

Environmental Audit and Cleanup Procedures for Jamf Pro

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	02/26/2025	02/26/2025	1	Oscar Reyes	[Approver Name]

IT Admin Procedure

1. Purpose

Describe the purpose of the SOP. Explain why this procedure is necessary and what it aims to achieve.

The purpose of this SOP is to provide a systematic approach for local IT departments to request the removal of old configuration profiles and policies within the Jamf Pro. This includes the steps to initiate a request, the criteria for vetting the request, and the process for ensuring that the removal does not affect other departments.

2. Scope

Define the scope of the SOP. Specify the departments, teams, or processes that this procedure applies to.

This SOP applies to all local IT departments within the university that manage and maintain devices using the Jamf Pro. It covers the processes involved in requesting the removal of outdated or unnecessary configuration profiles and policies.

3. Definitions

Provide definitions for any terms, acronyms, or jargon used in the SOP.

- **UEM - Apple Team:** Refers to the Apple Unified Endpoint team. It is the team that manages the overall Jamf Pro server health on campus
- **Jamf Pro:** Texas A&M tool of choice to manage Apple devices on campus
- **Prune:** A tool to help remove unused items from a Jamf Pro
- **TDx:** Refers to the Team Dynamix ticketing system. The official ticketing system for Texas A&M.
- **Change Request:** A formal way of tracking a significant change in a production system within the official ticketing system at Texas A&M.



- **ServiceNow:** The previous official ticketing system used by Texas A&M. It is currently being phased out in favor of TDx
- **IT Local Support:** refers to the IT local support in each academic unit

4. Responsibilities

Outline the roles and responsibilities of individuals or teams involved in the procedure.

- **Local IT Departments:** Responsible for identifying outdated or unnecessary configuration profiles and policies and initiating a request for their removal.
- **UEM - Apple Team:** Responsible for vetting the requests from local IT departments, ensuring that the removal does not impact other departments, and executing the removal process.
- **Apple UEM Manager:** Reviews and approves the completed removal process.

5. Procedure

Detail the step-by-step process to be followed. Include any necessary sub-steps, decision points, and contingencies.

5.1. Preparation

- **Description:**
 1. Identify configuration profiles and policies that are outdated or no longer needed.
 2. Gather relevant information about the profiles and policies, including their purpose and any dependencies.
- **Responsible Party:** IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro

5.2. Execution

- **Description:**
 1. **Request Submission**
 - a. Submit a formal TDx Ticket to the Apple UEM team, including the following details:
 - i. List of configuration profiles and policies to be removed.
 - ii. Justification for their removal.
 - b. Any known dependencies or potential impacts on other departments.
 2. **Vetting Process**
 - a. The Apple UEM team will review the request and verify impact to other departments.

- b. If necessary, the Apple UEM team will coordinate with the relevant departments to verify the need for the removal.

Once the request is vetted and approved, the Apple UEM team will proceed with the removal of the identified profiles and policies from the Jamf Pro. A TDx change request will be created for this request if necessary. Otherwise, the TDx ticket submitted by the IT Local Support will be used to keep track of the changes requested.

- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, TDx

5.3. Troubleshooting

- **Description:**
 1. If issues arise during the removal process, the Apple UEM team will check for dependencies or conflicts with other profiles and policies.
 2. The local IT department may be consulted for additional information or assistance in resolving any issues.
- **Responsible Party:** UEM - Apple Team. IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, TDx

5.4. Completion

- **Description:**
 1. Verify that the removal does not impact any active configurations.
 2. Document the changes made during the removal process.
 3. Once the request is vetted and approved, the Apple UEM team will proceed with the removal of the identified profiles and policies from the Jamf Pro.
 4. Notify the local IT department and relevant stakeholders of the completed removal.
 5. Update any related documentation or records.
- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, TDx

5.5. Review and Approval

- **Description:**
 1. Submit the documentation of the removal process to the Apple UEM Manager for review.
 2. Obtain approval for the removal from Local IT Support, Apple UEM team, Apple UEM Manager and CAB
- **Responsible Party:** UEM - Apple Team. Local IT Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, TDx

6. Documentation

List any forms, logs, or records that need to be maintained as part of this procedure.

- Any TDx ticket created while going through this server audit process.
- Any Change request created while going through this server audit process.
- Add the list gathered during the prep step into the TDx change request or ticket. Depends on which one is being used.

7. References

Include any related documents, policies, or regulations that support this SOP.

- Prune Tool: <https://github.com/BIG-RAT/Prune>
- ServiceNow: <https://tamu.service-now.com/>
- TDx: <https://service.tamu.edu/>
- Jamf Pro Documentation: https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Jamf_Pro_Documentation.html?_gl=1*we6smw*_ga*ODY0ODY5NTc0LjE3NDEwMTk3OTA.*_ga_X3RD84REYK*MTc0MTA0MjQ2NS4zLjAuMTc0MTA0MjQ2NS42MC4wLjA
- [Configuration Management CM-3](#)
- [ITAP Audit Server IT Admins Process Diagram](#)
- [SLA and SLT](#)

8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	02/19/2025	Initial release	Oscar Reyes
1.1	[Date]	[Description]	[Author Name]

Appendices

Include any additional information, diagrams, or charts that support the procedure.

- [University Rules and SAPs - Texas A&M University](#)
- [University-Wide IT Governance Framework](#)
- [SOPs – Division of Research - Texas A&M University](#)