



Apple: Testing

Commented [FNI]: Peer Review: Remove optional if it's NA

Document Number	Effective Date	Review Date	Version	Author	Approved By
[ITEP.1.x]	02/26/2025	02/26/2025	1	Oscar Reyes	[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 general guidelines on how to conduct testing before deploying new updates or configurations to the Apple fleet on campus. This ensures that any changes are thoroughly vetted and do not negatively impact the existing infrastructure.

2. Scope

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

This SOP applies to the deployments of applications or configurations that will be rolled out to the entire Apple device fleet at Texas A&M University. It includes both iPads and Apple Computers. The enterprise team known as Apple Unified Endpoint Management and the local IT support teams at each department within Texas A&M University will be involved in the testing process.

3. Definitions

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

- **UEM - Apple Team:** Refers to the Apple Unified Endpoint team. It is the team that manages the overall Jamf Pro health on campus
- **Jamf Pro:** Texas A&M tool of choice to manage Apple devices on campus
- **TDx:** Refers to the Team Dynamix ticketing system. The official ticketing system for Texas A&M.
- **Change Request:** A formal way of tracking a significant change in a production system within the official ticketing system at Texas A&M.
- **ServiceNow:** The previous official ticketing system used by Texas A&M. It is currently being phased out in favor of TDx.
- **CAB:** The enterprise change advisory board for the university



4. Responsibilities

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

- The Apple Unified Endpoint Management (UEM) team will be responsible for initiating the testing deployments to Jamf Pros.
- The UEM - Apple Team will also be responsible for documenting the testing process.
- The testing process will be reviewed and approved by the Apple UEM Manager and Director.
- Additionally, the process will need to be approved in the Change Advisory Board (CAB).

5. Procedure

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

5.1. Preparation

- **Description:**
 1. Before initiating the testing process, you will need to obtain a device to test the deployments on.
 2. The device will need to be in the test server.
 3. You will also need to have your packages or configuration profiles ready for testing deployments.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

5.2. Execution

- **Description:** The specific steps to be followed during the testing process will depend on the nature of the deployment being conducted. There are no predefined steps, as each deployment may require different tests and checks.
 - **General Guidelines:**
 1. Do a manual deployment onto your test device without using Jamf Pro to find any kinks or issues before an automated deployment
 2. After the manual deployment is done, then you will want to move the deployment to the Jamf Pro Test server. Get your policies, packages and/or configuration profiles ready to deploy
 3. Deploy the workflow to your test device from the Jamf Pro Test server
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro, Testing Device



5.3. Troubleshooting

- **Description:** These are general guidelines for troubleshooting deployments.
 1. Ensure that your deployment scope is correct.
 2. Ensure that the policy is active at the time of testing.
 3. If you encounter issues with the deployment, the specific troubleshooting steps will depend on the specific deployment being conducted and may vary accordingly.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

5.4. Completion

- **Description:**
 1. The testing process is considered complete once the deployment has been successfully rolled out to the entire Jamf Test server or group of devices that will receive the deployment. After that the deployment should be ready to move to production if it did not have any issues.
 2. At this stage, you will need to prepare a change request for the deployment to production.
- **Responsible Party:** UEM - Apple Team
- **Tools/Resources Needed:** Jamf Pro

5.5. Review and Approval

- **Description:**
 1. The Apple UEM Manager and Director will review the TDx change request to ensure that the steps taken for the change are appropriate and that enough detail is being provided.
 2. The testing process will be documented in the change record.
 3. The approval for the deployment to move to CAB will be given by the Apple UEM Manager and Director.
 4. The change will need to be approved in the Change Advisory Board (CAB).
 5. Once the change request is approved in CAB, the deployment can be executed and stakeholders can be informed of the approved change.
- **Responsible Party:** UEM - Apple Team, Apple UEM Manager, Apple UEM Director, CAB
- **Tools/Resources Needed:** Jamf Pro, Outlook, Teams, TDx

6. Documentation

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



- Any TDx ticket created while going through this process.
- Any Change request created while going through this process.

7. References

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

Jamf Pro Documentation: https://learn.jamf.com/en-US/bundle/jamf-pro-documentation-current/page/Jamf_Pro_Documentation.html

[Configuration Management CM-3](#)

[ITEP Testing Enterprise Process Diagram](#)

[SLA and SLT](#)

8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
1.0	02/19/2025	Initial release	Oscar Reyes
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](#)