Mac Management

Manfred Grisebach, Feb 4th, 2016

Mac Management

- Apples products were once niche devices

- They are now widely used across campus

- Many/most? Mac users have not been asking to have their devices managed, with Mac labs being the exception

- As an institution however we are somewhat **obligated** to at least make sure UW-owned Macs are secure, patched and up-to-date

- To that end, AHS and ENV asked IST to help investigate an integrated Mac solution

Mac Management

- For us to fulfil our obligation, we'd need to start with an inventory
  - HW
  - SW
- We'd prefer to not have to create a new infrastructure or go down a road with too steep a learning curve
- People resources are limited

Options currently on campus

- Casper Suite (JAMF Software)

- Microsoft SCCM

- Parallels Mac Management (PMM)

- Deploy Studio/Absolute Manage/Munki/Mac OS server/Apple Remote Desktop/others?...

Disclaimer

- IST did not initiate this search for a Mac management solution
    - This was mostly faculty driven
    - IST would benefit
- IST only ever seriously considered the first three choices:
    - Casper Suite (JAMF Software)
    - Microsoft SCCM
    - And Parallels Mac Management (PMM)
- There are many options out there

First Things First

- What does "Managed" mean?

Managing Macs

Primary
- Discovery
- Inventory
  - Hardware
  - Software
- Software Deployment
  - Advertise and Mandatory
- OS Deployment
- Reporting

Secondary
- Adding Printers
- OS and User configuration and preferences
- SW Metering
- Patch Management

Infrastructure and Expertise

- This will vary by faculty
- Can a Windows PC support team and a Mac support team be justified?
- Is it important to have one faculty management solution?
- How important is it to have one central inventory?

Infrastructure and Expertise

- How important is the existing campus infrastructure and expertise to your faculty?
- If important, SCCM is already present
  - Delegation of Control already in place and being used
  - No additional hardware required (faculty or central)
  - Maintained by IST

Mac Management Options

- So if an SCCM integrated solution is desired, what are the options?
- Microsoft SCCM does support Macs (out of the box)
  - Not a Microsoft "strength"
  - Probably not preferred by Mac clients (because it's "Microsoft")
  - Requires a full PKI infrastructure be in place (for Macs AND PCs)
    - Managing Certs for that many clients seen as challenging

Mac Management Options

- Casper Suite has SCCM integration
  - Allows you to see Macs
  - Can view installed SW and HW (via Resource Explorer)
  - Does not allow SCCM-initiated SW or OS deployment
  - Does not leverage SCCM Reporting

- Casper Suite requires additional hardware infrastructure
- It also requires additional support, expertise and training
- Required (?) upfront "jumpstart" 2 day training session ($6000USD)
- Math cost for 500 clients = $16USD per workstation

Mac Management Options

- Parallels Mac Management (PMM)
  - Company is well known by Mac users (Parallels Desktop)
  - Is truly SCCM integrated
  - Does NOT require PKI infrastructure, but supports it
  - Leverages current SCCM expertise
    - Have tested:
      - Discovery
      - SW Deployment
      - HW and SW Inventory
      - SCCM reporting
    - OS deployment requires Netboot and IP helpers (so not able to test (yet))

Mac Management Options

- Parallels Mac Management (PMM) (Cont)
  - Printer deployment and OS/User configs requires client scripting knowledge
  - Cost to us is $15USD per workstation for a minimum of 100 clients

- PMM relatively new and functionality is growing
  - PMM roadmap is on track with most other SCCM Windows PC management features and functionality
  - Plan to include patch management and updates shortly
  - Looks promising and meets initial requirements

Mac Management Options

- Parallels Mac Management (Cont)

  - The Key for us was:
    - It leverages existing infrastructure
      - No additional hardware required
      - Would be automatically IST supported, if adopted (no new expertise required)
    - Our SCCM administrators didn't have to know much about the Mac OS to make it work
    - Current faculty SCCM expertise and delegation can be leveraged to manage Macs
  - It just worked

Final Comments

- Other products not currently investigated

- We believe IST was asked by AHS and ENV to help investigate PMM because:
  - of its tight SCCM integration
    - Common Windows and Mac inventory database
    - Leverages existing trained and supported expertise
    - Shares existing Windows management infrastructure hardware
  - Parallels is a well known and trusted company
    - Extensive OS and iOS expertise
  - Their lack of requirement for a full PKI infrastructure (to leverage SCCM)