Mac Admin Fundamentals

Mac Admins Conference at Penn State 2014

Who are we?

Tom Bridge

- @tbridge
- Technolutionary, LLC (Washington, DC area)
- Lifelong Mac user
- Wide range of clients, both in scale and type

Vaughn Miller

@Vaughn_E_Miller

- Lafayette College (Easton, PA)
- Higher Ed IT for 15+ years
- Currently focussing on deployment (lab & staff), both OS X & Windows

Anthony Reimer

@AnthonyReimer

- University of Calgary (Calgary, AB, Canada)
- Mac Admin since 1996
- Small Lab & Arts specialist

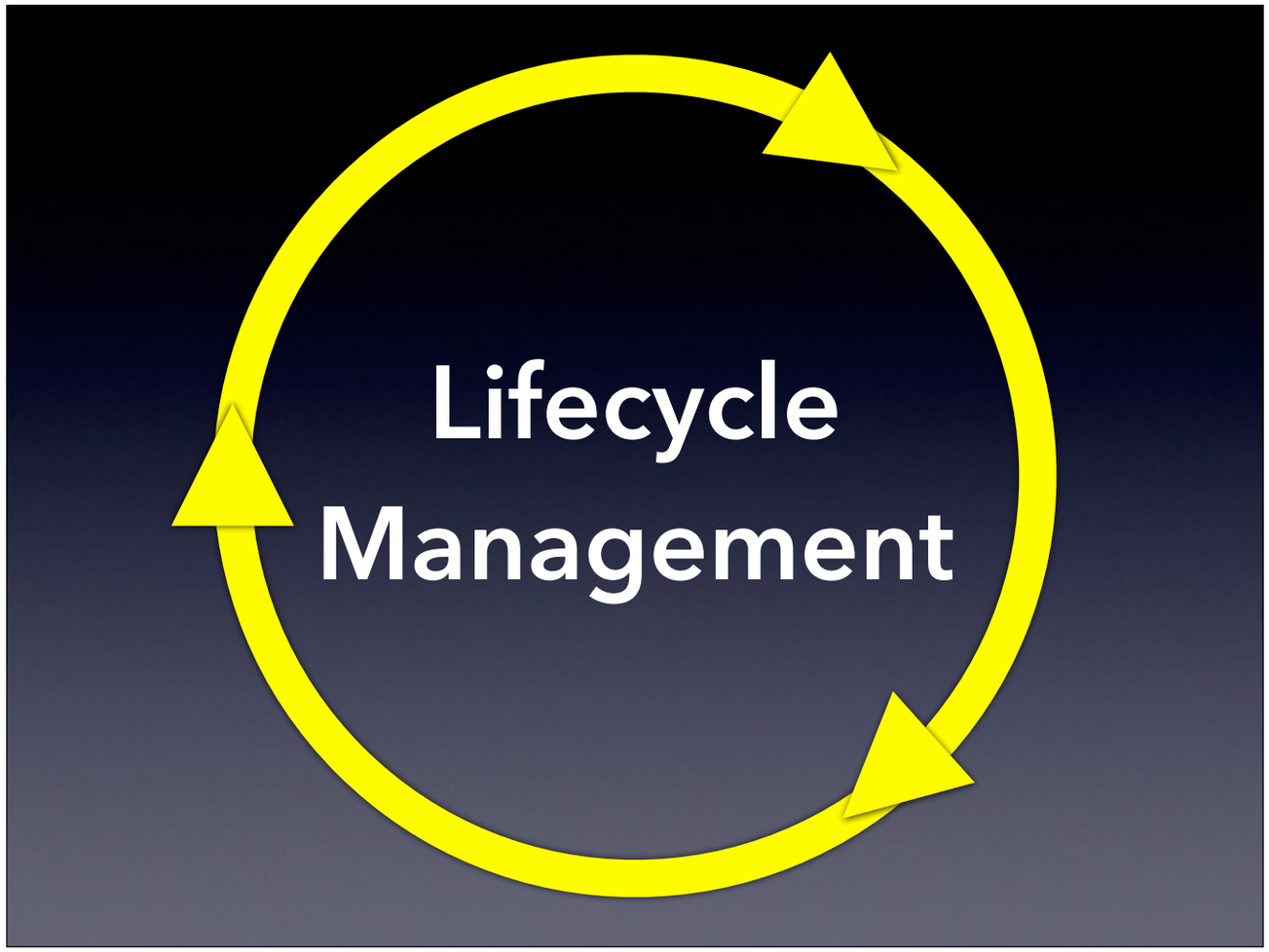
Randy Saeks

- In absentia
- @rsaeks
- Glencoe School District 35 (near Chicago, IL)
- Education, Networks, OS X and iOS

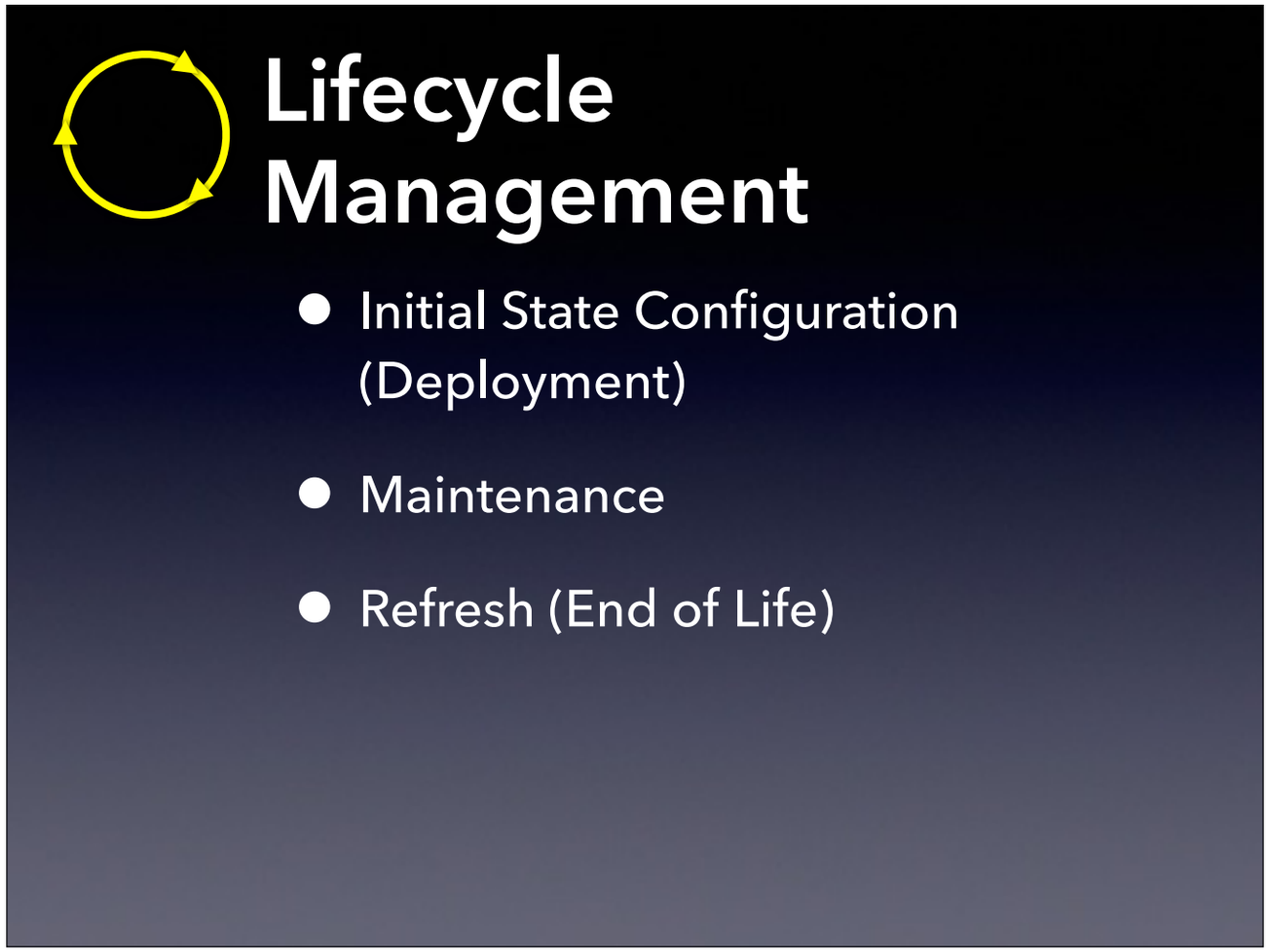
Who are you?

Know your stuff,
know who you're stuffing,
then stuff 'em!

– attributed to John P. Paynter



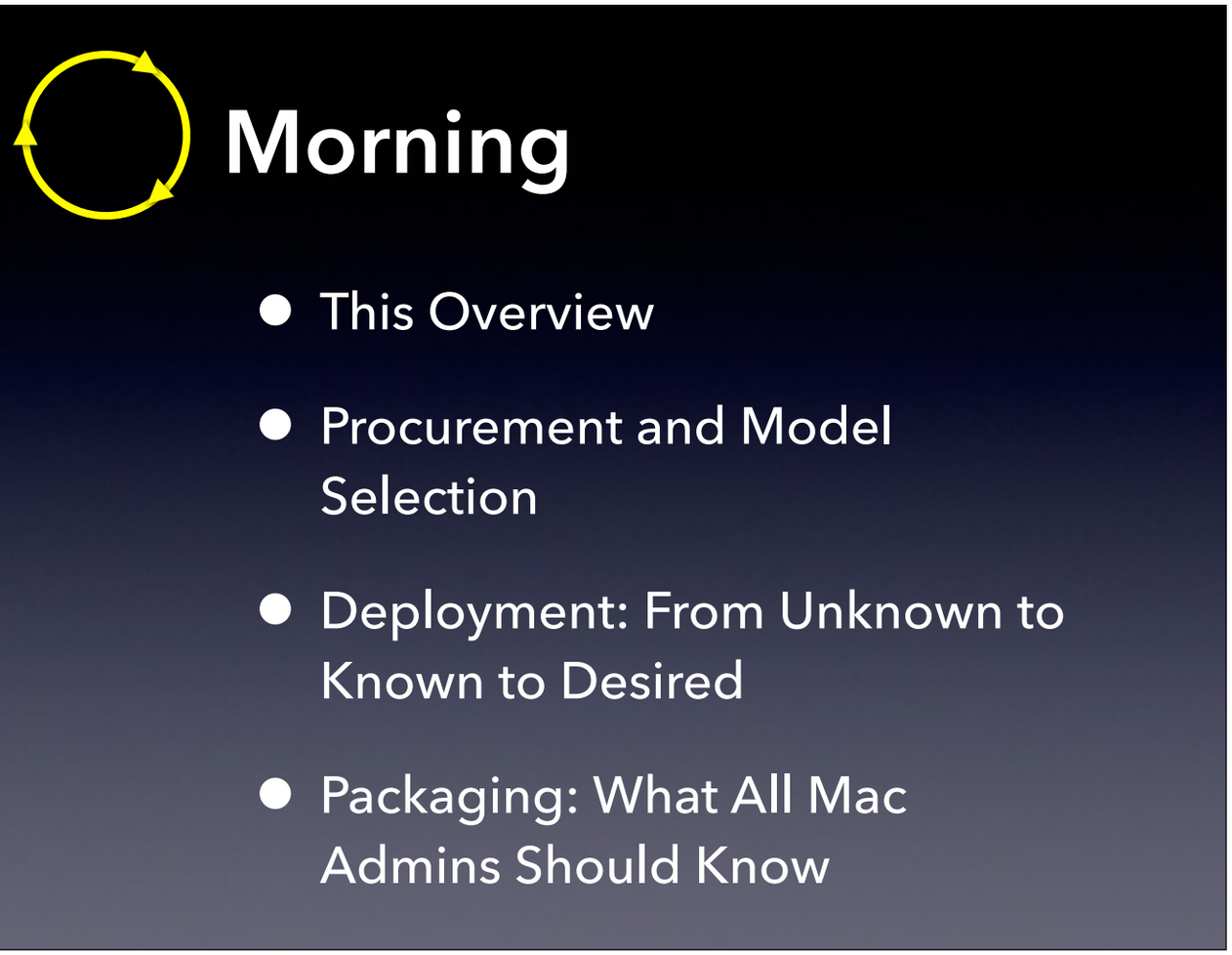
Today’s workshop is organized around the concept of lifecycle management. The concept should be familiar: You get new computers, you adapt them for use, you use them, you refresh them, repair them, and then eventually you replace them. Lifecycle Management on the Mac is a critical topic for those admins that are supporting Macs in small groups or large groups. Whether you've got one small Mac team or lab, or hundreds of them, having a Lifecycle Management plan in place is critical to the good working order of one of your most critical technical resources.



Lifecycle Management on the Mac can be broken down into three big sections: Initial State Configuration or Deployment, On-going Maintenance of Individual Machines, and Sane Refresh of Existing Machines. We're going to cover these three stages in a conceptual way, covering the basics of each phase, as well as discussing some of the pros and cons of various methods for each option.

We also want to leave you with some tangible tools and techniques that you can start using right away. We'll talk about packaging, a skill you can leverage throughout virtually all stages of the lifecycle. As well, we'll introduce you to Munki as an open-source management tool that you can set up more rapidly with Munki-in-a-box.

Finally, we want to talk about the importance of continued professional development. We'll each share some thoughts about how we do that and point you to resources to use when you get home.



So here’s the schedule in detail…

Morning

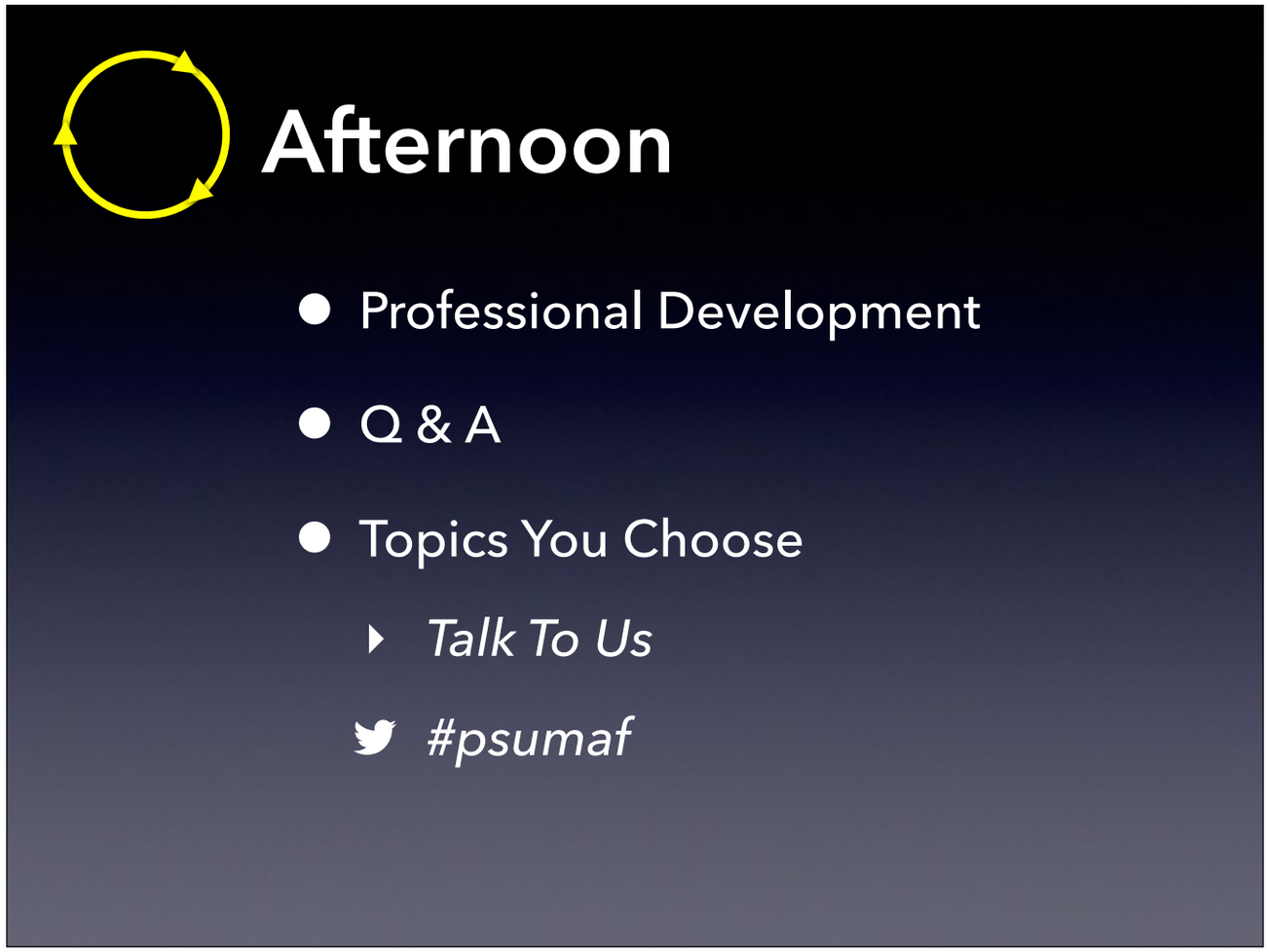
- Choosing the Right Deployment Method and Workflow
- Multi-Platform Environments
- Maintenance: Keeping Computers Up To Date
- One Maintenance Solution: Munki-in-a-Box

We'll take a break and then come back with…

Afternoon

- Client Management and User Experience
- Client Support: Troubleshooting Tools
- Computer End of Life: Considerations, Sane Disposal

After lunch,…



And then after our final break,…
…Since we couldn’t anticipate every topic you might want to hear about, we’ve allotted some time at the end to cover some of those topics or to provide greater depth on topics that we did discuss. If you want to make a suggestion, let us know during one of the breaks or Tweet us using the hashtag PSUMAF for PSU Mac Admin Fundamentals.