Patrick Gallagher

Patrick has worn a lot of hats throughout his career: business owner, consultant, software developer, software architect, trainer, trainer mentor, curriculum developer, author, and others. Ultimately, his passion for technology goes back to the Apple][+, but it became a career shortly after his first experience with a NeXTstation while in grad school for something completely unrelated (Industrial and Organizational Psychology). After a few years of custom development work, the urge for something new kicked in and training and IT consulting became his everyday work. Curriculum development and authorship came along after that. Recent interests include Wi-Fi, technology in education, Arduino, and quadcopters. When not in the home office, he likes to feel the sun on his face and spend time with his family.

MACTECH
PRO EVENTS

VPP, DEP, and
Apple ID for Students:
How New Apple ID Requirements
Impact You and Your Clients

Agenda

- Apple ID Basics

- Apple Deployment Programs

- New this Fall

- Moving Forward

Apple ID Basics

Apple ID Basics

- Key to personalization
  - Website
  - Devices

Apple ID Rules

- EULA
  - Read and understand

- People under age 13 cannot create
  - Legal requirements (COPPA and others)
  - Apple ID for Students for Education
  - Family Sharing for families

Personal vs. Institutional

- Personal
  - Owned by the user
  - Allows for personalization
  - Can use on devices

- Institutional
  - Owned by the institution
  - Access institutional assets
  - Treat as an institutional asset
  - Don't use on devices

When You Must Personalize

- App Store

- iBooks

- iTunes U

- iCloud
  - Find My iPhone
  - Backup

Apple Deployment Programs

Apple Deployment Programs

Device
Enrollment
Program

Volume
Purchase
Program

Apple ID
for
Students

Device Enrollment Program

- Zero-touch MDM enrollment

- Over-the-air supervision

- Required MDM enrollment

- Optional user-based enrollment

Volume Purchase Program

- Bulk purchasing of App Store assets

- Volume discounts for Education

- Codes or managed distribution

- Flexible app management

Apple ID for Students

- Allow institution to create Apple IDs for young students

- COPPA compliance

- Requires parent/guardian consent

- Bulk creation for students

ADP Enrollment

- New institutional Apple IDs

- Program agent

- Program admins

- Get started at deploy.apple.com

- Help at https://www.apple.com/support/business-education/

- Spend some time with the help docs

DEP Eligibility

- Direct purchases

- Reseller purchases

- Devices purchased in the last few years

- Running iOS 7 or Mavericks (and newer)

Mobile Device Management

- The central actor

- Required for DEP

- Interface for Managed Distribution

Choosing an MDM Solution

- Do your research

- Different Pros and Cons

- Choose wisely

- Vendor lock-in

- Profile Manager

- Third Party Products
  - JAMF Casper
  - AirWatch
  - FileWave
  - Bushel
  - Absolute Manage
  - RobotCloud
  - MaaS360
  - Centrify
  - Sophos
  - MobileIron

APNS

- Apple Push Notification Service

- Delivers OTA notifications to subscribed devices

- Used by many apps and services

- Critical to MDM

- Authenticated by a certificate

- Issued to an Apple ID

- https://identity.apple.com/

New this Fall

Old School

- Codes
  - Gifts
  - Apple Configurator

- Managed Distribution
  - Licenses managed through MDM
  - Invite users
  - Assign apps to them

New School

- Managed Distribution

- Assign to devices

- Codes not needed

- User-based Managed Distribution

Device-based App Assignment

- iOS 9

- OS X El Capitan

- Apple Configurator 2

- MDM

Migrations

- Unmanaged app to managed app

- User-assigned app to device-assigned app

- Require MDM support

- Verify your MDM supports migration

Apple Configurator 2

- Totally new app

- Prepares iOS devices

- Works with DEP

Apple Configurator 2

- Works with VPP

- Does device assignment

- Sideload apps and content

- Can be automated

- Personal Apple ID or enterprise apps, too

AC2 Automation

- Blueprints

- Automator

- Command line tool cfgutil

- AppleScript/JavaScript

- https://configautomation.com/

Moving Forward

Moving Forward

- Apple Products are designed to:
  - Work certain ways
  - Work together

- Get on board
  - Don't make life harder than it is
  - Use the tools that are available

Register

- Sign up for the deployment programs

- Use every one that makes sense

- Institutional assets

Get MDM

- Invest in MDM

- Investigate products

- Choose wisely

- Use AC2 where appropriate

Stop Bad Habits

- No "generic" Apple IDs
  - Assign to devices instead
  - Avoid the pain of mass creation

- Let devices live up to their potential
  - Don't over-manage
  - Let users personalize with their own Apple ID

Use the Available Tools

- Onboard with DEP

- Assign mission critical apps

- Contain enterprise data
  - Where appropriate
  - With managed apps and restrictions

- Leverage MDM
  - Help the end user be successful
  - Then get out of their way

- Use Caching Server

Advocate the Apple Way

- Out-of-box experience for everyone

- Empower the end user to do great things

- Manage as much as necessary
    - And as little as possible

More Resources

- https://www.apple.com/support/appleid/
- https://www.apple.com/support/business-education/
- https://volume.itunes.apple.com/?l=enhttp://www.apple.com/business/vpp/
- https://www.apple.com/business/docs/VPP_Business_Guide.pdf
- https://www.apple.com/education/docs/Apple_ID_for_Students_Parent_Guide_US_0514.pdf
- https://www.apple.com/education/docs/u13_institution_guide_en__Feb14.pdf

More Resources

- https://www.apple.com/support/osxserver/cachingservice/
- https://help.apple.com/serverapp/mac/5.0/#/apd74DDE89F-08D2-4E0A-A5CD-155E345EFB83
- https://help.apple.com/advancedserveradmin/mac/4.0/#/apd74DDE89F-08D2-4E0A-A5CD-155E345EFB83
- https://www.apple.com/support/business-education/apple-configurator/
- http://www.enterpriseios.com/wiki/Comparison_MDM_Providers

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Questions?

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