

Apple Management Electives in Higher Education



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Every higher education setting is different.

You have different users, with specific technology requirements that aid in the ability to teach and learn. You have different administrations that value security, reliability and scalability. And, you have different approaches to technology deployment. Some of you manage your Apple devices centrally, while others are divided into colleges or departments. None of you are wrong. You've merely identified the way things work best within your unique environments.

We understand no two universities are alike, so having a device management solution that doesn't force you to compromise the unique needs of your environment is essential. Benefit from flexibility and security, without sacrificing end-user empowerment.

With Jamf's commitment to education, it's no wonder why more than 12,000 global customers choose Jamf.

Who uses Jamf in higher education?

1,000+

higher education institutions

10 of the top 11

U.S. universities

9 of the top 10

global universities



Still not convinced?

Hear from some of our higher education customers who, in their unique settings, and equally unique deployments, continue to see success in their digital environments. Their stories touch on how they use Jamf to help create digital equity between students, empower users with access to resources and troubleshooting tasks, and even guide a culture shift in their own department. They created solutions that meet the demands of their universities, teachers and students – all because Jamf Pro isn't a one-size-fits-all solution.

As one user said, “Jamf will transform your Apple fleet into a real asset for teaching and learning in the classroom.” So while finding the perfect ingredients to create the environment that best suits your college or university may seem daunting, the solution is here.

Read on for real-world examples from some of today's top universities.

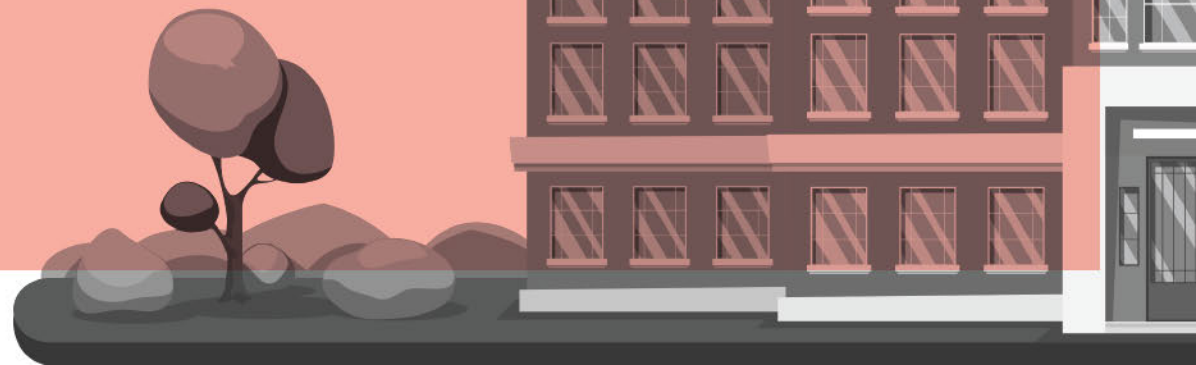
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Besides the actual software, which is ahead of other Apple management products out there, a great benefit is being able to leverage the great community that Jamf has built over the years, in addition to Jamf support training. We have used our training pass extensively, and many of our support and infrastructure staff have attended courses.

Yannis Lagogiannis

Enterprise Systems Specialist (Apple)
London School of Economics and
Political Science

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University of Wisconsin
Eau Claire

University of Wisconsin-Eau Claire

Jamf customer since 2004

Devices managed
with Jamf:



Mac 650+

Using Jamf to:

- Enable faculty to create customized environments through Jamf Self Service
- Decrease help desk tickets and regain time to focus on other tasks
- Stay a technology leader within the University of Wisconsin system

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The **University of Wisconsin–Eau Claire** is a public liberal arts university located in Eau Claire, Wisconsin. It is consistently rated among the top 10 public Midwestern universities and recognized nationally for quality academics and high return on investment. Nearly 11,000 undergraduate students study at UW-Eau Claire.



Reducing inbound helpdesk requests

University of Wisconsin
Eau Claire

As a technology leader within the University of Wisconsin system, the University of Wisconsin-Eau Claire continues to push the boundaries of what's possible with tech on campus. Teaching students to think creatively, to go outside their comfort zones in order to develop lifelong skills, is a main focus of the university. It's one of the reasons they value their Apple implementation.

While Apple always had a place at the university, the number of Macs on campus have steadily grown over time. With that growth came more opportunities to diversify their technological offerings, but it also presented some challenges. At the time, Macs were managed on a device-by-device basis, which wasn't sustainable.

After deploying Jamf, a single full-time employee, along with a couple students, manages all of the Macs at UW-Eau Claire. "I think that speaks loudly of the products we're using," said Brandon Knuth, Apple administration and support specialist, UW-Eau Claire.

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I know we have the tools we need to maintain the environment. I don't know how we'd do it without Jamf.

Brandon Knuth

Apple Administration
and Support Specialist
University of Wisconsin-Eau Claire

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The university continues to offer a robust suite of technologies, including remote-connectivity capabilities and classroom polling software. And making sure it all works, and works well is key to providing the best possible experiences for faculty, staff and students. And Knuth said using Jamf to manage the campus's Apple devices allows him to address any problems that may arise on the backend, so users experience little, if any, disruption to their services.

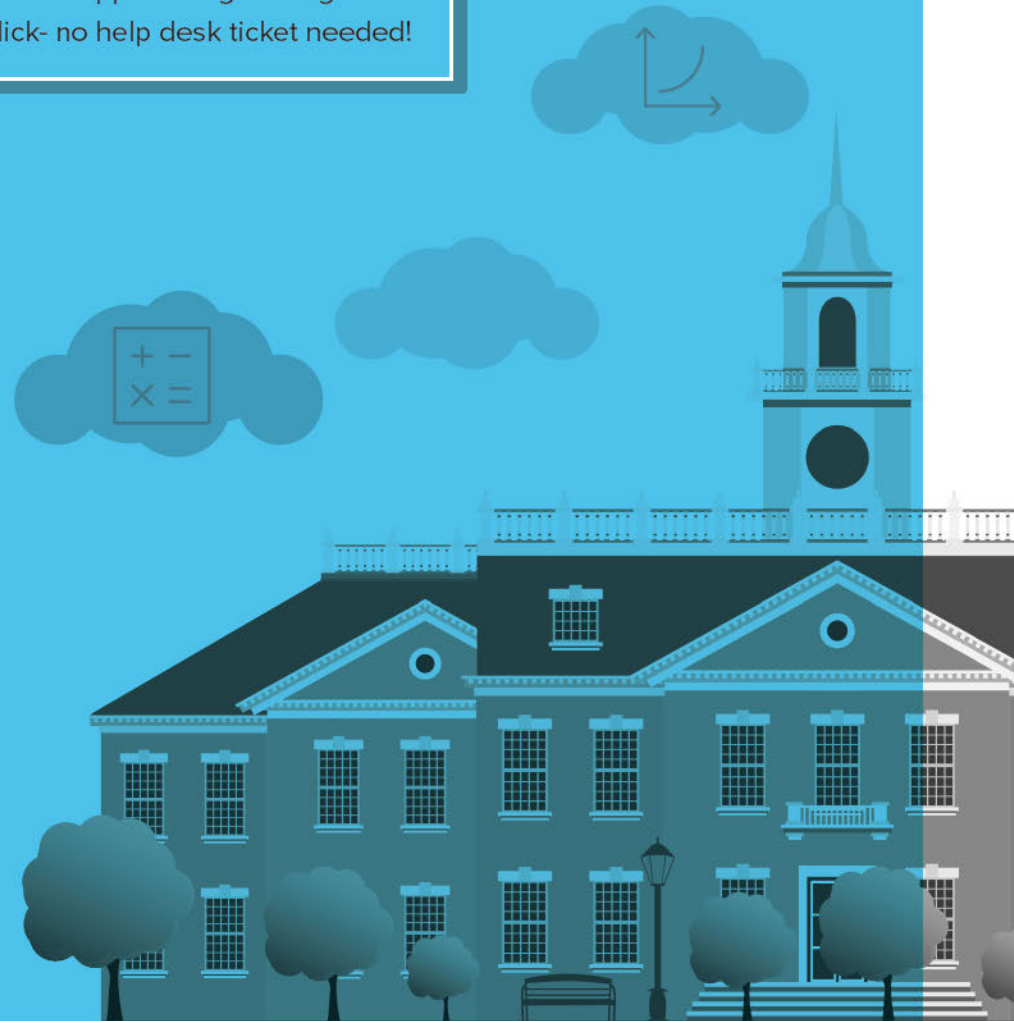
Knuth said he's also seen more faculty embrace the intuitive Mac platform over the years and take individualized steps to create their own customized app store through Jamf Self Service. All-in-all he said, "We're here to serve the faculty, so they can serve the students. We can do that efficiently with Jamf, and it makes everyone's job easier."

Appreciating the power of Jamf and recognizing how it enables him to deliver a great end-user experience to the faculty, staff and students at UW-Eau Claire, Knuth said, "I know we have the tools we need to maintain the environment. I don't know how we'd do it without Jamf."

What is Jamf Self Service?

Jamf Self Service is customizable app catalog, branded by IT, that empowers end users with instant access to resources, content and trusted apps through a single click- no help desk ticket needed!

University of Wisconsin
Eau Claire





Shenandoah University

Jamf customer since 2011

Devices managed
with Jamf:



Mac 4,300



iPad 3,600



Apple TV
Coming soon

Using Jamf to:

- Complete campuswide upgrades via Jamf Self Service
- Automate updates in classrooms and Mac labs
- Schedule periodic system reboots to help with performance

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Shenandoah University is a private liberal arts school located in Winchester, Virginia. Established in 1875, it is comprised of approximately 4,000 students across more than 100 academic programs in seven different schools. Shenandoah focuses on providing students intellectual challenges in a close-knit community.



Bridging the technology gap among students

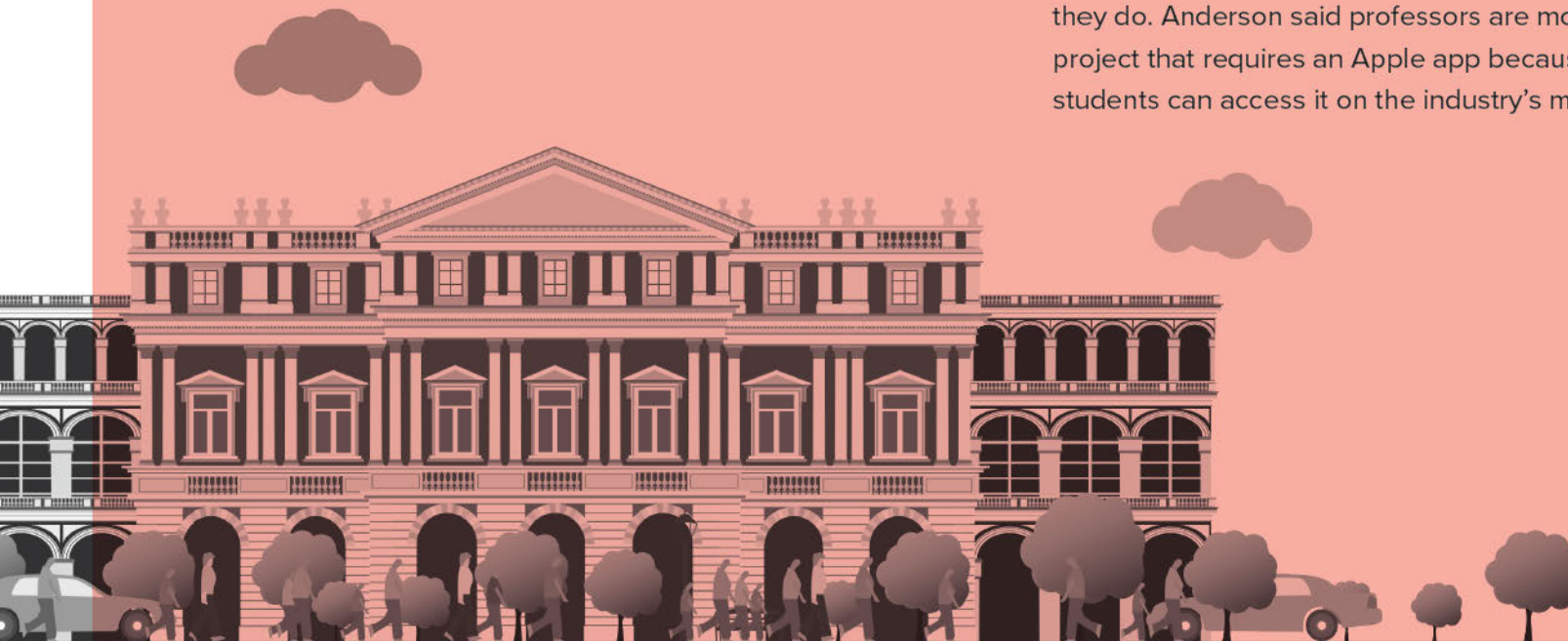


With a mission to better prepare their students with the technology and learning skills they'd need for their future careers, Shenandoah University implemented a macOS and iOS-based learning program, iMLearning (Integrated Mobile Learning) in 2008.

As part of the program, every student who enrolls at Shenandoah receives a MacBook Pro and an iPad Pro with Apple Pencil to use during their academic career – an effort to help bridge the technology gap among students.

“We have students who come from a wide range of economic backgrounds, and by providing everyone with the same tools, they have an equal opportunity to learn in the class and learn to use these industry-leading tools,” said Tom Anderson, Apple systems administrator and help desk manager, Shenandoah University.

But standardizing the use of Apple products is not only a benefit to the students. “Knowing every student has the same set of world-class apps available provides our faculty members with the opportunity to use really good software in the classroom.” And they do. Anderson said professors are more likely to assign a project that requires an Apple app because they know all of their students can access it on the industry’s most reliable hardware.



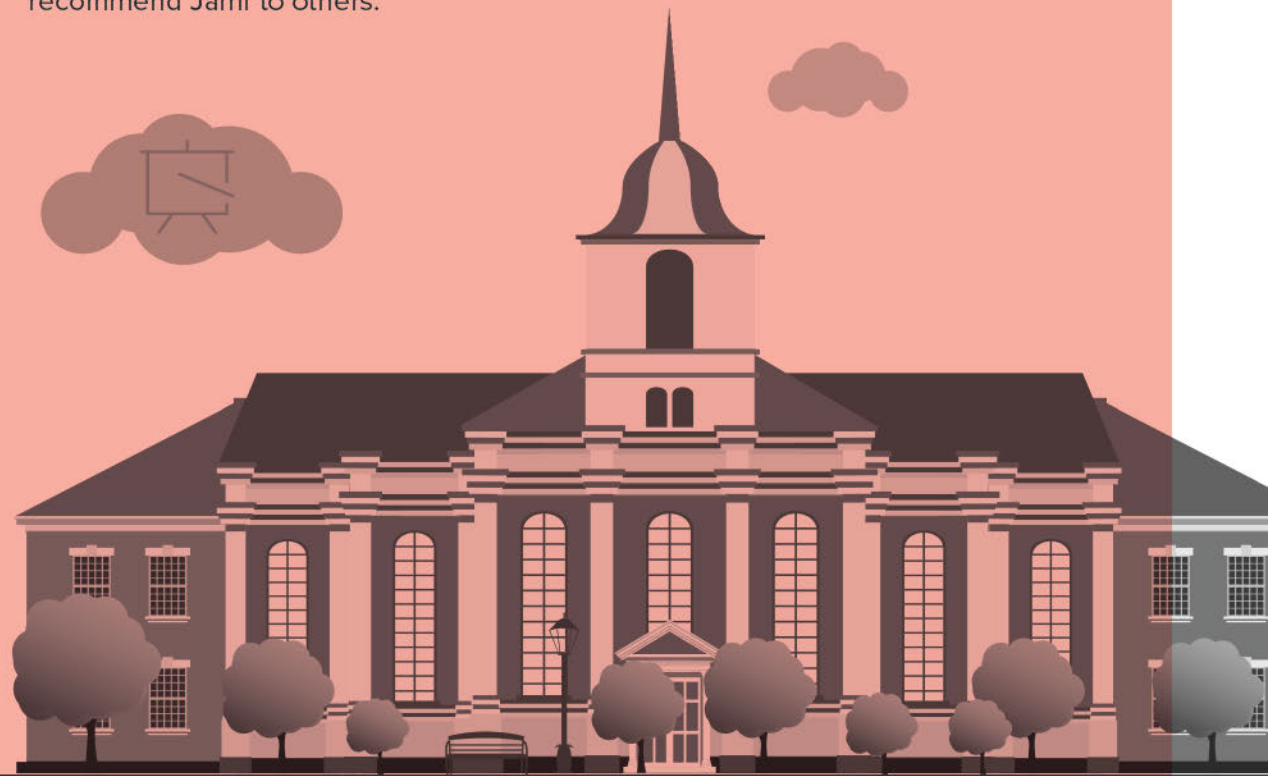
While the program is currently a huge success at Shenandoah, there were early challenges when it came to device management. “In the third year of the iMLearning program, we had around 1,500 Mac devices. We realized the job was only going to get bigger, so we moved forward and got something to help – Jamf.”

Anderson said the ability to automate and standardize the way the school distributes software and manages devices has dramatically changed how they support the university. In addition to completing end user-initiated OS upgrades through Jamf Self Service, Anderson’s team also uses Jamf Pro for urgent software patch distribution and many other tasks that are now automated.

Most notably, he added, the students benefit from Jamf Self Service, a portal where end users can install apps, update configurations and troubleshoot common issues. “Some programs use specific applications for their exams. Prior to Self Service, the professors would either send the students to the help desk or to a website to download what they needed. Now, they simply

have the class, as a group, go into Self Service and install the application,” Anderson said. While the university used to pre-load the MacBooks with apps for the students, they now simply use Jamf Self Service to get the apps they need – a big win for IT and the students.

Knowing the power of Jamf Pro, Anderson said he can’t envision a successful program without it. “I learned a long time ago to go with the best management tool for the platforms you’re managing. Jamf’s dedication to the Apple platform is why we selected it and why I would recommend Jamf to others.”





University of Waikato

Jamf customer since 2013

Devices managed
with Jamf:



Mac **400+**



iPhone **300+**



iPad **100+**



Apple TV **10**

Using Jamf to:

- Create greater autonomy among staff and students
- Reduce user interruptions and downtime with geo-targeted services
- Save on costs associated with remote management

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The **University of Waikato** is a comprehensive university in Hamilton, New Zealand, with a satellite campus in Tauranga. The school provides a future-focused international education and plays an active part in global research with its more than 2,000 students that represent more than 70 nationalities.

Meet the needs of end users



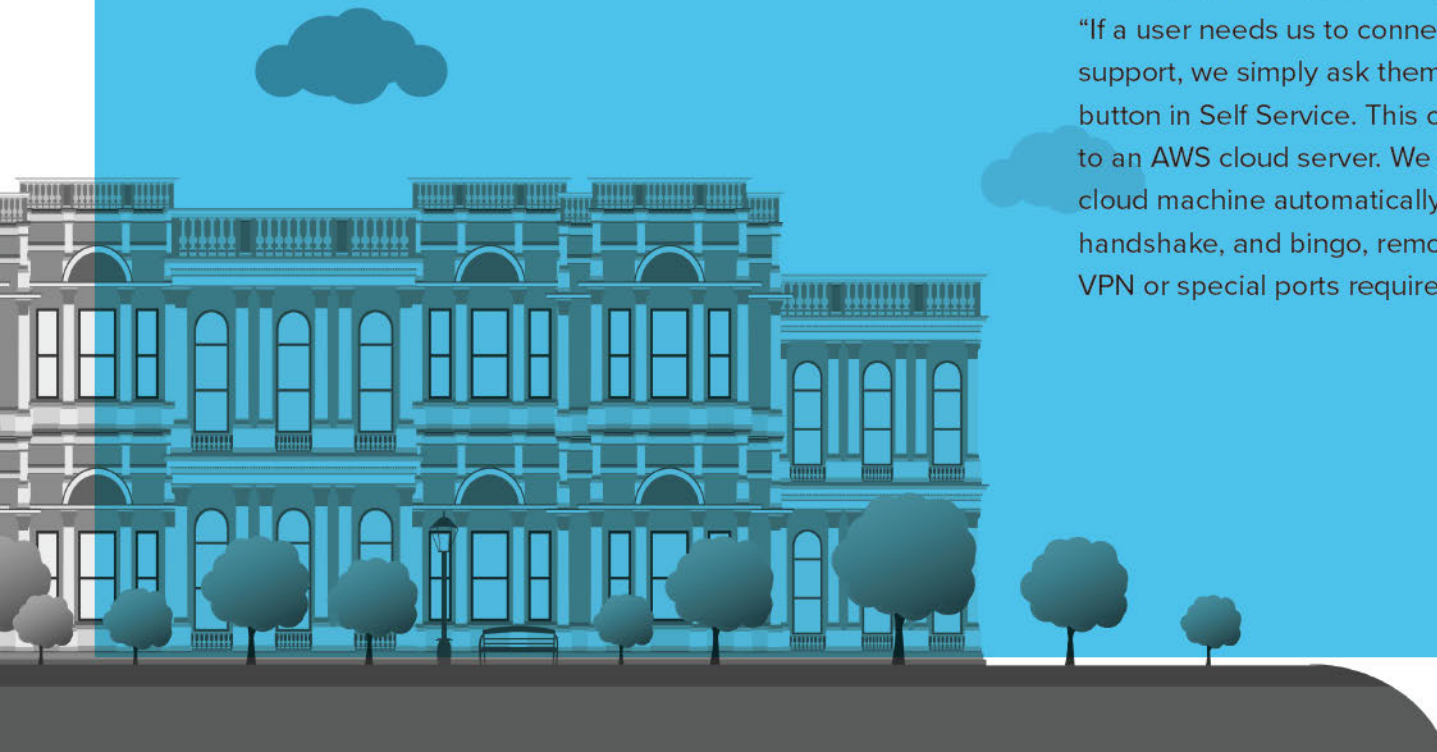
Paul Cowan, the innovation and technology manager at the University of Waikato, cringes when he recalls life before Jamf. “We used to manage our Apple fleet with a Frankensteinian combination of Workgroup Manager, Profile Manager and hand-rolled MCX settings.” He recalled the day they updated the security certificate on the Profile Manager server only to discover they needed to re-enroll all of their devices. “Suffice to say, that’s not an era we remember with fondness.”

The University of Waikato purchased Jamf in 2013 as a way to more effectively manage the growing amount of Apple devices on campus. “Everything we do now, we start and end in the Jamf environment,” Cowan said. And starting in Jamf Self Service

makes a difference. “Once a device is enrolled, I can be 100 percent confident in my ability to manage that device, regardless of its physical location, OS version or age,” he added. “The ability to script, roll out profiles and scope commands to particular parts of the fleet has made life infinitely easier and our staff enormous fans.”

The university’s staff and students have access to authorized administrative-level tasks. So while they benefit from at-will software installations, the IT team creates essential customizations via Policies. “We’re very much having our cake and eating it too,” Cowan said. He shared a notable example.

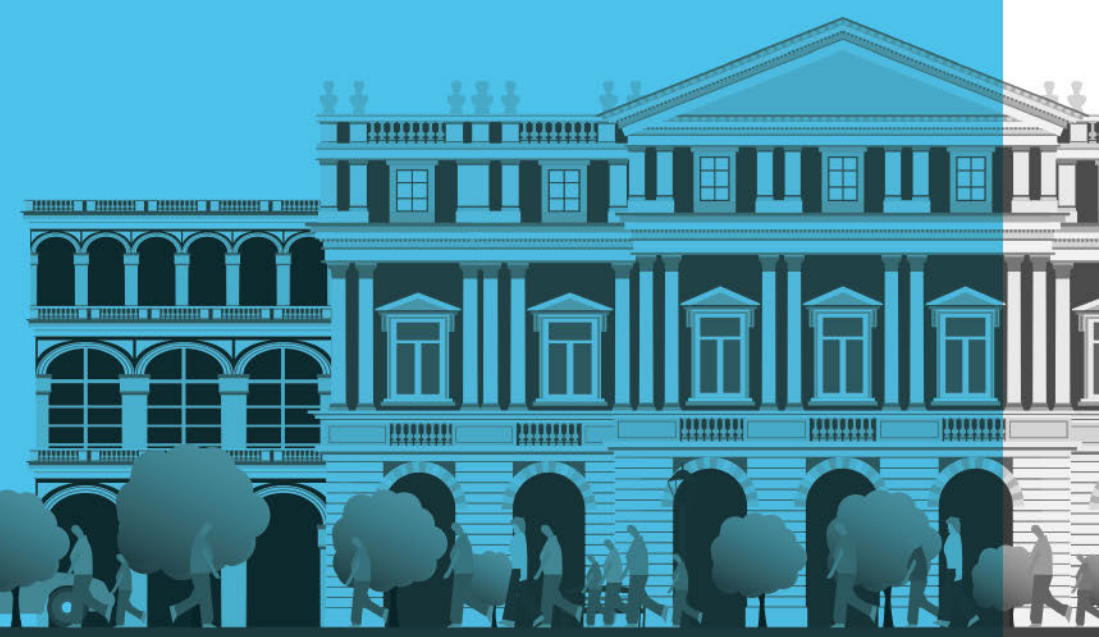
“Our VPN-less remote management is my favorite trick,” he said. “If a user needs us to connect to their screen from off-campus for support, we simply ask them to press the Allow Remote Access button in Self Service. This connects their Screen Sharing service to an AWS cloud server. We connect to that server as well. The cloud machine automatically established a “reverse tunnel” handshake, and bingo, remote management with one click and no VPN or special ports required.”



Cowan added they also use Jamf Self Service to launch a proprietary application with root credentials that allows their 90-day Active Directory password change requirements to proceed without making their users' keychains unreliable. This work, among the other functions they can accomplish with Jamf Pro, has vastly improved the user experience. Cowan said, "Our Apple device users are routinely by far and away the most satisfied."

The University of Waikato strives to maintain their high level of user satisfaction by continuing to offer services and support that create a better experience for staff and students. Cowan's unique use of iBeacons fuels this goal. He said they set up iBeacons in meeting rooms and teaching spaces so when a managed device is present, the iBeacon automatically signals Jamf Self Service to send the device a notification on the AV functionality of the room. It then automatically connects the device to Wi-Fi and logs the device entry in a spreadsheet for tracking.

"This provides a measure of security and automation for our AV Wi-Fi," Cowan explained. "Because the network is not advertised, and we don't want to provide the password publicly, using iBeacons means only enrolled devices will join the network. And, the password is set via the iBeacon policy from Jamf Pro, rather than typed by the user."



Exploring how his team can provide a better user experience while continuing to fuel the university's desire to provide industry-leading technology solutions for their staff and students is a main focus for Cowan.

Jamf helps make it possible. "Jamf gave us an easy-to-use and centrally controlled resource that truly enhanced teaching and learning in our classrooms," he said. "It places the control of devices back into the hands of the school and the teacher, and it keeps track of assets and allows reconfiguration of devices in real time."

“

Jamf gave us an easy-to-use and centrally controlled resource that truly enhanced teaching and learning in our classrooms.

Paul Cowan

Innovation and
Technology Manager
University of Waikato

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University of Warwick

Jamf customer since 2013

Devices managed
with Jamf:



Mac 740



iPad 31

Using Jamf to:

- ✓ Save time with automated software deployment
- ✓ Establish a less-intrusive, customized end-user experience
- ✓ Reduce overhead costs within the IT department

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The **University of Warwick** is a plate glass research university in Coventry, England. It was founded in 1965 as part of a government initiative to expand access to higher education. Warwick has more than 25,000 students that study the school's four faculties – Arts, Medicine, Science and Social Sciences.



Extending the power of mission critical tools



Meeting the needs of his users is top priority for Rob Love, the information technology manager in the School of Life Sciences at the University of Warwick. But, while providing a vast assortment of software that supports the research and teaching necessities of the students and staff is vital to their success, it wasn't always easy to accomplish. "With each new device, we had to replicate the same processes repeatedly," he explained about a long, daunting and increasingly unmanageable method of configuring and deploying devices to staff and students.

Love knew that in order to sustain the proper management of the university's growing device count, while also meeting the individual needs of users, he needed a reliable and equally secure device management solution. In 2013, the University of Warwick implemented Jamf.

"Now, through Jamf Self Service, the user can click once and quickly get a pre-configured, licensed piece of software on their machine. Previously, this required a manual install, license management and the involvement of IT staff," he said. Everyone gets what they need, when and where they need it.



And while the time he saves configuring and deploying Macs with Jamf is notable, Love said the additional user benefits are worth their weight in gold. He explained that automating the software deployments allows IT to control the version and package license, which creates a faster, seamless user experience. Love added both benefits reduce support overhead and free up valuable time for the IT staff to focus on other projects.

“Jamf not only enabled us to fully manage and enhance the end-user experience of all our Apple devices, but it also allowed us to do so relatively easily and seamlessly,” Love said, explaining the importance of user satisfaction. “We did not want to end up with an intrusive end-user experience as a consequence of deploying a management tool, and Jamf Pro ticked that box well. I don’t think most users realize they are even being managed.”

As the device count continues to grow at the university, and users seek out specialized software to help them learn and teach, Love is confident he’s using the best tool to accomplish the goals set forth before him.

“Jamf makes everyone’s life much easier. It can be as powerful as you need it to be, and with increasing importance on compliance and data security, a tool like Jamf is essential,” Love said. “It’s just not feasible to manage an estate of devices, with this level of peace of mind, without it.”



“

I think we would really struggle without Jamf Pro’s capabilities! We have come to completely rely on it on a daily basis.

Rob Love

Innovation and
Information Technology Manager
School of Life Sciences,
University of Warwick

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London School of Economics and Political Science

Jamf customer since 2013

Devices managed with Jamf:



Mac 963



iPhone 483

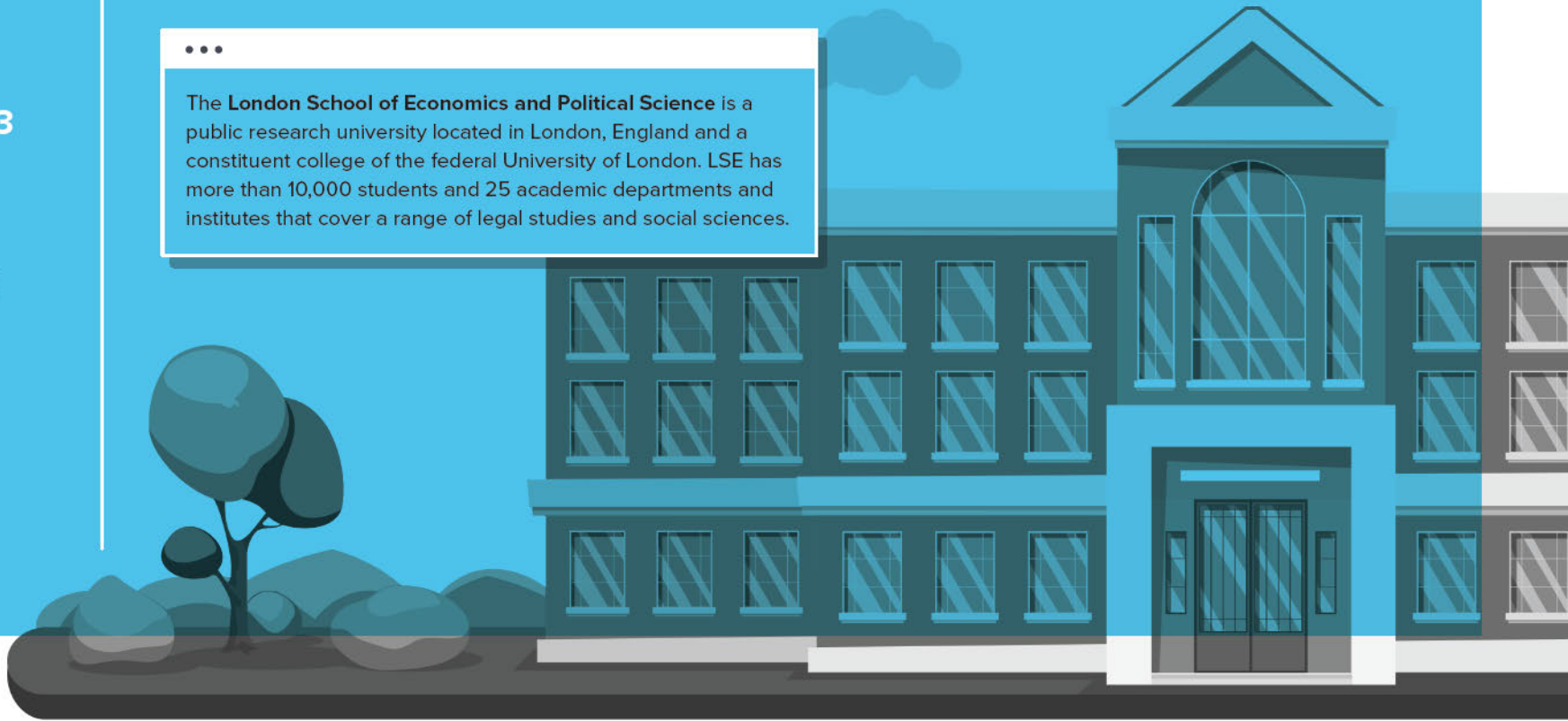


iPad 252

Using Jamf to:

- Empower end users to carry out common IT tasks
- Successfully implement their student MacBook loan service, iRoam
- Shift end-user perception to provide a managed and secure digital environment

The **London School of Economics and Political Science** is a public research university located in London, England and a constituent college of the federal University of London. LSE has more than 10,000 students and 25 academic departments and institutes that cover a range of legal studies and social sciences.



Facilitating a successful culture shift



Prior to implementing Jamf, there was no management of devices at the London School of Economics and Political Science (LSE). They supported their approximately 50 macOS and 30 iOS devices on a per-device basis. LSE knew they needed a better solution and reached out to other universities that already implemented Apple device management. Per their advice, “Jamf emerged as the clear choice,” Yannis Lagogiannis, enterprise systems specialist, London School of Economics and Political Science said. “A new service was designed with Jamf as the central technical component, and I was hired to implement it.”

Lagogiannis said the implementation itself was very straightforward. “The JumpStart helped speed up the initial stage by ensuring there was a stable and functioning Jamf Pro instance

implemented from the very beginning,” he explained. “And, the IT support staff recognized very quickly that having access to valuable data, such as logs and reports from Jamf, would help them with their everyday tasks.”

Users at LSE were extremely pleased with the capabilities of Jamf Self Service. Lagogiannis said they found a lot of value in their ability to perform many of the simple, yet time-consuming functions, such as completing software installs, running maintenance tasks and updating inventory information, among other things.

Lagogiannis said changing the mentality of users who previously operated outside of the IT governance that Windows users were used to was a significant challenge. Additionally, IT themselves needed a culture shift. “There were support practices that were fragmented per team, or even per person at times,” he explained. “These had to be aligned into one process and applied to everyone.”



While the vast majority of LSE users didn't have a problem with central IT managing their devices, those who were used to having complete control of their devices saw the introduction of device management as a hindrance instead of a value-add service. "Despite the fact that we do not restrict access to features or services on the device, and all our staff users have admin rights on their own devices, a perceived lack of freedom and control is the primary concern for users," Lagogiannis said. The fear of IT admins being able to track devices or monitor user activity, he added, was another concern. But, with time, the fears faded away.

Open and transparent communication to the users about the service, along with keeping promises, is what Lagogiannis said helped shift how people perceived having managed devices. "In cases where one of our users expressed concerns about having a managed device, we never replied by throwing a security policy or terms of service document at them," he said. Instead, members of the IT team visited the user and addressed their concerns with thoughtful conversation.

"In many cases, these difficult situations were the most beneficial and have resulted in us making significant changes to the way devices are managed," Lagogiannis said.

So, while introducing a mobile device management solution wasn't always easy, taking a thoughtful, deliberate and user-centered approach to completing the implementation ultimately helped create a culture shift that will fuel the continued success of the program at LSE.



“

Jamf allows us to have a much better view of our overall environment and have a set of device management processes in place that is dynamic and heterogeneous, matching LSE's complex structure. We are in a much better position to respond to changes that we may be required to make and to be able to provide accurate reports on usage and auditing requests.

Yannis Lagogiannis

Enterprise Systems Specialist (Apple)
London School of Economics and
Political Science

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University of Oregon

Jamf customer since 2012

Devices managed
with Jamf:



Mac 1,400



iPhone 200+



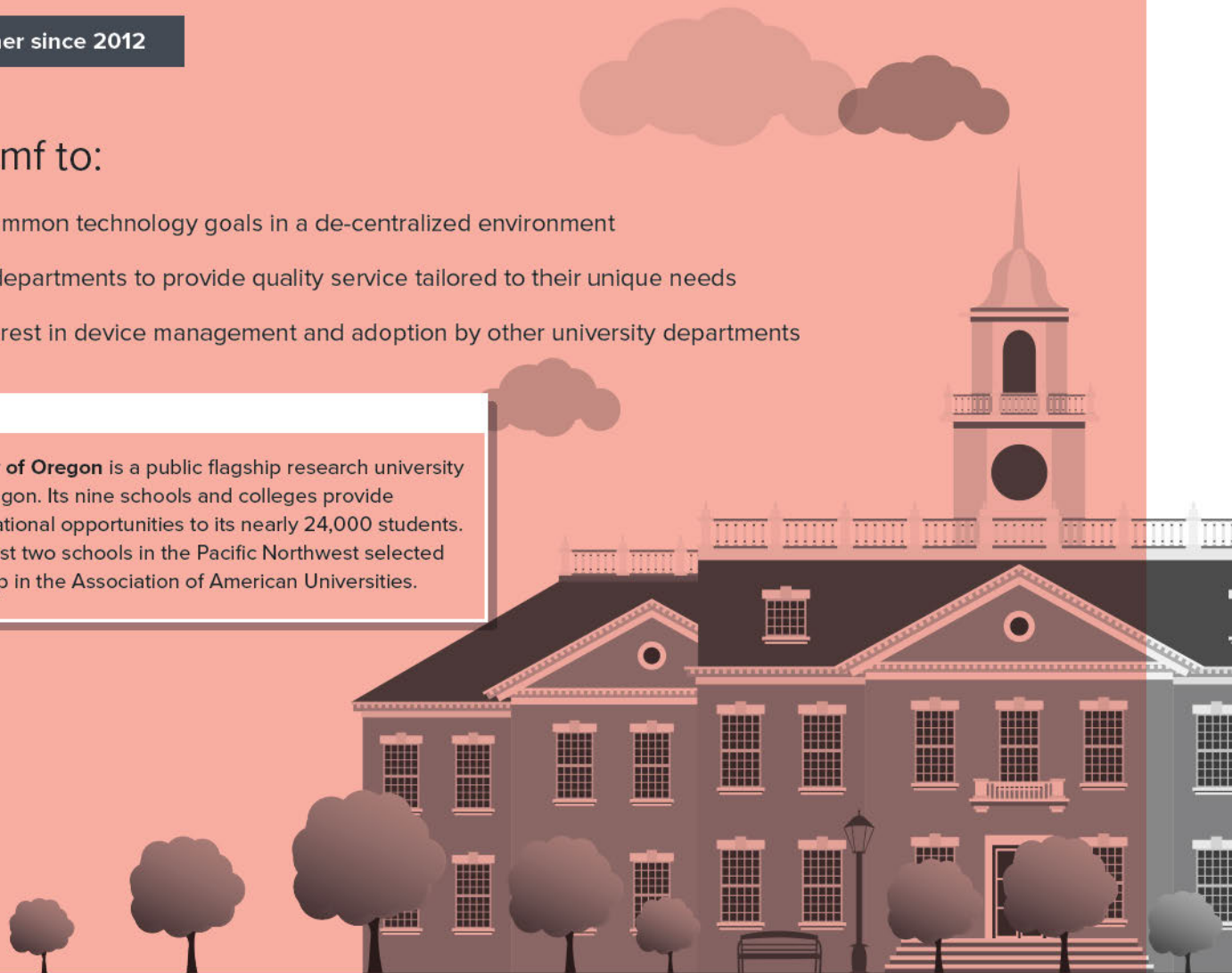
iPad 80 (soon!)

Using Jamf to:

- ✓ Manage common technology goals in a de-centralized environment
- ✓ Empower departments to provide quality service tailored to their unique needs
- ✓ Create interest in device management and adoption by other university departments

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The **University of Oregon** is a public flagship research university in Eugene, Oregon. Its nine schools and colleges provide inspiring educational opportunities to its nearly 24,000 students. UO is one of just two schools in the Pacific Northwest selected for membership in the Association of American Universities.



Succeeding in a de-centralized environment



At the University of Oregon, the departments strive to provide the 23,634 students that span across the university's nine schools and colleges a quality education. They believe sharing goals around Apple device management helps facilitate this work. Through a de-centralized model, 13 departments align on their technology objectives around deployment, inventory, management and security of devices.

A few University of Oregon units began using Jamf in 2012 as a way to manage the growing number of Apple devices on campus. They currently have three Jamf instances that span the various departments, with continual interest for expansion in additional areas. "Units are always looking to find a better way to centrally manage devices to reduce staff support time, increase the quality of service and establish overall efficiencies," said the University of Oregon's Jamf admin group.

While a de-centralized model does present some challenges, including the duplication of work and inconsistent deployment methodologies, they said there are many benefits that help provide a great end-user experience. For example, staff understand the environment. This allows them to quickly meet the needs of their department. "Things develop rapidly in a de-centralized environment," they said. "This means a de-centralized IT department can provide a service that's better tailored for the department they support."

So how does it work? "In the departments, each departmental IT team has its own site and fully manages their devices," the group explained. "They each also have limited access to the Computer Management area to create packages, scripts, bindings, printers, etc." They added that this model to allow the individual IT teams to fully manage their own devices and maintain an environment that meets their unique needs.



Jamf enables the university's IT teams to quickly make changes across a large deployment, perform proper life cycle management, control software updates and more. "And having delegated control via sites allows small teams to utilize a strong management system without having to build their own infrastructure," the group explained.

Throughout this work, they said, there's one thing they couldn't be without. "Jamf has improved our expectations for rapid change of our Apple devices. Settings, software changes and deployment across our fleet is more easily manageable in a timely fashion. Jamf has been a great partner in understanding our needs and helping us fully realize our IT management goals."



“

Jamf has improved our expectations for rapid change of our Apple devices. Settings, software changes and deployment across our fleet is more easily manageable in a timely fashion.

Jamf Admin Group
University of Oregon

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Meet the unique needs of your institution and users with Jamf Pro.

At Jamf, we're committed to helping all of you, with your different ideas, requirements and challenges, succeed with Apple.

The possibilities of what you can accomplish when using Jamf Pro to help manage your digital environment are virtually endless. Take the opportunity to dream big and think outside the box, like the customers you read about. Let us be a part of the solution that makes your college or university's Apple initiative more successful.

You're good at what you do, and so are we. Let's pair up and make great things happen!



Start a trial