

# 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"> <li>• Semester Hours             <ul style="list-style-type: none"> <li>• Monday – Friday, 8am – 4:30pm</li> </ul> </li> <li>• Summer/Break Periods             <ul style="list-style-type: none"> <li>• Monday – Friday, 8am - 4pm</li> </ul> </li> </ul>
Getting Help	<ul style="list-style-type: none"> <li>• Email - <a href="mailto:Tracker@fredonia.edu">Tracker@fredonia.edu</a></li> <li>• Phone – (716) 673-3340</li> <li>• Ticket Submission – <a href="https://tracker.fredonia.edu">https://tracker.fredonia.edu</a></li> <li>• Walk In – E226 Thompson Hall</li> </ul>
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				
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Primary	Luke Fontaine	Kevin Bom	ITS Service Center	Users																	
Secondary																					
Tertiary																					
Name: iPad Management																					
Description: Properly group iPads and deploy applications as requested.																					
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Status	Active																				

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