

IT Professional On-Boarding and Training Procedures

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	[02/28/2025]	02/28/2025	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 ensure a smooth and efficient onboarding process for new team members joining the UEM - Apple Team. This document aims to standardize the procedures for requesting access to necessary systems, completing essential training, and utilizing relevant documentation. Additionally, it outlines the offboarding process to ensure permissions are properly removed to maintain security and compliance.

2. Scope

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

This SOP applies specifically to new team members joining the Unified Endpoint Management (UEM) - Apple Team. It outlines the procedures for onboarding and training ensuring that new members are well-prepared to manage Apple devices and have the necessary access and training.

3. Definitions

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

- **Jamf** – The official Device Management Platform for Texas A&M to administer Apple devices
- **macOS**- Operating System that runs on Apple computers

Responsibilities

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

- **Manager of the UEM - Apple Team:** Responsible for overseeing the onboarding process for new team members, including ensuring they have access to necessary systems and resources.
- **Current UEM Team:** Responsible for assisting with the onboarding process, including granting access to ITEO required Teams channels, UEM required Teams channels, appropriate calendars, and email lists

4. Procedure

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

5.1. Preparation

- **New Employee:** Request a secondary NetID, use the link in the references section.
- **Managers:** Should gather information needed to request access for new employee. The following information is needed
 - Full Name
 - NetID
 - Secondary NetID
 - Relevant Certifications (If applicable)
- **Request Access:** New team members or their hiring managers must request access to
 - All ITEO required Teams channels
 - UEM required Teams channels
 - Appropriate calendars
 - Email lists.
 - Apple School Manager instance
 - Jamf Servers
- **Basic Training:** New team members must complete the necessary training provided by the UEM - Apple Team.
- **The UEM – Apple Team** takes responsibility in ensuring the new team member is familiarized with the apple environment at Texas A&M including Jamf, ASM, sharepoint, etc.

5.2. Execution

- **Introduction to UEM:** Familiarize new team members with the Unified Endpoint Management (UEM) framework, its key features, and its architecture. This includes understanding the UEM ecosystem, security model, and differences between UEM and other management systems.
- **Access to Jamf:** Ensure new team members have the highest level of access to Jamf, including administrative privileges to manage Apple devices effectively.
- **Access to Apple School Manager (ASM):** Grant new team members access to Apple School Manager (ASM) to manage Apple devices in educational environments.
- **Access to UEM SharePoint:** Provide new team members with access to the UEM SharePoint site for relevant documentation and resources.
- **Access to UEM - Apple Team SharePoint:** Ensure new team members have access to the UEM - Apple Team SharePoint site for team-specific documentation and resources.
- **Teams Channels and Groups:** Add new team members to relevant Teams channels and groups to facilitate communication and collaboration.
- **Email Lists:** Include new team members in appropriate email lists to ensure they receive important updates and communications.

5.3. Troubleshooting

- If new employee is having issues seeing channels
 - Refresh Teams
 - Sign out and sign back in
 - Contact channel owner to get them added and permissions changed

5.4. Completion

- **Review:** Ensure that all training modules are completed, verifying that the new IT professional is fully familiar with their duties and responsibilities.
- **Review:** Confirm that the new employee has the appropriate access to groups and lists as needed per job requirements

5.5. Review and Approval

- **Supervisor Review:** The hiring manager or supervisor is responsible for reviewing the completion of the training and onboarding process.
- **Approval:** The UEM - Apple Team must provide final approval for access to Jamf and other essential systems.

5. Documentation

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

- *Secondary NetID Request Form*
<https://it.tamu.edu/services/accounts-and-id-management/proxy-account-management/secondary-netid/>
- *Jamf request form:*
<https://forms.office.com/pages/responsepage.aspx?id=44HzaNpGuUe6V28yK48NoR0YDuCTgDNKnRpnVYYW3CdUQ0FaSU4yOTINN0M3UUYxTDIYUUVIUEhEVS4u>

6. References

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

- *Jamf Overview*
<https://www.jamf.com/resources/product-documentation/jamf-pro-overview-brochure/>
- *Jamf 100 Course (The course is free however the certification exam is paid)*
<https://learn.jamf.com/en-US/bundle/jamf-100-course-current/page/Welcome.html>
- *macOS Training: Introduction to macOS and Basic Operations*
https://tamucs-my.sharepoint.com/:w:/g/personal/bernardogm_tamu_edu/EcP7tXZ5OgFCIZ-EV5R7ARgBY1QjRFsAAevsMt9u8mcc1A?e=awicAl
- *Access Control Policy and Procedures (AC-1)*
- *Account Management (AC-2)*
- *IT Professional On-Boarding and Training Procedures ITEP Drawing.vsd*

7. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	[02/28/2025]	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](#)

