



An Overview

Ben Goodstein

Technical Leader (Apple)

Endpoint Device Management Services

IT Services, University of Oxford

What is Orchard ?

- Officially supported service of IT Services
- Manages settings and software for Apple hardware
 - on macOS devices
 - on iOS devices

macOS Devices



Laptops

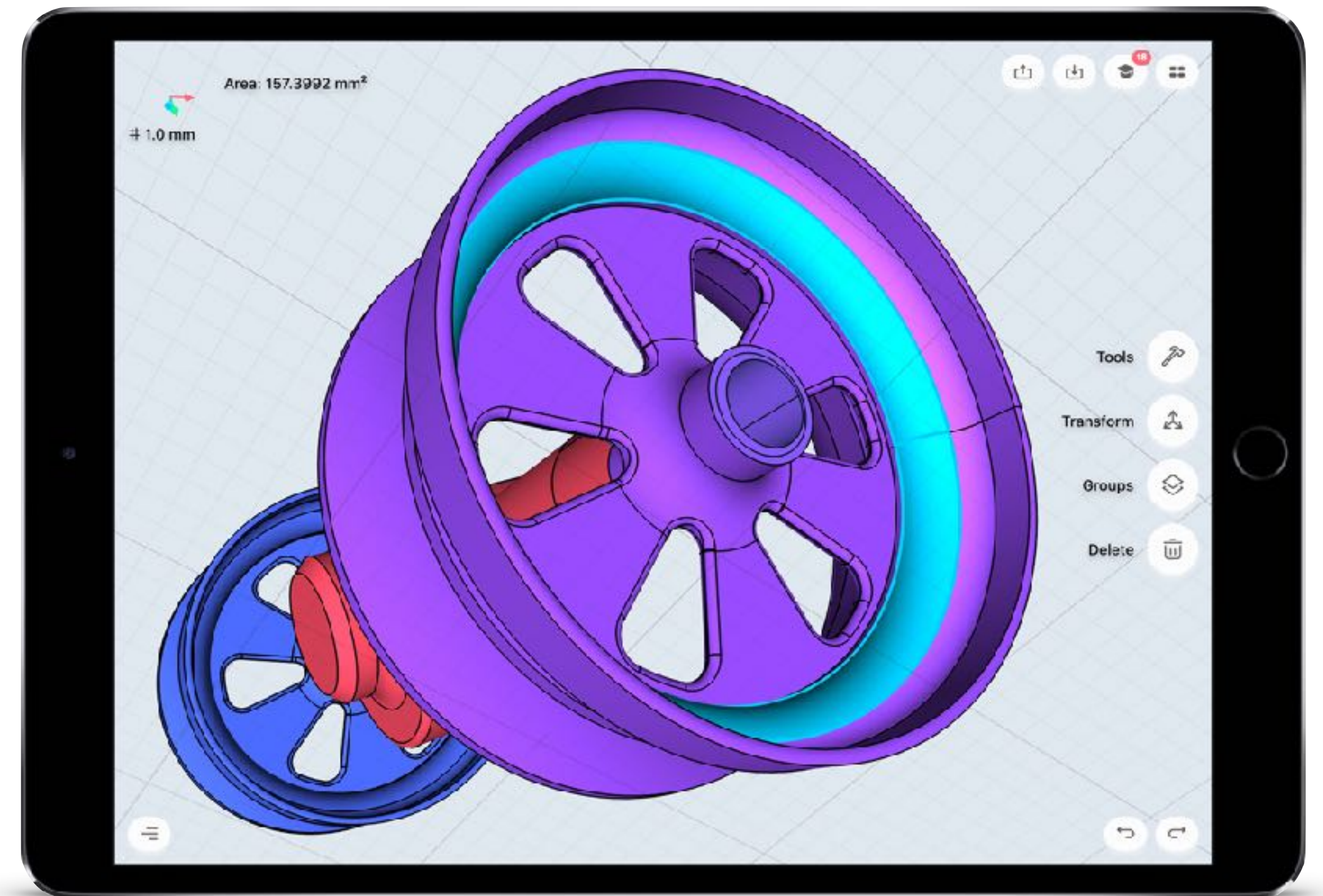
Desktops



iOS Devices



iPhone




iPad



Orchard Fully Managed



Orchard Tools for ITSS

The logo features a green leaf-like shape with a stylized wrench icon inside it, positioned to the left of the text.

Orchard Fully Managed

- End users contact Service Desk
- Escalation is to Endpoint Device Management Services



Orchard Tools for ITSS

- End users contact their local ITSS
- Local ITSS can escalate to Endpoint Device Management Services

Orchard aims to be



Secure



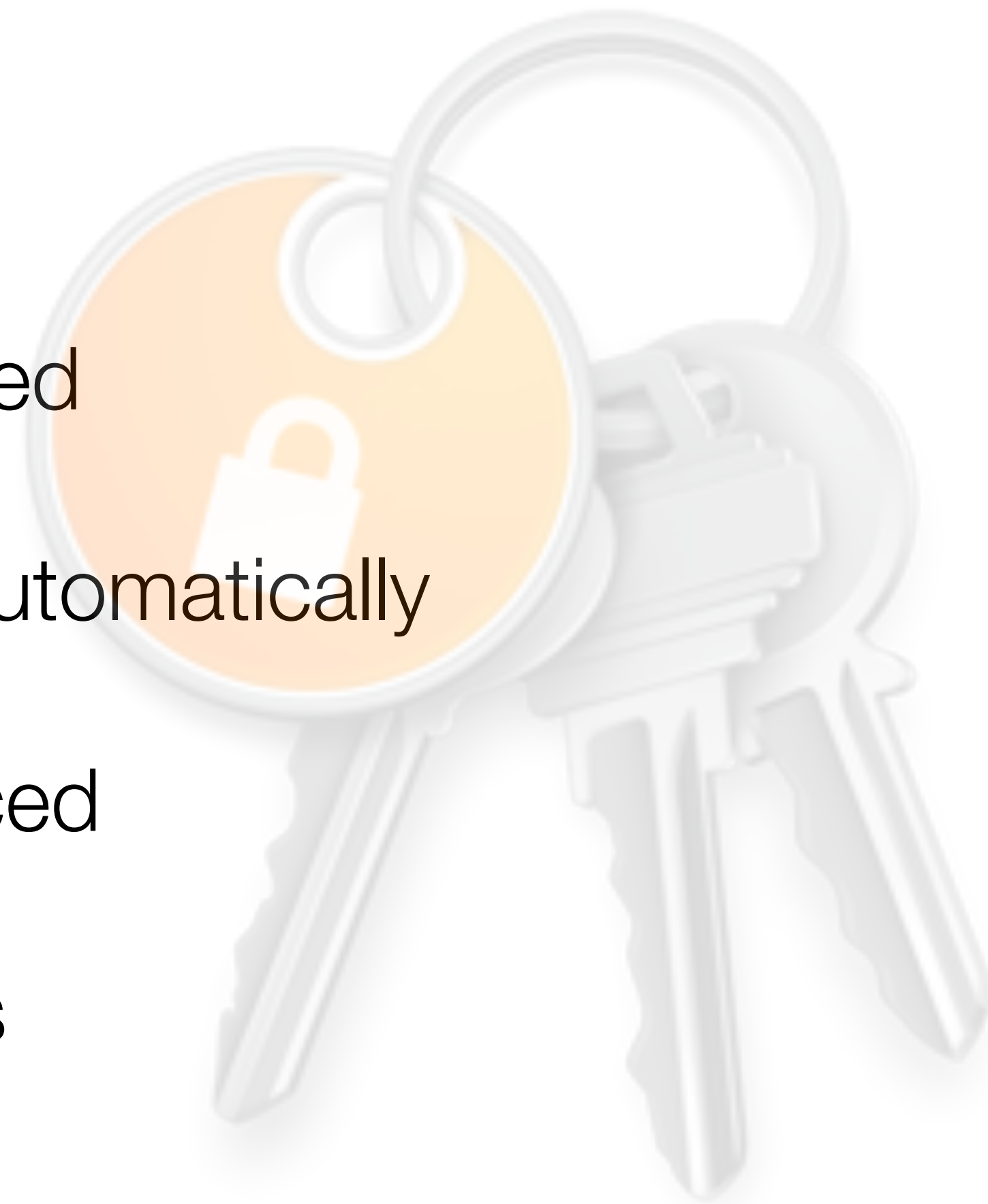
User focused



Reliable

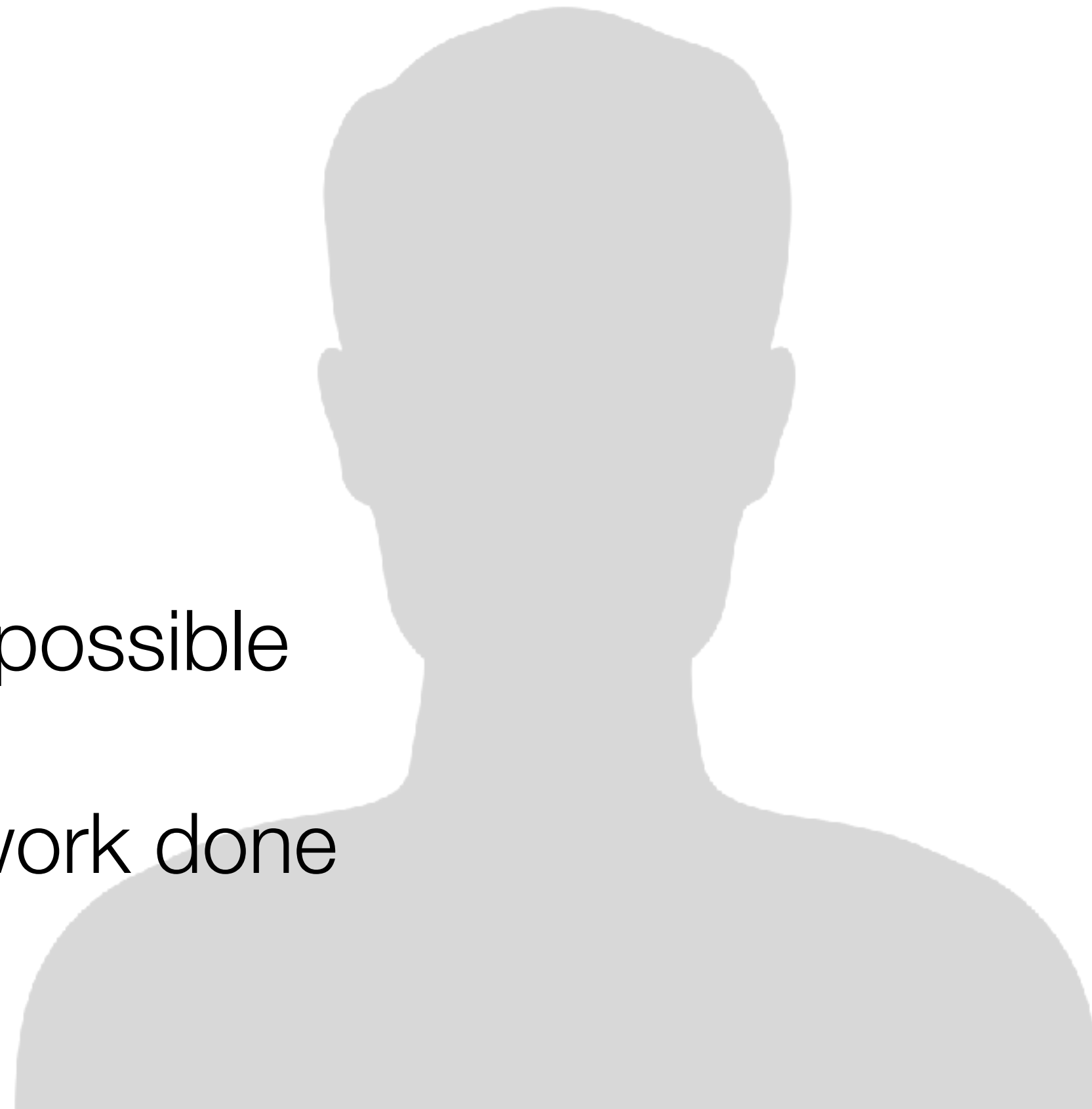
Secure

- Best practices followed
- Laptops encrypted automatically
- Security updates forced
- Users are not admins



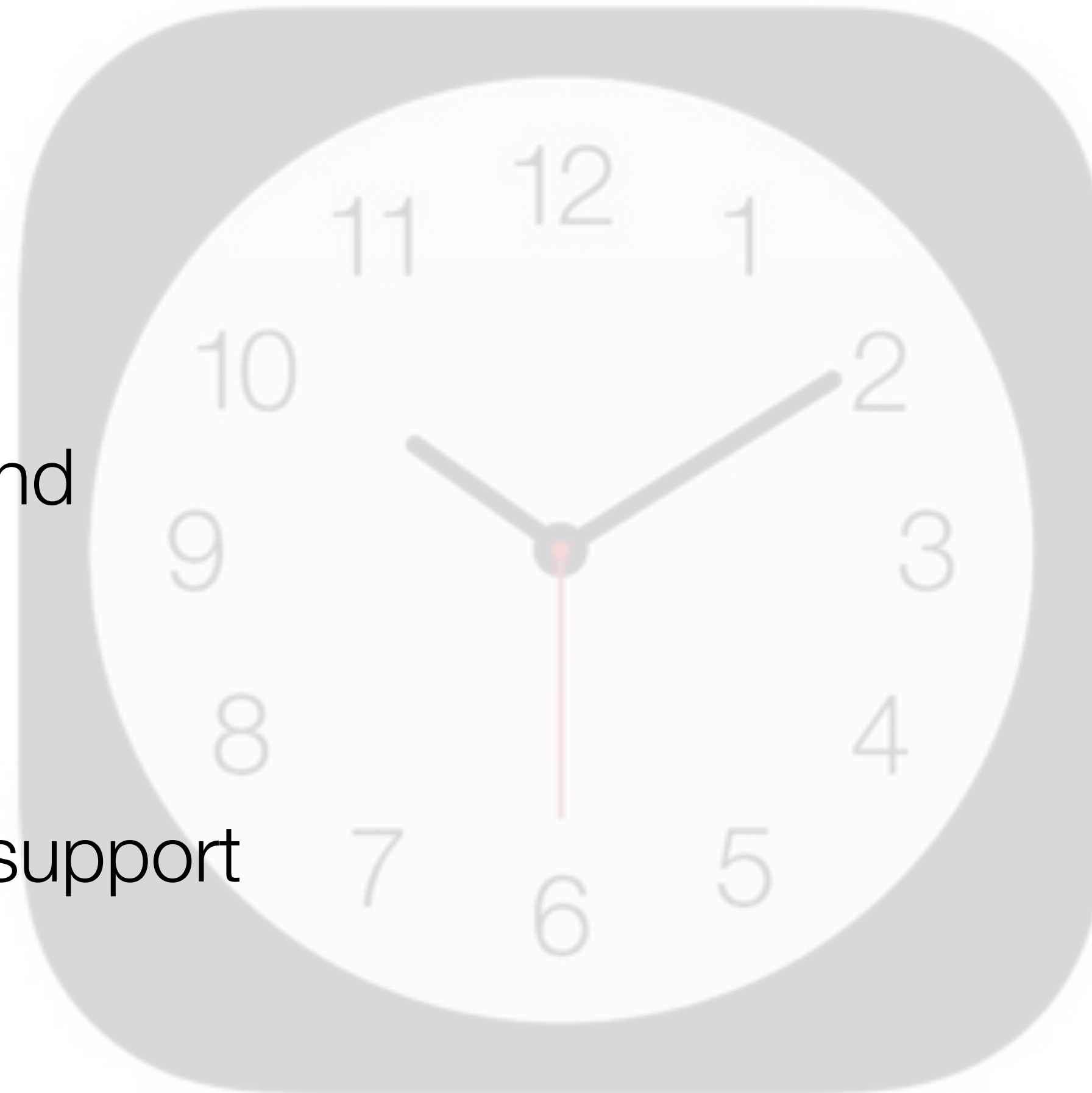
User focused

- Easy to use
- Self Service where possible
- Facilitates getting work done

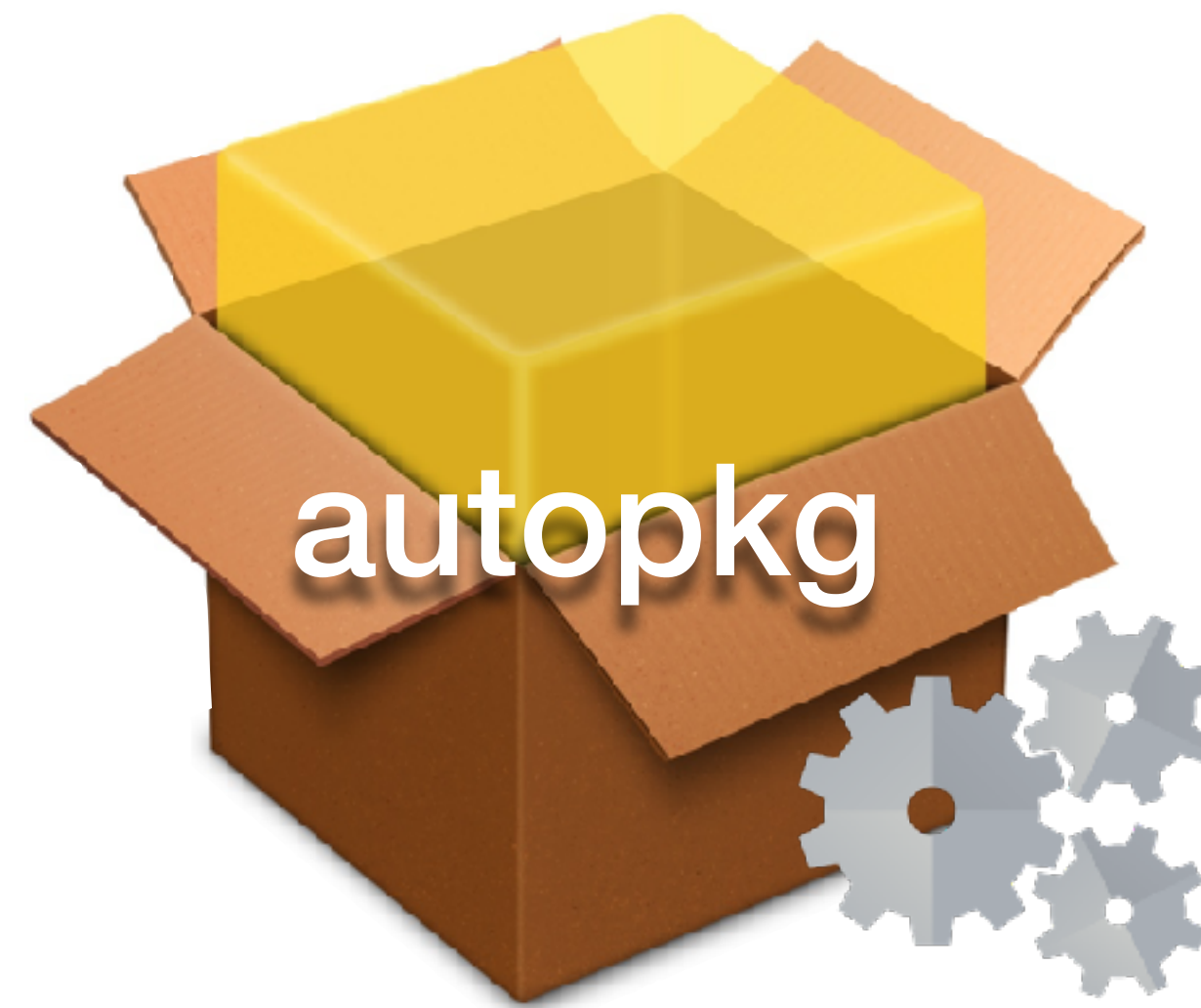


Reliable

- Secure, Linux backend
- Best in class tools
- Responsive 3rd line support



Behind the scenes...





- Web application (the "JSS") & tools
- Self Service application for common support issues (macOS/iOS)
- Connection to printers & AD (macOS)
- Policies (macOS)
- Configuration profiles (macOS/iOS)
- Installs some core tools



DEMO

<https://jss.orchard.ox.ac.uk>



- Checks for new versions of software
- Packages it so it can be installed silently
- Imports it into...



- Software repository on a web server
- Background client on the Mac (managedsoftwareupdate)
- End users know it as the "Orchard Software Centre"



Orchard Software Centre

- "Managed Installs" - Compulsory
- "Optional Installs" - User can add/remove
- Apple OS updates



Orchard Software Centre

- Three software "tracks"
 - unstable (internal testing)
 - testing (user testing)
 - stable (all users)

Documentation

- <https://docs.orchard.ox.ac.uk>
- <https://docs.orchard.ox.ac.uk/Support>
- <https://docs.orchard.ox.ac.uk/Software>

Further Reading

- jamf <https://www.jamf.com>
- autopkg <https://autopkg.github.io/autopkg>
- munki <https://www.munki.org/munki/>