Delta Deployment

Friday, September 29, 2017   10:02 AM

Rudamentary

Manual Configuration currently

Manually installing AirWatch client now

Give relief to Atlanta people

Scott is the JAMF Contact

100 Seats of JAMF for Delta have been procured with 400 in the future

Install devices with JAMF and DEP

Think about CIS compliance

SOW

Thursday, November 30, 2017   3:39 PM

v4-
Delta_Air_...

Statement of Work
for Apple Support

This Statement of Work (this "SOW"), effective as of November 29, 2017, is entered into and governed under the Major Equipment Purchase and Services Agreement between Insight Direct USA, Inc. ("Insight") and Delta Air Lines, Inc. ("Delta") dated November 2, 2017 (the "Agreement"). This SOW and the Agreement constitute the complete agreement regarding services provided under this SOW. The terms and conditions of this SOW shall prevail over any conflicting terms or conditions of the Agreement. The responsibilities of Insight and Delta are defined below.

Changes to this SOW will be processed in accordance with the procedure described in the Agreement. The implementation of changes may result in modifications to the schedule, resources, charges and/or other terms of this SOW.

1. Project Overview

This SOW describes the MacOS standard imaging, beta test and on-site iOS and MacOS support services to be provided to Delta by Insight. The objectives outlined within are to be provided in the following main areas:

- Insight will provide professional consulting services to deliver features within Delta's mobile device management software (MDM), Apple's Device Enrollment Program (DEP) and Portal (as applicable), and recommendations on Mac OS and iOS delivery model and overall project oversight.

- Insight will configure the Apple DEP portal per Delta MacOS requirements.

- Insight will configure the MDM per Delta MacOS requirements.

- Insight will work with Delta to test a set of 10 devices that meet the following criteria:
    - Purchased through Insight
    - Enrolled in Apple DEP
    - Enrolled as DEP device in Delta's MDM

- Beta will produce the following outcomes:
    - Insight transactions (re-sold device) post successfully to DEP account
    - DEP and Delta's MDM successfully linked
    - DEP and Delta's MDM configurations propagate successfully to beta hardware

- Insight will perform services remotely and on-site for iOS and MacOS at the following locations:
    - Delta HQ
    - Atlanta Airport
    - Georgia Tech Technology Center
    - Minneapolis Building J

- Insight will deliver services utilizing three (3) resources:
    - Sr. Mobility and End Point Architect
        - Provide overall project support and direction to ATL and MSP resources
        - Lead Mac OS technology and business case review for new solution implementation recommendations based on overall requirements
        - Technical liaison between Insight and Delta for overall project direction

Insight SOW # 21864595, v4.0

  o Mobility and MacOS Architect, dedicated on-site MSP resource

- Understanding of current state
- Collect/interpret requirements for a normalized Mac OS delivery within Delta
- Coordinate activities for suggestions and action plans to normalize processes (as-is), and troubleshoot/assist end users
- Translate requirements into a set of processes and management tool to streamline process with goal of zero-touch (from order, to image, to delivery to end user)

  o MacOS & iOS Engineer, dedicated on-site/remote ATL resource (on-site 3 days per week, remote 2 days per week)

- Management of day-to-day end user service requests in current state during project duration. Requests to include:
  - Device troubleshooting
  - Device setup
  - End User Q&A
- Assistance with other tasks to support overall approach to new model working with the MSP resource

2. Fees and Expenses

Payments of fees will be made as set forth in the Agreement. Insight will render the services described in this SOW at the fixed fee of $99,900.00. Invoices will be submitted based on the Milestone Schedule in the Section 4. Project Schedule.

MacOS Configuration Pricing

Delta shall pay Insight the price per unit as indicated below for device configuration. This price will be included in the quote from Insight at the time of the hardware order. This charge does not apply for any devices configured for testing purposes and only applies to configuration of new Mac orders.

Service Offering	Service Inclusions	Per Unit Price
MacOS Configuration	- Power on Self-Test (POST) - Enroll/Register Device with MDM Solution - Load Additional Applications or Config Settings via DEP - OTA Configuration & MMA Engineering - Create & Affix Asset Tag - QA Check	$16.50

Day-to-day expenses are included as part of the fee paid by Delta. If extenuating expenses are pre-approved by Delta's Supply Chain Management representative in writing, such as unforeseen airfare, hotel accommodations, and meals (out of town), Delta will reimburse expense amounts invoiced in accordance with the travel and expense policy outlined in the Agreement.

3. Services and Work Product

Insight will provide the following Services and Work Product during the term of this SOW.

Activity 1: Configuration

Apple DEP

- Apple Device Enrollment Program Application
  - Apple mandates that Delta apply to the DEP program directly. Insight will therefore guide Delta named resource(s) through the addition of Insight as an administrator to be able to execute configuration functions on behalf of.
    - Account verification
    - Account information (institutional, re-seller ID, customer ID, etc.)
  - Insight named resource(s) will be added as authorized administrators on the DEP account
- Apple DEP Portal Configuration (initial)
  - Add MDM Server
  - Upload AirWatch Public Key
  - Download MDM Server token
- Apple DEP Portal Configuration (complete)
  - Assign devices in DEP portal to MDM server—this ensures that AirWatch configuration will apply to all deployments of MacOS DEP devices.

MDM

- In the event Delta does not have an MDM infrastructure environment stood up, Insight can allow Delta to use their cloud instance for the purposes of the POC.
- MDM DEP Configuration (initial)
  - Validate and Enable use of Apple Device Enrollment Program for MacOS devices
  - Download and save the MDM Public Key
    - Enable use of Apple Device Enrollment Program
    - Download and save the MDM Public Key
- MDM DEP Configuration (complete)
  - Upload MDM Server token (from DEP portal)
  - Create management profile and policies in Delta's MDM pursuant to Delta standard requirements
    - Policies will include DEP-enabled customizations as setup screen flow, supervision mode, application management, pairing, connectivity, etc.
  - Assign profile and identity-characteristics to DEP-enabled devices

For Clarification purposes, MDM within this SOW is defined as either AirWatch Work Space One or JAMF cloud platforms for Apple DEP profile integration, device and applications management activities and documentation outlined within this SOW.

Activity 2: Beta Deployment

MDM

- Insight will document all requirements for device configurations (i.e., model, hardware configuration, OS version, applications, etc.) This information will be used for:
  - o Populate configuration and options within the Insight.com online portal for ordering purposes.
  - o Document and develop Insight lab services image and build recipes for new orders to be built to client specifications from any Insight.com order.
- Delta will order test devices from Insight through the Insight.com portal.
- Insight will fulfill devices with Apple and immediately post the order to the client's DEP program.
  - o Orders submitted to the client's DEP program will show in the DEP portal within 24-48 hours (**note:** Insight is responsible for correctly posting relevant orders to the client's DEP program. Devices materializing in the client's DEP portal, however, is wholly dependent on Apple's infrastructure).
- Insight will receive test device(s):
  - o Unbox, inspect device
  - o Charge and power-on device
  - o Add any labeling or cover to device
  - o Configure device to documented specifications using AirWatch and DEP
- Insight will deliver DEP and MDM Beta support
  - o Review and verify device assignments in DEP
  - o Curate inventory in DEP (e.g., remove lost or stolen device)
  - o Review and verify streamlined enrollment settings in Delta's MDM
  - o Review and verify device assignments in Delta's MDM
- Test devices will be QA tested against requirements, delivered to Delta locations and confirmed as production-ready
- On-site support resource will confirm test device(s) delivery and configuration at relevant locations, as well as perform actions outlined below in section "Activity 3: On-Site Support"

Activity 3: On-Site Support

- Insight will provide on-sight resource, 3 days per week, in the Atlanta GA metro area, supporting the following three sites at Delta's discretion of when resource will be at any particular site:
  - o Delta HQ
  - o Atlanta Airport
  - o Georgia Tech Technology Center
  - o Minneapolis Building J
- Insight resource will perform the following activities:
  - o On-site break-fix and troubleshooting support for iOS and MacOS devices. Delta to provide ticketing system queue for onsite support engagement.
  - o Manage on behalf of Delta, AppleCare services, if applicable.

- Manage same day support activities and managing an on-site spare hardware and accessory pool, if applicable.
- Configuration and deployment of Mac devices, as requested.
- Manage, QA test, and troubleshoot any Mac device configuration coming from Insight lab to ensure these devices meet all OS image and configuration requirements.
- Develop and manage project to touch pre-existing Mac devices to reconfiguration to new Mac OS, MDM, and DEP configuration, as directed by Delta.

- Insight will provide weekly report on accomplished tasks, activities, and goals for each subsequent week.
- Delta to provide POC(s) to Insight for coordination of schedules, access, weekly tasks and reporting.

For clarification, Insight is responsible for support only of iOS devices in addition to the other MacOS related activities outlined in this SOW.

Activity 4: Documentation, Knowledge Transfer, Support and Annual Support Proposal

MDM and Apple Device Enrollment Program

Insight will provide knowledge transfer as much as possible throughout the duration of the SOW. In addition to working with Delta to transfer knowledge during the project Insight will also provide the following:

- As-built documentation for MacOS, AirWatch, and Apple DEP configuration and processes
- Documented Proposal for annual maintenance and support of MAC (and iOS) devices, to include:
  - RMA process description and flow
  - Triage, Off Site (off DL Site) build process and tools
  - Device Repair and/or replacement options
  - AppleCare as well as third party vendor support options and pricing.
- Documented proposal for a Genius Bar (aka Solution Café) to include:
  - Drawings, sample photographs, dimensions, and descriptions of how the space within the proposed solution café will be used
  - Tech Zone descriptions for recommended areas within the Solution Café
  - Timelines, technical design considerations, and estimated costs

Project Management

Insight will provide the following project management and technical direction as related to MacOS Services throughout the duration of the SOW:

- Serve as the primary point of contact on all project issues, needs, and concerns
- Facilitate kickoff meeting to review scope and project expectations, discuss IT infrastructure design, assess Delta readiness (hardware, software, infrastructure pre-requisites, etc.), discover any possible problems/risks, formulate an appropriate work breakdown structure for primary project tasks, and create project timeline/schedule (including potential downtimes and maintenance windows)
- In conjunction with Delta, measure and communicate weekly progress against mutually agreed-upon milestones

- Maintain a project log to proactively identify and communicate key decisions made, actions items to be completed, and risks/issues that may impact scope, schedule, budget or business performance, and mitigate and/or escalate any critical risks or issues under Insight's control
- Manage Delta expectations and satisfaction throughout the life of the project
- Schedule and coordinate the necessary resources to support the project
- Schedule and conduct project team update/status meetings
- Prepare written status reports for Delta at mutually agreed-upon intervals
- Monitor and manage changes to the project's scope, budget, schedule, and resources; complete Change Request (CR) documentation as required; and obtain signed CRs for mutually agreed upon changes
- Facilitate closeout meeting, as needed

4. Project Schedule

Insight will complete the Services according to the following schedule:

Milestone	Start Date	Completion Date	Payment
1. Project Initiation	Day 0	Day 0	$40,000.00
2. Proposal for annual maintenance and support with defined onsite support objectives and an SLA schedule (Activity 4)	Day 1	Day 30	$5,000.00
3. Configuration and Beta Deployment (Activity 1 & 2) 4. As-built documentation for MacOS, MDM, and Apple DEP configuration and processes (Activity 4)	Day 1	Day 60	$10,000.000
5. Proposal for a Genius Bar (aka Solution Café) (Activity 4)	Day 1	Day 90	
6. Onsite Support (Activity 3)	Day 30	Day 120	$15,000.00
7. Project Completion	Day 1	Day 120	$29,900.00

5. Personnel

Insight will provide its own resources required during this project. All personnel resources are experienced in Apple products, mobile device management and Apple support. Personnel will be on site as required by Delta project management.

6. Delta's Responsibilities

Delta may provide Insight personnel identification badges (if required) in accordance with Delta Air Lines' security policies and subject to a written commitment by such personnel concerning badge use and return. Insight shall be responsible for returning all badges and credentials issued to its personnel in accordance with such commitment. Insight will be provided space equipped with telephone and Internet access. A desktop computer will be provided for sending internal documentation to Delta personnel.

7. Documentation

Insight will document the Work Product and the results of the Services as outlined within this SOW. The Services, Work Product and applicable documentation will be presented to Delta project management for approval.

At a minimum, Insight will deliver the following:

- As-built documentation for MacOS, MDM, and Apple DEP configuration and processes
- Annual Maintenance and Support proposal
- Solution Café (Genius Bar) proposal
- Weekly report on accomplished tasks, activities, and goals for each subsequent week
- Defined onsite support objectives and an SLA schedule

8. Change Orders

Changes to this SOW may be made using the attached Change Order pursuant to the AGREEMENT.

IN WITNESS WHEREOF, the parties have set their hands as of the date first written above.

INSIGHT DIRECT USA, INC.   **DELTA AIR LINES, INC.**

By:_____   By:_____

Name:_____   Name:_____

Title:_____   Title:_____

Date:_____   Date:_____

Change Order

THIS CHANGE ORDER # _____, dated as of _____, 20____ (the "Change Order Effective Date") amends the Statement of Work by and between _____ ("Supplier"), and Delta Air Lines, Inc. ("Delta") effective as of _____ (the "Statement of Work"), entered into and governed under the Major Equipment Purchase and Services Agreement by and between Supplier and Delta dated as of _____ (the "Agreement"). Terms outlined in this Change Order shall take precedence over similar terms outlined in the Statement of Work and the Agreement.

Change Requested By (Name/ Title/ Company): _____

Change Description

(Insert a detailed description of the change. Describe the specific area of the Statement of Work or the Work Order being modified.)

Change Justification

(Insert a detailed description of why the change is required. Indicate benefits gained or risk mitigated by making the change.)

Change Impact

(In the table below, indicate what area(s) are impacted by the proposed change. Provide a detailed description of the impact.)

Area of Impact	Yes/ No	Detailed Description of Impact
Scope		
Risk		
Schedule		
Resources		
Financial Impact*		
Other		

If there is a financial impact, please provide additional information below:

Additional Cost: _____

Funding Provision: _____

Party Responsible for Cost (Delta/ Supplier): _____

All Change Orders with financial impact must be approved by Delta Supply Chain Management.

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Change Order as of the Change Order Effective Date.

DELTA AIR LINES, INC.   **SUPPLIER**

By.   _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

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Delta Now

Monday, December 4, 2017   10:08 AM

- 300 Macs configured manually
- Currently perform PCI hardening on Windows
- Currently users have Administrator access to laptops(future?)
- Currently a Windows Shop
- Marketing Team uses Adobe Creative Suite
- Currently using Apple Care for Support
- Need Touchless experience
- Can Airwatch give touchless experience?
- Can Airwatch manage policies effectively on Macs?
- No image for Windows today...all automated
- All Macs must use VPN to access network
- One Drive is current Standard
- iCloud is not disabled
- Need Security Standards
- Using CIS for baselining
- Virtualization is not in scope
- Need packages and Applications to be fully automated with no user intervention
- Need Distribution points
- Cylance
- Anyone who plugs into network has access

Questions:

Do you (Scott) intend to start using a Mac
Is there a Corporate Mac available for Matt and or myself

Brain Storm

- Greenfield Mac right out of the box
- Define Models

Notes for Scott

Sunday, December 10, 2017   5:20 PM

Get some Links for Scott to View
Go through Airwatch to see it's capabilities
January date for Workspace One first release
Put together requirements for Mac Build. How would you build Mac. (image or automated)
Identity and Directory Services is one of the biggest needs(owners, groups) Ping?
What platforms (SKUs)
Get Scott's Laptop and try to build images on it if possible
Have Tre confirm apps. What challenges had with users. Which group of users have been the biggest challenge.
Mark wants to be in on Security Call!!!

Pre Stage Admin Account

https://blogs.air-watch.com/2017/01/vmware-airwatch-9-0-macos-management-capabilities/
#.WjAqXFQ-d24

Put Together

Need configurations sent to Apple team
Need 2 or 3 laptops including accessories
1. Need Base Config and dock setup
2. Need a page that illustrates our requirements. General Configuration for managing Macs.
3. Put together list of Apps
4. Compare with Jamf
5. What does Workspace One give me
6. What version are we using now

Jamf

What is Azure Connectivity for Macs

Question for Scott Apple PS Delivery

What is the network layout to network
What does VPN mean to network topology
How does cert work

How does printing work

Deliverables from Alex and Brad(?)

Notes for me

Mac Integration Course
Document CIS Strategy
Document Deployment Strategy
How do we handle OS Updates

Security Meeting

Monday, December 11, 2017   11:06 AM

Introduction
Need definitive list of requirements
Enterprise Connect?
Active Directory
Using Q-Radar for logs
Policy Banner https://support.apple.com/en-us/HT202277
CIS

Look for CIS audit tool for Macs
Received

Security Requirements

Wednesday, December 13, 2017   9:40 AM

Authentication (Directory, SSO); discussed Enterprise Connect briefly	• Authentication tied to Active Directory • Single Sign-On capability (similar to the ability for Windows credentials to be used by a web browser to authenticate to DeltaNet) Chrome and Firefox • Certificate Management (to manage machine certificates, user certificates, vpn certificates, locally on the computer)
Configuration & Vulnerability Management	• Login Banner (Acceptable Use Policy) • Vulnerability Scanning (Similar to what is provided by Qualys) • Host Firewall Management (Provided by Active Directory GPO in the Windows Environment) • File Integrity Monitoring (FIM) similar to Bit9 or TripWire • Software Patching & Updating Capability (Similar to Radia)
Forensics & Incident Response	• Forensic capability similar to EnCase • IR/IOC Search capability similar to FireEye HX • Logging capability to feed the enterprise SIEM (QRadar) similar to Snare in the Windows environment today
Secure Remote Access	• A VPN capability supporting MFA, similar to Junos Pulse
Virus & Malware Protection	• Anti-Virus / Anti-Malware solution (Similar to Cylance)
Whole Disk Encryption	• Similar to what is provided in BitLocker for Windows PCs with pre-boot authentication

Certificate Management 5erver

Yellow, Green and Red to denote roadmaps

Enable Flash

https://support.digication.com/hc/en-us/articles/115003963468-Enabling-Flash-for-Google-Chrome-Windows-Macintosh-

AD Authentication

Is DNS name private or publically available
Are applications public facing
How does this work for Windows Laptop when not on Green Network
What happens when I reboot, and try to login to laptop
Is Azure AD public

Links to use

https://maclovin.org/blog-native/2015/airwatch-deploy-custom-mcx-profiles

Today's Meeting

- Work Completed for the Past Week

- Review Project Plan

- Vmware Update (Mark talk about)

- 5 MacBook Orders and monitors (Dep enrolled?) Are they related to current project

- JAMF and Vmware comparison

- Forward looking for Next Week

Tasks:
Create Survey Monkey Question

Status for Week of December 25

Wednesday, December 27, 2017   8:06 PM

- Work Completed for the Past Week
    1. AD Authentication
    2. CIS Delivery Scripts
    3. Created Enrollment Account
    4. Tested Enrollment Scenarios (DEP Enrolled and Non-DEP Enrolled)
    5. Application Delivery

- Review Project Plan

- 5 MacBook Orders and monitors (Status?)

- Forward looking for Next Week

APU (Apple Provisioning Utility) Meeting

Cfgutil
Automator

Provisioning Steps

Apps

Cylance,
Firefox and Chrome
Pulse Secure
Office 365
Citrix Receiver
OneDrive

Create Workflow for Mark with Swim lanes

How are other companies dealing with Patches and OS Updates and Upgrades.
Proxy service for updates.

Custom Profile

Thursday, December 28, 2017   8:01 PM

https://my.air-watch.com/help/9.1/en/Content/Platform_Guides/macOS/T/MacProfileCustomSettings.htm?TocPath=PROFILES%7CmacOS%C2%A0Device%20Profiles%7C_____37

AutoDMG

Watch You tube Videos this weekend

Apple ID Strategy

Wednesday, January 3, 2018   7:43 PM

Interface with Application Team (Process and Technology)

Project Plan

Bring all devices to High Sierra (What devices are incompatible)

VPN Virus Protection?

Software Inventory?

Notes For Follow up

Thursday, January 25, 2018   10:05 AM

Quantify Encryption time on iMac

Finalize Ordering Process

TODO List

Tuesday, January 2, 2018   3:08 PM

Create script to remove users that are not assigned normal users

Create Notification of Air Watch Deployment(Banner, Wallpaper)

Attach project plan to meeting

Setup DEP meeting vs Non-DEP next week Capabilities/Gap Analysis (Put on Agenda)
- Are Requirements being met
- Green, Yellow Red (Met /not Met)

Application Delivery using AW (In progress) (Revise with percentage and in progress for other software)

Survey Notes
Patch Strategies

Inventory
Patch Management
Applications Self Service
Imaging

Look at device inventory for application

For Sam:

Business Cases:

Bind vs non-Bind and solutions

Is NoMAD a solution vs Enterprise Connect

Classes for WorkSpace One*

Technical Writing (Lutero)*

What are friendly names enhancements in Airwatch*

- **Start Using NoMAD to test ***
- **Test Configuration Profiles for Preferences**
- **Play Around with LoginWindow**
- **With and without AD Join ***
- **With and without Directory (same as above line?) ***
- **With and without Mobile profile**
- **Test Changes to passwords and syncing**
- **Make sure you go over Marks list from his email**
- **Test Azure Authentication if possible**

Enhancements in Upgrade

Wednesday, January 10, 2018   7:05 PM

FBI-177517: Added a New Report that returns data on users, devices, and applications.

[Learn More](#)

The New Report Devices with Applications and User Details provides a report on the devices, users, and applications in your AirWatch Console.

AAPP-1780: Added the ability to deploy custom macOS bootstrap packages.

[Learn More](#)

AirWatch now supports uploading custom bootstrap packages to the AirWatch Console. macOS devices enrolled through DEP receive these custom bootstrap packages after enrollment.

AAPP-404 0	Enabled the ability to Skip Account Creation on macOS when Authentication is required on the DEP Profile UI.

PR-194698: Added a new filter to the Devices With Application and User Details report.

[Learn More](#)

The new filter for the **Devices with application and user details** report allows you to filter the application data in the report by the application installation status. You can filter by installed or uninstalled when running this report.

AAPP-1782 Fixed an issue where an install application command was not being sent during the macOS DEP Setup Assistant process.

I AAPP-4171 Added the ability to whitelist team identifiers and kernel extensions on macOS.

AAPP-
3796
Fixed an issue where the device wipe command for macOS devices in the Self Service Portal (SSP) did not
prompt for a PIN number.

Manual Enrollment

Mac by Invite

Meeting

Transisition

Customer Concerns

Build Deployment Server with help of Enes

Nagios

Repair Database