Apple School Manager
Service Level Agreement

Version 1.7, 4/11/2018

Purpose

The purpose of this Service Level Agreement (SLA) is to define a relationship between Teaching and Learning with Technology (TLT), as the service provider, to provide and maintain The Pennsylvania State University's Apple School Manager to other University departments, campuses, colleges or other administrative areas as a service customer. TLT's participation in the Apple School Manager 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 School Manager.

Service Description

This SLA applies to the services provider maintaining The Pennsylvania State University's Apple School Manager 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 macOS 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 School Manager, only one group per organization can be designated as the Program Agent. TLT has been designated as the agent of this Apple program at Penn State.

Definitions

1. **Service Provider** - The Service Provider for this service is Teaching and Learning with Technology, a unit of Enterprise IT.
2. **IT Unit** - A Penn State department or unit that will be a member of the Apple Device Enrollment program that the Service Provider will help to facilitate and be the liaison.
3. **Apple's School Manager** - 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 macOS 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 macOS 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 ("MDM") Server** is a server that remotely manages iOS and macOS 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.

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.

Service Provider 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 School Manager.
- 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 School Manager 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 the Apple Order number or macOS/iOS device serial numbers of the university owned devices to be entered into DEP.
- Notify the Service Provider of any changes to the devices that are managed by it in a timely manner.
- Verify that the devices are correctly configured and report their results to the Service Provider.
- If using VPP, provide a departmental email address that is not tied to a single user.
- Accept any liability, as noted below, by participating in this program.

If the IT Unit provides their own MDM server, the IT Unit will:

- Provide the Service Provider with the IT Unit's MDM server public key when requested.
- Notify the Service Provider of any changes to the MDM server in a timely manner.

Service Boundaries:

The following are not included as part of this service:
- Setup and management of IT Unit's MDM server, unless it is provided by the Service Provider (See: http://mdm.psu.edu/service)
- Troubleshooting device hardware/software issues beyond enrollment into DEP.
- Perform training to end users 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=MDM

General communications regarding this program will be delivered via the "iOS Mobile Device Management" Yammer group. IT Unit staff will be added to this group when this SLA is agreed upon and members have been identified to the Service Provider.

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, the Service Provider 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 School Manager are run and managed by Apple. TLT 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.

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 the Service Provider with a detailed analysis of the project and reasons for their withdrawal. If the Service Provider 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 fiscal year. Termination of the DEP program by Apple is outline in Apple EULA's (see attached).

Upon termination, the Service Provider 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 the Service Provider 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.

TLT's Learning Applications and Infrastructure:

_____   _____

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

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
1.6	9/1/2016	Revised any mentions of CLC to Service Provider Updated IT Unit's responsibilities if the unit's MDM server provider is TLT Updated Support URL	gzk2
1.7	4/11/2018	Updated Apple's service name from Apple Deployment Programs to Apple School Manager Updated organizational names (i.e. CLC)	gzk2