

Configuration Profiles

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 Standard Operating Procedure (SOP) is to provide a basic guideline for creating and managing configuration profiles in Jamf Pro. This SOP is especially important for configuration profiles that will be deployed to every applicable Apple device, including both computers and mobile devices. Given the different settings for each type of device, it is crucial to follow a recommended approach to ensure effective deployment.

This SOP aims to:

- Ensure a consistent and effective method for creating configuration profiles.
- Highlight the importance of understanding the various settings within a configuration profile.
- Emphasize the need for experience or assistance when creating configuration profiles to avoid potential issues.

By following this SOP, users can achieve a more efficient and reliable deployment of configuration profiles across all applicable Apple devices.

2. Scope

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

This Standard Operating Procedure (SOP) is intended for anyone involved in deploying configuration profiles using Jamf Pro. It is applicable to all individuals, regardless of their department or role, who are responsible for creating and managing configuration profiles for Apple devices. This includes both computers and mobile devices.

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
- **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 Team Dynamix
- **PPPC Utility:** a software tool that can help make configuration profiles
- **iMazing Profile Editor:** a software tool that can help make configuration profiles
- **Configuration Profiles:** a configuration deployed to an Apple device that enforces a setting defined in the configuration profile

4. Responsibilities

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

The primary responsibility for monitoring and managing configuration profiles lies with the UEM - Apple Team. This team is also tasked with deploying configuration profiles that are intended for all computers or mobile devices within the organization. Specific responsibilities include:

- **Creating Configuration Profiles:** Team members will create configuration profiles in Jamf Pro, ensuring they meet the organization's requirements.
- **Testing Configuration Profiles:** Before deployment, team members will thoroughly test the configuration profiles to ensure they function as intended and do not cause any issues.
- **Deploying Configuration Profiles:** The UEM - Apple Team will deploy the tested configuration profiles to all applicable devices.
- **Monitoring and Troubleshooting:** The team will continuously monitor the deployed configuration profiles and address any issues that arise.

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. Before starting the process of creating and managing configuration profiles in Jamf Pro, it is essential to determine the specific settings you intend to configure.
 2. You can use tools like PPC Utility or iMazing Profile Editor to help make your configuration profiles
 3. There is also a possibility that a vendor may give you a configuration profile that is already made and ready for deployment. If you have that then ensure you have it ready.
- **Responsible Party:** IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** PPC Utility, iMazing Profile Editor

5.2. Execution

- **Description:** A configuration can be made within Jamf Pro or made outside Jamf Pro with the intention of uploading it to Jamf Pro in a ready state.
 1. **Reach out to UEM - Apple Team:** Submit a TDx Ticket with the changes requested to the Apple UEM team
 2. **UEM - Apple Team will Make Changes:**
 - a. The Apple UEM team will look at the provided configuration profile or look at existing configuration

Document any intended additions, removals or cleanups in a TDx ticket.

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

5.3. Troubleshooting

- **Description:** The type of troubleshooting required will depend on the specific configuration being deployed. Here are some general guidelines to help resolve common issues:
 1. **Scoping Issues:** Ensure that the configuration profile is scoped to the correct scope group. Incorrect scoping can prevent the profile from being applied to the intended devices.
 2. **Site Configuration:** Verify that the profile is placed in the correct site on the server. For profiles that are meant to go to all devices, the site should typically be set to "None."
 3. **Profile Application:** If profiles are not applying correctly, check the logs in Jamf Pro for any errors. This can provide insights into what might be going wrong.

4. **Device Enrollment:** Ensure that the devices are properly enrolled in Jamf Pro. Devices that are not enrolled correctly may not receive the profiles.
5. **Configuration Settings:** Review the configuration settings to ensure they are correct. Incorrect settings can lead to profiles not functioning as expected. You may even need to remake a configuration profile if it is wrong.

- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** PPPC Utility, iMazing Profile Editor

5.4. Completion

- **Description:**
 1. Once the configuration profile is deployed, it is essential to verify that it has been applied correctly to the devices. This can be done by checking the status of the profile in Jamf Pro and ensuring that the devices have received the profile as intended. You check this in the Configuration Profile list inside Jamf Pro.
 2. Additionally, you should document the configuration settings, and any changes made to the profile for future reference in your TDx ticket or change request.
 3. After deployment, it is crucial to monitor the deployment to ensure that no issues arise that were not identified during testing. Keeping an eye on the deployment helps to promptly address any unexpected problems and ensures the smooth functioning of the configuration profile.
- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, Team Dynamix

5.5. Review and Approval

- **Description:** The UEM - Apple Team will review the configuration profiles to ensure they meet the necessary standards and requirements.
 1. The review process involves testing the profiles in a controlled environment and gathering feedback from relevant stakeholders.
 2. Keep track of changes in the TDx Ticket
 3. Inform any relevant stakeholders of planned changes. This can include people within the departments of the IT Local Support that IT Local Support will need to reach out to.
- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, Team Dynamix



6. Documentation

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

- Any Team Dynamix ticket created while going through this process.
- Any Change request created while going through this process.

7. References

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

Jamf Pro Configuration Profile Documentation: https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Computer_Configuration_Profiles.html

Tools that can help with Configuration Profiles:

- Imazing: <https://imazing.com/profile-editor>
- PPPC Utility: <https://github.com/jamf/PPPC-Utility>

[Configuration Management CM-3](#)

[ITAP Configuration Profiles IT Admins Process Diagrams](#)

[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.

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