must plug each device into same machine to configure
  - Needs iTunes
  - Wi-Fi registration can be skipped

- **Apple Configurator**
  - Must plug each device into same machine to configure
  - Wi-Fi registration can be skipped

- **Apple Profile Manager**
  - Server does it all
  - Must register each device
Why Use Profile Manager?

- **Student Benefits**
  - Pickup iPad at Follett Bookstore
    - Sign Student Agreement Form
  - No wasted class period
  - Configure at their convenience
  - A single web location
Why Use Profile Manager?

- **Administrator Benefits**
  - 150 students do not have to visit you
  - No 4 minutes with every device
  - No maxed out Wireless Connections
  - Any changes are pushed out to all devices
  - Remote Lock, Wipe, Reset Passcode, Edit Profiles
  - Push log is kept
  - Device information (User Name, Wi-Fi address)
  - Can remotely manage devices from iPad, Laptop
  - 3 hours to prepare 150 iPads
  - Staff of 1 but needs to be more
iPad Profile Evolution

- No import feature
- Profiles changed from application to application
- Nearly all prompts have gone away
- Conversion from iPhone Configuration Utility to Profile Manager
- Use iPhone Configuration Utility to harvest information (Serial Number, Wi-Fi Address)
iPhone Configuration Utility

• Why we use it as an auxiliary application
Profile Manager - Devices

- Add Placeholder
- Import Placeholders
Profile Manager - Devices

- Add Placeholder (a few devices)

- Import Placeholders (many devices)

A .csv Spreadsheet With Headers And Data
Profile Manager - Devices

- Create Device Groups
  - Lock, Clear Password, Wipe, Update Info, Edit Apps
Profile Manager - Devices

- Search (Only the Serial Number Is Used)
### General Payload

#### Profile Distribution Type
The manner in which the profile is distributed to devices
- [ ] Automatic Push
- [ ] Manual Download

#### Organization
Name of the organization for the profile

**University of Notre Dame**

#### Description
Brief explanation of the content or purpose of the profile

**Standard Student, Teacher Assistant Profile for Andre Murnieks' Class**

#### Security
Controls when the profile can be removed

- Never

#### Automatically Remove Profile
Settings for automatic profile removal

- Never
Profile Manager - Settings

- Passcode Payload

Settings for AT_iPad_ClassroomStudents&TAs_Andre M.
5 Payloads Configured – Updated 02/07/13 at 4:14 PM

OS X and iOS

- General
  1 Payload Configured

- Passcode
  1 Payload Configured

- Network
  1 Payload Configured

- VPN
  1 Payload Configured

- Certificate
  Not Configured

- SCEP
  Not Configured

- Security & Privacy
  Not Configured

iOS

- Restrictions
  Not Configured

- Accessibility
  Not Configured

- Allow simple value
  Permit the use of repeating, ascending, and descending character sequences

- Require alphanumeric value
  Requires passcode to contain at least one letter

- Minimum passcode length
  Minimum number of passcode characters allowed

- Minimum number of complex characters
  Minimum number of non-alphanumeric characters allowed

- Maximum passcode age
  Days (1-730) after which the passcode must be changed

- Maximum Auto-Lock
  Device automatically locks when minutes elapse

- Passcode history (iOS only)
  Number (1-50) of unique passcodes before reuse

- Maximum grace period for device lock (iOS only)
  Maximum amount of time the device can be locked without prompting for passcode on unlock

- Maximum number of failed attempts
  Number of passcode entry attempts allowed before all data on device will be erased
Profile Manager - Settings

- Network Payload

[Image of Profile Manager settings page]

- Network Interface
  - Type of network interface on the device
  - Wi-Fi

- Service Set Identifier (SSID)
  - Identification of the wireless network to connect to

- Hidden Network
  - Enable if target network is not open or broadcasting

- Auto Join
  - Automatically join this wireless network

- Proxy Setup
  - Configures proxy settings to be used with this network

- Security Type
  - Wireless network encryption to use when connecting
  - WPA / WPA2

- Password
  - Password for the wireless network
  - ************
### Profile Manager - Settings

- **VPN Payload**

#### Settings for AT_iPad_ClassroomStudents&TAs_Andrey

<table>
<thead>
<tr>
<th>OS X and iOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
</tr>
<tr>
<td>Passcode</td>
</tr>
<tr>
<td>Network</td>
</tr>
<tr>
<td>VPN</td>
</tr>
<tr>
<td>Certificate</td>
</tr>
<tr>
<td>SCEP</td>
</tr>
<tr>
<td>Security &amp; Privacy</td>
</tr>
<tr>
<td>iOS</td>
</tr>
<tr>
<td>Restrictions</td>
</tr>
<tr>
<td>Accessibility</td>
</tr>
<tr>
<td>Global HTTP Proxy</td>
</tr>
<tr>
<td>Mail</td>
</tr>
<tr>
<td>Exchange</td>
</tr>
<tr>
<td>LDAP</td>
</tr>
</tbody>
</table>

#### Connection Name
- Display name of the connection (displayed on the device)
  - Notre Dame Cisco VPN

#### Connection Type
- The type of connection enabled by this policy
  - IPsec (Cisco)

#### Server
- Hostname or IP address for server
  - XXXX.nd.edu

#### Account
- User account for authenticating the connection
  - %short_name%

#### Machine Authentication
- Authentication type for connection
  - Not configured

#### Group Name
- Group identifier for the connection
  - notredame

#### Shared Secret
- Shared secret for the connection
  - ********

#### Use Hybrid Authentication
- Authenticate using secret, name, and server-side certificate

#### Prompt for Password
- Prompt user for password on the device

#### Proxy Setup
- Configures proxies to be used with this VPN connection
  - None
Profile Manager - Settings

- Exchange Payload (Students) Part 1 of 2

Settings for AT_iPad_ClassroomStudents&TAs_Andre M.
5 Payloads Configured – Updated 05/09/13 at 2:36 PM

OS X and iOS

- General
  1 Payload Configured
- Passcode
  1 Payload Configured
- Network
  1 Payload Configured
- VPN
  1 Payload Configured
- Certificate
  Not Configured
- SCEP
  Not Configured
- Security & Privacy
  Not Configured

iOS

- Restrictions
  Not Configured
- Accessibility
  Not Configured

Account Name
Name for the Exchange ActiveSync account
ND Gmail

Connection Type
The type of connection enabled by this policy
Exchange ActiveSync (iOS only)

Domain
The domain of the account
nd.edu

User
The user of the account
%short_name%

Email Address
The address of the account (e.g. "john@company.com")
%email%

- Allow messages to be moved
  Messages can be moved out of this account into another

- Allow recent addresses to be synced
  Recent addresses will be synced

- Use Only in Mail
  Send outgoing mail from this account only from Mail app
Profile Manager - Settings

- Exchange Payload (Students) Part 2 of 2

Password
The password for the account (e.g. "MyP4ssw0rd!")

Exchange ActiveSync Host
Microsoft Exchange Server
m.google.com

Use SSL
Send all communication through secure socket layer

Past Days of Mail to Sync
The number of past days of mail to synchronize
3 days

Authentication Credential Name
Name or description for ActiveSync

Authentication Credential
Credential for authenticating the ActiveSync account

Authentication Credential Passphrase
The device will prompt the user for the passphrase if not given
optional
## Profile Manager - Settings

- **Exchange Payload (Faculty/Staff) Part 1 of 2**

### Settings for AT-FacultyStaff Use

**4 Payloads Configured – Updated 04/22/13 at 12:18 PM**

<table>
<thead>
<tr>
<th>OS X and iOS</th>
<th>Account Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Name for the Exchange ActiveSync account</td>
</tr>
<tr>
<td>Passcode</td>
<td>Connection Type</td>
</tr>
<tr>
<td>Network</td>
<td>Domain</td>
</tr>
<tr>
<td>VPN</td>
<td>User</td>
</tr>
<tr>
<td>SCEP</td>
<td>Email Address</td>
</tr>
<tr>
<td>Security &amp; Privacy</td>
<td></td>
</tr>
<tr>
<td>iOS</td>
<td>Allow messages to be moved</td>
</tr>
<tr>
<td></td>
<td>Allow recent addresses to be synced</td>
</tr>
<tr>
<td></td>
<td>Use Only in Mail</td>
</tr>
</tbody>
</table>
Profile Manager - Settings

- Exchange Payload (Faculty/Staff) Part 2 of 2

Password
The password for the account (e.g. "MyP4ssw0rd")

Exchange ActiveSync Host
Microsoft Exchange Server
XXX.nd.edu

✓ Use SSL
Send all communication through secure socket layer

Past Days of Mail to Sync
The number of past days of mail to synchronize

3 days

Authentication Credential Name
Name or description for ActiveSync

Authentication Credential
Credential for authenticating the ActiveSync account

No Certificate

Authentication Credential Passphrase
The device will prompt the user for the passphrase if not given
optional
Convert from iPhone Conversion Utility to Profile Manager

• General Payload Conversion

**Name**
Display name of the profile (shown on the device)

**Identifier**
Unique identifier for the profile (e.g. com.company.profile)

**Organization**
Name of the organization for the profile

**Description**
Brief explanation of the contents or purpose of the profile

**Security**
Controls when the profile can be removed

**Profile Distribution Type**
The manner in which the profile is distributed to devices
- Automatic Push
- Manual Download

**Organization**
Name of the organization for the profile

**Description**
Brief explanation of the content or purpose of the profile

**Security**
Controls when the profile can be removed

**Automatically Remove Profile**
Settings for automatic profile removal
- Never
Convert from iPhone Conversion Utility to Profile Manager

- Passcode Conversion

- Allow simple value
  Permit the use of repeating, ascending, and descending character sequences

- Require alphanumeric value
  Require passcodes to contain at least one letter

- Minimum passcode length
  Smallest number of passcode characters allowed

- Minimum number of complex characters
  Smallest number of non-alphanumeric characters allowed

- Maximum passcode age (1–730 days, or none)
  Days after which passcode must be changed

- Auto-Lock (1–5 or 2, 5, 10, or 15 minutes, or none)
  Device automatically locks when time period elapses

- Passcode history (1–50 passcodes, or none)
  Number of unique passcodes before reuse

- Grace period for device lock
  Amount of time the device can be locked without prompting for passcode on unlock

- Maximum number of failed attempts
  Number of passcode entry attempts allowed before all data on device will be erased

- Minimum passcode length
  Minimum number of passcode characters allowed

- Minimum number of complex characters
  Minimum number of non-alphanumeric characters allowed

- Maximum passcode age
  Days (1-730) after which the passcode must be changed

- Maximum Auto-Lock
  Device automatically locks when minutes elapse

- Passcode history (iOS only)
  Number (1-50) of unique passcodes before reuse

- Maximum grace period for device lock (iOS only)
  Maximum amount of time the device can be locked without prompting for passcode on unlock

- Maximum number of failed attempts
  Number of passcode failed attempts allowed before all data on device will be erased
Convert from iPhone Conversion Utility to Profile Manager

- Wi-Fi Conversion

(Now located in Network List)

Wi-Fi requires the user’s Name and Password. Since the Enrollment Profile requires a Wi-Fi connection, we just use broadcasted Wi-Fi selections.
## Convert from iPhone Conversion Utility to Profile Manager

### VPN Conversion

<table>
<thead>
<tr>
<th>Connection Name</th>
<th>Notre Dame Cisco VPN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connection Type</strong></td>
<td>IPsec (Cisco)</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td>XXXX.nd.edu</td>
</tr>
<tr>
<td><strong>Account</strong></td>
<td>[set on device]</td>
</tr>
<tr>
<td><strong>Machine Authentication</strong></td>
<td>Shared Secret / Group Name</td>
</tr>
<tr>
<td><strong>Group Name</strong></td>
<td>notredame</td>
</tr>
<tr>
<td><strong>Shared Secret</strong></td>
<td>**********</td>
</tr>
<tr>
<td>Use Hybrid Authentication</td>
<td>No</td>
</tr>
<tr>
<td>Prompt for Password</td>
<td>No</td>
</tr>
<tr>
<td><strong>Proxy Setup</strong></td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Connection Name</th>
<th>Notre Dame Cisco VPN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connection Type</strong></td>
<td>IPsec (Cisco)</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td>XXXX.nd.edu</td>
</tr>
<tr>
<td><strong>Account</strong></td>
<td>%short_name%</td>
</tr>
<tr>
<td><strong>Machine Authentication</strong></td>
<td>Shared Secret / Group Name</td>
</tr>
<tr>
<td><strong>Group Name</strong></td>
<td>notredame</td>
</tr>
<tr>
<td><strong>Shared Secret</strong></td>
<td>**********</td>
</tr>
<tr>
<td>Use Hybrid Authentication</td>
<td>No</td>
</tr>
<tr>
<td>Prompt for Password</td>
<td>No</td>
</tr>
<tr>
<td><strong>Proxy Setup</strong></td>
<td>None</td>
</tr>
</tbody>
</table>
Convert from iPhone Conversion Utility to Profile Manager

- Exchange Conversion – Students (Part 1 of 2)

Account Name
Name for the Exchange ActiveSync account
Exchange ActiveSync (m.google.com)

Exchange ActiveSync Host
Microsoft Exchange Server
m.google.com

☑️ Allow Move
Allow user to move messages from the account

☐ Use Only in Mail
Send outgoing mail from this account only from Mail app

☑️ Use SSL
Send all communication through secure socket layer

Domain
Domain for the account. Domain and User must be blank for device to prompt for user

[optional]

User
User for the account. Domain and User must be blank for device to prompt for user

[set on device]

Email Address
The address of the account (e.g. "john@company.com")
[defaults to username@host]
Convert from iPhone Conversion Utility to Profile Manager

- Exchange Conversion – Students (Part 2 of 2)

Password
The password for the account (e.g. "MyP4ssw0rd!")

Past Days of Mail to Sync
The number of past days of mail to synchronize
3 days

Identity Certificate
Credential for authenticating the ActiveSync account
None

Make Identity Certificate Compatible with iOS 4

Enable S/MIME
Support S/MIME for this account

Exchange ActiveSync Host
Microsoft Exchange Server
m.google.com

Use SSL
Send all communication through secure socket layer

Past Days of Mail to Sync
The number of past days of mail to synchronize
3 days

Authentication Credential Name
Name or description for ActiveSync

Authentication Credential
Credential for authenticating the ActiveSync account

Authentication Credential Passphrase
The device will prompt the user for the passphrase if not given
optional

No Certificate

Add Certificate
Convert from iPhone Conversion Utility to Profile Manager

- Exchange Conversion – Faculty/Staff (Part 1 of 2)

**Account Name**
Name for the Exchange ActiveSync account

**Exchange ActiveSync Host**
Microsoft Exchange Server

**XXX.nd.edu**

- Allow Move
  - Allow user to move messages from the account

- Use Only in Mail
  - Send outgoing mail from this account only from Mail app

- Use SSL
  - Send all communication through secure socket layer

**Domain**
Domain for the account. Domain and User must be blank for device to prompt for user

- [optional]

**User**
User for the account. Domain and User must be blank for device to prompt for user

- [set on device]

**Email Address**
The address of the account (e.g. "john@company.com"

- [defaults to username@host]
Convert from iPhone Conversion Utility to Profile Manager

- Exchange Conversion – Faculty/Staff (Part 2 of 2)

Password
The password for the account (e.g. "MyP4ssw0rd!")

Exchange ActiveSync Host
Microsoft Exchange Server

Use SSL
Send all communication through secure socket layer

Past Days of Mail to Sync
The number of past days of mail to synchronize

3 days

Identity Certificate
Credential for authenticating the ActiveSync account

None

Make Identity Certificate Compatible with iOS 4

Enable S/MIME
Support S/MIME for this account

Authentication Credential Name
Name or description for ActiveSync

Authentication Credential
Credential for authenticating the ActiveSync account

Add Certificate...

Authentication Credential Passphrase
The device will prompt the user for the passphrase if not given

optional
Profile Manager Issues

• Bug in setting profile expiration date
  – General -> Automatically Remove Profile -> On date
  – Use up and down arrows to adjust date
  – There are no up and down arrows on an iPad

• Export Information
  – Only per individual device in .webarchive format
  – No spreadsheet export for all devices or groups

• Administrators
  – No administrator groups with controlled access

• Busy Cursor (aka: Beach Ball of Death 🏏)
  – More than a minute, quit the browser and go back into the Profile Manager (it is a web based application).
iPad Device Issues

• The iPad was designed for single owner usage.

• 90 Days before a different Apple account can be used (accessing iTunes, cloud services)

• Only 3 new Apple accounts can be created using an iPad before the device will lock out account usage (accessing iTunes, cloud services) for those who follow.
iPad Device Issues

- Revisit

Settings for AT-Testing

- OS X and iOS
  - General: 1 Payload Configured
  - Passcode: Not Configured
  - Network: 2 Payloads Configured
  - VPN: Not Configured
  - Certificate: Not Configured
  - SCEP: Not Configured
  - Security & Privacy: Not Configured

- iOS
  - Restrictions: 1 Payload Configured
  - Accessibility: Not Configured
  - Global HTTP Proxy: Not Configured
  - Mail: Not Configured

- Functionality
  - Allow use of camera
    - Allow FaceTime
  - Allow Photo Stream (disallowing can cause data loss)
  - Allow Shared Photo Streams
  - Allow screen capture
  - Allow use of iMessage (Supervised devices only)
  - Allow installing apps
  - Allow In-App Purchase
    - Require iTunes password for all purchases
  - Allow iCloud backup
  - Allow iCloud document syncing
  - Allow automatic sync while roaming
  - Allow voice dialing
  - Force encrypted backups
  - Allow Siri
    - Allow Siri while device locked
  - Allow Passbook while device locked
  - Allow accepting untrusted TLS certificates
  - Allow Installation of Configuration Profiles (Supervised devices only)
Profile Manager Feature Requests

• Would like an “Export Summary Data…” button for the Device list and Device Groups

• Would like an “Add Connected Device” button to add devices connected by the iPad Cable

• It would be nice to add “Free” apps to all users

• It would be nice to have group broadcast message capability so that you can issue an “It is time to return your iPad.” message to groups or single users.

• Submit Enhancement Requests to: developer.apple.com/bugreporter
Time To Return iPads

• Notify Instructors so send e-mail to their classes
  – Return to_____ no later than _____
  – Remove any notes or files
  – Reset to factory default
  – Include a piece of paper with name and e-mail address
  – Return iPad with Case
  – Return Power Supply
  – Return Cable
  – Return Carrying Bag
**iPad Returns**

- **The Power Adapter To Return With The iPad:**
  - YES
  - NO!!

<table>
<thead>
<tr>
<th>Model</th>
<th>Power Adapter</th>
<th>Volts</th>
<th>Amps</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model A1357</td>
<td>Power Adapter</td>
<td>5.1</td>
<td>2.3</td>
<td>DC</td>
</tr>
<tr>
<td>Model A1265</td>
<td>Power Adapter</td>
<td>5.0</td>
<td>1</td>
<td>DC</td>
</tr>
</tbody>
</table>
Observations (Metrics)

• Class 1 & 2 (Same Professor, 2 different Classes)
  – 24 iPads Allotted (23 Leased, 1 Leftover)
    • 20 iPads Leased to Students
    • 2 iPads Leased to Teacher Assistants
    • 1 Student Dropped the Class
  – 21 Registered with Profile Manager, 2 did not

• Class 3
  – 115 iPads Allotted (109 Leased, 6 Leftover)
    • 101 iPads Leased to Students
    • 3 iPads Leased to Teacher Assistants
    • 5 Students Dropped the Class
  – 67 Registered with Profile Manager, 42 did not
  – 24 Students used their own iPads
Reported iPad Problems

• 3 cases of not enough memory to install app
  – Students had to remove some music and videos

• 1 Dead Power Supply
  – Replaced under Apple Warranty

• 1 iPad Cable stuck in a computer keyboard
  – A pair of pliers fixed it

• 1 iPad Case would not stay closed
  – Swapped for another one

• 1 Broken Plug on an iPad Cable
  – Swapped for another one

• Numerous Software Issues with iTunes U Courseware application
  – Notes would get deleted
  – Apple issue
What Would We Do Differently

• If there are more support people than just you
  
  – Un-package each iPad
  
  – Barcode the iPad
  
  – Add iPad Case
  
  – Barcode iPad Case
What Would We Do Differently

• If there are more support people than just you

  – Collect from each iPad
    • Model Number
    • Serial Number
    • Wi-Fi Address

  – Assign to each iPad
    • Student Roster Names
    • E-Mail Addresses
What Would We Do Differently

• If there are more support people than just you
  
  – Add spare iPads to a group in Profile Manager
  
  – Configure Payload Packages in Profile Manager
  
  – Put iPad, Case, Power Supply, Cable and Instructions into Sack with Student’s name attached
  
  – Drop Sacks off at the Bookstore
Policy, Procedures, Accountability

• How to reserve iPads for use
• Where to pick up, where to return
• What if they are not returned
• Leasing fee and replacement cycle
• Stolen iPads, missing parts, who pays
• How many spares are needed
• Academic versus Non-Academic Usage of iPads
Policy, Procedures, Accountability

• Storage

• Grow service

• Measure Metrics

• Who owns the service

• Type of service: Lease (Semester, Year, 4 Years), Option to Purchase, Mandatory, Other Devices?
During the session, conference attendee Jonathan Cipriani shared additional information about iTunes Authorizations and Associations that the attendees were interested in and requested to be included with the slides.

The URL is:
http://www.ivanexpert.com/blog/2012/10/itunes-authorizations-and-associations/
At the beginning of the session, the attendees were surveyed and these are the results of that survey (May 23, 2013).

The total number of attendees was approximately 40.

- How many currently have an iPad Program in use: 18
- How many are planning or are about to have an iPad Program: 5
- How many have an iPad Team of just 1 person: 16
- How many have an iPad Team of 2 to 3 people: 9
- How many have an iPad Team of 4 or more people: 0
- How many are currently using iPhone Configuration Utility: 0
- How many are currently using Apple Configurator: 17
- How many are using Apple Profile Manager: 13
- How many of you had the iPads brought upon you without any specified purpose for them: 23
- How many of you had the iPads brought upon you with a specific use for them: 7
- How many of you lease iPads to students on an as-needed basis, like a library book: 1
- How many of you lease iPads to students for a single semester: 3
- How many of you lease iPads to students by an academic year: 2
- How many of you lease iPads to students for their 2 or 4 year degree: 1
- How many of you allow the students to purchase the iPads after they graduate in 2 or 4 years: 1
Questions & Answers

- How to contact us:
  AT@nd.edu (Academic Technologies)
  hanrahan@nd.edu (Jeffrey Hanrahan)

Wally the Irish Terrier. The “Official” unofficial mascot for the Academic Technologies department at Notre Dame.