Apple Deployment Programs
Service Level Agreement

Version 1.5, 08/24/2015

Purpose

The purpose of this Service Level Agreement (SLA) is to define a relationship between ITS/TLT (Information Technology Services/Teaching and Learning with Technology), as a service provider, to provide and maintain The Pennsylvania State University's Apple Deployment Programs to other University departments, campuses, colleges or other administrative areas as a service customer. ITS/TLT's participation in the Apple Deployment Programs has been reviewed and approved by Risk Management and this document defines the scope and responsibilities for the joint management of Penn State owned Apple devices in the unit's facilities through the Apple Deployment Programs.

Service Description

This SLA applies to the services provider maintaining The Pennsylvania State University's Apple Deployment Programs that consists of the Device Enrollment Program (DEP) and the Volume Purchase Program (VPP). These programs assist in the deployment and management of Apple devices and software that are university owned. These devices include OS X and iOS devices that were purchased though a unit's purchasing department or through the Penn State eBuy purchasing web site.

Due to Apple's design of these Apple Deployment Programs, only one group on campus can be designated as the Program Agent. TLT's Classroom and Lab Computing (CLC) unit has been designated as that agent.

Definitions

1. **CLC** - Classroom and Lab Computing, a sub-unit of ITS/TLT, and the primary supporters of this project.
2. **IT Unit** - A Penn State department or unit that will be a member of the Apple Device Enrollment program that CLC will help to facilitate and be the liaison.
3. **Apple's Deployment Programs** - Consists of the **Device Enrollment Program** (DEP) and the **Volume Purchasing Program** (VPP).
4. **Device Enrollment Program** (DEP) – Apple program that allows IT Units to manage the initial activation and setup of iOS and OS X devices.
5. **Volume Purchasing Program** (VPP) – Apple program that allows IT Units to manage the purchase and licensing of content from the iOS App Store, the Mac App Store and the iBooks Store.
6. **University owned devices** – iOS and OS X devices that were purchased though a unit's purchasing department or through the Penn State eBuy purchasing web site. Only those purchased via ebuy or with a purchase order are eligible to use the program.
7. **Mobile Device Management Server** (MDM Server) is a server that remotely manages iOS and OS X devices that are accessible via network connections.
8. **Department Apple ID** – An Apple ID that is shared amongst an IT Unit's administrators. This ID must be linked to a Penn State email address that is managed by a User Managed Group list so that there's no link to a single person's email address.

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Responsibilities

Each party accepts responsibility for those roles assigned to them as part of this Service Level Agreement and will endeavor to meet their obligations.

CLC Responsibilities:

- Add the IT Unit's MDM server to the Apple DEP system and return the Apple provided server token for the IT Unit's MDM server to communicate back with the Apple Deployment Programs.
- Enter the IT Unit's Apple Order number or Serial Numbers into the DEP and assign the devices to the IT Unit's MDM server.
- Communicate any changes to the Apple Deployment Programs in a timely matter.
- Act as a liaison between Apple and the IT Unit when troubleshooting issues with DEP enrollment.
- Provide orientation to the DEP program and instruct IT unit staff on best practices.

IT Unit Responsibilities:

- Provide CLC with the IT Unit's MDM server public key when requested.
- Provide the Apple Order number or OS X/iOS device serial numbers of the university owned devices to be entered into DEP.
- Notify CLC of any changes to the MDM server or the devices that are assigned to it in a timely manner.
- Verify that devices are correctly configured and report their results to CLC.
- If using VPP, provide a department Apple ID that is not tied to a single user.
- Accept any liability, as noted below, by participating in this program.

Out of scope for CLC:

- Setup and management of IT Unit's MDM server.
- Troubleshooting device hardware/software issues beyond enrollment into DEP.
- Perform training on device usage.

Communication

Any communication or support requests regarding adding devices or MDM server must be made via service request at the following URL:

https://clc.its.psu.edu/users/wa/HelpRequest.aspx?Service=AppleDep

General communications regarding this program will be delivered via the "Apple Deployment Programs" Yammer group. IT Unit staff will be added to this group when this SLA is agreed upon and members have been identified to CLC.

Requesting Services

Requests for adding MDM server and enrollment of Apple devices will be processed within 4 business days upon delivery of this information.

When an IT Unit requests their MDM server to be added to DEP, they must provide the following:

- IT Unit's name requesting to be added to DEP.
- Public Server Key of IT Unit's MDM Server.

When an IT unit requests their Apple devices to be assigned an MDM server via DEP, they must provide the following:

- Serial number of individual devices or Apple order number for group of devices.
- MDM server they wish the devices to be directed to.

When an IT unit requests access to PSU's VPP program, they must provide the following:

- IT Unit's Department Apple ID

Liability

By participating in this program the IT Unit understands that Apple has limited their liability to $50 and therefore any liability incurred by the University for the IT Unit's participation shall be solely the responsibility of that IT Unit.

Service Providers

A third party Service Provider could provide Mobile Device Management (MDM) services for the IT unit. It is the IT Unit's responsibility to make sure this Service Provider is paid on a PSU purchase order so Penn State's terms and conditions on the Purchase Order apply to the service purchased from the Service Provider.

Apple's End User Agreements

Attached is a copy of Apple's End User Agreement (EULA) for the program. By agreeing to this SLA, the IT Unit accepts the EULA in order to use the service. If Apple changes the EULA, CLC will notify the IT Unit of the change and may require the IT Unit to agree with the updated EULA to continue using the program.

Service Continuity

The Apple Deployment Programs are run and managed by Apple. ITS does not control this service's connectivity or continuity. IT Units should refer to Apple's End User Agreement for any information regarding service continuity.

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Time Frame

This SLA will be reviewed annually and participating units will be notified of any changes.

Termination

This agreement may be terminated by the IT Unit with a written notice and a one-month lead time. The IT Unit agrees to provide CLC with a detailed analysis of the project and reasons for their withdrawal. If CLC terminates this agreement, with a written notice of one-month lead-time, the IT Unit will be supported at the existing level until the end of the active academic year. Termination of the DEP program by Apple is outline in Apple EULA's (see attached).

Upon termination, CLC will remove the IT Unit's device and MDM server information from Apple's Device Enrollment Program system.

Signatures

This SLA is the complete agreement between CLC and the IT Unit and may be amended only by written agreement signed by all involved parties.

The IT Unit's Director and Financial officer must sign this agreement in order to be valid.

Classroom and Lab Computing:

_____   _____
Justin Elliott, IT Manager, CLC   Date

IT Unit:

_____   _____
IT Director Signature   Date

_____   _____
Printed Name   Email Address

_____   _____
Unit's Financial Officer Signature   Date

_____   _____
Printed Name   Email Address

PENNSTATE

ACCEPTANCE OF TERMS, RESTRICTIONS &
FINANCIAL RISK REGARDING PARTICIPATION IN THE
APPLE VOLUME PURCHASE PROGRAM

The Terms for the Apple Volume Purchase Program are such that the University must have an internal sign-off document to make sure the terms are acknowledged and there is no unauthorized use by the University.

The unit understands and acknowledges the following:

1. The terms that apply to the Apple Volume Purchase Program are available at the following link: http://www.apple.com/legal/internet-services/itunes/us/terms.html.

2. The terms of the Apple Volume Purchase Program restrict the export of Volume Content (apps and iBooks obtained under the Volume Purchase Program) outside of the United States. The applicable term limiting export is as follows: 'You may not export the Volume Content for use outside the United States, nor represent that you have the right or ability to do so.' By accepting these terms on behalf of the institution, the accepting unit shall be responsible for any costs, expenses or damages resulting from a breach of this provision by their unit.

3. The unit accepts any financial risk associated with participation with this program.

Acknowledgement and acceptance by University Requesting Unit to participate in the Apple Volume Purchase Program as outlined:

Insert Requesting Unit Name: _____

Unit Contact Name/Title: _____

Phone: _____ email: _____

_____   _____
Printed Name of Requesting Unit Financial Officer   FO Signature   Date

The College/Campus/Unit agrees to provide and oversee the additional security provisions that are necessitated by the above referenced agreement.

_____   _____
Printed Name of Unit Budget Administrator   Signature   Date

Email this completed form to: export@psu.edu for University Export Compliance Officer signature.

These special security provisions, resulting from the acceptance of the licensing terms and conditions and/or the receipt of the Software from the Provider, have been reviewed and approved for export compliance purposes by the University Export Compliance Officer.

_____
University Export Compliance Officer   Date

Document Change Log:

Version	Date	Description	Author
1.0	9/1/2014	Initial Document	gzk2
1.0.1-1.3		Edits and changes per Risk Management, ITS Financial and CLC management	gzk2 & jde6
1.3	10/15/2015	Public Release	
1.4	11/24/2014	Added statement to purpose that clarifies the document was reviewed by Risk Management. Updated name of yammer group	gzk2
1.5	8/24/2015	Updated Service Request form URL	gzk2