

Escalation Process

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	02/27/2025	02/27/2025	1	Bernardo Garcia-Moreno	[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 outline the internal escalation process for the UEM - Apple Team to ensure efficient and effective resolution of issues related to Apple devices and Jamf servers. This document aims to standardize the procedures for escalating issues within the UEM - Apple Team, including escalating to Jamf by opening a ticket or escalating to Apple.

2. Scope

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

This SOP applies specifically to the UEM - Apple Team and outlines the procedures for escalating issues related to Apple devices. It includes the following groups:

- UEM - Apple Team members

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 campus-wide Apple devices

4. Responsibilities

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

- **UEM - Apple Team Members:** Responsible for conducting initial troubleshooting of Apple devices, gathering information from the computer and the user, and escalating unresolved issues to Jamf or Apple as needed.
- **Jamf Support:** Responsible for handling escalated issues related to Jamf policies or deployments.
- **Apple Support:** Responsible for handling escalated issues related to Apple hardware or software that cannot be resolved internally.

5. Procedure

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

5.1. Preparation

- **Gather Information:** When an issue arises, UEM - Apple Team members should gather as much information as possible from the affected entity.

5.2. Execution

- **Initial Troubleshooting:** UEM - Apple Team members conduct initial troubleshooting to determine the source of the problem.
- **Communication:** If a customer-facing service is affected, communicate the issue to responsible groups including the helpdesk central, operations center, and local support groups.
- **Escalation to Jamf:** If the issue cannot be resolved internally and is related to Jamf policies or deployments, the UEM - Apple Team member should open a ticket with Jamf support.
- **Escalation to Apple:** If the issue cannot be resolved internally and is related to Apple hardware or software, the UEM - Apple Team member should escalate the issue to Apple support.

5.3. Troubleshooting

5.4. Completion

- **Resolution:** Ensure that the issue is resolved and that the user is informed of the resolution.

- Documentation: Document the issue, troubleshooting steps, and resolution in the helpdesk ticket system.

5.5. Review and Approval

- Supervisor Review: The supervisor should review the completed escalation process to ensure compliance with the SOP.
- Approval: The UEM - Apple Team should grant final approval for the resolution of the issue.

6. Documentation

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

n/a

7. References

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

- JAMF Tickets: <https://www.jamf.com/resources/product-documentation/how-to-submit-a-support-case/>
- [Access Control Policy and Procedures \(AC-1\)](#)
- [Security Awareness and Training \(AT-2\)](#)
- [Incident Response Policy and Procedure \(IR-1\)](#)
- [Incident Response Training \(IR-2\)](#)
- [Incident Response Testing \(IR-3\)](#)
- [Incident Handling \(IR-4\)](#)
- [Incident Monitoring \(IR-5\)](#)
- [Incident Reporting \(IR-6\)](#)
- [Incident Response Assistance \(IR-7\)](#)
- [Incident Response Plan \(IR-8\)](#)
- [Information Spillage Response \(IR-9\)](#)
- [Escalation Process ITEP Drawing.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	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](#)

