Mac Management

Customer Experience

16 April 2019

# Why are Macs preferred by developers?

- Users prefer the Bash command line to PowerShell
- Unix-oriented OS is preferred for command line interface - "native experience" with Mac file system
- Perceived HW build quality
- OS is limited to a small number of devices, consistent UX experience
- Multi-OS support (Windows*, iOS, Unix, and Linux)
- Qualitative values by users
- Perceived quality of web development SW available for MacOS

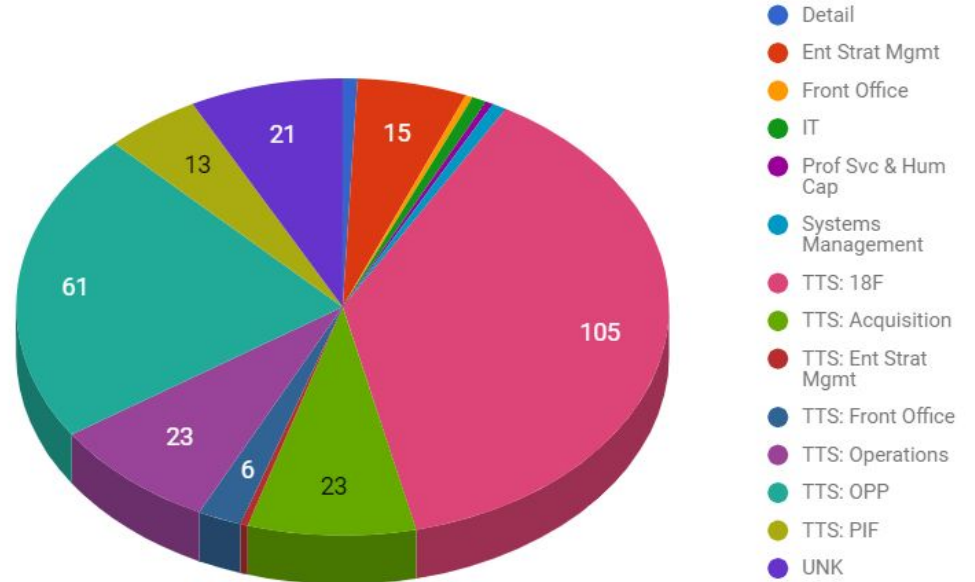*Tell us about why you prefer a Mac?*

Macs Supported - GSA

GSA Office	Macs Supported
Administrative	1
FAS	268
Misc	17
Office of Civil Right	1
Customer Experience	4
GSA IT	33
Strategic Comms	24

Macs Supported - GSA

- Administrative
- FAS
- UNK
- Office of Civil Right
- Customer Experience
- GSA IT
- Strategic Comms

Metrics updated: 20180622
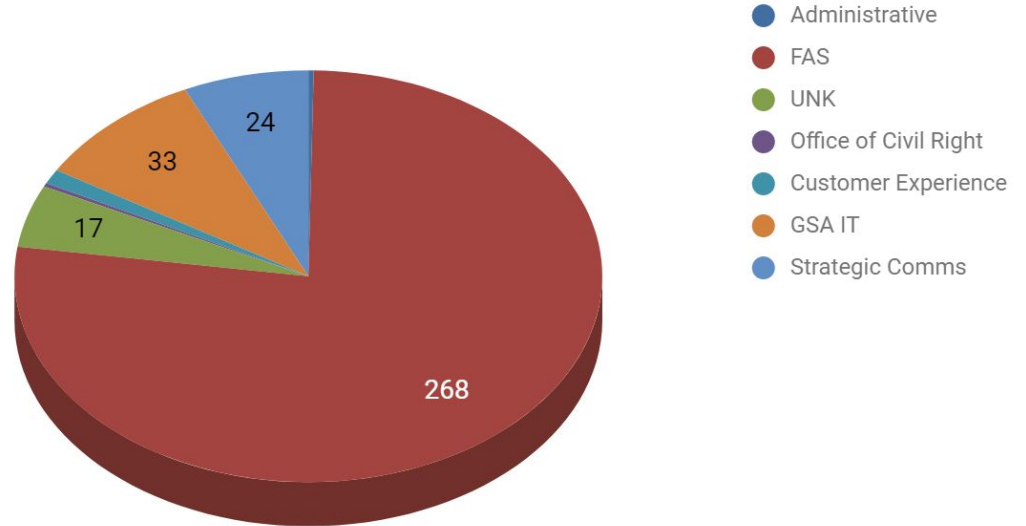
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Metrics updated: 20180622

How to request a Mac:

- Organization desiring to deploy Macs (or any non-standard workstation configuration) within their teams will be required to submit a <u>waiver request</u> for consideration.
- Requesters will receive a recommended configuration for purchase based on the waiver request as well as vendor recommendations for procurement.
- Similar to Windows platform, organization are generally directed to either a "standard" or "performance" config.
- All devices must be registered to GSA via Apple Business Manager

How to procure a Mac:

- Business lines may utilize one of the vendors identified by GSA IT in the waiver request response.
- Procurements must include HW cost, 1 yr manufacturer warranty w/ 2 years extended support as well as any needed peripherals (recommendations are provided).
- $325 per unit funded to GSA IT/IDI to support deploy and/or refresh professional services.
- Historically, large quantity purchases take ~30 days from vendor payment to warehouse delivery.
- Smaller orders are dependent on vendor and availability.

Mac Refresh Prioritization (TTS):

- Macs currently identified for refresh are prioritize based on the following (contingent on availability of GSA IT resources):
  - Open Incident ticket for HW failure
  - Device age/warranty status
  - User scheduling availability and location
- Refresh team will reach out to user w/ survey to determine user's location, data transfer tasks, etc.

Baseline Software

1. Google Chrome
2. Cisco Jabber
3. VLC
4. VMWare Horizon
5. Adobe Acrobat Reader
6. Cisco AnyConnect VPN
7. Cylance Protect AV

Note: Microsoft Office for macOS, Adobe Acrobat Pro, Adobe Creative Cloud Suite require additional licensing and installation by the user. Non-baseline SW license procurement is funded by the business line.

Requesting Software

- Users with elevated permissions are authorized to install approved applications and tools in the performance of assigned duties. (GEAR is the authoritative source)
- Standard users may request installation of approved SW via ServiceNow request.
- IT Standards approval process available to request new SW not listed in GEAR.
- *Note*: SW security patching are the responsibility of Local administrators for any SW installed by the local admin; and GSA IT for baseline SW or additional JAMF deployed SW.

Break/Fix - Hardware Issues

1) ServiceNow is the go-to for break/fix incident ticket reporting.
2) GSA IT will:
   a) Attempt to troubleshoot the issue where applicable;
   b) Coordinate warranty support; and
   c) Assist w/ appt scheduling as needed
3) Loaner devices?
   a) Windows loaner devices may be issued based on availability; and
   b) VDI via the Horizon Client are available 24x7
4) Non-warranty repairs may be completed at the discretion of the business unit; paid for via local Pcard.

Created by Seb Cornelius
from Noun Project

User Community Support

Users seeking general user-community based Mac support, feedback, tips/tricks, etc. may find the following communications channels helpful:

1. Slack - TTS/#mac; #gsait-shared
2. Chatter - General (non-time sensitive) questions for GSA IT

On the radar...

- Apple Business Manager (ABM)
  - Automated provisioning of Macs (new issues; reimage)
  - Reduces O&M activities; reduces time to deploy to user
  - Initial testing has begun; several security and JAMF hurdles
  - Targeting FY19 Q3 deployment
- PIV Enablement
  - NoMAD is the solution chosen by GSA to support to comply with smart-card authentication requirements
  - UAT (May'19); Deployment (Q3)
  - More communications to come...
- TTS Refresh is underway!
  - 110 ordered w/ 240 current on order
  - Anticipated completion of all refresh activities by FY19 Q4

Mac Management

Testing

19 June 2018

Why is Testing important to GSA?

Best practice dictates that patches being deployed to a production environment should be tested in a controlled manner prior to enterprise-wide deployment. This eliminates negative effects to business activities and makes a roll-out predictable.

Examples of changes that initiate coordinated testing include:
- Major or minor OS version upgrade (LOE: Project team);
- Patches to OS or baseline productivity and security software;
- Change to or lockdown of a security setting, feature, or preference
- Hardware/peripheral testing such as new PIV readers; and
- New mandatory device management client or security tool that potentially changes the end user experience.

Target Conditions:

1. Transform IT from a service provider to an business innovator by improving infrastructure stability, service quality, and IT agility.
2. Users are effectively notified of changes that will affect their user experience.
3. Select users are engaged in testing changes prior to implementation.
4. Test processes are agile and reflect a change's impact & urgency.

How we are successful:

1. Fundamentals: People, Processes, and Technologies;
2. Executive buy-in from Operations and Business leaders;
3. Find the people that are most affected by the change and get them invested in the process;
4. Repeatable, low-overhead processes;
5. Identification of what the possible negative consequences of the change (keeping in mind the complex interdependencies of Gov computer systems) - and how to mitigate these consequences; and
6. Effective targeted communications - "why" as well as "what".

Key Stakeholders

1. Mac Engineering Team
2. IT Service Desk
3. QA/JEDI Team
4. Change Management
5. End User Representatives (UAT Testers)
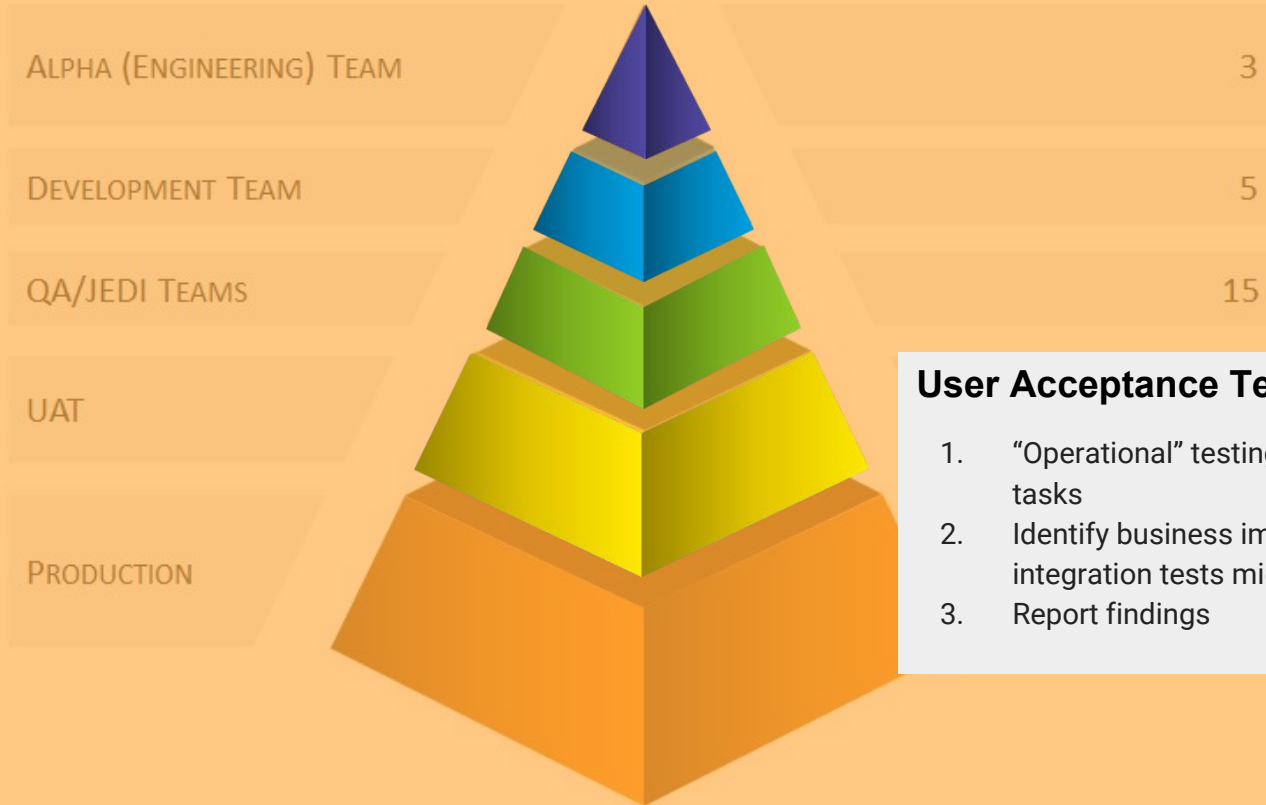6. Business Managers
7. Product Owners

Test/Implementation Groups

ALPHA (ENGINEERING) TEAM	3
DEVELOPMENT TEAM	5
QA/JEDI TEAMS	15
UAT	30
PRODUCTION	350

Test/Implementation Groups

ALPHA (ENGINEERING) TEAM

DEVELOPMENT TEAM

QA/JEDI TEAMS

UAT

PRODUCTION

350

Alpha (Engineering) Team:

1. Initial review/intake of request
2. Deployment policy created
3. Only cosmetic errors are acceptable before Development Team
4. Regression Testing should be completed with no major defects

Test/Implementation Groups

Alpha (Engineering) Team 3

Development Team

QA/JEDI Teams

UAT

Production 350

Development Team:

1. System Integration Testing
2. No Show stoppers, or High or Medium defects in the System Integration Test Phase
3. Draft test plan expected of end user

Test/Implementation Groups

ALPHA (ENGINEERING) TEAM   3

DEVELOPMENT TEAM   5

QA/JEDI TEAMS

UAT

PRODUCTION

QA/JEDI Team:

1. Report major/minor defects.
2. Test any associated general procedures expected of user.
3. Validate policy deployment settings against expected user experience.
4. Complete Test Plan

Test/Implementation Groups

ALPHA (ENGINEERING) TEAM — 3

DEVELOPMENT TEAM — 5

QA/JEDI TEAMS — 15

UAT

PRODUCTION

User Acceptance Testing:

1. "Operational" testing against day-to-day tasks
2. Identify business impact which unit or integration tests might have missed
3. Report findings

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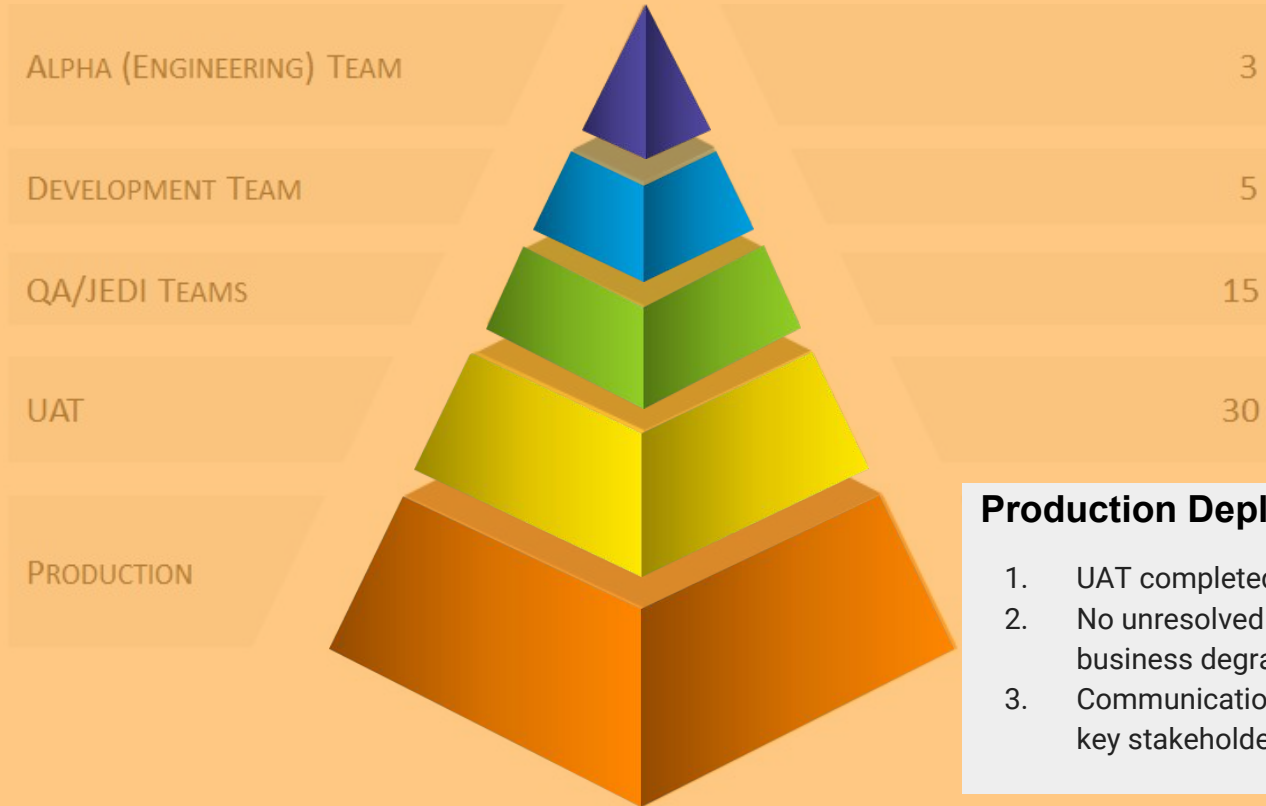
Production Deployment:

1. UAT completed and results correlated.
2. No unresolved defects that cause business degradation or interoperability
3. Communications to user community and key stakeholders.

User Acceptance Testing Activities

GSA personnel identified from within their respective business unit as UAT testers shall be responsible for:

1. Attend UAT Workgroup Meetings
2. Responsive to group message traffic
3. Document UAT within testing period
4. Identify a backup tester where only a single representative identified for a business unit.
5. Related troubleshooting during the testing period is coordinated amongst the test team rather than a ticket submission to the Service Desk.

Test Plan Review

Click on the section of the test plan for more details...

I. TEST PLAN SUMMARY

PACKAGE/SCRIPT NAME	
TEST TYPE	
DESCRIPTION	
PRE-CONDITIONS	
DEPENDENCIES	

II. TESTER INFORMATION

NAME	
ORG/OFFICE	
TESTING DATE	
DEVICE HOSTNAME	

III. PROCEDURE STEPS

STEP	TEST DESCRIPTION	TEST DATA	TEST RESULTS	COMMENTS	PASS
1.					☐
2.					☐
3.					☐
4.					☐

IV. POST CONDITIONS/DEFECTS

REF#	NOTES (ADD ROWS AS NEEDED)
PC1	
D1	

TEST PLAN SUMMARY:
Include the test identifier information, test type (see below), description of the change and expected outcome(s), any pre-conditions are that assumed as well as any dependencies for the testing to be successful.

TEST PLAN SUMMARY

PACKAGE/SCRIPT NAME	
TEST TYPE	
DESCRIPTION	
PRE-CONDITIONS	
DEPENDENCIES	

TESTER INFORMATION

| NAME | |
| ORG/OFFICE | |

Types of Testing	Description
Functional	Application and feature functionality, testing of requirements documents.
Integration	Integration with other application and tools.
Installation/Upgrade	Installation procedures and executables compile and install correctly.
Performance	Response time and latency issues, throughput, transaction processing rates.
Load/Stress	Application performance meets current and future demands.
Failover/Recovery	Backout plan, Disaster Recovery.
Regression	Overall integrity of service/software testing to ensure no new issues have been introduced.

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II. TESTER INFORMATION

NAME	
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TESTING DATE	
DEVICE HOSTNAME	

TESTER INFORMATION:

Testers name, Organization and Office symbol, Date the testing activities were accomplished, and the hostname of the device used for testing.

	TEST DATA	TEST RESULTS	COMMENTS	PASS
				☐
				☐
				☐
				☐

IV. POST CONDITIONS/DEFECTS

REF#	NOTES *(ADD ROWS AS NEEDED)*
PC1	
D1	

Test Plan Review

PROCEDURE STEPS:

Detailed steps on completing the change. This level of complexity will vary depending on the level of automation provided by management tools.
Step and *Test Description* fields shall be populated for the tester.
Examples of input for the remaining field:
  Test Data:
  Test Results:
  Comments:

Finally, tester marks "Pass" for any steps that appeared successful.

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TEST RESULTS	COMMENTS	PASS
		☐
		☐
		☐
		☐

POST CONDITIONS/DEFECTS:

IV. POST CONDITIONS/DEFECTS

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UAT-Testing Policy Deployment Guidelines

GSA-IT will deploy policies in one of two manners: **Automatic** or **Self-Service**. *Automatic* is intended to target changes that have minimal impact to user experience, do not affect the OS directly, and do not require a system reboot. *Self-service* meets that patching needs where *Automatic* means cannot be utilized. It is important to note that passing a deployment deadline will change the user's experience from *Self-Service* to *Automatic* to ensure device compliance and an acceptable security posture.

Rule	Automated Deployment	Self-Service Deployment
Communications	Notification on Mon, deployment on Wed	Notification on Mon, available to users immed.
Patching Scope	Productivity SW only	OS updates and Security patches
UX - Reboots	Not permitted	Included as required
UX - Compliance Deadline	Release +3 business days	Determined by impact/urgency.

# Policy Deployment Methodology

A policy has cleared UAT.
Now what?

Self-Service is the best end user experience -- perform on your schedule.

Update Deadlines are imposed to ensure compliance within prescribed window. This may include select application closing and/or a system reboot.
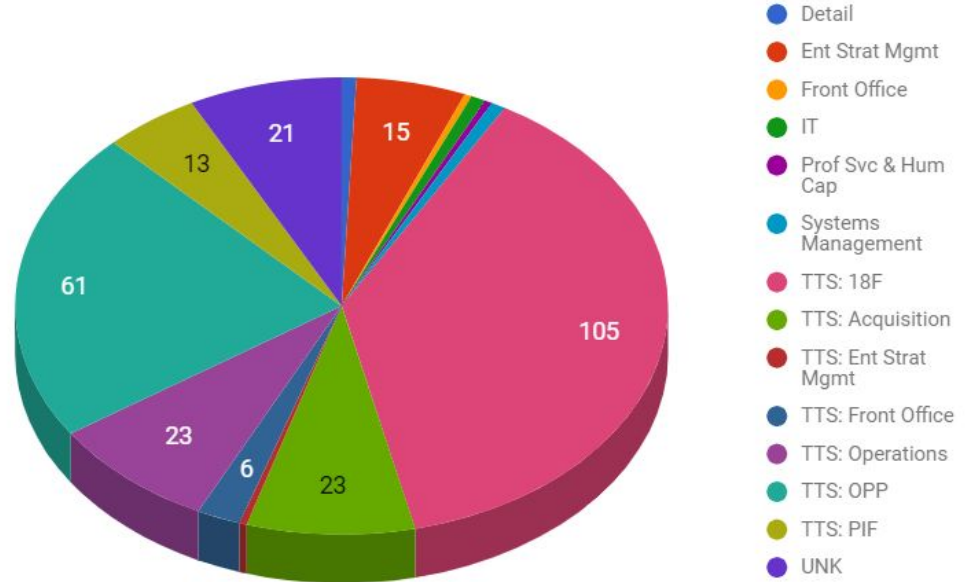
Users are recommended to logon via VPN or direct network connection at least weekly.
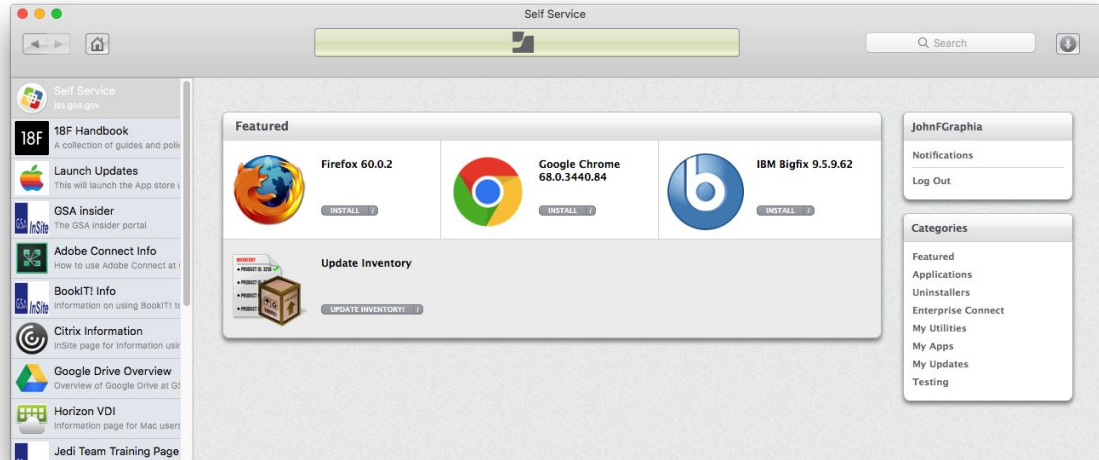
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