iPadOS Management

BASICS

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iPad Management Basics

As Apple device numbers rise in business and education environments around the globe, it's imperative that technology investments are maximized so that organizations can leverage iPad to its full potential. iPadOS helps IT teams better manage the influx of new devices.

This guide will help you learn more about iPadOS so you can build and master your iPad management skills.

Introduction to iPad and iPadOS management

Explanation of services and programs available for iPadOS devices

Outline of lifecycle management stages
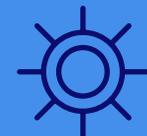
Overview of the leading Apple management solution
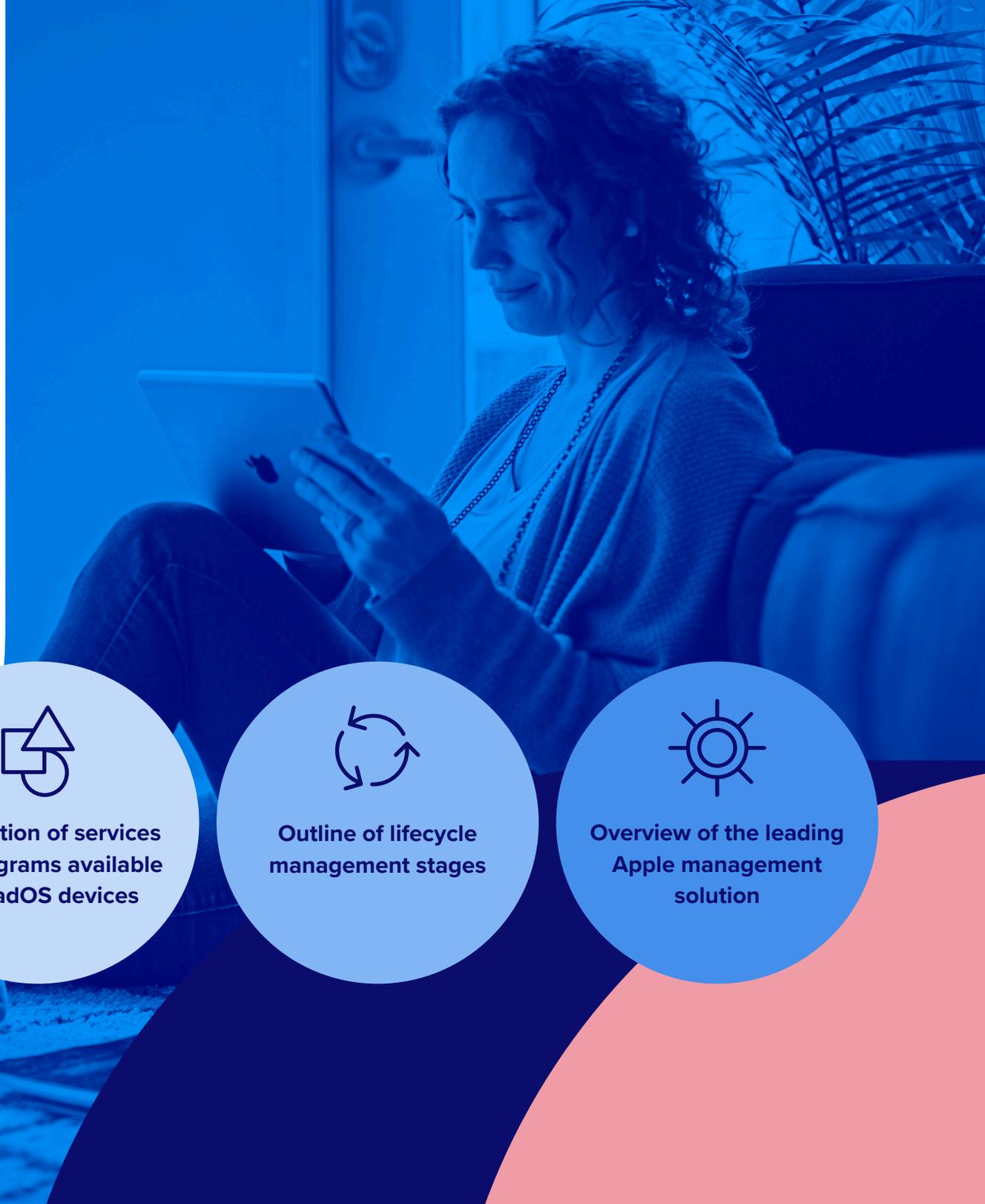
Introduction to iPad and iPadOS management

iPad devices run on the iPadOS platform. You can mange devices with mobile device management (MDM) which is Apple's framework for managing iPadOS.

How MDM works

To effectively manage iPadOS devices and unleash their full potential, organizations require an equally powerful MDM solution. Most Apple devices are able to understand and apply settings such as remote wipe or passcode restrictions to the built-in framework. Two core components to the MDM framework are configurations and commands.

Configurations

Configurations are at the core of mobile device management. With the power to specify settings and tell a device how to (and how not to) function, configurations are the most powerful way to prescribe apps, set minimum security standards and even disable built-in functionality like iTunes and Safari.

MDM commands

MDM commands are singular commands that you can send to your managed devices to take specific actions. Has a device gone missing? Put it into Lost Mode or send a remote wipe command. Need to upgrade to the latest OS? Send the command to download and install updates. These are just a few examples of the different actions you can take on a fully managed Apple device.

Apple services and programs

As Apple devices became more popular in small and medium-sized businesses, questions about how to best deploy devices with sometimes limited IT resources, how to address Apple IDs and the purchasing of apps arose. Apple, of course, looked to solve these issues and introduced various programs and services to take device management one step further, making it easier and more cost-effective to manage devices in bulk.

Not every Apple device management solution supports Apple's programs and services. Check with your vendor to ensure they support these programs, as well as the incremental changes Apple makes throughout the year.

Automated Device Enrollment

Apple's Automated Device Enrollment allows organizations of any size to pre-configure devices purchased from Apple or an authorized Apple reseller without ever having to touch the device. By leveraging the power of Automated Device Enrollment you no longer need to be the only person receiving, unboxing and configuring new hardware. Instead, you can ship new devices directly to individual employees and let them unbox them. The first time the device is turned on, it will automatically reach out to Apple and Jamf Now to pull down relevant configurations, settings and management.

Purchase content in volume

You can purchase and license apps in bulk from Apple and distribute them to individuals via Apple ID or directly to devices without an Apple ID. Apps can be reassigned as deployment needs change. You can link your service token (received from Apple) to your Apple management solution for assignment and distribution.

Apple Business Manager

Apple Business Manager is a web-based portal for IT administrators that combines Automated Device Enrollment and volume purchasing of apps and books in one central location. Apple Business Manager is available to all non-educational organizations. Organizations can sign up at business.apple.com

Apple School Manager

Apple School Manager is a web-based portal for IT administrators to oversee people, devices and content — all from one place. Exclusively for education, Apple School Manager combines Automated Device Enrollment, volume purchasing of apps and books and other classroom management tools such as the Classroom app in one portal. Apple School Manager enables Managed Apple IDs and Shared iPad and can be integrated with your school's student information system (SIS).

Apple IDs

Apple IDs are the personal account credentials users use to access Apple services such as the App Store, iCloud, iMessage and more. Depending on the needs of your organization, your end users can leverage their personal Apple ID on the job, or you can avoid using Apple IDs altogether thanks to the ability to deploy apps to devices directly without an Apple ID.

Managed Apple IDs

Apple School Manager for educational institutions enables Managed Apple IDs for students and can be integrated with your school's student information system (SIS). Managed Apple IDs are a special type of Apple ID for students. They don't require special permission, and they allow you, as an IT admin, to create and dynamically update user information. Additionally, Managed Apple IDs are created in the Apple School Manager portal and can sync with Classroom data.

For businesses and government organizations, Managed Apple IDs are only used for administrative purposes within Apple Business Manager.

Open Enrollment

Open enrollment is the tool that allows users to add their iPad into Jamf Now themselves. Devices in open enrollment can still be remotely managed by Jamf now account administrators.

Device Supervision

Supervision is a special mode devices are placed into when enrolled via Apple Business Manager, Apple School Manager or Apple Configurator. Supervision gives institutions greater control over the iPadOS devices they own. A larger number of management features including lost mode, activation lock bypass, and wallpaper all require supervision. It is recommended that institutionally-owned devices be put into Supervision mode.

Lifecycle management stages

Apple's device management framework, commonly referred to as the MDM framework, includes several key elements across the entire lifecycle of your Apple devices. MDM is Apple's built-in management framework — available for macOS, iPadOS, iOS and tvOS and aids with these functions:

1 iPadOS deployment and provisioning

Getting devices into the hands of end users.

2 Configuration management

Applying the correct settings to devices.

3 App management

Ensuring the correct software and apps are on each device.

4 iPadOS inventory

Reporting on the status of each device.

5 iPadOS security

Securing devices to organizational standards.

From initial deployment to the end-user experience, it's critical to understand, manage and support the entire lifecycle of iPadOS devices in your environment. This ensures both the security and maximized potential of your devices.

iPadOS deployment and provisioning

Before configuring devices for end users, devices must be enrolled into an Apple management solution. There are several enrollment methods available, but the two highlighted below are recommended for business and educational institutions looking for a streamlined and positive end-user experience.

	Description	User Experience	Supervision	Best For
Automated Device Enrollment with Apple Business Manager and Apple School Manager	Automatic enrollment over the air	User receives shrink-wrapped box, and the device is automatically configured when turned on	Yes—wirelessly	Providing users an out-of-box experience. With Automated Device Enrollment you can: • Ship devices to remote employees • Speed up the onboarding process • Support education instituions with iPad programs
User-initiated enrollment via URL	Manual enrollment over the air	User visits a specific URL to configure their device	No	Unmanaged devices currently in the field or devices that need to be reenrolled into a new MDM server

Deploy apps with Jamf Now, Apple Business Manager and Apple School Manager

1 Sign up for an account on Apple's website and link your account to your MDM server.

2 Find and purchase app licenses from the Apple App Store. You will also need to "purchase" licenses for apps that are free.

3 App licenses are made available in your linked Jamf Now account

4 Assign apps to Blueprints

5 Apps are automatically deployed to supervised devices
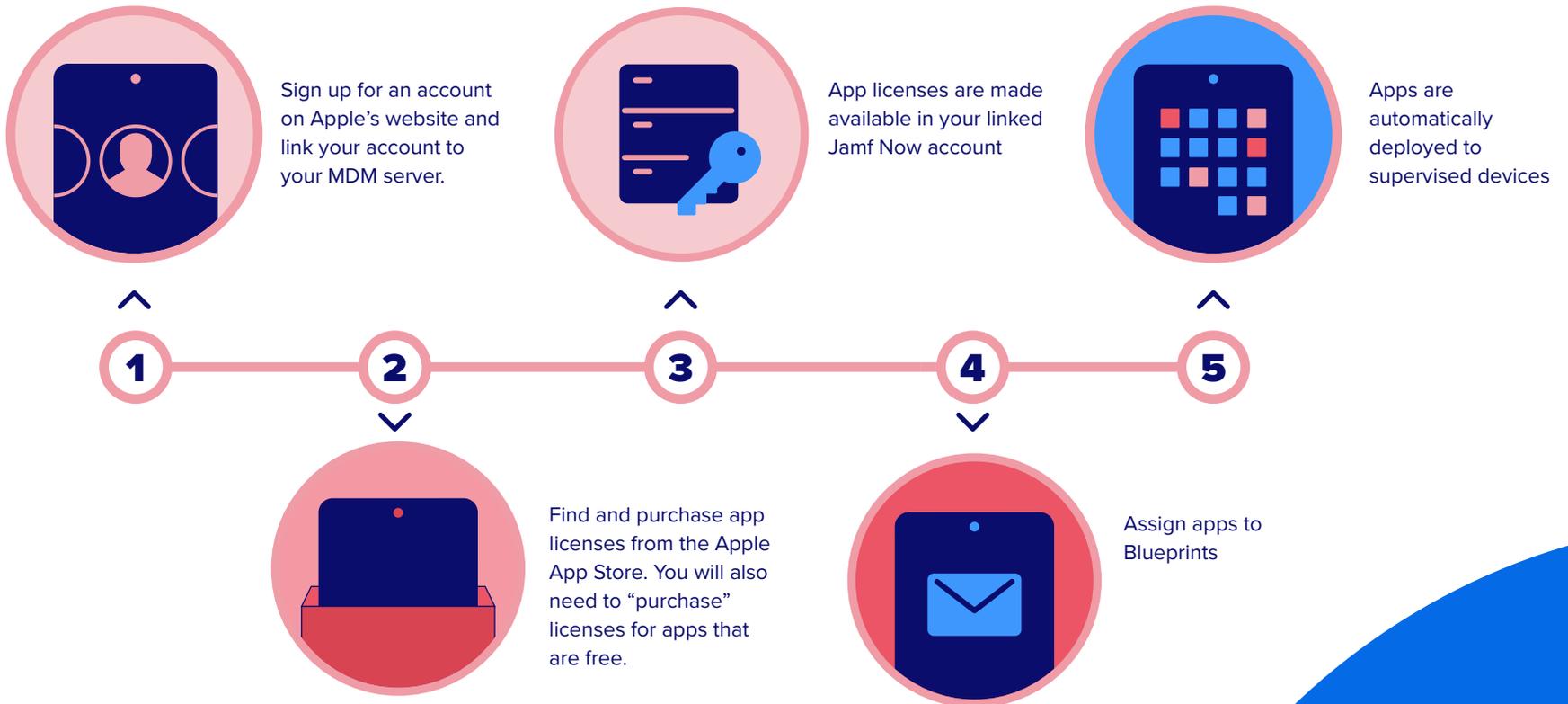
Configuration management

When it comes to configuring Apple devices, the world is your oyster. You can personalize and tailor individual devices or groups of devices based on the needs of your end users.

Blueprints

Define settings within iPadOS by creating Blueprints. With Blueprints, you can easily customize and deploy apps and settings, including email, device security, Wi-Fi networks and more so users can seamlessly connect to the resources they need.

Blueprint Options

• Apps
• Web Clips
• Security
• Email
• Wi-Fi

• Restrictions
• Single App Mode
• Wallpaper
• Lock screen

Don't know where to start?
Check out Blueprint Templates in your Jamf Now account to help you get started with the best Blueprint configurations for your teams.

App basics

App fundamentals

Apple devices are wildly popular among consumers because of the native communication, learning and productivity tools available right out of the box. We are also all familiar with the App Store on Apple devices that contains a rich library of apps which helps set the Apple ecosystem apart. With a device management solution in place to manage your app deployments, you ensure users have the apps they need — configured for their use case and secured for your environment.

What is a Managed App?

Introduced in iOS 5, managed apps differ from a standard app because they are flagged as being owned by an organization. Specifically, managed apps are distributed via MDM and can be configured and reassigned.

iPadOS inventory

MDM solutions are capable of querying an Apple device to collect a large amount of inventory data, ensuring you always have up-to-date device information and can make informed management decisions. Inventory can be collected from a device at various intervals and include serial number, OS version, apps installed and much more.

Examples of data collected with MDM

Hardware Details

- Device Type
- Device Model
- Device Name

Additional Details

- Profiles Installed
- Activation Lock Status
- Purchasing Information
- Last Inventory Update

Software Details

- iPadOS
- List of Apps Installed
- Storage Capacity
- Available Space

Management Details

- Supervised Status
- Security Status
- Blueprint
- Email Configuration
- Wi-Fi Status
- Restrictions status

iPadOS inventory

Why does inventory matter?

You can't manage what you can't measure. The inventory data Jamf Now collects can be used for a wide range of business needs and empower you to answer common questions like:

○ **Are all my devices secure?**

○ **How many apps do we have deployed?**

○ **What version of iPadOS are certain devices running?**

iPadOS security

The security and privacy of devices and access to corporate resources are a top priority for any organization. To address these worries, Apple has a number of security features built right into iPadOS. Coupled with an Apple management solution, you can help ensure that your devices are not only secure, but your apps and network are as well.

iPadOS

iPadOS Security Features

Software Updates

Secure System

App Store

Touch ID

Hardware Encryption

App Sandboxing

Privacy

Supervision

iPadOS security

MDM security commands for iPadOS

- Enable Lost Mode
- Lock and wipe a device
- Remote wipe
- Update iPadOS
- Restrict Autofill passwords
- Block passwords via proximity requests

MDM Lost Mode for iPadOS

By utilizing Apple's Lost Mode with an MDM solution, you can lock, locate and recover lost or stolen iPadOS devices without compromising privacy through ongoing tracking. When Lost Mode is activated, iPadOS devices receive a customized lock screen message, are disabled from use and send the location to IT.

Software upgrades

By developing major versions of macOS, iOS, tvOS and iPadOS annually, Apple has set the pace of innovation. Each year, Apple unveils new and great consumer features, but also adds layers of security and fixes vulnerabilities. These updates can be critical for devices used by employees or students in order to protect their data. Your management solution needs to be able to deploy updates from Apple, when you are ready to apply them.

Beyond the Building Blocks: Jamf Fundamentals

The Jamf Fundaments plan has a unique set of capabilities for connecting, protecting and empowering your workforce, all within Jamf Now's easy-to-use, intuitive platform, including:

Custom Applications

With custom app deployment, you're able to deploy and manage any in-house or third-party iPad and iPhone app your team needs.

Custom Profiles

Go beyond what Jamf Now Blueprints offer and create the perfect, customized profile for your users without sacrificing the simplicity of Jamf Now Blueprints.

Industry-leading Apple management

Apple continues to build an interconnected ecosystem, with apps and services being cross-compatible across devices. And with Jamf Now, remotely configuring settings on all of your Apple devices quickly and easily makes Apple management a cinch.

To get the absolute most out of Apple and your technology investment, you require a management solution that matches Apple's intuition and has proven from day one that helping people succeed with Apple is top priority.

As the gold standard in Apple management and with dedication to the Apple ecosystem since 2002, Jamf is the product most trusted by businesses and schools that want to offer Apple and provide a consistent management experience across the entire ecosystem.

By integrating with all Apple services and providing **immediate support for Apple operating systems and features**, Jamf empowers you with the tools necessary to address all support needs, and gives you the freedom to focus on strategic tasks so you can save your organization time and money.

Put our word to the test by taking Jamf Now for a test drive and you'll see the power of a cloud-based MDM solution.

Sign Me Up