

● JAMF NATION LIVE

# From Chaos to Control

## OS Upgrades at Scale



**Luke Allen**

SENIOR CONSULTING ENGINEER,  
JAMF



# Why **Software Update?**

**495**

**CVE** in macOS Tahoe

7

# **KEV** in macOS Tahoe

## AI CHANGES THE THREAT LANDSCAPE - CURL

# Vulnerability discovery is accelerating

Faster to find, analyse, and chain exploits



3 x were false positives...



1 x was just a bug...

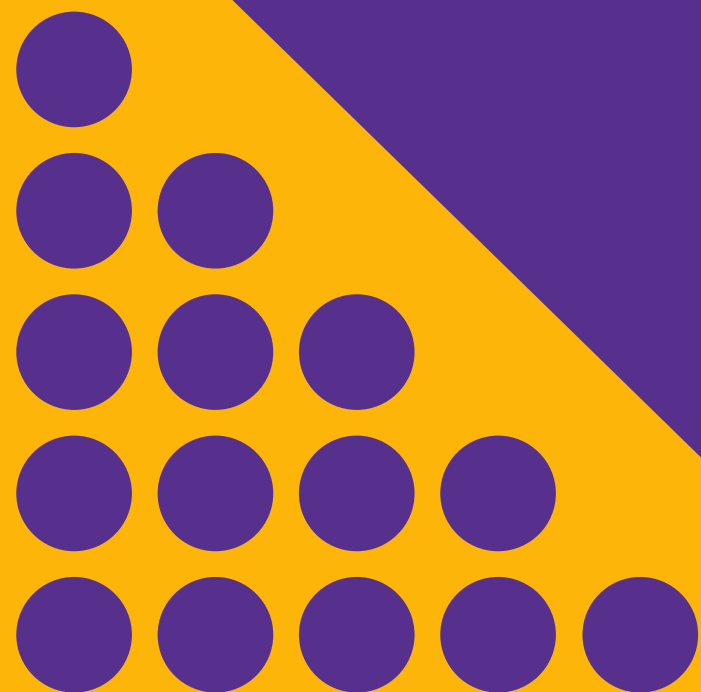


1 x was a vulnerability... but with very low severity...



“Software update management using mobile device management **commands, restrictions, the com.apple.SoftwareUpdate** payload, and **queries** is **deprecated** and Apple will remove it next year.”

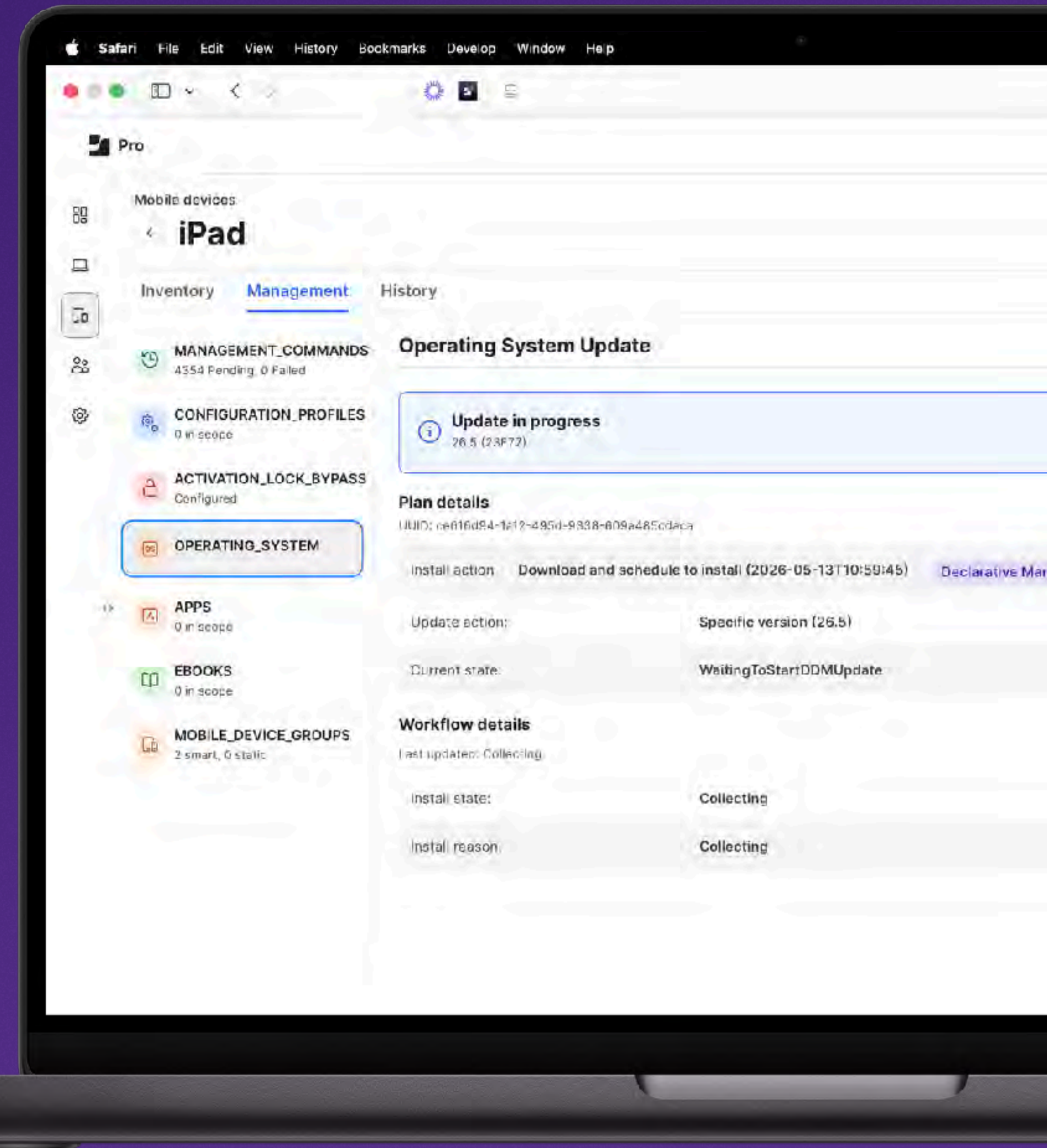
Apple — What's New for IT, WWDC 2025 v1



# On-prem customers DDM-powered software updates

“...you can still take advantage of DDM-powered software updates on-prem, getting the **security** and **automation benefits** of the **declarative model** without needing to be cloud-hosted.”

- Beth Tschida, Chief Executive Officer, Jamf





# Why **Software Update?**



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**Software Updates**  
*are really hard...*

# Why does **Software Update** feel so hard?



## Visibility

“Did it actually work?”

Send commands... and hope.

Little visibility into deployment state.



## Failure

“Why did it fail?”

Silent errors. Undocumented codes.

It works... until it doesn't.



## Pressure

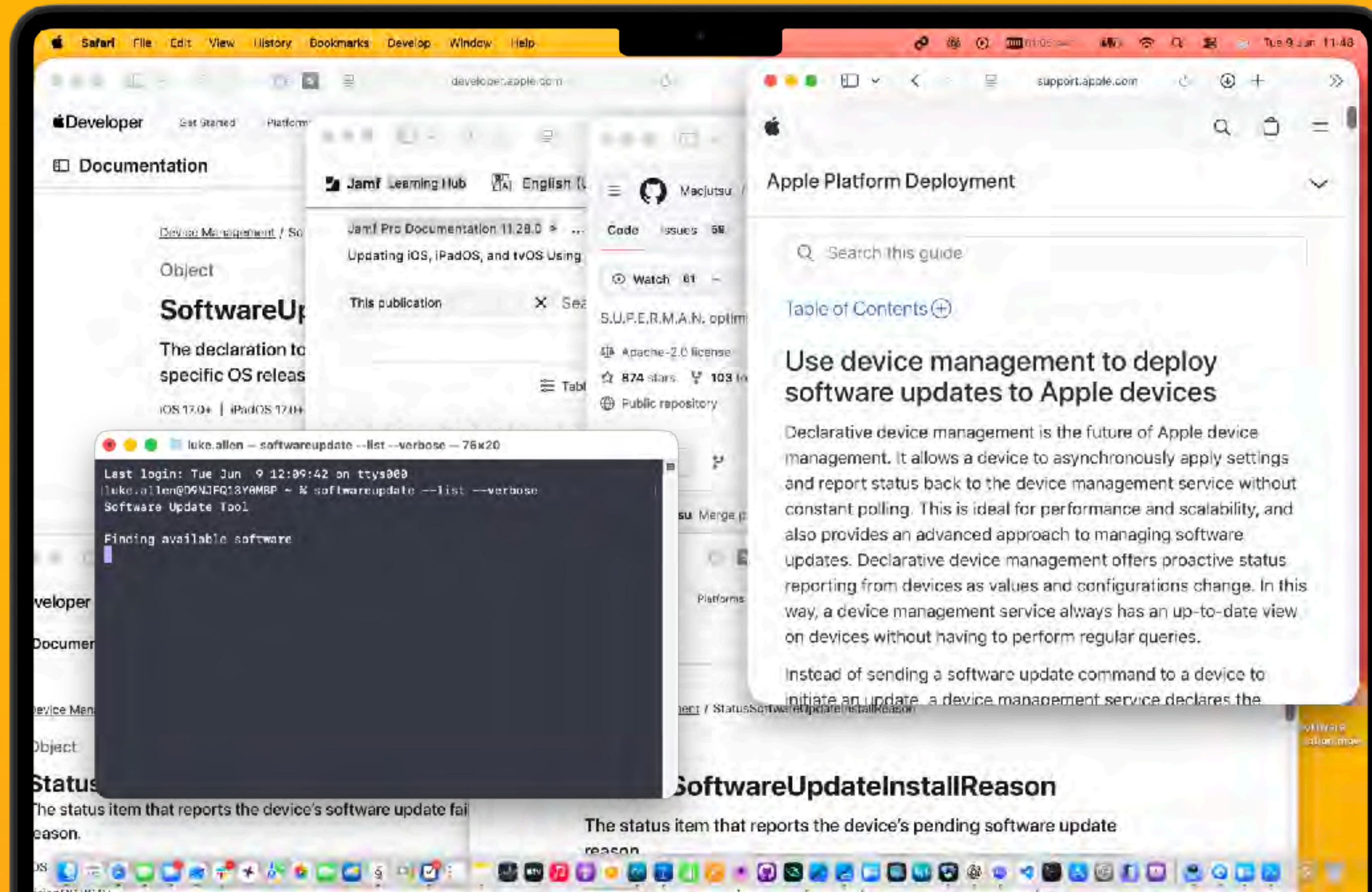
“Can we prove compliance?”

Security deadlines. Frustrated users.

Admins are expected to prove compliance.

## SOFTWARE UPDATE - CONDITIONING

We have **normalised complexity**



**Thanks for Listening!**  
Questions.



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JAMF

# How should **software update** feel?

Modern workflows should feel calm, visible, and predictable.



SOFTWARE UPDATE MADE SIMPLE

# Introducing Upgrade Manager

A Universal app for planning, deploying, and monitoring Apple software updates across Jamf Pro environments.

- Identify out-of-date devices automatically
- Schedule device upgrades at scale
- Track progress in real-time
- Push notifications to flag failed upgrades

Software update management, from the device that you use every day.





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# The future of Upgrade Manager



## Crawl

- macOS / iPadOS support.
- Platform API support.
- Rich Push Notification / Failure reporting.
- 1.0 release - public availability.



## Walk

- Rich, native experiences; WidgetKit, Live Activities, etc.
- Auto-retry for failure.
- Track user-initiated upgrades in real time.
- Auto-upgrade known-exploited OS versions.



## Run

- User-facing components to encourage upgrades.
- Compliance export/reporting.
- Server integration for background experiences.
- Full spec support for Software Update.

PRIVATE BETA

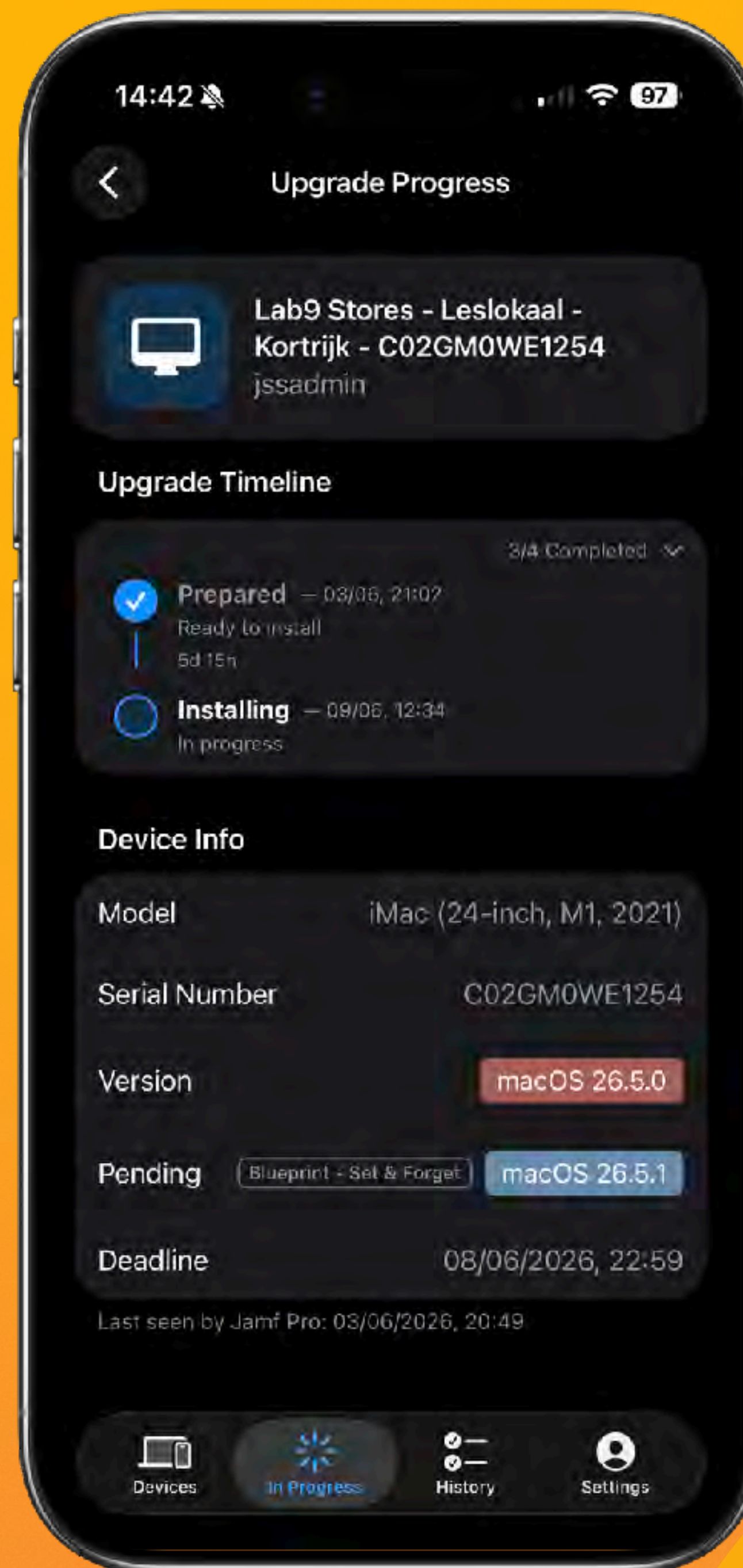
AVAILABLE NOW - PRIVATE BETA

# Upgrade Manager

- Available today for Jamf Pro environments.
- macOS support coming soon.
- 1.0 later this year.



[jamf.it/UpgradeManager](https://jamf.it/UpgradeManager)



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