

Packaging and Deploying

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	2/27/25	[Date]	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 standardized process for local support teams to request a package deployment from the UEM - Apple Team. It ensures that all deployments are executed efficiently and that proper communication is maintained throughout the process.

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 package deployments via **Jamf Pro** for **MacOS devices**.

3. Definitions

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

- **Package (.pkg) File** – A software installer format for MacOS applications and configurations.
- **Self-Service Hub** – A portal within Jamf Pro where users can manually install approved applications.

4. Responsibilities

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

- **Local Support**
 - Provides the UEM - Apple Team with deployment details, including the package file, scope, deployment timing, and communicates if the package is to be available within the Self-Service Hub.

- Ensures accurate information is included in the request.
 - Communicates with the UEM - Apple Team throughout the deployment process.
- **UEM - Apple Team**
 - Reviews and processes package deployment requests.
 - Deploys the requested package via Jamf Pro.
 - Assists in troubleshooting failed deployments.

5. Procedure

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

5.1. Preparation

- **Description:** Ensure all deployment details are accurate, including the package file location, deployment scope, and whether the package should be available in the Self-Service Hub.
- **Responsible Party:** Local Support
- **Tools/Resources Needed:** N/A

5.2. Execution

- **Description:**
 1. Submit a request via **TDx**, including:
 - A link to the .pkg file to be deployed.
 - The deployment schedule and targeted device scope.
 - Whether the package should be available in the Self-Service Hub.
 2. If a test deployment is desired, specify which devices should receive it before full deployment.
- **Responsible Party:** Local Support, UEM - Apple Team
- **Tools/Resources Needed:** TDx

5.3. Troubleshooting

- **Description:** If deployment fails, review the **Console – Log Reports** to diagnose errors and escalate issues to the **UEM - Apple Team** if needed.
- **Responsible Party:** Local Support
- **Tools/Resources Needed:** MacOS Device

5.4. Completion

- **Description:**
 1. Verify that all scoped devices successfully received and executed the deployment.
 2. Confirm the package is functioning as expected.



- **Responsible Party:** Local Support
- **Tools/Resources Needed:** TDx, MacOS Device

5.5. Review and Approval

- **Description:** After verifying the deployment, communicate with the UEM - Apple Team to confirm all targeted devices have successfully received the package. Once everything is verified, close the ticket.
- **Responsible Party:** Local Support, UEM - Apple Team
- **Tools/Resources Needed:** TDx

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
- Configuration Change Control (CM-3):
<https://it.tamu.edu/policy/it-policy/controls-catalog/controls/CM/CM-3/>
- Process Diagram
[ITAP Packaging and Deploying SOP.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	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](#)