

JAMF Casper (Casper) SC

| | |
|----------------------------|---|
| Service | JAMF |
| Service Manager | Kevin Bom |
| Department | Enterprise Infrastructure Services |
| Contact | |
| Service Owner | AVP/CIO - Stephen Rieks |
| Description | Apple Device Management |
| Service Users | Faculty and Staff |
| User Services | For the creation and deployment of applications, updates, and patches. It is also used for managing Apple devices remotely. |
| Business Services | ITS Staff may use this service. |
| Technical Services | JAMF provides a management solution to ensure that apple computers and devices are patched and secure, while also being able to deploy software and configurations. |
| Requirements | In order to receive updates, apple computers and devices must be university owned and connected to the Internet. |
| Rates / Cost of Use | There is no cost for the faculty and staff to use this service. |
| Getting Started | ITS staff who need access can contact Enterprise Infrastructure Services. |
| Availability | <ul style="list-style-type: none"> • Semester Hours <ul style="list-style-type: none"> • Monday – Friday, 8am – 4:30pm • Summer/Break Periods <ul style="list-style-type: none"> • Monday – Friday, 8am - 4pm |
| Getting Help | <ul style="list-style-type: none"> • Email - Tracker@fredonia.edu • Phone – (716) 673-3340 • Ticket Submission – https://tracker.fredonia.edu • Walk In – E226 Thompson Hall |
| SLA Notes | This service is aligned with the ITS SLA. |
| Business Procedures | ITS will deploy updates to all university owned Apple computers and devices with business procedures documented in Answers. |
| Change Procedures | Changes to the service (transition, additions, and discontinuations) must be reviewed by ITS Leadership and approved by the CIO and Cabinet. |
| Assigned Primary Support | Luke Fontaine |
| Assigned Secondary Support | TBD |

| RACI Chart | Name: Updates and Installs | | | | | | | | | | | | | | | | | | | | |
|---|--|-------------|--------------------|-------------|-----------|----------|---------|---------------|-----------|--------------------|-------|-----------|--|--|--|--|----------|--|--|--|--|
| | Description: Creating and Deploying updates and installs to the public. | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Luke Fontaine</td> <td>Kevin Bom</td> <td>ITS Service Center</td> <td>Users</td> </tr> <tr> <td>Secondary</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | Level | Responsible | Accountable | Consulted | Informed | Primary | Luke Fontaine | Kevin Bom | ITS Service Center | Users | Secondary | | | | | Tertiary | | | | |
| | Level | Responsible | Accountable | Consulted | Informed | | | | | | | | | | | | | | | | |
| Primary | Luke Fontaine | Kevin Bom | ITS Service Center | Users | | | | | | | | | | | | | | | | | |
| Secondary | | | | | | | | | | | | | | | | | | | | | |
| Tertiary | | | | | | | | | | | | | | | | | | | | | |
| Name: iPad Management | | | | | | | | | | | | | | | | | | | | | |
| Description: Properly group iPads and deploy applications as requested. | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Secondary</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | Level | Responsible | Accountable | Consulted | Informed | Primary | | | | | Secondary | | | | | Tertiary | | | | |
| Level | Responsible | Accountable | Consulted | Informed | | | | | | | | | | | | | | | | | |
| Primary | | | | | | | | | | | | | | | | | | | | | |
| Secondary | | | | | | | | | | | | | | | | | | | | | |
| Tertiary | | | | | | | | | | | | | | | | | | | | | |
| Date Last Modified | Mar 05, 2019 | | | | | | | | | | | | | | | | | | | | |
| Status | Active | | | | | | | | | | | | | | | | | | | | |

Short URL to this page: [https://answers.fredonia.edu/x/\\$action.getTinyUrl\(\)](https://answers.fredonia.edu/x/$action.getTinyUrl())