

Apple: Testing

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 SOP is to provide general guidelines on how to conduct testing before deploying new updates or configurations to the Apple fleet on campus. This ensures that any changes are thoroughly vetted and do not negatively impact the existing infrastructure.

2. Scope

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

This SOP applies to the deployments of applications or configurations that will be rolled out to specific groups of Apple devices at Texas A&M University, as requested by local IT support teams. It includes both iPads and Apple Computers. The enterprise team known as Apple Unified Endpoint Management and the local IT support teams at each department within Texas A&M University will be involved in the testing process.

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 TDx

- **CAB:** The enterprise change advisory board for the university

4. Responsibilities

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

- Local IT support teams will be responsible for initiating the testing deployments in their local environments.
- Local IT support teams will also be responsible for documenting the initial testing process.
- The Apple Unified Endpoint Management (UEM) team will verify the deployment, ensure it follows best practices, and confirm that it will not negatively impact the environment.
- The testing process will be reviewed and approved by the Apple UEM Manager and Director.
- Additionally, the process will need to be approved in the Change Advisory Board (CAB).

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 initiating the testing process, you will need to obtain a device to test the deployments on.
 2. The device will need to be in the test server.
 3. You will also need to have your packages or configuration profiles ready for testing deployments.
- **Responsible Party:** IT Local Support
- **Tools/Resources Needed:** Jamf Pro

5.2. Execution

- **Description:** These are general guidelines for testing because each deployment is different
 - **General Guidelines:**
 1. Do a manual deployment onto your test device without using Jamf Pro to find any kinks or issues before an automated deployment
 2. After the manual deployment is done, then you will want to move the deployment to the Jamf Pro Test server. Get your policies, packages and/or configuration profiles ready to deploy
 3. Get in contact with the Apple UEM team through a TDx Ticket to move the deployment into the test server to make an automated deployment that gets deployed to the test device

4. After the deployment from Jamf gets sent to the test device by the Apple UEM team, the IT Local support team will verify that the deployment worked as expected and the expected functionality is on the device
5. If everything looks good, then the IT Local support team can request that the deployment be scoped to the desired group of devices. This can be a combination of devices in the Jamf Pro Test and Jamf Pro Production Server.

- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:** Jamf Pro

5.3. Troubleshooting

- **Description:** These are general guidelines for troubleshooting deployments.
 1. Ensure that your deployment scope is correct.
 2. Ensure that the policy is active at the time of testing.
 3. If you encounter issues with the deployment, the specific troubleshooting steps will depend on the specific deployment being conducted and may vary accordingly.
- **Responsible Party:** UEM - Apple Team, IT Local Support Team
- **Tools/Resources Needed:** Jamf Pro

5.4. Completion

- **Description:**
 1. The testing process is considered complete once the deployment has been successfully rolled out to the designated group of devices that are being used to test the deployment.
 2. At this stage it can now be deployed to all the desired devices that need to receive the workflow, and the IT Local Support team will have to provide that list or work with the Apple UEM team to define the scope in an automated manner.
- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:** Jamf Pro

5.5. Review and Approval

- **Description:** The Apple UEM team will validate the testing to ensure that no other devices or users get affected by the deployment
 1. The testing process will be tracked in the ticket that was sent to the Apple UEM team
 2. If the deployment process during testing looks good, then the Apple UEM team will approve the workflow and move it along
- **Responsible Party:** UEM - Apple Team, IT Local Support
- **Tools/Resources Needed:** Jamf Pro



6. Documentation

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

- Any TDx ticket created while going through this process.

7. References

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

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

[Configuration Management CM-3](#)

[ITAP Testing IT Admins Process Diagram](#)

[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.

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