

**2023**  
**MACADMINS**  
**CONFERENCE**

# Bringing It All Together

Jamf Unification at Texas A&M University



# Bringing It All Together



Stephen Johnson



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# What to Expect

- Pre-migration & Prep
- Migration
- Post Migration
- Q&A







# Apple Device Unification

## Campus Enrollment Dashboard

3021

Managed to Migrate

3361

Unmanaged to Enroll

2019

Total Devices Enrolled

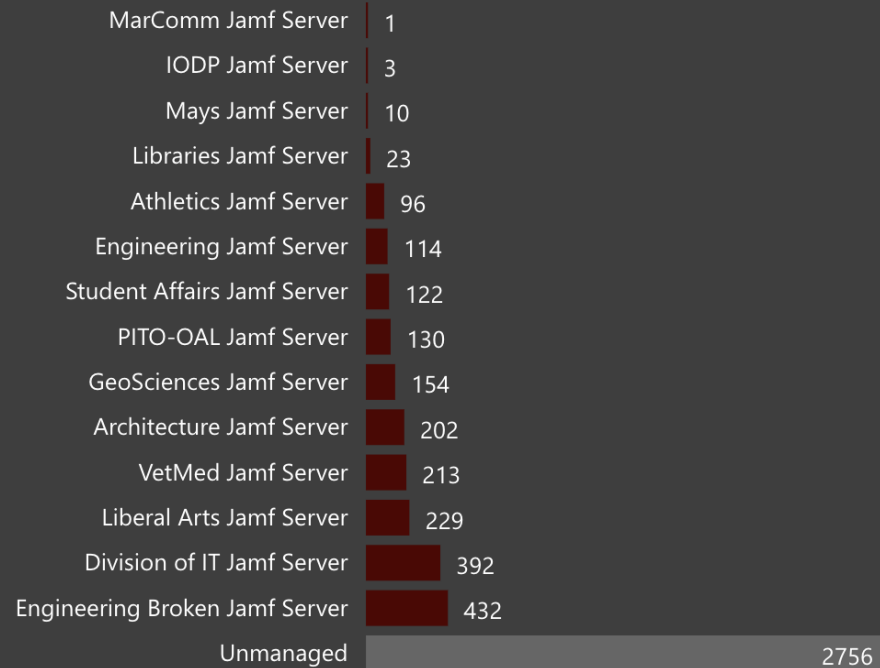
### macOS Devices Enrolled



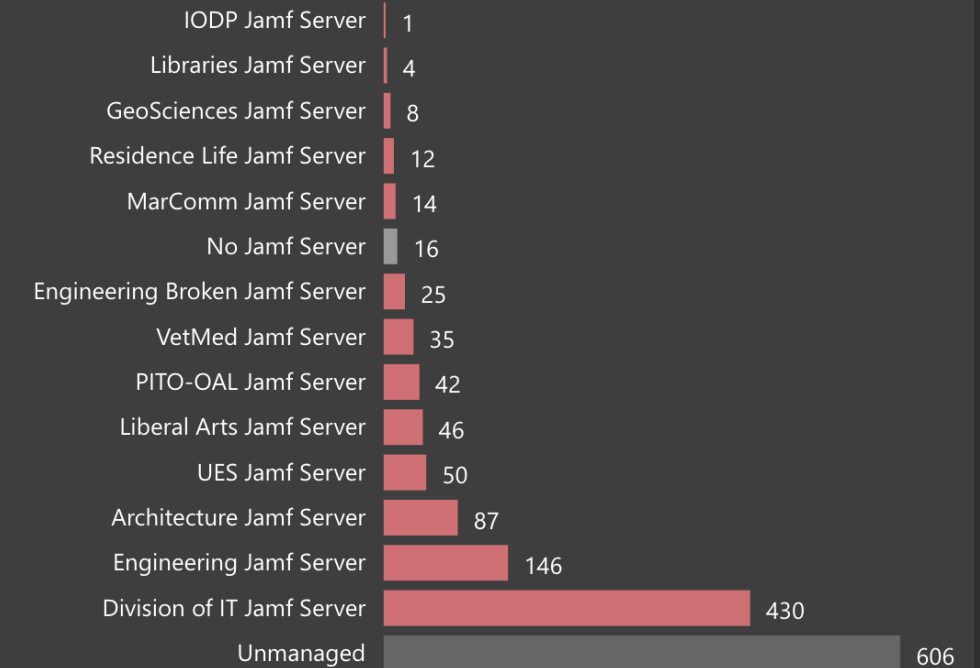
### iOS/iPadOS/tvOS Devices Enrolled



### macOS Devices Remaining to Enroll



### iOS/iPadOS/tvOS Devices Remaining to Enroll



# Project Goals

- Goals
  - Drive campus wide buy-in
  - Create a unified Jamf environment
  - Create a campus member driven workflow that is automated in such a way to guide even non-technical users through the migration.
- Roles
  - Unified Apple Device Management Team
  - Site admins and local support
  - Meissa, Jamf Gold Partner



# Our Environment

- 12 campuses across Texas
- 18 Jamf Instances – independently run and managed
- Various management platforms besides Jamf
- Large Unmanaged Population
- Faculty, Staff, Students



# Assessments

- Individual Assessments of each Jamf console.
  - Applications being actively deployed from existing Jamf Consoles
  - Unique applications installed on Campus Member devices
  - Deployment of Security Applications
    - Varying degrees of success in deployment of security apps across the campus.
  - Unique workflows
    - Labs/ Shared devices
    - Testing devices
    - Special use case iPads



# Building of the Unified Instance

- Test and Production servers
- Installomator and Jamf App Catalog
- Device Compliance – Research Data and Security Compliance Catalogs
- Campus Member communications



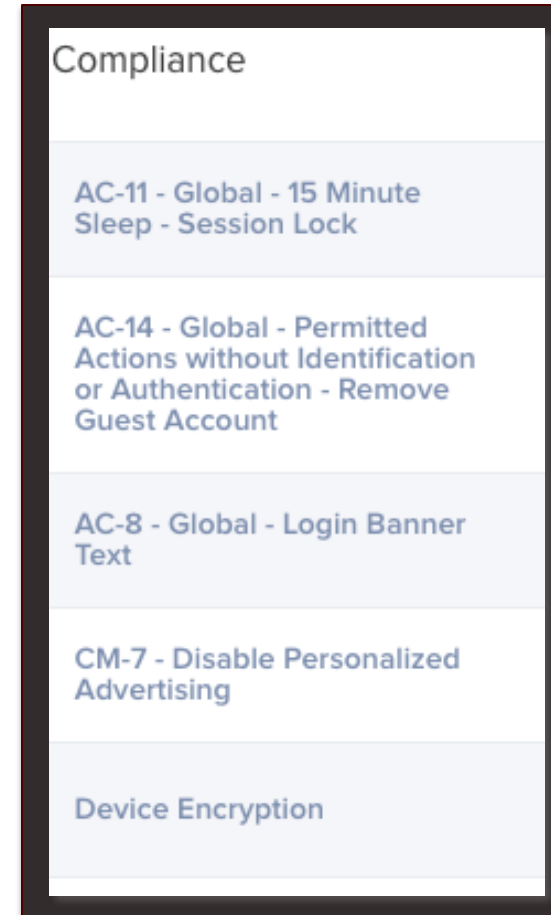


# Building of the Unified Instance

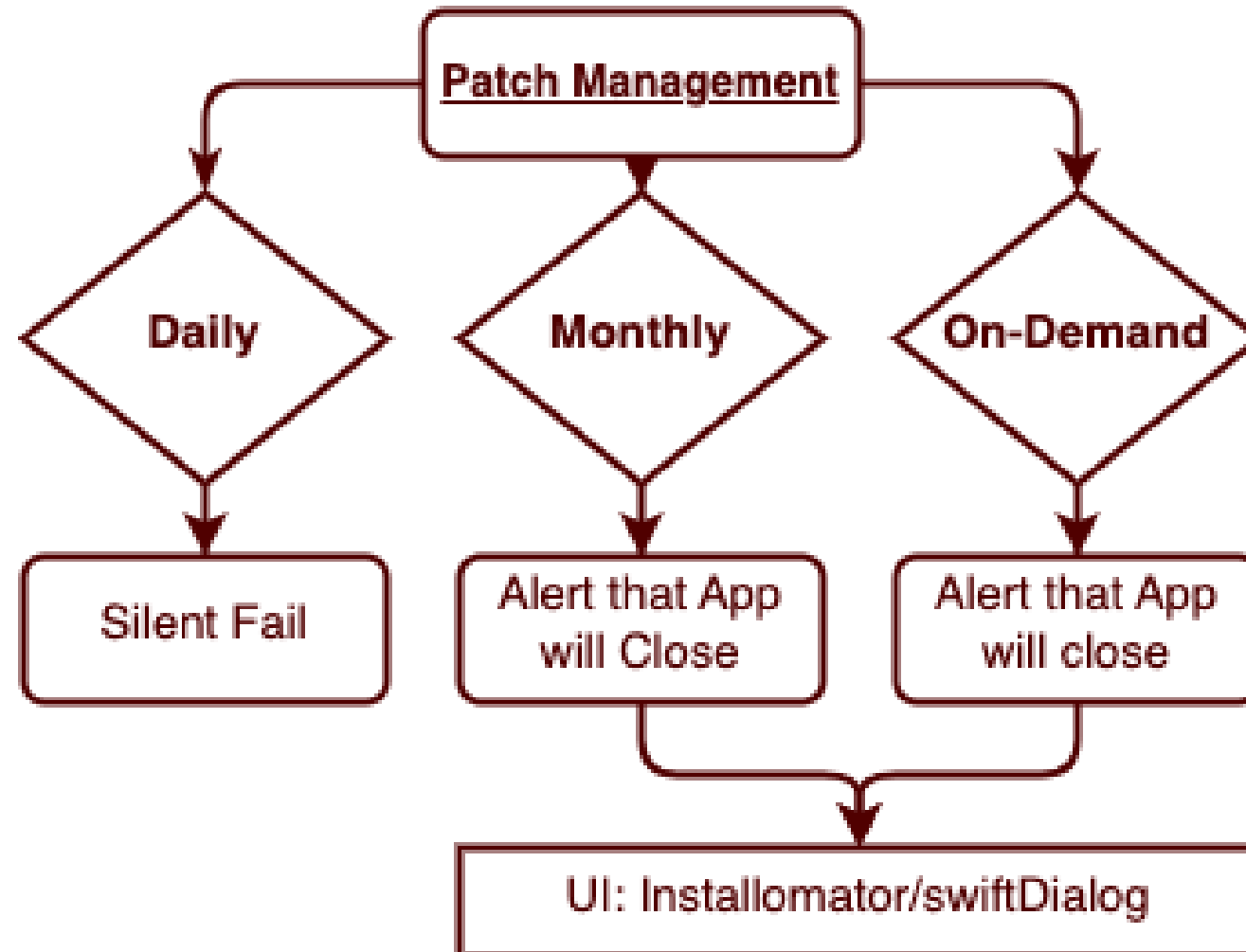


# Building of the Unified Instance

- Device Compliance
  - Mapped directly to Control Catalog
  - Reduction of overhead for distributed support teams and standardization of devices



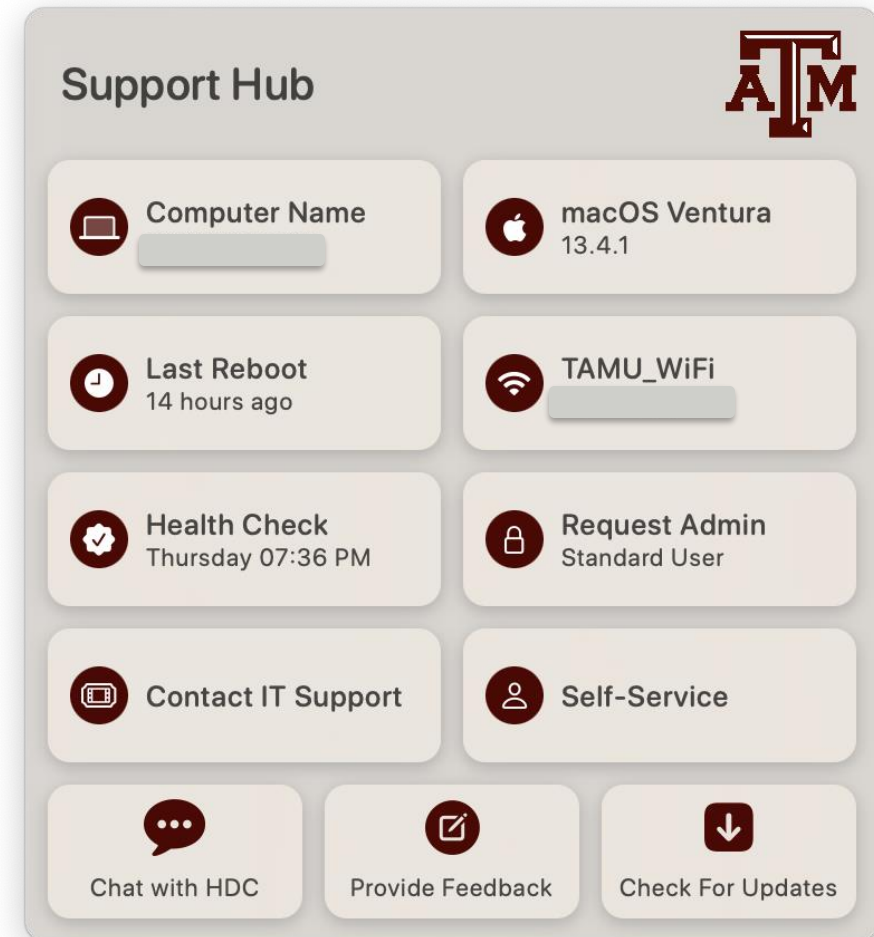
# Building of the Unified Instance



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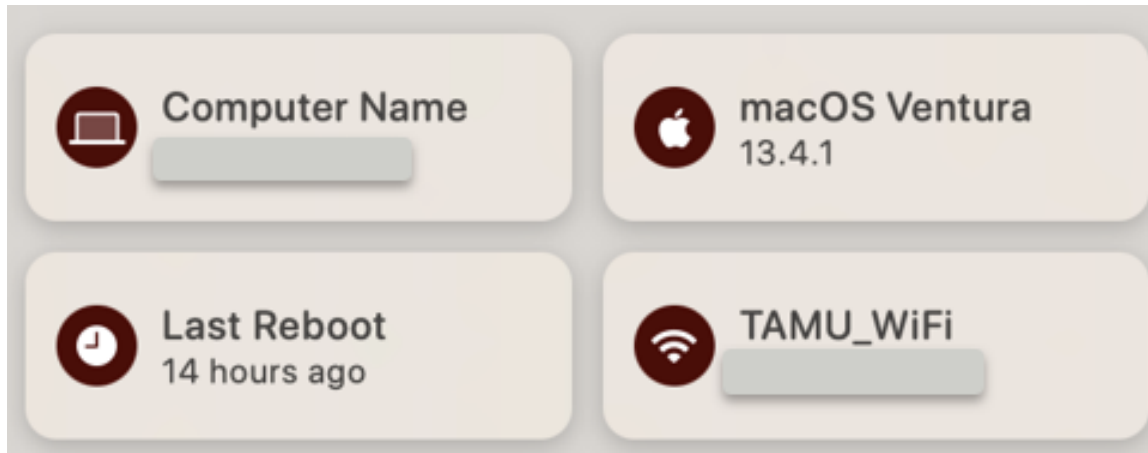


- Built upon Support App
- Allows end users to Request Admin access, submit helpdesk tickets, and even check for updates.

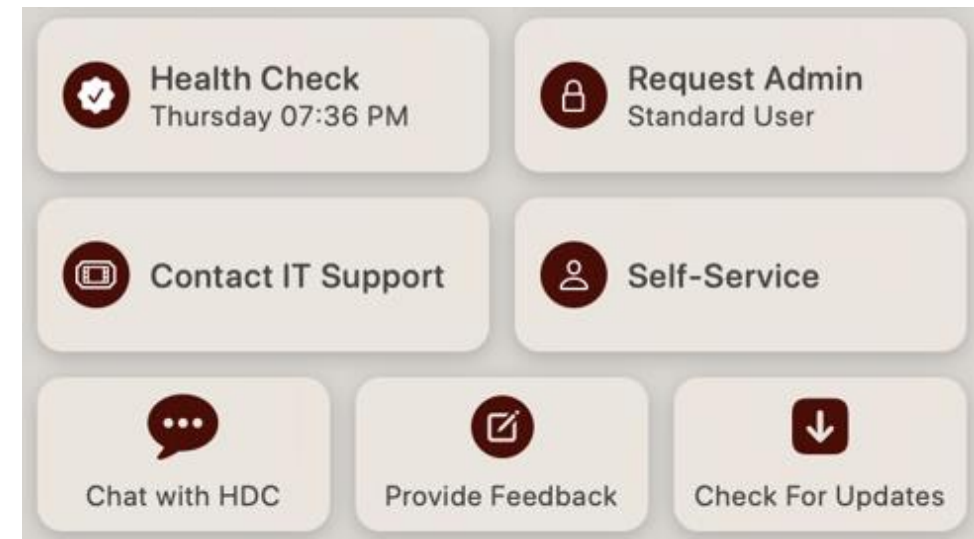


# Building of the Unified Instance

## Default Buttons

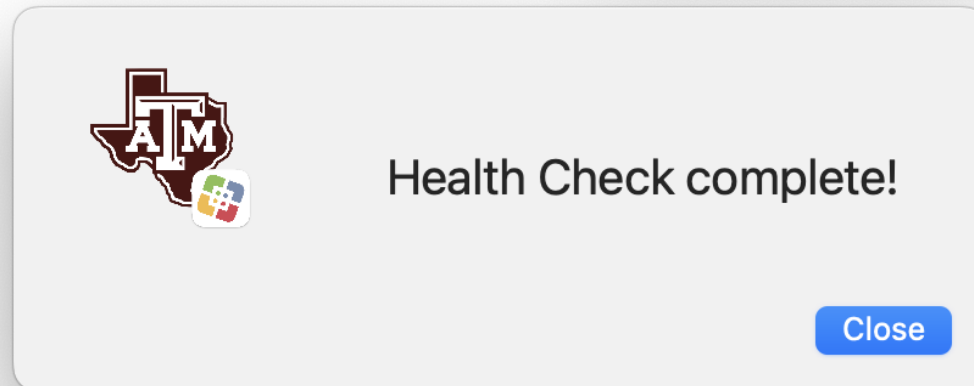
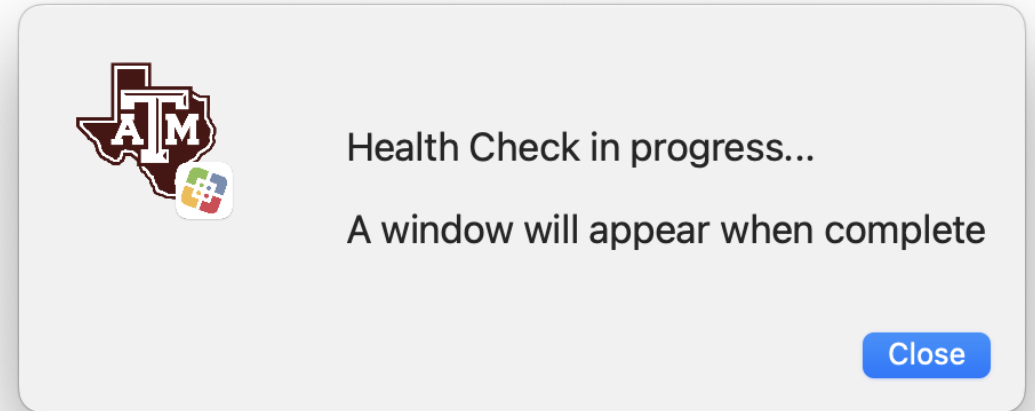
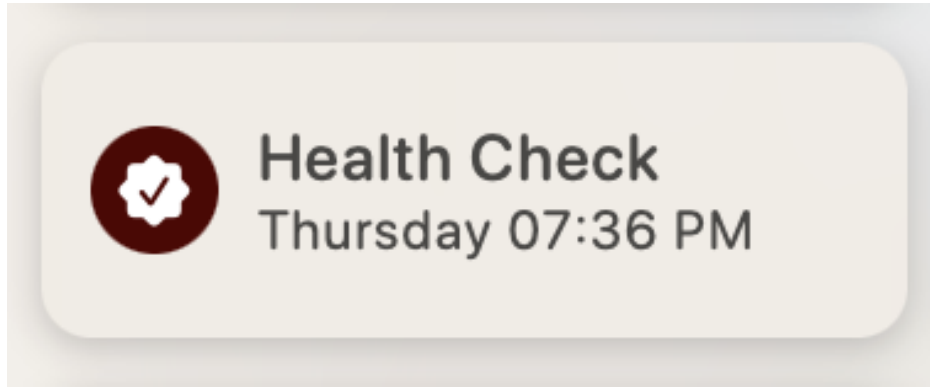


## Custom Buttons

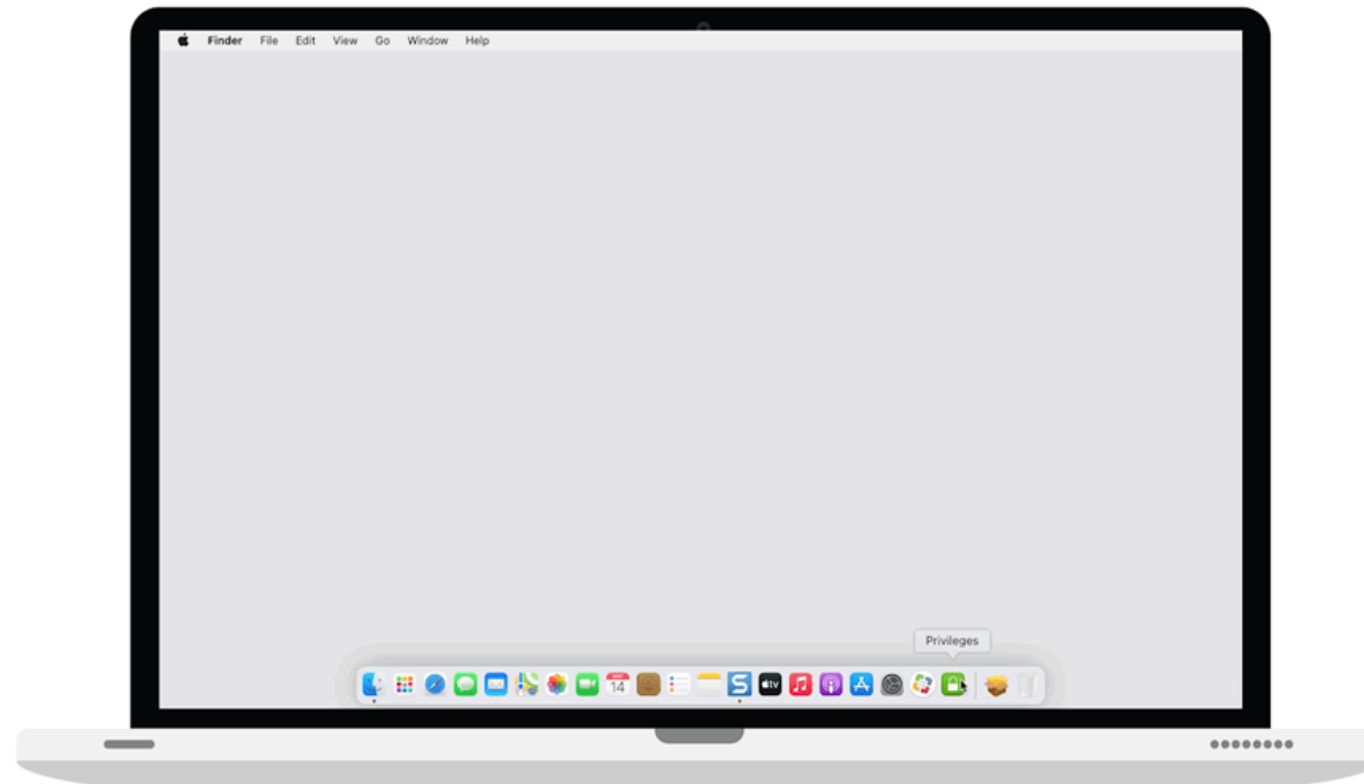




# Building of the Unified Instance



# Building of the Unified Instance



# Building of the Unified Instance

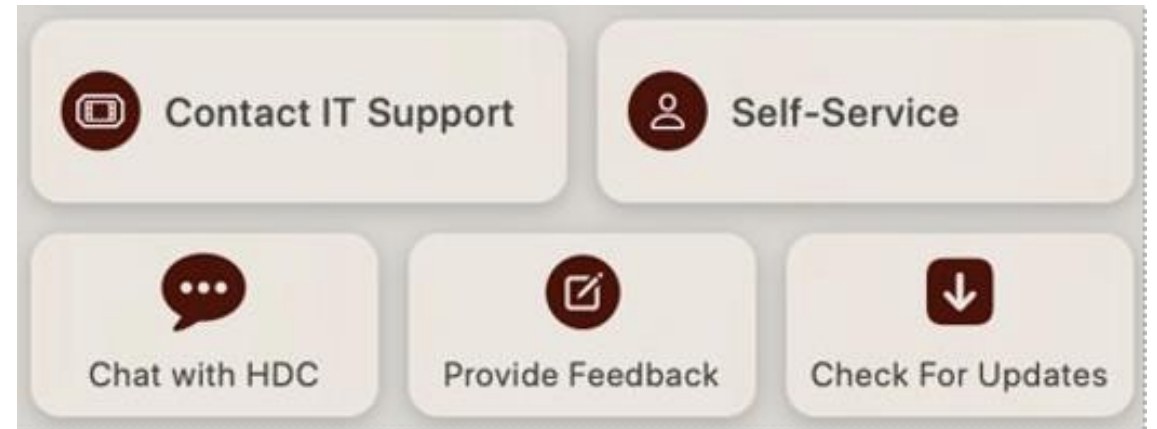


- Easy to locate
- Quick Access to change account rights
- Account elevation and demotion reflected in both Support Hub and Privileges



# Building of the Unified Instance

- Local IT Contact information
- Easy Self-Service access
- Online chat support
- Provide user feedback
- Check for application updates



# Building of the Unified Instance

## SwiftDialog

- Enhanced end user experience
- Customized informative windows
- Capture information to be relayed back to Jamf
- Very active community on MacAdmins Slack





# Building of the Unified Instance

**Customer  
Feedback**

**Jamf Server  
Information**

**Migration  
Progress**



**Power  
Automate**



**Microsoft  
Teams**

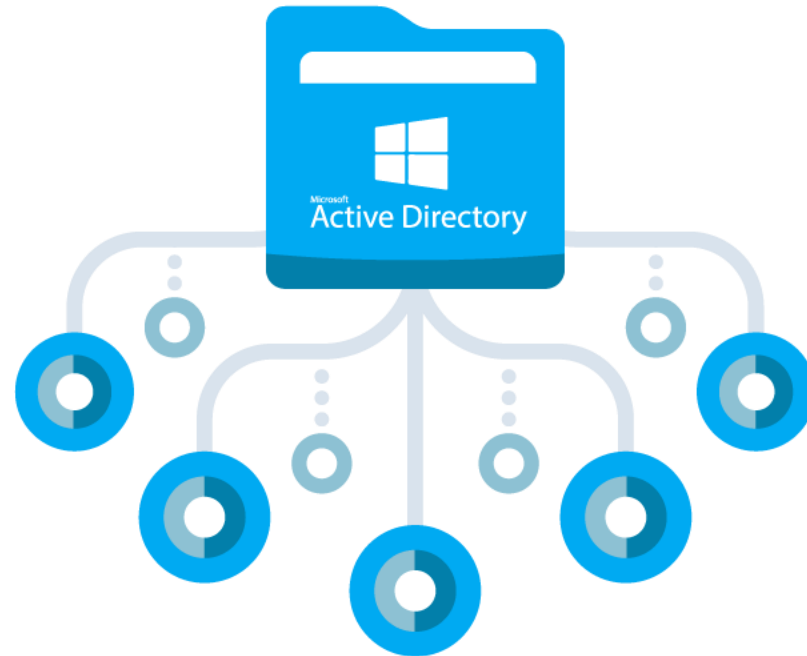


**Excel**

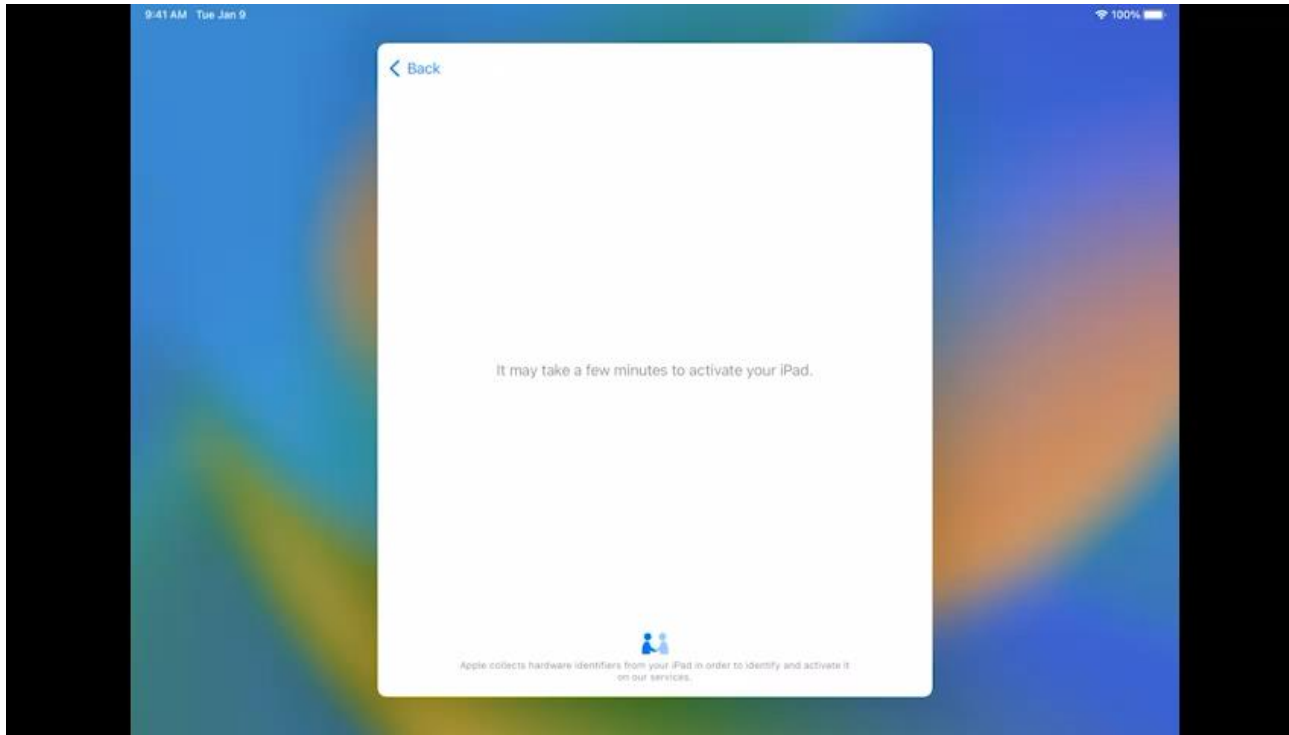


**Outlook**

# Building of the Unified Instance



# Building of the Unified Instance



## •Residence Life

- Previously all user and applications manually assigned and deployed
- Using Jamf Setup and Reset, device deployment and return is completely automated.
  - Users automatically assigned during setup
  - Applications deployed based on selected role.

# Building of the Unified Instance

```
### Check Active Directory status before installing and configuring Jamf Connect
AD_STATUS="$(dsconfigad -show)"
if echo "$AD_STATUS" | grep -q "Active Directory Domain"; then
echo "The Mac is Active Directory bound"
NETACCLIST=$(dscl . list /Users OriginalNodeName | awk '{print $1}' 2>/dev/null)
if [ "$NETACCLIST" == "" ]; then
mobileAccounts="0"
dsconfigad -force -remove -u johndoe -p nopasswordhere
else
echo "Domain bound, will handle in a moment"
fi
fi
AD_STATUS="$(dsconfigad -show)"
if echo "$AD_STATUS" | grep -q "Active Directory Domain"; then
echo "The Mac is Active Directory bound"
NETACCLIST=$(dscl . list /Users OriginalNodeName | awk '{print $1}' 2>/dev/null)
if [ "$NETACCLIST" == "" ]; then
mobileAccounts="0"
dsconfigad -force -remove -u johndoe -p nopasswordhere
else
mobileAccounts="Present"
```



# Communications and Marketing

- Documentation
  - Public and Private Knowledge Bases
- Distributed communications and Templates
  - Templates
- Marketing Video





# Communications and Marketing



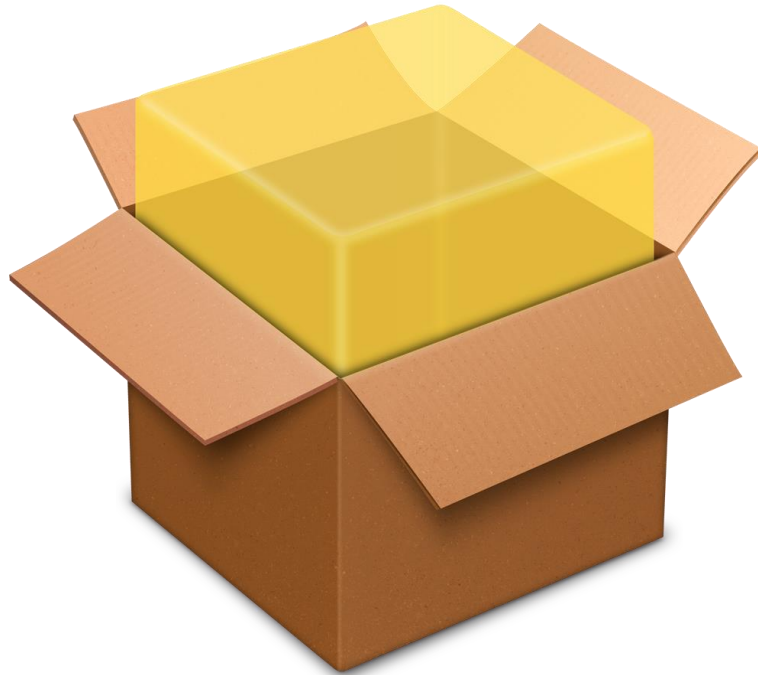
# Communications and Marketing

- Early Adopter Program
  - At least one participant per department
  - Test server
  - Opt out request; feature skip request



# Migration Workflows

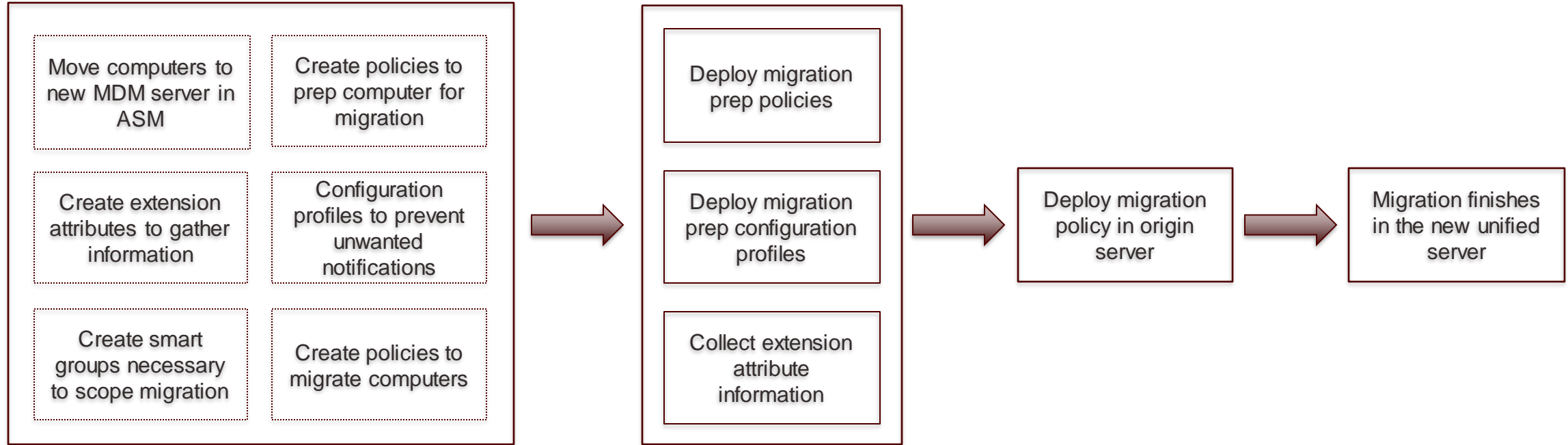
**One package to rule them all.**



## **Computer States:**

- Managed
  - In ASM
  - Not in ASM
- Unmanaged
  - In ASM
  - Not in ASM

## Prepare Origin Server



# Migration Start

## Welcome to Apple Device Management @ Texas A&M!



It's time to enroll your device in the new unified Apple device management system.

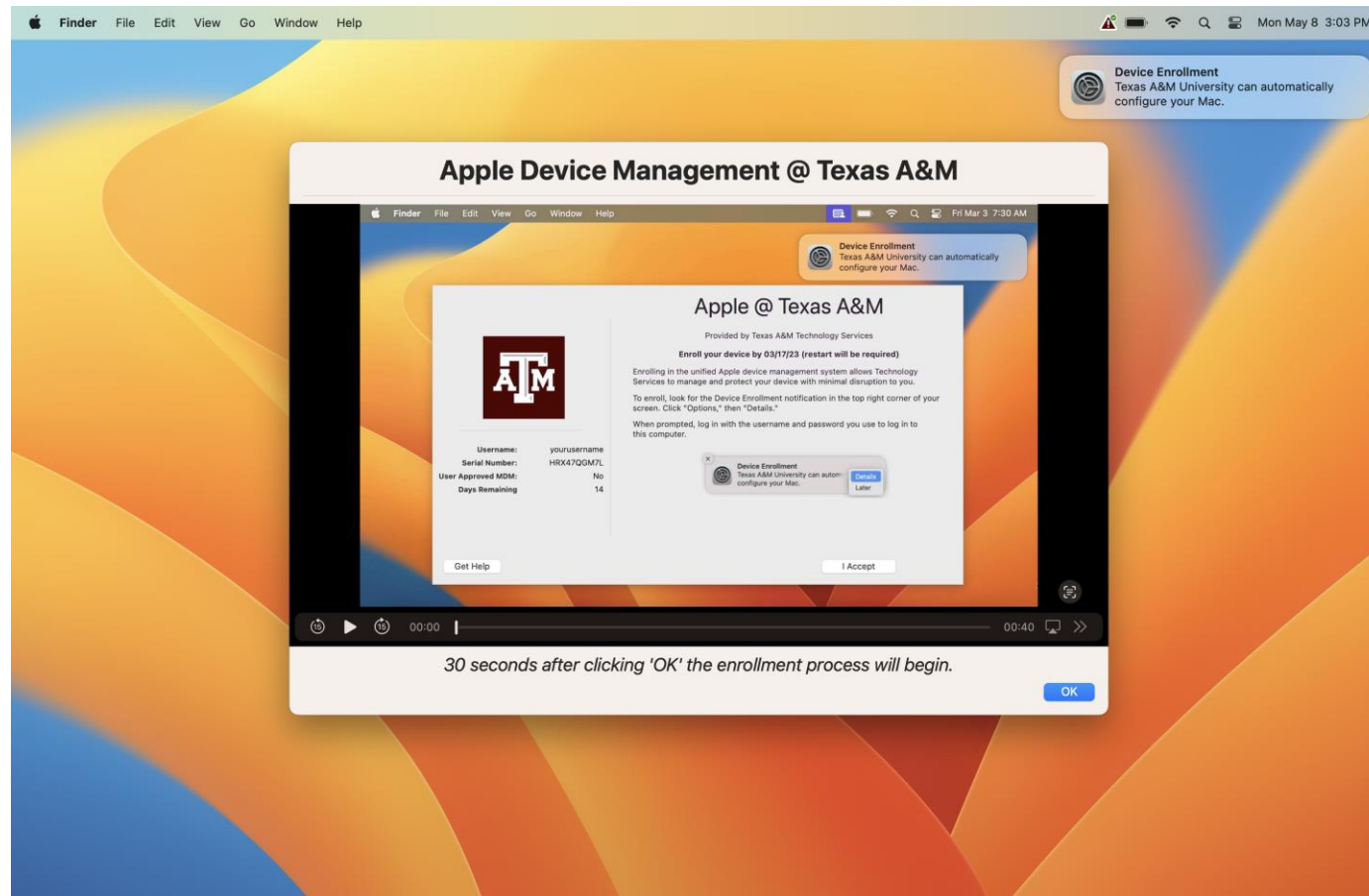
Click "Get Started" to watch a quick overview of the enrollment process.

[Get Started](#)

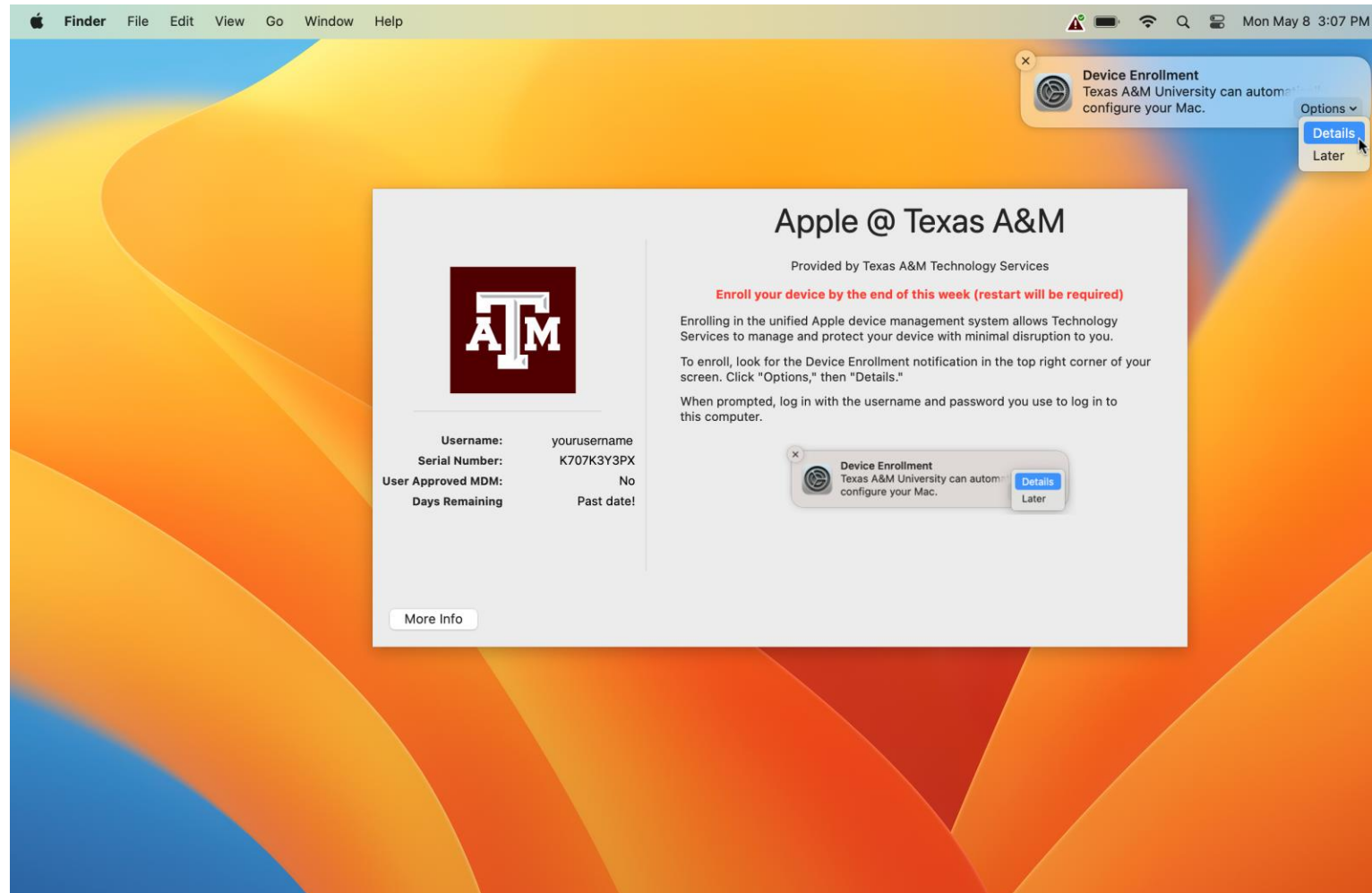




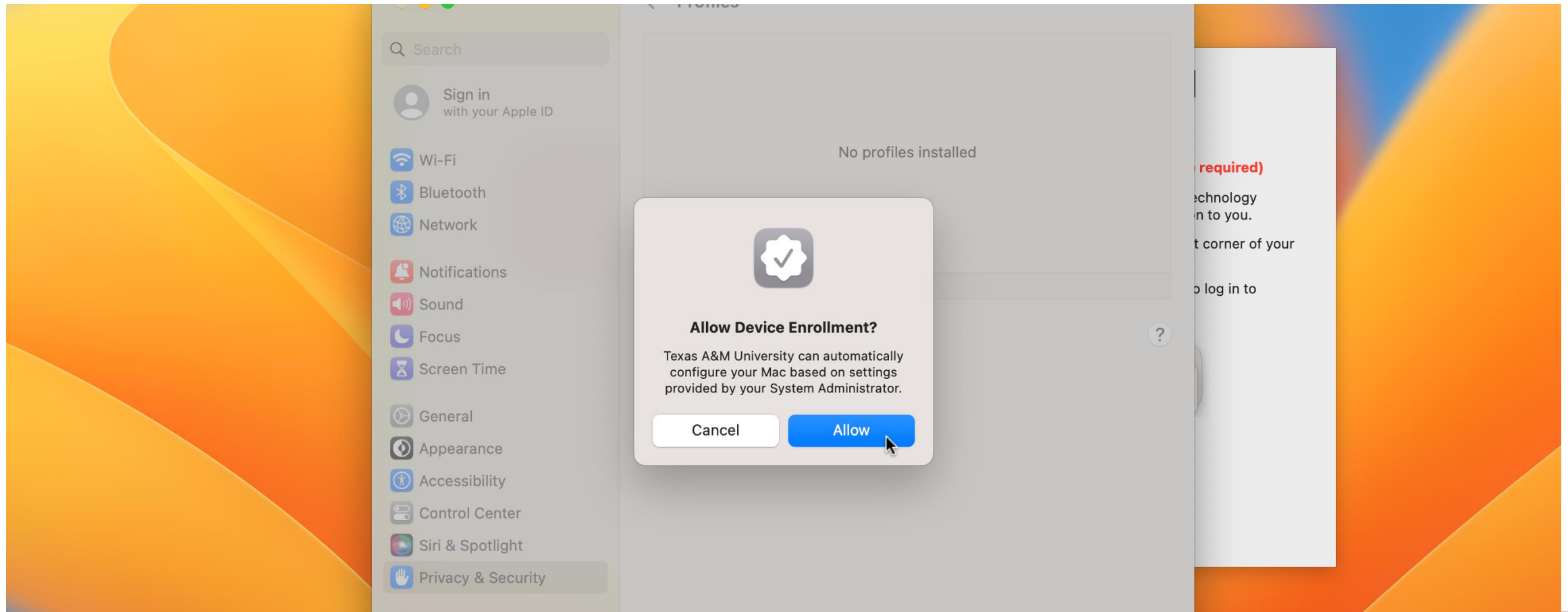
# Migration Video



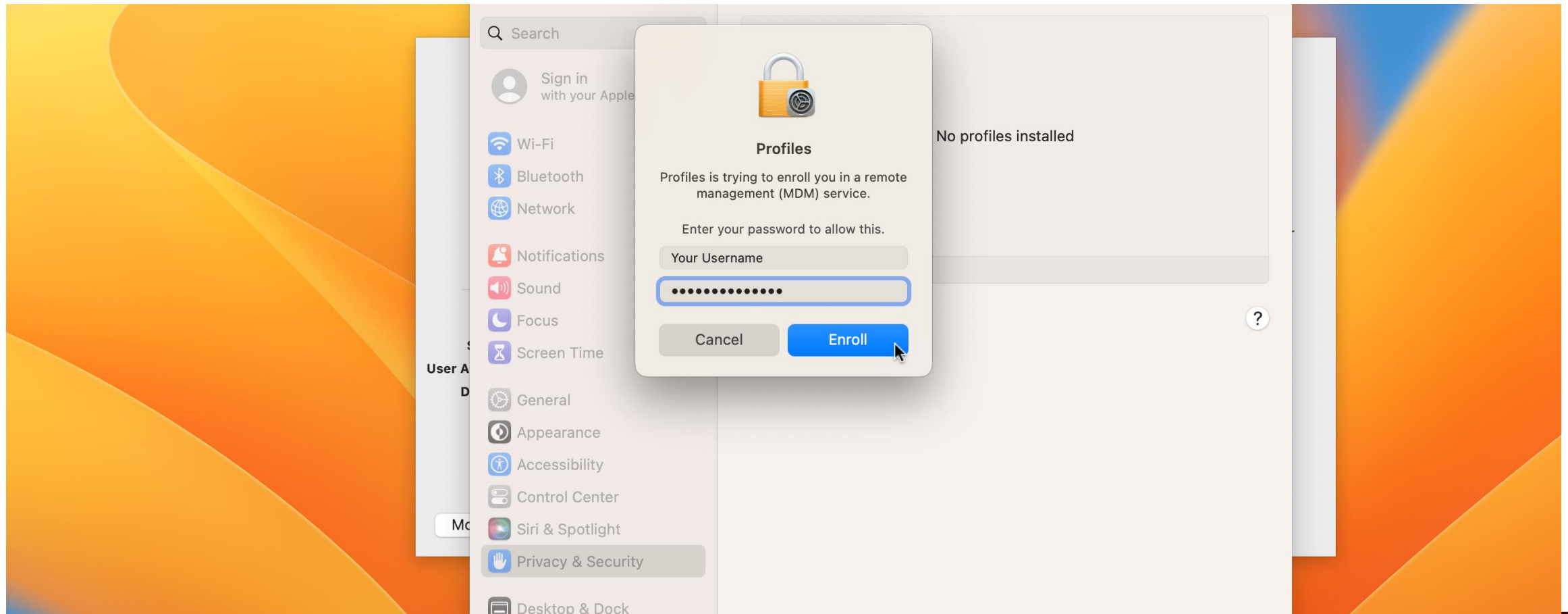
# Pop Up and Instructions



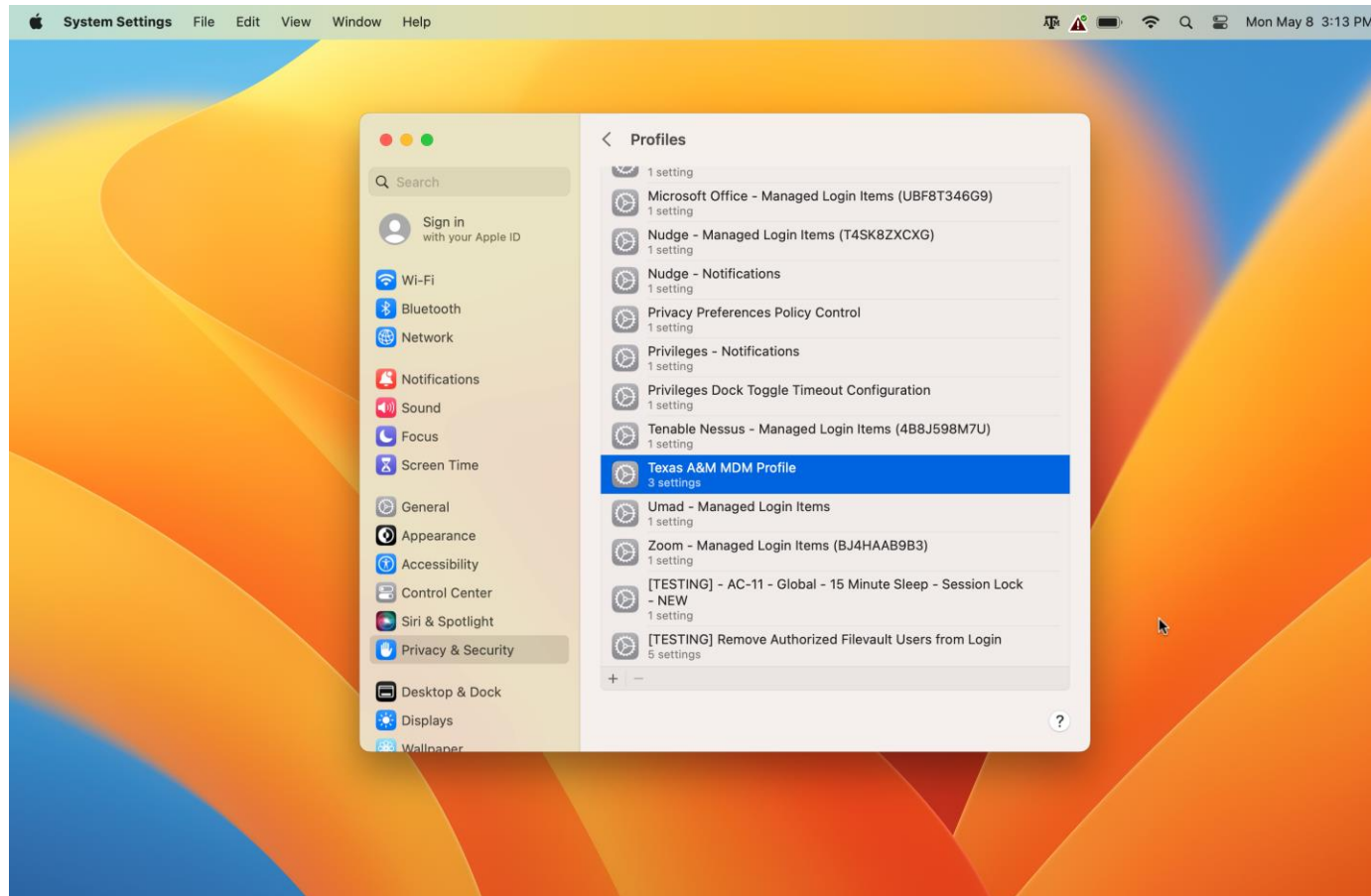
# Install MDM Profile



# Credentials for MDM Profile

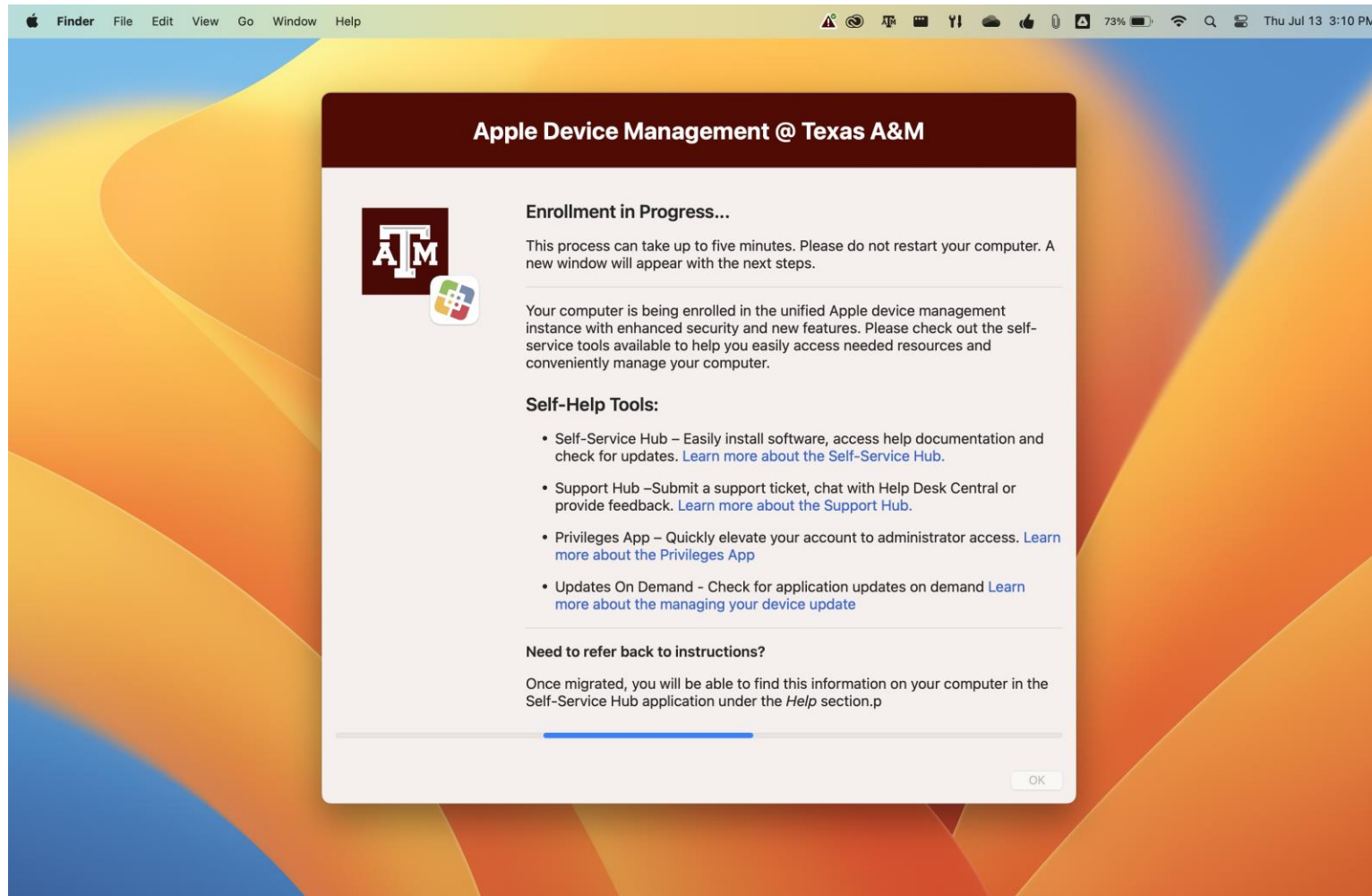


# Profiles Deploy Device



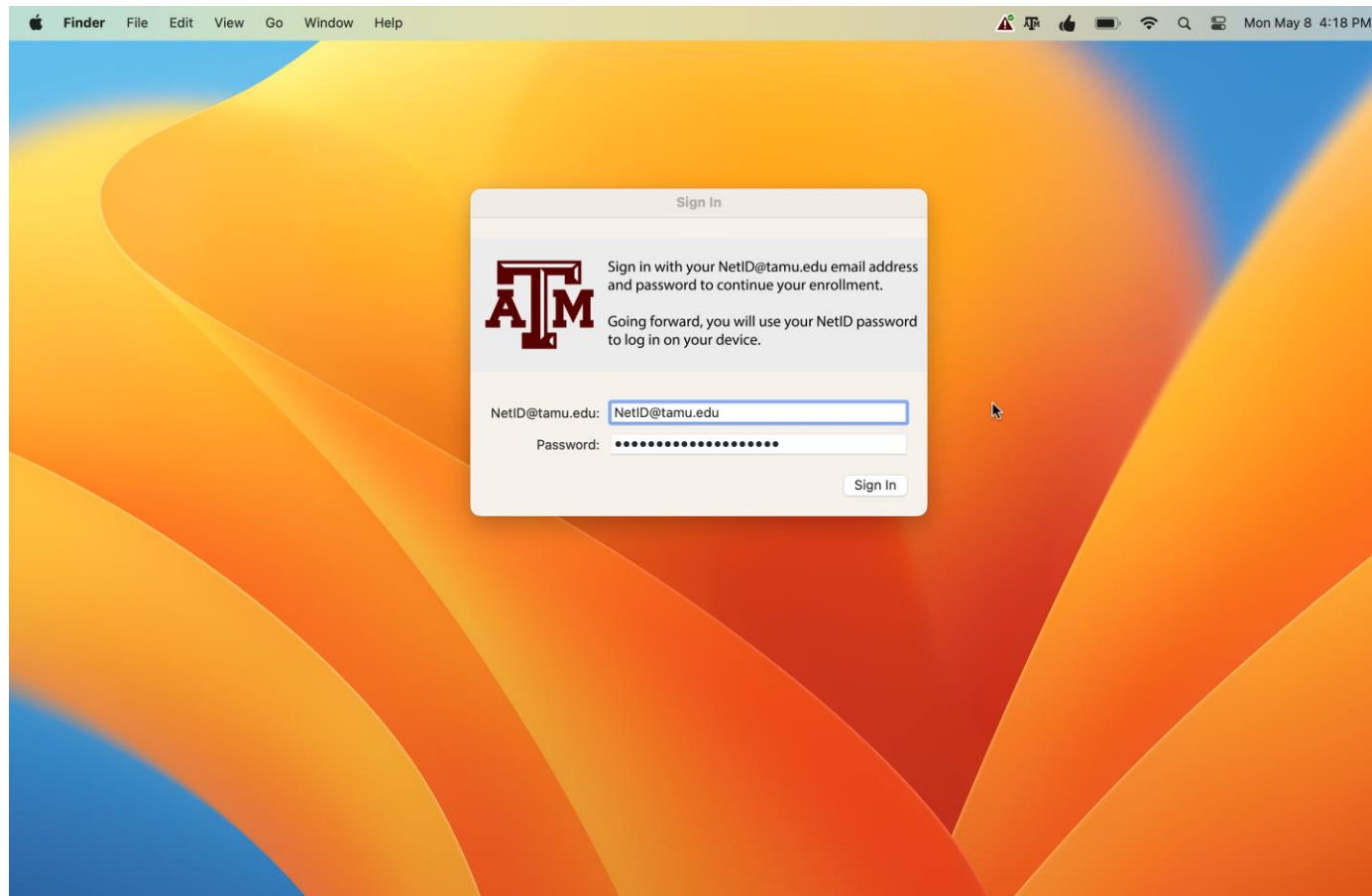


# Wait For Background Processes

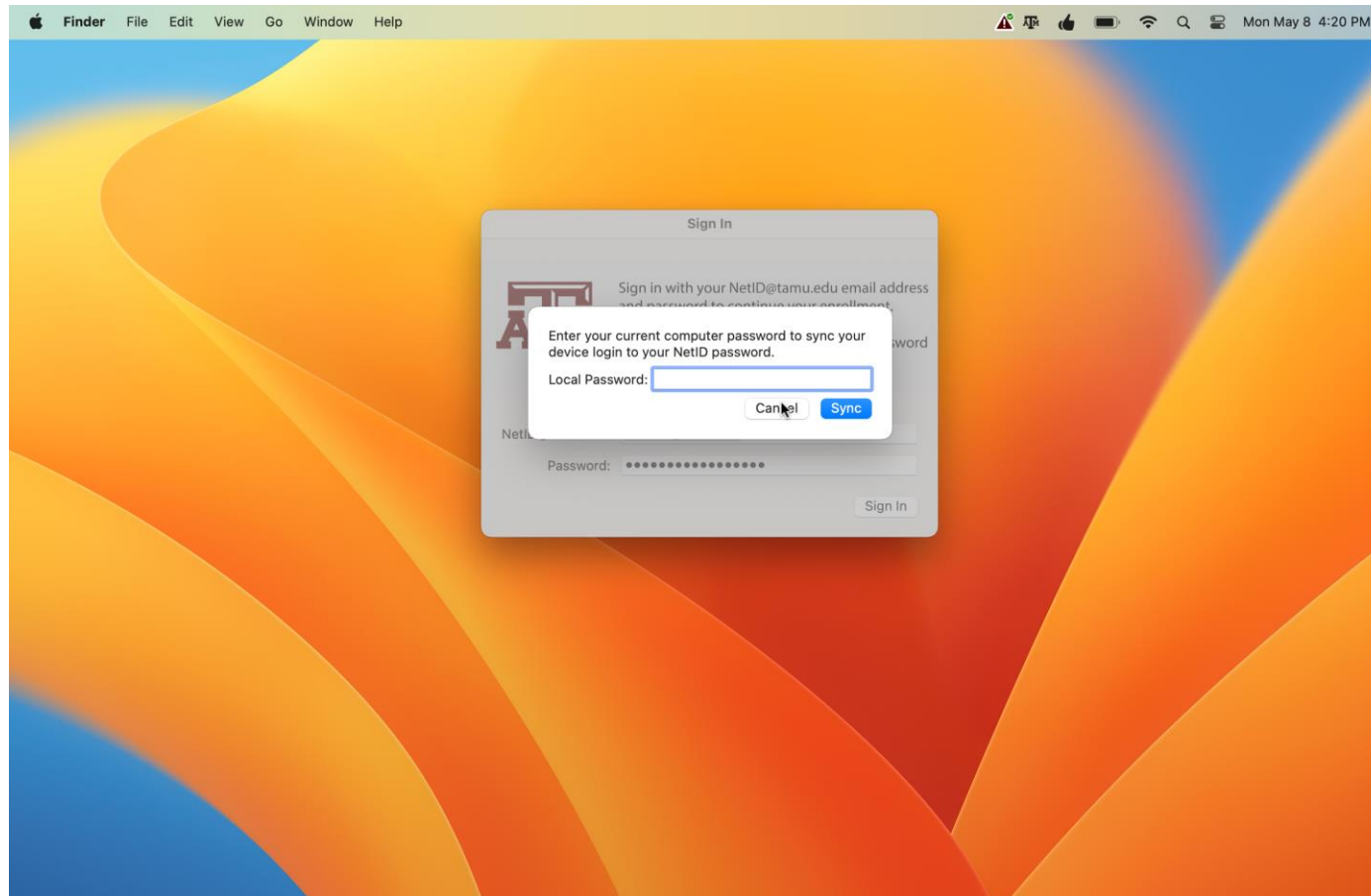




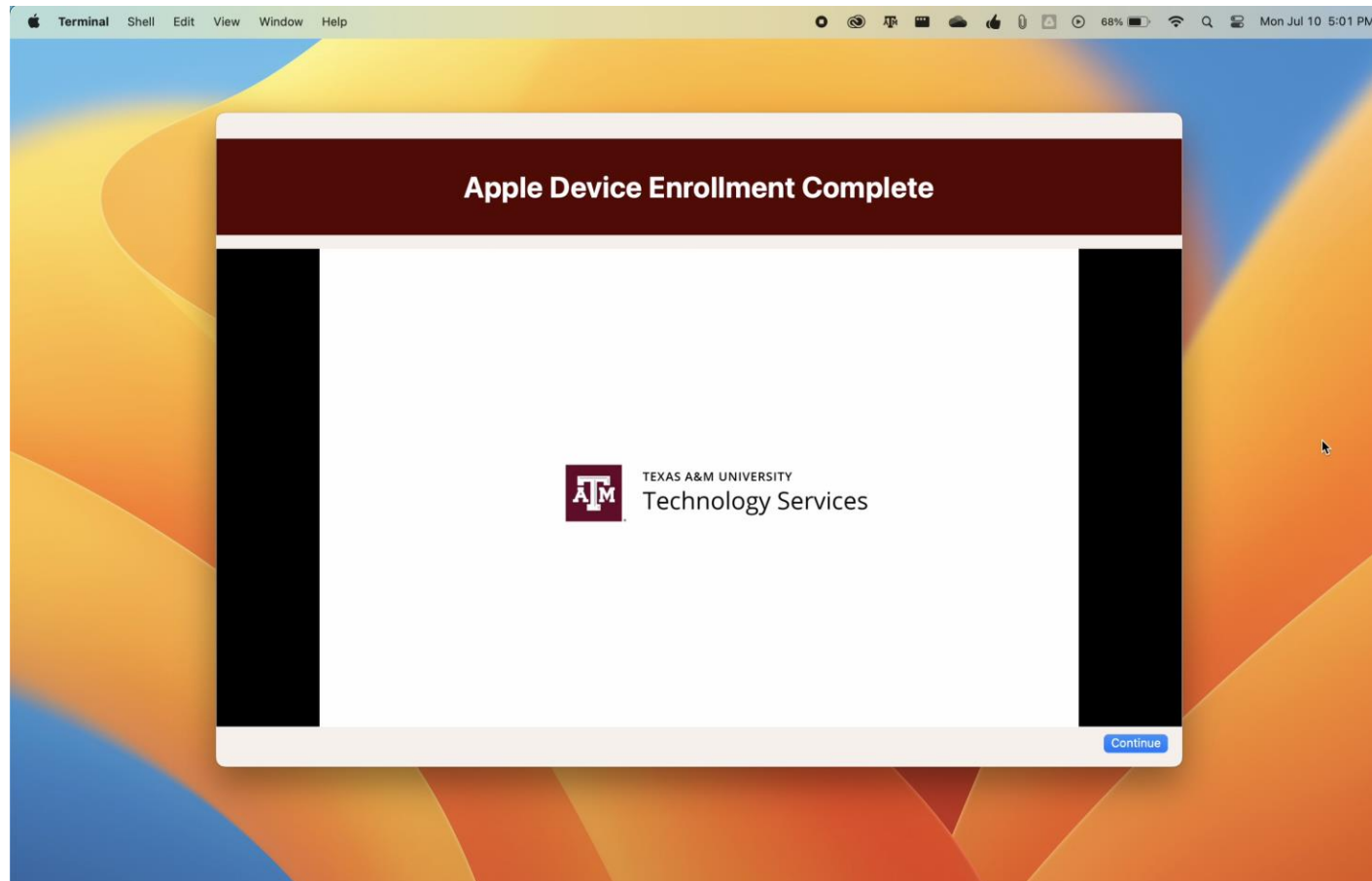
# Sync Account With Jamf Connect



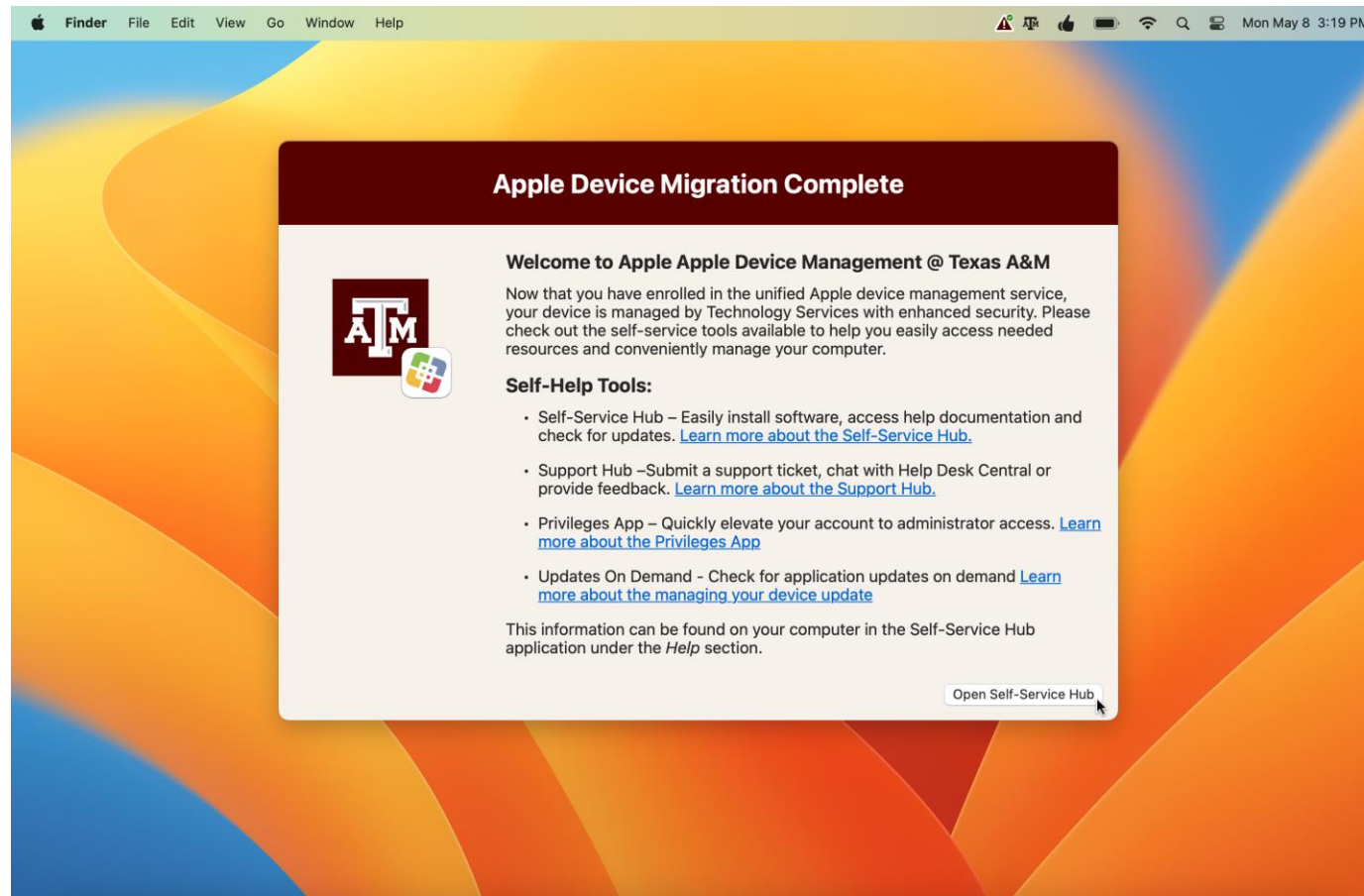
# Finish Account Sync



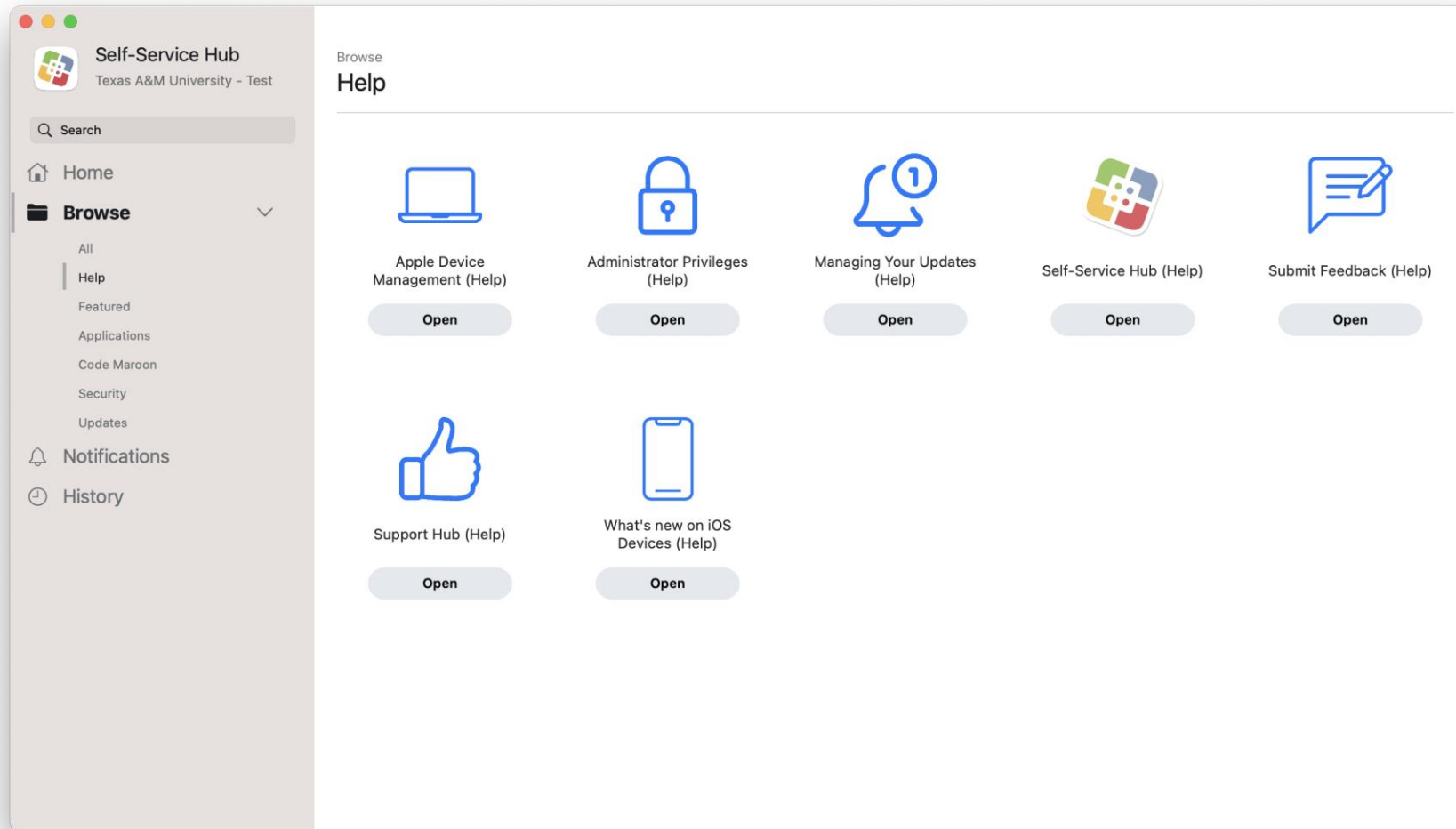
# Welcome Video



# Migration is Done



# Self-Service and Documentation



# Lessons Learned

- Solidify processes and communication expectations before documentation is created.
- There is a delicate balance of over and under communication
- Flexibility is key
- Outline then design
- "Ghosts" will show up





# Future State

- Full Zero Touch deployments
- Further development of Self Service
- Labs



# Q's & Hopefully Some A's

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# Credits

*Andrew Barnett, Kyle Gilmore, Oscar Reyes,  
Stephen Johnson*

