



# Packaging and Deploying

Commented [FN1]: Peer Review: 🍌

| 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 provides a standardized process for IT Admins to package and deploy applications using Jamf Pro. It ensures proper testing, accurate scoping, and effective communication with IT Support Staff.

## 2. Scope

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

This procedure applies to the UEM - Apple Team, responsible for packaging, scoping, and deploying applications within Jamf Pro.

## 3. Definitions

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

- **Package (.pkg) File** – A macOS installer used for software deployment.
- **Self-Service Hub** – A Jamf Pro managed portal where users can manually install approved applications.
- **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**
  - Package the application if necessary.
  - Configures and deploys the package within Jamf Pro.
  - Defines the scope of deployment and schedules deployment timing.
  - Offers local support the option to test on a test machine before full deployment.
  - Troubleshoots deployment failures and resolves issues.
  - Communicates with local support throughout the process.
- **Local Support**
  - Provides the UEM - Apple Team with accurate .pkg file details, deployment timing, and scope.
  - Assists with testing if necessary.
  - Confirms successful deployment.

Commented [RO2]: Remove references to composer.  
Just say that the application should be packaged

## 5. Procedure

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

### 5.1. Preparation

- **Description:** Before deployment, ensure that local support provides:
  1. A link to the .pkg file to be deployed.
  2. The deployment schedule and targeted scope.
  3. Whether the package should be available in the Self-Service Hub.
- **Action:**
  1. Verify that the package file is tested on a test server and a test device.
  2. Offer local support the ability to test on a separate test machine if needed.
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** TDx

### 5.2. Execution

- **Description:**
  1. If necessary, create a .pkg file. Otherwise, use the one given to you by local support.
  2. Upload the package to Jamf Pro:
    - Navigate to Settings → Computer Management → Packages.
  3. Deploy the package in Jamf Pro:
    - Navigate to Computers → Policies → New.
    - Configure package details, including name, scope, execution, and scheduling.
    - Choose between automatic deployment or manual activation when ready.
- **Responsible Party:** UEM - Apple Team



- **Tools/Resources Needed:** Jamf Pro

### 5.3. Troubleshooting

- **Description:** To monitor deployment status:
  1. Check Jamf Pro Dashboard and enable "Show in Jamf Pro Dashboard" for visibility.
  2. If needed, enable "Automatically re-run policy on failure" to retry failed deployments.
  3. Review Jamf Pro logs for errors if deployment issues occur.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

### 5.4. Completion

- **Description:** After deployment, confirm with local support that the package was successfully installed on all targeted devices. Address any issues before closing the request.
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** TDx

### 5.5. Review and Approval

- **Description:** Before finalizing deployment, ensure:
  1. The software is legitimate and aligns with IT security policies.
  2. Any required security or compliance reviews are completed.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** TDx

## 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](https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Package_Deployment.html)



- Configuration Change Control (CM-3)  
<https://it.tamu.edu/policy/it-policy/controls-catalog/controls/CM/CM-3/>
- Process Diagram  
[ITEP\\_Packaging\\_and\\_Deploying\\_SOP.vsd](#)

## 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.

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