

Escalation Procedures

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	02/27/2025	02/27/2025	1	Bernardo Garcia-Moreno	[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 outline the escalation process for IT admins, to ensure efficient and effective resolution of issues related to Apple devices. This document aims to standardize the procedures for escalating issues from the helpdesk ticket queue to the appropriate support levels, including local support, Jamf admins, and the Unified Endpoint Management (UEM) - Apple Team.

2. Scope

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

This SOP applies to IT admins (local support) who are responsible for the initial troubleshooting of Apple devices and the subsequent escalation of unresolved issues to higher support levels. It includes the following groups:

- IT admins (local support)
- Jamf Technicians (Jamf 200 Certified)
- Jamf admins (Jamf 300 Certified)
- Unified Endpoint Management (UEM) - Apple Team

3. Definitions

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

Jamf Pro – The official Device Management Platform for Texas A&M to administer campus-wide Apple devices

4. Responsibilities

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

- **IT Admins (Local Support):** Responsible for conducting initial troubleshooting of Apple devices, gathering information from the computer and the user, and escalating unresolved issues to the local Jamf admin.
- **Jamf Admins/Technicians:** Responsible for reviewing escalated issues, analyzing the device through Jamf, and determining if the issue is related to a policy or deployment failure. If necessary, they escalate the issue to the UEM - Apple Team.
- **UEM - Apple Team:** Responsible for handling escalated issues from Jamf admins and providing advanced support and resolution.

5. Procedure

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

5.1. Preparation

- **Helpdesk Ticket Queue:** The following information should be gathered for every computer that is being triaged:
 - Serial Number
 - Asset Tag Number (If Applicable)
 - Department Responsible
 - User
 - User NetID

5.2. Execution

- **Helpdesk Triage:** The help desk should identify the department to which the computer belongs and appropriately triage the ticket into their queue.
- **Initial Troubleshooting:** Local support conducts initial troubleshooting of the device, collecting information from the computer and the user.
- **Escalation to Jamf Admin/Technician:** If local support cannot resolve the issue, it should be escalated to the local Jamf admin.

- **Jamf Admin/Technician Review:** The Jamf admin reviews the issue, analyzes the device through Jamf, and determines if the issue is related to a policy or deployment failure.
- **Escalation to UEM - Apple Team:** If the Jamf admin cannot resolve the issue, it should be escalated to the Unified Endpoint Management (UEM) - Apple Team for advanced support.

5.3. Troubleshooting

- If TDx is not allowing for ticket submission
 - Sign in with you Texas A&M Account
 - Refresh Page
 - Use a different browser
- Cant find the UEM assignment group
 - ITEO - UEM - Apple Team

5.4. Completion

Resolution: Ensure that the issue is resolved and that the user is informed of the resolution.

Documentation: Document the issue, troubleshooting steps, and resolution in the helpdesk ticket system.

5.5. Review and Approval

Supervisor Review: The supervisor should review the completed escalation process to ensure compliance with the SOP.

Approval: The UEM - Apple Team should grant final approval for the resolution of the issue.

6. Documentation

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

n/a

7. References

- Include any related documents, policies, or regulations that support this SOP.
- Jamf Overview
<https://www.jamf.com/resources/product-documentation/jamf-pro-overview-brochure/>
- Basic Troubleshooting blog: <https://www.jamf.com/blog/mac-troubleshooting-101/>
- macOS Basics: <https://edu.gcfglobal.org/en/macosbasics/>

- [Access Control Policy and Procedures \(AC-1\)](#)
- [Security Awareness and Training \(AT-2\)](#)
- [Incident Response Policy and Procedure \(IR-1\)](#)
- [Incident Response Training \(IR-2\)](#)
- [Incident Response Testing \(IR-3\)](#)
- [Incident Handling \(IR-4\)](#)
- [Incident Monitoring \(IR-5\)](#)
- [Incident Reporting \(IR-6\)](#)
- [Incident Response Assistance \(IR-7\)](#)
- [Incident Response Plan \(IR-8\)](#)
- [Information Spillage Response \(IR-9\)](#)
- Escalation Process Drawing.vsd

8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	02/27/2025	Initial release	Bernardo Garcia-Moreno
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](#)