



Environmental Audit and Cleanup Procedures for Jamf Pro

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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 Enterprise 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 a systematic approach for cleaning up old configuration profiles and policies within the Jamf Pro. This includes identifying and removing profiles and policies that are no longer needed, are outdated, or need to be removed. The expected outcome is a streamlined and efficient Jamf Pro environment, free of unnecessary configurations that could potentially cause conflicts or performance issues.

2. Scope

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

This SOP applies to the Apple UEM team responsible for managing and maintaining the Jamf Pro. It covers the processes involved in auditing and cleaning up configuration profiles and policies within the server. This SOP does not cover the creation or deployment of new profiles and policies.

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
- **Prune:** A tool to help remove unused items from a Jamf Pro
- **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

4. Responsibilities

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

- **UEM - Apple Team:** Responsible for executing the audit and cleanup procedures, including identifying outdated or unnecessary profiles and policies, and ensuring their removal from the Jamf Pro. If a profile or policy being considered for removal is owned by a specific department in the university, the Apple UEM team will coordinate with that department to determine if the deployment is still needed.
- **Apple UEM Manager:** Reviews and approves the audit and cleanup before officially starting it.

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. Gather a list of all current configuration profiles and policies. You can get the list from the Jamf Pro server you are working on or can use a tool called Prune to help. See the references if you would like to learn more about Prune.
 2. Identify the criteria for determining which profiles and policies are outdated or unnecessary.
 3. Ensure access to the Jamf Pro and relevant tools.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro, Prune (Optional)

5.2. Execution

- **Description:**
 1. Review the list of each configuration profile and policy against the criteria.
 2. Document profiles and policies that need to be removed.
 3. Coordinate with specific departments if a profile or policy is owned by them to determine if it is still needed.
 4. Verify that the removal does not impact any active configurations.
 5. Document any intended removals or cleanups in a TDx ticket or a change request depending on what is more appropriate for the situation.
 6. Remove the identified profiles and policies from the Jamf Pro.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro



- **Optional:** Outlook, Teams, TDx

5.3. Troubleshooting

- **Description:**
 1. If issues arise during the removal process, check for dependencies or conflicts with other profiles and policies.
 2. Consult with the rest of the Apple UEM team for assistance in resolving any issues.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

5.4. Completion

- **Description:** After deployment check the following:
 1. Document the changes made during the cleanup process in your ticket or change request. Depends on what you created on step 5.2.
 2. Notify relevant stakeholders of the completed cleanup.
 3. Check that no issues are happening after changes are done.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, TDx

5.5. Review and Approval

- **Description:** Before performing the cleanup, ensure:
 1. You obtain approval from the Apple UEM Manager before starting the cleanup.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:**
 - **Necessary:** Jamf Pro
 - **Optional:** Outlook, Teams, TDx

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 server audit process.
- Any Change request created while going through this server audit process.
- Add the list gathered during the prep step into the TDx change request or ticket. Depends on which one is being used.

7. References

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

- Prune Tool: <https://github.com/BIG-RAT/Prune>



- ServiceNow: <https://tamu.service-now.com/>
- TDx: <https://service.tamu.edu/>
- Jamf Pro Documentation: https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Jamf_Pro_Documentation.html?_gl=1*we6smw*_ga*ODY0ODY5NTc0LjE3NDEwMTk3OTA.*_ga_X3RD84REYK*MTc0MTA0MjQ2NS4zLjAuMTc0MTA0MjQ2NS42MC4wLjA
- [Configuration Management CM-3](#)
- [ITEP Audit Server Enterprise Process Diagram](#)
- [SLA and SLT](#)

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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](#)

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