
Unified Device Administrator's Council (UDAC) Charter

Texas A&M University - Division of Technology Services

Mission Statement

The Unified Device Administrator's Council (UDAC) empowers Texas A&M University's distributed IT community to collaboratively shape, validate, and enhance enterprise device management services through open communication, shared innovation, and coordinated technical leadership—ensuring consistent, secure, and effective endpoint management across the university.

1. Purpose

The Unified Device Administrator's Council (UDAC) is established to promote cross-unit awareness, collaboration, and technical alignment in support of Enterprise Device Management services at Texas A&M University. UDAC serves as a technical advisory and validation body, helping ensure device management services evolve in a way that supports operational needs, enhances security, and improves the overall user experience for all Texas A&M Technology Services supported customers.

UDAC provides a structured venue for:

- Collaborative ideation and review of service improvement initiatives
 - Validation testing for proposed enterprise platform changes
 - Providing recommendations to Technology Services operational leaders
 - Sharing best practices and aligning technical approaches across IT verticals
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2. Scope

UDAC's scope includes enterprise-level device management platforms, processes, and associated configurations—including:

- Microsoft Endpoint Configuration Manager (MECM)
- Microsoft Intune
- macOS enterprise management tools – Jamf Pro & Apple School Manager (ASM)
- Enterprise deployment, compliance, and configuration lifecycles
- Platform-level changes affecting managed university devices

3. Objectives

1. **Facilitate collaboration** across academic and business units to ensure consistent, secure, and efficient endpoint management.
 2. **Support change validation** through cross-unit testing of proposed enterprise-level modifications.
 3. **Promote transparent communication** regarding roadmaps, risks, and operational updates.
 4. **Provide recommendations** to Technology Services leadership to guide continuous service improvement.
 5. **Encourage standardization** to improve security, reliability, and user experience.
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4. Membership

4.1 Representation

UDAC includes at least one designated representative from each academic or business unit with device management responsibilities. Units may designate both a primary and a backup representative.

Represented units include:

(List preserved as previously provided)

4.2 Additional Attendance

Directors and above are welcome to attend; however, the council's focus is operational and technical in nature.

4.3 Membership Review and Term Guidelines

- Membership will be **reviewed annually** by the Unified Endpoint Management (UEM) Team to ensure representation remains accurate.
- Units may replace their representative at any time if:
 - Role responsibilities change
 - The representative is no longer actively involved in device management
 - The unit chooses to rotate responsibilities
- Replacements should be communicated to the UEM Team in writing (email or Teams).

5. Roles and Responsibilities

5.1 Unified Endpoint Management Team

- Facilitate council meetings and maintain meeting documentation
- Promote topical agendas for discussion, feedback and collaborative engagement
- Escalate council recommendations to Technology Services leadership
- Coordinate enterprise testing assignments and timelines

5.2 Council Members

- Actively participate in meetings, discussions, and testing efforts
- Provide feedback reflecting the needs and constraints of their units
- Share relevant information back with their departmental IT teams
- Follow confidentiality expectations regarding sensitive technical information

6. Meeting Cadence & Format

6.1 Cadence

UDAC convenes virtually on Microsoft Teams:

- **1st Tuesday**, 3:00 pm – 3:45 pm CST
- **3rd Tuesday**, 3:00 pm – 3:45 pm CST

6.2 Meeting Structure

1. Call to order & agenda review
2. Review of action items and acceptance of previous minutes
3. Presentation of proposed enterprise changes
4. Review of future meeting topics
5. Open discussion
6. Summary of action items & adjournment

7. Recommendation Procedures

UDAC primarily relies on **consensus** for recommendations. However:

- Represented units may opt out of a change resulting from any council recommendation if it is determined to:
 - negatively impact its operations or customers,
 - creates significant technical risk, or
 - cannot be safely implemented in its environment.
 - All concerns and opt-outs will be documented by the meeting facilitator.
 - Opt-outs do not block university-wide adoption but will be documented in UDAC minutes and quarterly reports.
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8. Confidentiality Expectations

UDAC discussions may involve:

- Potential vulnerabilities
- Pre-release features
- Security-sensitive changes
- Operational risks

Therefore, members are expected to:

- Maintain confidentiality of discussions and materials not yet approved for public distribution
 - Avoid sharing pre-decision content outside their unit's IT organization
 - Follow all university data and security policies
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9. Escalation Pathways for Urgent Risks

If testing or discussion identifies a critical or high-risk issue, council members should escalate promptly through:

1. **TeamDynamix** (TDX) ticket submitted to the appropriate TDX Responsibility Group:
 - **TS-EO-UEM-Windows Device Management** for MECM and Intune issues
 - **TS-EO-UEM-Apple Device Management** for Jamf & ASM issues
2. Notify the UDAC facilitator via Teams or email

3. Document the risk, impact, and urgency for tracking and visibility

[What's Broken - Report Form – Fill out form](#)

These escalations may trigger out-of-band communications or emergency meetings if required.

10. Subcommittees and Working Groups

UDAC may establish temporary or ongoing subcommittees to focus on specialized areas such as:

- macOS management
- Application deployment workflows
- Automation & scripting
- Compliance & configuration baselines
- Testing coordination for large-scale changes

Subcommittee Structure

- Each subcommittee will have at least one UEM Team liaison.
 - Membership is volunteer-based and open to any UDAC representative.
 - Subcommittees provide updates during regular UDAC meetings.
 - Deliverables may include recommendations, documentation, test reports, or tooling proposals.
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11. Deliverables

- Enterprise-level recommendations to Technology Services
- Testing results and feedback for proposed platform changes
- Documented minutes and action items
- Summarizing quarterly reports:
 - Activities
 - Observations
 - Testing outcomes
 - Risks
 - Recommendations for improvement

12. Charter Review

This charter will be reviewed annually and updated as necessary to support evolving needs, technologies, and operational practices.
