

IT Professional On-Boarding and Training Procedures

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	[02/28/2025]	02/28/2025	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 ensure a smooth and efficient onboarding and training process for new IT professionals in support groups who will be managing Apple devices. This document aims to standardize the procedures for requesting access to Jamf, incorporating essential Apple training, and utilizing Jamf documentation

2. Scope

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

This SOP applies to IT professionals who will be supporting Apple-based devices within the organization. It includes the following groups:

- IT professionals who require access to Jamf for managing Apple devices.
- IT professionals who need access to Jamf as auditors.
- Jamf admins who have the proper certifications and training in Jamf and are considered "macadmins" with the ability to request additional access.

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 Apple devices

- macOS- Operating System that runs on Apple computers
- “macadmin” – Users with higher than auditor level permissions

4. Responsibilities

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

- IT Professionals and Hiring Managers: Responsible for initiating the onboarding process, including submitting requests for access to Jamf and ensuring that new IT admins complete the necessary Apple training.
- UEM - Apple Team: Responsible for granting permissions in Jamf.

5. Procedure

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

5.1. Preparation

- **New Employee:** Request a secondary NetID, use the link in the references section.
- **Managers:** Should gather information needed to request access for new employee. The following information is needed
 - Full Name
 - NetID
 - Secondary NetID
 - Role in Jamf Needed (Auditor, Admin)
 - Relevant Certifications (If applicable)
- **Managers:** Share the “macOS Training: Introduction to macOS and Basic Operations” with new employees for a basic understanding of macOS systems. (File is in Documentation section)

5.2. Execution

- Access to jamf should be requested using the “Jamf request form” (File can be found in Documentation section)
 - Member of UEM Apple Team will contact new employee once the request has been fulfilled. They will also ensure that the user is able to access both the Production and Test Jamf servers
- From the “macOS Training: Introduction to macOS and Basic Operations” New employees will be familiar with the following

- Introduction to macOS: Familiarize new IT professionals with the macOS operating system, its key features, and its architecture. This includes understanding the macOS ecosystem, security model, and differences between macOS and other operating systems
- System Preferences/Settings: Train IT professionals on navigating macOS System Preferences to manage user accounts, system behavior, security, and device performance
- Managing Users and Accounts: Ensure IT professionals understand how to manage user accounts and permissions on macOS
- Basic Mac Navigation: Teach IT professionals the core components of the macOS interface, including the Menu Bar, Dock, Spotlight, and Finder
- Storage Management: Train IT professionals on managing storage on macOS, including monitoring disk usage, clearing space, and using Disk Utility for basic disk management
- Basic Troubleshooting Tools: Equip IT professionals with the knowledge of basic troubleshooting tools and techniques for macOS

5.3. Troubleshooting

- If the "Jamf request form" won't submit:
 - Sign in with your Texas A&M account.
 - Refresh the page.
 - Use a different browser.
 - Contact the UEM Apple Team if issues persist.

5.4. Completion

- **Review:** Ensure that all training modules are completed, verifying that the new IT professional is fully familiar with their duties and responsibilities.
- **Review:** Confirm that the new employee has the appropriate access to Jamf servers.
- **Certification:** Verify that Jamf administrators hold the necessary certifications and training required to be considered "macadmins" and possess the relevant permissions.

5.5. Review and Approval

- **Supervisor Review:** The hiring manager or supervisor is responsible for reviewing the completion of the training and onboarding process.



- **Approval:** The UEM - Apple Team must provide final approval for access to Jamf and other essential systems.

6. Documentation

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

- Secondary NetID Request
<https://it.tamu.edu/services/accounts-and-id-management/proxy-account-management/secondary-netid/>
- Jamf request form:
<https://forms.office.com/pages/responsepage.aspx?id=44HzaNpGuUe6V28yK48NoR0YDuCTgDNKnRpnVYYW3CdUQ0FaSU4yOTINN0M3UUYxTDIYUUVIUehEVS4u>

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/>
- [Access Control Policy and Procedures \(AC-1\)](#)
- [Account Management \(AC-2\)](#)
- It Professional On-Boarding and Training Procedures Diagram.vsd
- macOS Training: Introduction to macOS and Basic Operations
https://tamucs-my.sharepoint.com/:w:/g/personal/bernardogm_tamu_edu/EcP7tXZ5OgFCIZ-EV5R7ARgBY1QjRFsAAevsMt9u8mcc1A?e=awicAI
- Jamf 100 Course (The course is free however the certification exam is paid)
<https://learn.jamf.com/en-US/bundle/jamf-100-course-current/page/Welcome.html>
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8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	[02/28/2025]	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](#)