

New Application Configuration Procedures

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	2/26/25	2/26/25	1.0	Noah Bruce	[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.

This SOP outlines the procedure for local support teams requesting application deployments from the **UEM - Apple Team** for **iPad or Mac** devices. It ensures a standardized process for submitting, executing, and verifying application deployments via **Jamf**.

2. Scope

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

This SOP applies to **local support teams** responsible for requesting application deployments via **Jamf** for **MacOS and iPadOS devices**.

3. Definitions

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

- **Jamf** – A device management platform used to deploy and manage applications on Apple devices (Macs and iPads).
- **Self-Service Hub** – A Jamf-managed portal that allows users to install approved applications on their devices.
- **TeamDynamix** - A ticketing system used to track and manage IT service requests.

4. Responsibilities

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

- **Local Support**

- Provides complete deployment details, including application type, platform (Mac/iPad), deployment schedule, and scope.
- Ensure all required information (App Store link, package file, documentation) is included in the request.
- Communicates with the UEM - Apple Team and verifies successful deployment.
- **UEM - Apple Team**
 - Reviews and processes deployment requests.
 - Deploys applications via Jamf according to the request details.
 - Troubleshoots and resolves deployment issues.

5. Procedure

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

5.1. Preparation

- **Description:** Before submitting a request, verify that all required information is accurate, including the application package or App Store link.
- **Responsible Party:** Local Support
- **Tools/Resources Needed:** N/A

5.2. Execution

- **Description:**
 1. Submit a request via **TDx**, specifying whether the application is a **package deployment** or an **App Store app**.
 2. Include a link to the package file or App Store listing.
 3. Indicate whether the deployment is for **Mac** or **iPad** devices.
 4. Provide the **deployment schedule** and the **scope** (which devices should receive the app).
 5. Specify whether the app should be available in the **Self-Service Hub**.
 6. Attach any **relevant documentation** from the application provider.
 7. If there is a desire to test, list the devices for **test deployment** and specify when the full deployment should proceed.
- **Responsible Party:** Local Support, UEM - Apple Team
- **Tools/Resources Needed:** TDx, MacOS/iOS Device

5.3. Troubleshooting

- **Description:** If the deployment fails, use the **Console – Log Reports** to diagnose the issue.
- **Responsible Party:** Local Support

- **Tools/Resources Needed:** MacOS Computer

5.4. Completion

- **Description:**
 1. Confirm that all scoped devices have received and successfully executed the deployment.
 2. Verify application functionality on deployed devices.
 3. Notify the UEM - Apple Team and confirm that the ticket can be closed.
- **Responsible Party:** Local Support, UEM Apple Team
- **Tools/Resources Needed:** TDx, MacOS/iOS Device

6. Documentation

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

- **Developer Documentation:** Any relevant documentation provided by the application provider that may assist in the deployment process should be included to ensure a smooth implementation.
- **Local Logs:** Log reports of the installation will be created. To view the reports, go to Console – Log Reports.

7. References

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

- Package Deployment Jamf Guide
https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Package_Deployment.html
- Apps Purchased in Volume Jamf Guide
https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Apps_Purchased_in_Volume.html
- Packaging and Deploying SOP
[ITAP Packaging and Deploying SOP.docx](#)
- Configuration Change Control (CM-3)
<https://it.tamu.edu/policy/it-policy/controls-catalog/controls/CM/CM-3/>
- Process Diagram
[ITAP_New_Application_Configuration_Procedure_SOP.vsd](#)

8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	02/26/2025	Initial release	Noah Bruce
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](#)