



New Application Configuration Procedures

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Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	2/27/25	[Date]	1.0	Noah Bruce	[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.

This SOP outlines the standardized process for the UEM - Apple Team to deploy applications requested by local support. It ensures a structured approach for acquiring, testing, and deploying applications on Mac and iPad devices while maintaining proper communication and documentation.

2. Scope

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

This SOP applies to the UEM - Apple Team, which is responsible for testing, acquiring, and deploying applications based on requests from local support.

3. Definitions

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

- **Apple School Manager (ASM)** – A platform used to acquire and manage App Store applications for deployment.
- **Package (.pkg) File** – A macOS software installer used for custom application deployments.
- **Jamf Pro** – The official Device Management Platform for Texas A&M to administer campus-wide Apple devices.
- **Jamf Pro Production Server** – A server used for administering and deploying applications campus-wide at Texas A&M.
- **Jamf Pro Test Server** – A server used for testing purposes before administering and deploying application campus-wide at Texas A&M.



4. Responsibilities

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

- **UEM - Apple Team**
 - Ensures local support provides all required deployment details.
 - Tests and verifies application functionality before deployment.
 - Deploys applications using Jamf Pro or Apple School Manager (ASM).
 - Troubleshoots deployment failures and resolves issues.
 - Communicates with local support throughout the process.
- **Local Support**
 - Submits accurate deployment requests.
 - Assists with testing if necessary.
 - Confirms successful deployment.

5. Procedure

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

5.1. Preparation

- **Description:**
 - Application type (Mac or iPad).
 - Deployment schedule.
 - Scope of deployment.
 - Whether the application should be available in the Self-Service Hub.
 - If any details are missing, contact local support to obtain them. Before full deployment, test the application on the Jamf Pro Test Server and a test device.
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** TDx, MacOS Device

5.2. App Store Application Acquisition

1. **Description:** If the application is available on the App Store, follow the “Paid Apps SOP” for acquisition via Apple School Manager (ASM).
2. **Responsible Party:** UEM - Apple Team
3. **Tools/Resources Needed:** Apple School Manager (ASM)

5.3. Deploying an App Acquired Through ASM

- **Description:**



1. In Jamf Pro, navigate to Computers or Devices → Mac Apps or Mobile Device Apps → New.
2. (For mobile apps) Select App Store app or Apps Purchased in Volume, then click Next.
3. Add the application by:
 - Searching the App Store.
 - Uploading a VPP code spreadsheet.
 - Entering details manually.
4. Configure the General settings (distribution method, management options, automatic updates).
5. Under Scope, define the deployment target.
6. (Optional) Configure Self-Service settings.
7. If using Managed Distribution, assign licenses under Device Assignments.
8. Save the configuration to complete the setup.

- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

5.4. Deploying a Package (.pkg) File

- **Description:** If the application is packaged as a .pkg file, follow the Packaging and Deploying SOP for creating and distributing packages in Jamf Pro.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro, Packaging and Deploying SOP

5.5. Troubleshooting

- **Description:** If deployment issues occur, check the Jamf Pro Dashboard for deployment status and review Jamf Pro logs for errors.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

5.6. Completion

- **Description:** Confirm with local support that all deployed devices received the application successfully and verify there are no outstanding issues.
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** TDx

5.7. Review and Approval

- **Description:** Before finalizing deployment, ensure:
 - The application is legitimate and aligns with IT policies.



- Any required security or compliance reviews are completed.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** N/A

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.
- **Jamf Pro Logs:** Jamf Pro will create policy logs that can be used for verification and debugging.

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
- Apps Purchase in Volume Jamf Guide
https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Apps_Purchased_in_Volume.html
- Paid Apps SOP
[ITEP_Paid_Apps_SOP.docx](#)
- Packaging and Deploying SOP
[ITEP_Packaging_and_Deploying_SOP.docx](#)
- Configuration Change Control (CM-3)
<https://it.tamu.edu/policy/it-policy/controls-catalog/controls/CM/CM-3/>
- Process Diagram
[ITEP_New_Application_Configuration_Procedures.vsd](#)

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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](#)

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