FAQ: Jamf Apple Device Management

Brief description of the service and overview of purpose of Q&A

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What is Jamf?
Jamf is a software system for managing Macs, iPhones, iPads, and other Apple devices owned by the University. It includes a cloud service, a small agent program that runs in the background on each device, and a self-service portal application.

Why is Lehigh using Jamf?
Primarily, Lehigh is using Jamf to improve the security of University information stored on Macs and iOS devices. The system also offers the potential of making software distribution simpler and easier, and assisting LTS in gathering data for planning the administration and consistent support of Macs on campus.

How does Jamf affect my device?
Basically, it allows LTS to enforce key security policies by setting requirements for passwords, maintaining important information about disk encryption, mitigating security vulnerabilities, and keeping application software up-to-date. As well, it records details about the system's hardware and operating system in an inventory for LTS personnel. No personal information is collected.

What is the Lehigh Jamf Self-Service app?
Once a device is enrolled, an app is automatically installed that allows for user self-service. On Macs, it appears in the ‘Applications’ folder, and is called simply ‘Jamf Self-Service’. Additional items will be added to Self-Service in the future.

Do I still have administrative control of my Mac?
Yes. By default, Jamf enforces a few specific ACIS computing policies, such as retaining a backup of your FileVault2 encryption key in case your system needs to be decrypted for support. The software notifies users of any changes Jamf makes to the system. Existing Administrators will retain all other rights and privileges.

How does Jamf get installed?
Jamf calls the process ‘enrollment’. Computing consultants will assist with enrolling current devices. In the future, all newly purchased systems (Macs, and iOS devices) will be automatically enrolled, so that they ‘check in’ with Lehigh Jamf as soon as they’re first powered on. Computing Consultants for each stem will be in contact with users as the enrollment process proceeds.

Does Jamf back up my Mac?
No. Jamf does not automatically provide any backup of user data on Apple devices. LTS recommends that Macs are backed up via Lehigh CrashPlan and/or the built-in Time Machine feature. iPhones and iPads can be backed up to iCloud.

Can I opt out or unenroll?
Exceptions to Jamf administration will need to be approved by LTS on a case-by-case basis. Generally, enrolled devices should remain enrolled until they’re no longer university property.

There are no related labels.