



Paid Applications and How to Distribute

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 purchasing and distributing paid applications using Apple School Manager (ASM) and Jamf Pro. It ensures proper coordination between UEM - Apple Team and local support, defining the steps required for purchasing, assigning, and deploying paid applications.

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2. Scope

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

This SOP applies to UEM - Apple Team members responsible for acquiring and deploying paid applications requested by local support.

Commented [ND2]: UEM - Apple Team

3. Definitions

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

- **Apple School Manager (ASM)** – A web-based portal used for purchasing and managing apps, books, and other Apple services for an organization.
- **VPP (Volume Purchase Program) Credit** – Pre-purchased funds used to buy applications through Apple’s Volume Purchase Program.

4. Responsibilities

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

- **UEM - Apple Team**
 - Coordinates with local support to determine the application purchase method.

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- Ensures correct scoping of devices for deployment.
 - Manages app purchase and deployment using ASM and Jamf Pro.
 - Troubleshoots deployment failures and resolves issues.
- **Local Support**
 - Provides details on the desired applications, including links and required scope.
 - Selects a purchase method (VPP Credits or Direct Purchase).
 - Confirms successful deployment on assigned devices.

5. Procedure

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

5.1. Preparation

- **Description:** Verify that the TDx ticket contains all necessary details, including
 - Application name and link.
 - Platform (Mac or iPad).
 - Scope of deployment (list of devices/users).
 - Preferred purchase method (VPP Credit or Direct Purchase).
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** TDx

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5.2. VPP Credit Purchase Method

- **Description:**
 1. Provide local support with the Apple Ecommerce Site URL.
 2. Local support purchases VPP Credit funds and provides the VPP code to the UEM Apple Team.
 3. UEM Apple Team redeems the VPP code and purchases the application.
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** Apple Ecommerce Site, TDx

Commented [RO5]: I am actually not sure if this is correct? Have we purchased credit funds and actually added them to ASM?

Commented [RO5R2]: Noah clarified in person so disregard

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5.3. Direct Purchase Method

- **Description:**
 1. If local support wants to directly purchase an app, designate a content manager in ASM.
 2. Navigate to Preferences → Payments & Billing → Apps & Books in ASM.
 3. Add a payment method to enable direct purchasing.
 4. Local support purchases the desired application(s).
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** Apple School Manager (ASM), TDx

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5.4. Scoping Devices for Deployment

- **Description:** Once the application is acquired, assign it to the correct devices.
 1. Open Jamf Pro.
 2. Navigate to Computers → Policies → New Policy.
 3. Select the purchased application from ASM.
 4. Define the scope based on the list of devices from local support.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

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5.5. Troubleshooting

- **Description:** After deployment, verify application installation:
 1. Enable "Show in Jamf Pro Dashboard" for visibility.
 2. Check Jamf Pro logs for errors if any issues occur.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

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5.6. Completion

- **Description:** Confirm with local support that the application was successfully deployed on all scoped devices.
- **Responsible Party:** UEM - Apple Team, Local Support
- **Tools/Resources Needed:** TDx

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6. Documentation

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

- **Receipts:** Any receipts generated from purchase of VPP Credits or directly from ASM.
- **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.

- Migrating Apps Purchased in Volume to Jamf Pro Jamf Guide
https://learn.jamf.com/en-US/bundle/technical-articles/page/Migrating_Apps_Purchased_in_Volume_to_Jamf_Pro.html
- Apps Purchased in Volume Jamf Guide
https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Apps_Purchased_in_Volume.html

Commented [ND11]: Move to Appendices



- Get VPP Credits Apple Guide
<https://support.apple.com/en-us/102073>
- Select and buy content in Apple School Manager Apple Guide
<https://support.apple.com/guide/apple-school-manager/select-and-buy-content-axmc21817890/web>
- Apple Store
<https://ecommerce.apple.com/asb2bstorefront/fys?language=EN&country=US>
- Configuration Change Control (CM-3)
<https://it.tamu.edu/policy/it-policy/controls-catalog/controls/CM/CM-3/>
- Process Diagram
[ITEP_Paid_Apps-SOP.vsd](#)

Commented [ND12]: Move to Appendices

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](#)