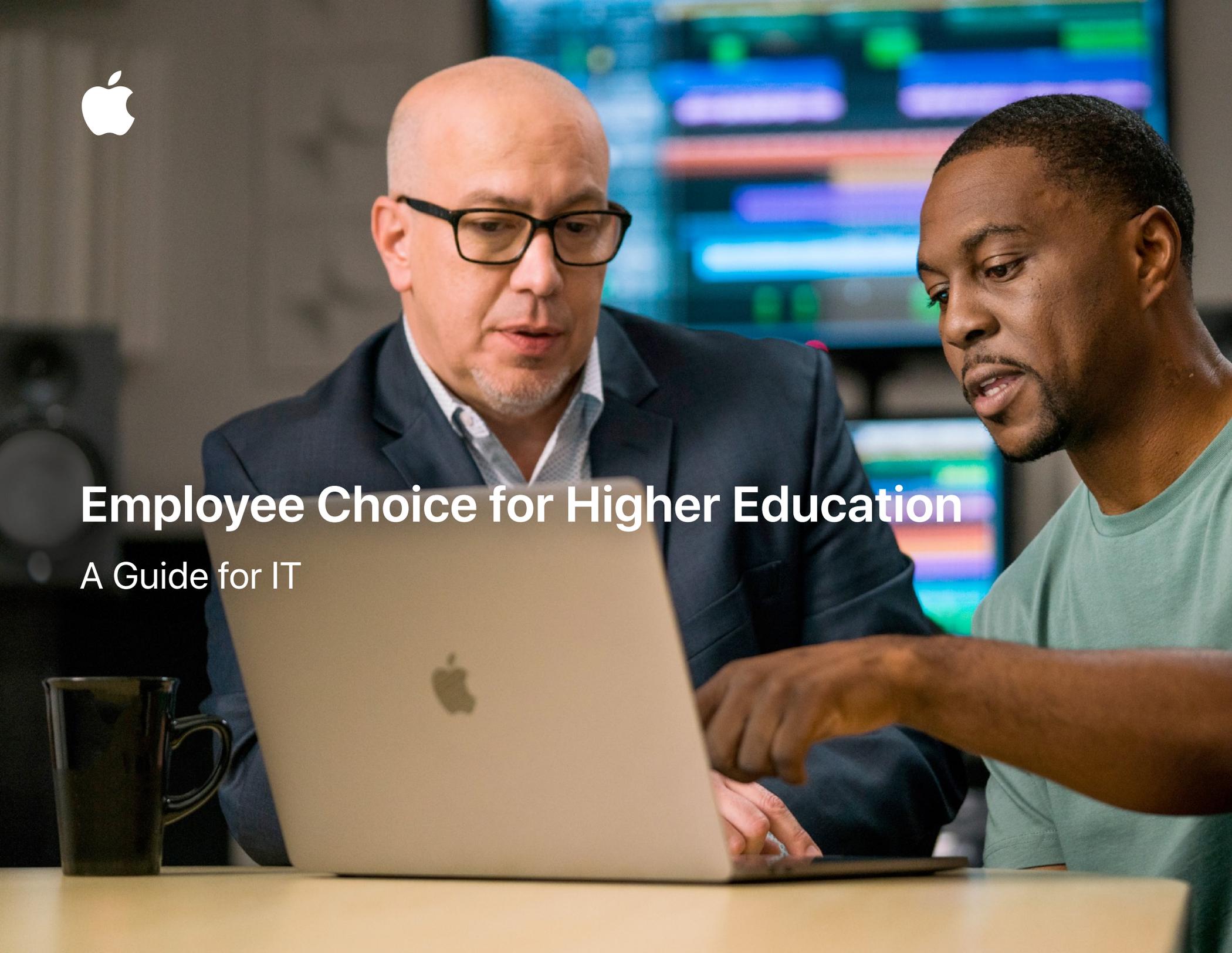




Employee Choice for Higher Education

A Guide for IT



Overview



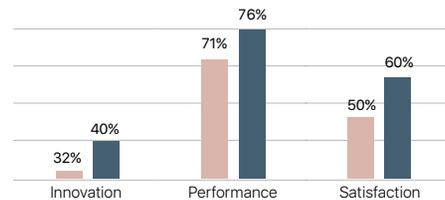
New talent prefers what it knows and loves

A PwC survey showed that 78% of millennials believe that having access to the technology they like at work makes them more effective in their job.¹



3 out of 4 employees would choose Apple

A Jamf Employee Choice survey showed that, when given the choice, roughly 3 out of 4 employees would choose Apple for use at work.²



Given choice, employees contribute more

According to a Gensler Workplace Study, providing employees with choice can have a notable impact on their individual levels of innovation, job performance and job satisfaction.³

To provide a great work environment and stay competitive, it's critical for institutions to provide employees with the best tools for their work.

Apple products are the best for business because they are simple and intuitive, yet powerful, secure and easy to deploy. Whether it's Mac, iPad or iPhone, all Apple products enable creative problem-solving and provide frictionless experiences that enhance employee productivity. And when employees have access to tools they know and love, the whole organisation benefits from greater engagement, a new-found culture of ownership, and improved employee retention and loyalty.

Progressive higher education institutions and companies everywhere are recognising this need and giving their entire workforce full access to Apple products through employee choice. To achieve this, they are embracing a new model to adopt, procure and provision technology, and managing the entire experience for employees in a modern way.

The days of monolithic system imaging, complex legacy apps and disjointed support processes have been replaced by a process centred around the end-user that reduces the overall impact for IT. This new model builds on best practices that institutions are already embracing to support iOS, and expands them to cover all Apple products, enabling and inspiring employees to do their best work.

With this guide, your organisation can build a programme with new resources and tools that make it easier than ever to give all your employees the choice of working with Apple products. IT teams will be able to learn best practices for supporting Apple devices in the workplace, and how to take advantage of this new model in their environment. Links provide additional technical information, plus resources for everything from internal communications to training and support.

Though this guide is primarily for IT, certain elements may be useful for other stakeholders in teams like human resources, procurement, finance or information security. Offering choice can provide benefits to all these groups, so internal alignment between them is critical for success.

As you build your programme, make sure you engage with your extended Apple team, whether through an institution reseller or directly with Apple. You and your team will serve as the central hub between external and internal stakeholders, and cross-functional teams within your organisation. These partners have extensive expertise and experience in supporting this process and can connect your company with the right resources as needed.

A New Model for Providing Access to Apple

While today's IT environment has grown increasingly complex, the process for supporting Apple devices has grown easier. Programmes and services from Apple enable IT staff to deploy and support iOS and macOS with ease. Third-party solutions for device management — combined with services from channel partners — give IT teams the control and simplicity they need.

Companies everywhere are expanding how they embrace Apple in the workplace. From setup to device management and support, five principles will simplify your deployment of Apple devices and will enable you to offer choice to every employee.



**Employee-focused
experience**



**Flexible financial
models**



**Modern provisioning
and deployment**



**Personalised setup
and app environment**



**Shared responsibility
for support**

When you use these elements together, your organisation can realise a low financial impact because of the high residual values for Apple hardware, and reduced IT and support costs. Combine these savings with potential increases in employee engagement and productivity, and you'll have a compelling case that can be used to convince others of the benefit of embracing Apple and employee choice.

When your institution collaborates with the extended Apple team, higher education institution resellers and the partner ecosystem, this model can become even easier to adopt. Institution resellers and partners can help your organisation set up a programme, offering services for Apple products that cover everything from device management and deployment to help desk support and financing, and even employee communications.





Employee-focused experience

In many organisations, purchase decisions for workplace technology were traditionally made centrally by IT and dictated by the institution. Devices were often preselected, ordered centrally, warehoused until needed, and then distributed to all employees at the same time. The only alternative seemed to be a BYOD (bring-your-own-device) programme, which required IT to simultaneously manage a vast number of different versions of software and hardware, all while procuring devices from multiple sources and managing everything with disjointed tools.

Today a better alternative is an institution-provisioned employee choice programme, as each employee has unique technology requirements and often prefers a particular device type, upgrade cycle, size or even colour. By supporting Apple products and implementing choice for both iOS and macOS, IT can empower everyone to decide which products will work for them, while maintaining an institution's standards. And with new financial models in place, the business can maintain desired cost structures and still give every employee the flexibility they desire.

An employee-focused experience extends beyond purchasing into other areas, such as communication and support. IT teams should think about involving users in designing the programme, from how the programme is launched internally, to training and how the help desk operates. Including users in the process ensures that your programme will be effective from day one and helps keep your team's stakeholders aligned with the programme's strategic goals.

"We let employees choose what they use, and overwhelmingly they choose Apple products. It enables them to be more productive, and work the way that they want to work."

Robert Alexander
CIO, Capital One

Best practices

- Talk to employees who use iOS or macOS to understand their experience at work today. These discussions can help you understand which teams and individuals might be early adopters and advocates for your programme.
- Work with your reseller or Apple to set up an employee-facing device portal for selecting equipment. It can include the full range of Apple products and accessories, as well as programme updates and eligibility information.
- Decide what business rules and logic you can use to determine eligibility and upgrade frequency, perhaps aligning to lease schedules. Explore different options for payment, including subsidies and personal contributions through payroll deduction.
- Plan the complete journey for employees and create any necessary communications. Specify how to notify employees about the programme launch, where the portal will exist, and how you will communicate eligibility at upgrade time.



Flexible financial models

Historical pressure from low-cost PC suppliers often caused technology buyers to consider price as the primary decision factor for technology. But, with hardware reliability challenges and increased support costs, the value of those products often depreciated rapidly. Because Apple designs hardware and software together, Apple products are extremely reliable and frequently retain high residual values at the end of their life. Combined with newer leasing and financing models, such as device-as-a-service, more higher education institutions can now take advantage of Apple products while minimising up-front costs.

Some institutions also choose to leverage a subsidy model, with personal contributions and payroll deduction from employees tied to lease buyouts at the end of a device's life cycle. Because institutions often want fixed costs, a baseline configuration can meet every employee's needs, while giving employees the increased flexibility to upgrade what they want on a cycle that they control. And when employees invest personally in their equipment, an institution can see a greater sense of ownership and care for the device, which in turn reduces hardware repair costs.

This represents a completely new procurement and financing model, where employees choose what to buy and institutions have a seamless model for the life cycle of each device without dramatic cost increases. Every computer can be managed the same way over its lifetime, so that repairs and trade-ins are all automated and reintegrated into new lease agreements.

\$543

Between higher residual values and lower support costs, IBM saves up to \$543 for each Mac that it purchases.⁴

Best practices

- Collaborate with internal stakeholders to measure the total cost of ownership of current employee equipment, from up-front costs to residual values and ongoing IT support costs. Build a similar model for Apple devices in your programme.
- Explore leasing and trade-in options with representatives from your procurement and finance teams. Help ensure that they understand the benefits of this new model, and explore whether you can use personal contributions.
- Work with your reseller team or Apple Financial Services to explore new device-as-a-service offerings for Apple products. These programmes can often be structured to include multiple products, device management costs and support.
- Talk to your reseller team about leveraging an employee-facing portal to facilitate equipment ordering, and consider how payroll deduction can be integrated into the process.

Resources

Find out about new financing programmes and offers from Apple Financial Services.
[Learn more](#) ↗



Modern provisioning and deployment

Legacy models for provisioning and deploying PCs centred around imaging workflows that mandated a standard set of software for an organisation. Third-party security software typically locked down functionality for end-users and prevented them from being productive. Labour-intensive processes to create and maintain system images as software evolved meant it was hard to stay current with critical security updates.

Now Apple products can be distributed to employees with zero-touch deployment. IT can configure and manage policies and applications over the air with even greater control over each device. Native security tools and software updates continue to protect corporate institution data without affecting how users want to work. Employees can unbox their devices, power them up and personalise them as needed, which increases their sense of ownership and care for the device over its lifetime.

This modern provisioning model is possible because of Apple's mobile device management (MDM) framework, Apple Device Enrolment and third-party MDM solutions. With these services in place, a macOS or iOS device can set itself up automatically without any interaction with IT, and it can easily be maintained and kept compliant with institution policies. Many institutions have already adopted this model for supporting iOS devices in the workplace. The same experience can now be applied to all Apple products and leveraged to reduce costs for IT and increase productivity.

Best practices

- Understand if you can leverage learning from any existing iOS deployment experience. As a result of work completed to support iOS, many organisations are already using MDM. Take advantage of this experience as you add support for Mac.
- Evaluate the different options for MDM, including solutions from Jamf, VMware and MobileIron, which support Mac in addition to iOS. Decide which features will work best for your organisation, given your infrastructure and support needs.
- If you don't already use Device Enrolment with Apple School Manager, talk to your reseller or account team about how to get started. Ensure that your institution's purchases will become available in your Apple School Manager account and can be assigned properly to MDM.
- Leverage native security tools in macOS and iOS to protect institution data, instead of using third-party solutions or container solutions. Understand the solutions that are available and how to structure your device management policies.

Resources

Understand the basics of macOS device deployment and management.
[Learn more ↗](#)

Understand the basics of iOS device deployment and management.
[Learn more ↗](#)

See these additional resources to help you get started.
[Learn more ↗](#)



Personalised setup and app environment

Instead of restricting employees to a specific set of applications, progressive organisations are empowering their employees to personalise their devices and design their own work environment to increase productivity. And a new approach to app modernisation and testing helps more organisations ensure that Apple products are compatible with critical enterprise software.

Because of Apple's strong support for core apps and services like Microsoft Office, Microsoft Exchange and Google G Suite, basic workflows for productivity and collaboration are easy to enable for everyone. And when employees have the option of using a self-service tool to install recommended apps or personal productivity apps, they can ultimately be more productive with a work environment that they play a role in configuring. As legacy enterprise applications continue to be modernised, teams with specific software needs or niche workflows can also be enabled to choose Apple.

Thanks to the underlying iOS and macOS security architecture, personal and work data can co-exist on a device as needed and still remain separate. Although storing everything in iCloud may conflict with your institution policy, many institutions still enable certain services like FaceTime or iMessage and manage other settings for iCloud through MDM. Transparency on these policies results in employees with a better understanding of how to protect institution data and avoid accidental leakage. All of this represents a personalised approach to apps and setup that results in increased employee productivity.

“Giving our people great experiences with the tools we provide encourages them to be as productive and innovative as possible.”

Jennifer Manry
Vice President, Capital One

Best practices

- Understand how your existing collaboration and productivity apps will work with macOS and iOS. Pursue modernisation efforts with developers of legacy apps, but focus first on those that will have the greatest impact on the organisation.
- Regularly suggest new apps or tips to encourage employees to customise their work environment. Don't let compatibility issues slow down a rollout. Communicate workarounds or alternatives, and let demand drive priorities for modernisation.
- Decide how employees will be able to use an Apple ID and iCloud on their work devices. Avoid setting policies that prohibit everything; instead, encourage users to have a stake in the process so they understand the risks involved.
- Explore using a self-service portal provided by MDM to distribute apps to each device. Use Apple School Manager to purchase apps in volume, and maintain ownership of licences as they change between employees.
- Ensure that developer teams and employees continuously test during beta periods to ensure compatibility with future software. Enable users to keep their device and apps up to date when new versions of software are available.

Resources

Learn more about purchasing apps in volume.
[Learn more ↗](#)

See recommendations for popular business apps in several key categories.
[Download guide ↓](#)

Learn more about beta testing and managing the software life cycle.
[Download guide ↓](#)



Shared responsibility for support

In the traditional PC environment, employees commonly deferred to the IT help desk every time that they encountered an issue because they typically weren't involved in picking out or setting up their device. And, because hardware and software were not always reliable, organisations were more vulnerable to issues and frequent downtime. In contrast, employees love Apple products, they are likely to already be familiar with them, and are more likely to be able to support themselves. Best-in-class hardware and software also ensure that employees have less need to call IT for support and, when they do, a refocused help desk can encourage them to learn and grow on their own.

Leveraging self-support and a help desk integrated with AppleCare represents the best way to provide a user-centric support programme within your organisation. But it doesn't mean focusing entirely on self-support wikis and documentation; it means encouraging users to have a shared stake in the process and getting them to investigate issues themselves before they call for help. It also means rethinking how the help desk works. The goal of each support ticket should always be to help users solve their own problems, with satisfaction rating as the primary metric.

Shared support responsibility enables reduced downtime for employees and a lower total footprint for support costs and staff. For organisations that need more, AppleCare programmes complement internal support structures. Many employee topics can be covered by AppleCare, so your help desk can focus on issues specific to your organisation. And support for your IT teams helps ensure that they understand how to integrate Apple products and can get extra help when necessary.

Best practices

- Take advantage of existing support documentation for Apple products when you build internal sites and wikis for training. Explore Starter Guides from Apple that provide training on key features and applications for both iOS and macOS.
- Establish a peer-to-peer community through discussion boards or in-person support. Support champions can help lead feedback collection for certain workgroups and encourage employees to get help through the proper path when needed.
- Consider hiring for and creating an Apple-specific support desk for iOS and macOS devices. Refocus priorities to support customer satisfaction and route common tickets to the core device management engineering team.
- Consider augmenting phone support with a physical help desk or tech bar. Equip technicians to handle hardware and software issues, and distribute accessories. Consider a temporary setup during new device rollouts or upgrades.
- Explore the variety of AppleCare programmes and understand which features might be important. Understand exactly how AppleCare teams can support your employees and how your IT teams may also use services like AppleCare for Higher Education.

Resources

Explore AppleCare support programmes for IT.
[Learn more ↗](#)

Encourage employees to utilise the Apple Support site and app.
[Learn more ↗](#)

5% 
Mac users

40% 
PC users

At IBM, only 5% of Mac users needed support vs. about 40% of PC users.⁴

Getting Started

Now that you understand the new model for providing access to Apple and best practices for implementation, you need to understand how to start rolling out your programme. Before your institution can properly implement the new model, your IT teams must be able to manage every aspect of deploying and supporting Apple products.

Many higher education institutions have been supporting employee use of iOS devices for almost a decade. Now the same best practices and principles that those companies use to support iOS can be applied universally to offer every employee access to Mac.

There are three basic steps involved in creating your own programme.

1

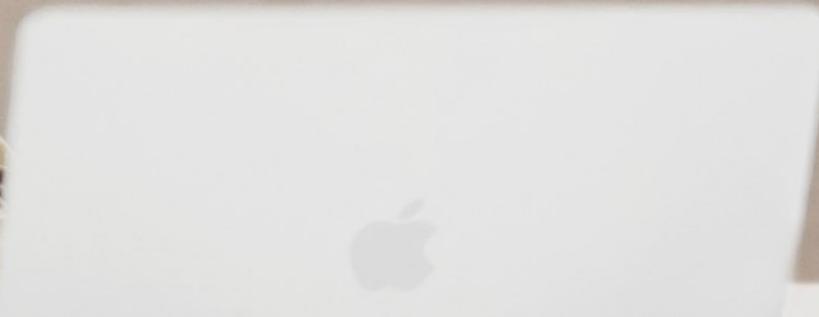
- Get prepared
- Assemble the team
- Evaluate your infrastructure

2

- Establish a management solution
- Complete a security review
- Test your deployment workflow

3

- Prepare to launch
- Continuously improve
- Spread the word



1

Get prepared

Establish the vision for your programme and explain why your organisation is embracing Apple and employee choice. Refer to that vision with every team as you go through the process. Create a timeline for the project — set goals and milestones to establish phases, including when to run a pilot, and how quickly you can scale up to the rest of the organisation.

Assemble the team

Many teams start by finding an executive sponsor. Establish a programme owner and a project leader within IT, and assemble the rest of the execution team, including roles like technical architect, security lead and other engineering functions.

The team should include representatives from other non-IT groups — such as HR, finance and procurement — and technical leads from your reseller, partner or vendor teams. Employees should have a stake in the process and be involved from the beginning. Talk to current users and invite them to give continuous feedback as your programme evolves.

Evaluate your infrastructure

Great infrastructure is an essential ingredient for any Apple technology programme. Because macOS and iOS have support for many of the same standards, your environment may already be able to support Apple devices. Start by assessing your current institution infrastructure. Analyse how your existing Wi-Fi and VPN solutions will work with macOS and iOS, as well as other services like Microsoft Exchange and Active Directory.

Test the core set of productivity and collaboration apps and workflows to make sure that most users will be covered for critical tasks. Ensure that broadly used internal apps are compatible, such as a corporate directory or intranet. Then analyse any legacy app compatibility issues that may exist for smaller sets of users, and prioritise your modernisation efforts according to demand.

Resources

Learn about Apple Professional Services offerings to help you evaluate existing infrastructure and assist with integration.

[Get in touch >](#)

2

Establish a management solution

A broad range of device management solutions that work with Apple School Manager are available from third-party companies like Jamf, VMware and MobileIron. Although macOS and iOS share many of the same frameworks for device management, these solutions differ slightly in admin functionality, operating system support, pricing structure and hosting models. They may also offer different levels of services for integration, training and support.

After you select your solution, your IT team can easily create profiles to manage user accounts, configure system settings, enforce restrictions and set password policies — all from a single device-management solution. IT staff can securely enrol macOS and iOS devices in your environment, wirelessly configure and update settings, deploy apps, monitor policy compliance, query devices, and remotely wipe or lock managed devices.

Complete a security review

After you identify your management solution, you'll need to develop a security strategy and conduct reviews internally with security leads. macOS and iOS are designed with advanced security features, so your first step is to understand the variety of built-in features that enable you to constantly monitor, encrypt and update each device.

Review Apple's documentation on the underlying security technology and services with the necessary internal teams so they can understand what is built into the platform and how to use different features in your environment. Define the tools and policies that you'll use within your management solution to secure each macOS and iOS device and protect institution data. The same team will need to continuously monitor and update policies after devices are provisioned.

Test your deployment workflow

With your management solution and security policy in place, you can now test your deployment workflow for any issues. Practise various scenarios, considering different user locations, device configurations, and app or infrastructure abnormalities. Understand the experiences of new employees who select an Apple device, and staff with existing devices who decide to migrate to Apple. Document key issues and make sure that help desk teams are ready to assist.

Resources

Get in-depth technical information for deploying Apple products.
[macOS Deployment Reference](#) ↗
[iOS Deployment Reference](#) ↗

Learn about security technologies built into iOS and Apple services.
[Download guide](#) ↓

3

Prepare to launch

With testing complete, it's time to plan your internal rollout. Use blog posts, social media and videos to generate interest and gauge demand before the Apple products are available. Clearly communicate eligibility and options for different devices, including pricing and cost information that could affect the teams or people who make personal contributions for their devices. Finally, define your success metrics and consider surveying users for a baseline measurement of employee satisfaction or productivity before you roll out the programme.

Continuously improve

After the launch, your support team should constantly monitor help desk activity so they can understand any changes that need to be made and develop new solutions as needed. Continue to promote your programme internally so different organisations will recognise the value of employee choice and the impact it could have on the institution. Ensure that existing users are set up for success by giving them the tools they need for training and support. Provide ongoing updates about your programme and any new resources, tips or applications that may be available. Continue to monitor any compatibility issues as you test new releases of each operating system internally and pursue modernisation efforts with owners of different legacy systems.

Spread the word

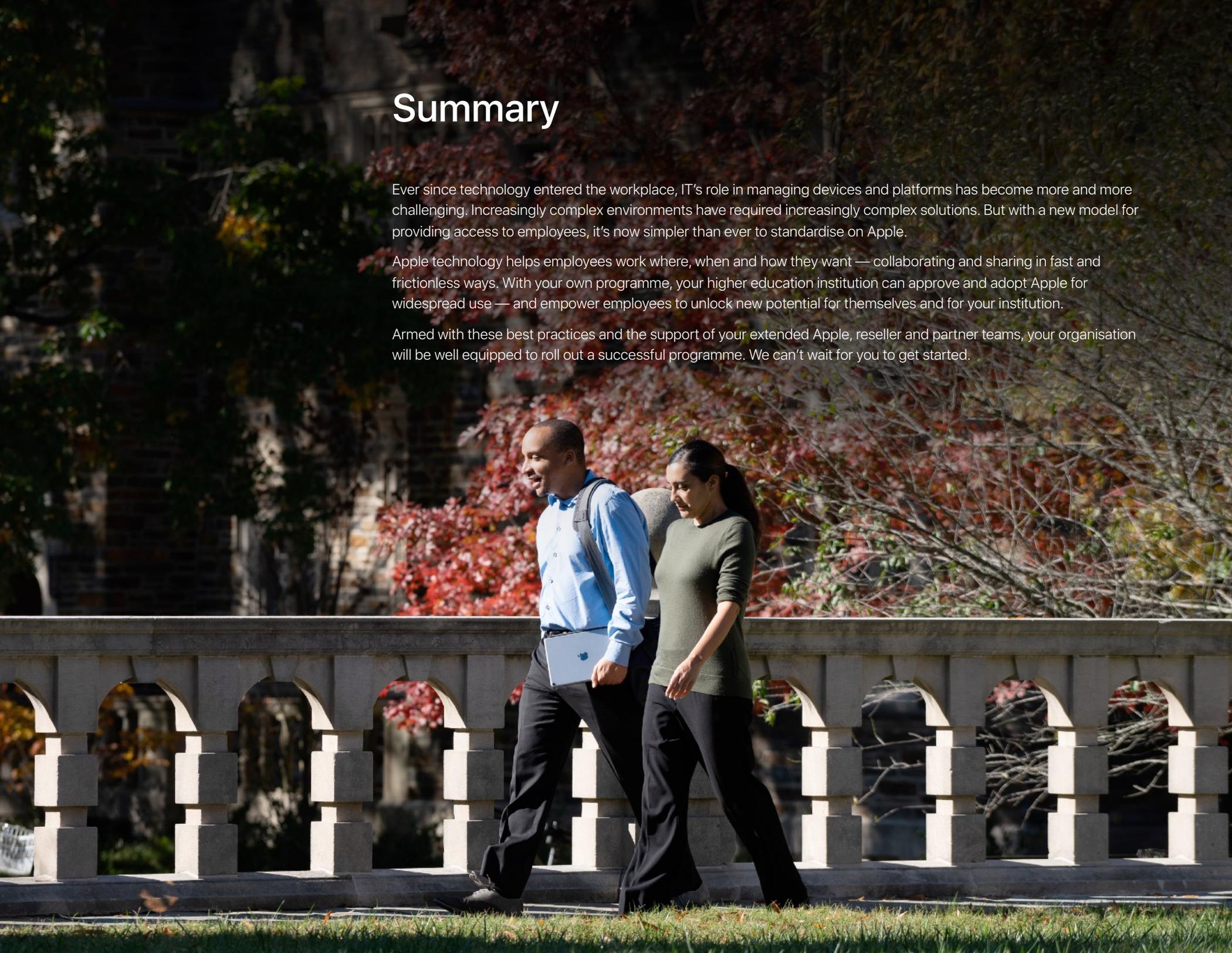
With everything up and running, continue to spread the word to employees and executive leadership about the programme and its impact on the organisation. Consider talking about the programme externally with prospective employees to recruit top talent. Take additional measurements for metrics like employee satisfaction or productivity to demonstrate the impact of your programme. Collect and monitor data on help desk ticket volume, top issues and overall cost to help you justify future investment or growth as the programme continues to scale. Lastly, get involved with your reseller and extended Apple team to help other institutions understand how you overcame challenges along the way and to help them learn from your success.

Summary

Ever since technology entered the workplace, IT's role in managing devices and platforms has become more and more challenging. Increasingly complex environments have required increasingly complex solutions. But with a new model for providing access to employees, it's now simpler than ever to standardise on Apple.

Apple technology helps employees work where, when and how they want — collaborating and sharing in fast and frictionless ways. With your own programme, your higher education institution can approve and adopt Apple for widespread use — and empower employees to unlock new potential for themselves and for your institution.

Armed with these best practices and the support of your extended Apple, reseller and partner teams, your organisation will be well equipped to roll out a successful programme. We can't wait for you to get started.





1. PwC / 2011 Millennials at work: Reshaping the workplace
2. Jamf / 2016 Employee Choice Program Survey
3. Gensler 2013 Workplace Survey / Harvard Business Review
4. IBM / 2015 Mac@IBM, Zero to 30,000 in 6 Months