



Requesting and Managing Roles and Permissions – Jamf Pro Access

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Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	3/4/2024	[Date]	[Version Number]	Danielle Narita	[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 provide a standardized process for requesting access for local support users to Jamf Pro, ensuring they are granted standard user roles and group access as appropriate. This will help maintain a controlled and efficient process for local support to handle device management tasks within the limits of their permissions.

2. Scope

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

This SOP applies to local support users requesting access to Jamf Pro for device management, as well as the process for UEM - Apple Team to create and assign appropriate roles and group access in Jamf Pro. It specifically covers:

- How local support users can request access.
- How to grant and configure roles in Jamf Pro for local support users.
- Standard group access permissions for local support users.

3. Definitions

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

- **Jamf Pro:** A comprehensive Apple device management solution that helps IT departments manage and secure Apple devices.
- **UEM - Apple Team:** Unified Endpoint Management team responsible for managing Apple devices in the organization.



4. Responsibilities

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

- **Local Support Users:**
 - Request Jamf Pro access via a designated request form or link and provide necessary details to be granted standard user roles
- **UEM - Apple Team Members:**
 - Review and process access requests, ensure that Jamf Pro roles and group permissions align with user requirements, and ensure security policies are followed.
 - Configure and verify the correct user roles and group access in Jamf Pro, ensuring that all requests are handled securely and efficiently.

5. Procedure

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

5.1. Preparation

- **Description:** Local support users will complete the access request form or click on the designated link to initiate their request for Jamf Pro access with the following information:
 1. **Name** of the local support user
 2. **Department/Team** they belong to.
 3. **Justification** for the request (e.g., need to access something specific in Jamf).
 4. **Requested access level** (should default to Standard User with specified group access).
 5. **Manager or Supervisor approval** (if necessary for higher-level access).
- **Responsible Party:** Local Support User
- **Tools/Resources Needed:** TDx

5.2. Execution

- **Description:** The completed form is submitted to the UEM - Apple Team for review and confirm details.
 1. Requesting Access (Local Support User):
 - Local support users will complete the access request form or click on the designated link to initiate their request for Jamf Pro access.



- The request form will require the following information:
 - Name of the local support user.
 - Department/Team they belong to.
 - Justification for the request (e.g., need to manage devices in a specific region or handle support tickets).
 - Requested access level (should default to Standard User with specified group access).
 - Manager or Supervisor approval (if necessary for higher-level access).

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- The completed form is submitted to the IT team or Jamf admin for review.

2. Processing the Access Request (IT Admin)

- IT admins review the submitted request form and confirm the details.
- If the request is valid and meets the criteria for local support users, the IT admin proceeds to create the user in Jamf Pro Production and Test Server.

3. Once the user is created, the IT admin should confirm the creation of the account and send a confirmation email with login details to the local support user.

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

5.3. Troubleshooting

■ **Description:**

1. Issue with Access or Login:

- If the local support user cannot log in to Jamf Pro, verify the username and password.
- Ensure the user has been correctly created in the system and assigned the correct role.
- Check that the user has access to the necessary device groups and permissions.

2. Permissions Issue (Cannot access certain devices/apps):

- Check the group permissions assigned to the user and ensure that they are mapped to the correct device categories.
- If necessary, adjust the permissions to grant the local support user access to required devices or apps.

3. Group Access Mismatch:

- If the local support user is in the wrong group, update their group membership within Jamf Pro.
- Verify that the groups are correctly configured and that users are only part of the appropriate groups for their needs

- **Responsible Party:** UEM - Apple Team Members



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

5.4. Completion

- **Description:** The UEM - Apple Team member will send confirmation to requestor
- **Responsible Party:** UEM - Apple Team Members
- **Tools/Resources Needed:** TDx

6. Documentation

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

- **Access Request Form -**
<https://forms.office.com/pages/responsepage.aspx?id=44HzaNpGuUe6V28yK48NoR0YDuCTgDNKnRpnVYYW3CdUQ0FaSU4yOTINN0M3UUyXTDIYUUVIUEhEVS4u>

7. References

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

- [Jamf Pro Standard User Access Guide](#)
- <https://it.tamu.edu/policy/it-policy/controls-catalog/controls/AC/AC-2/>
- <https://it.tamu.edu/policy/it-policy/controls-catalog/controls/AC/AC-3/>
- <https://it.tamu.edu/policy/it-policy/controls-catalog/controls/AC/AC-6/>
- <https://it.tamu.edu/policy/it-policy/controls-catalog/controls/AU/AU-2/>
- <https://it.tamu.edu/policy/it-policy/controls-catalog/controls/CM/CM-5/>
- [Process Diagram](#)

8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	2/27/25	Initial release	Danielle Narita
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](#)