



*elisa*



Elisa Mac Device Management

# Elisa Mac Device Management

- Elisa as a Managed Service Provider
- Elisa Mac Device management overview
- Tech stack
- Jamf Pro vs. Intune
- Jamf Pro onboarding
- Intune onboarding
- Intune macOS Management
- Links

# Elisa as a Managed Service Provider

- Apple Reseller
- Jamf MSP
- Microsoft Partner
- ~ 10 Mac customers
- ~ 3000 managed Macs
- 4 Mac admins

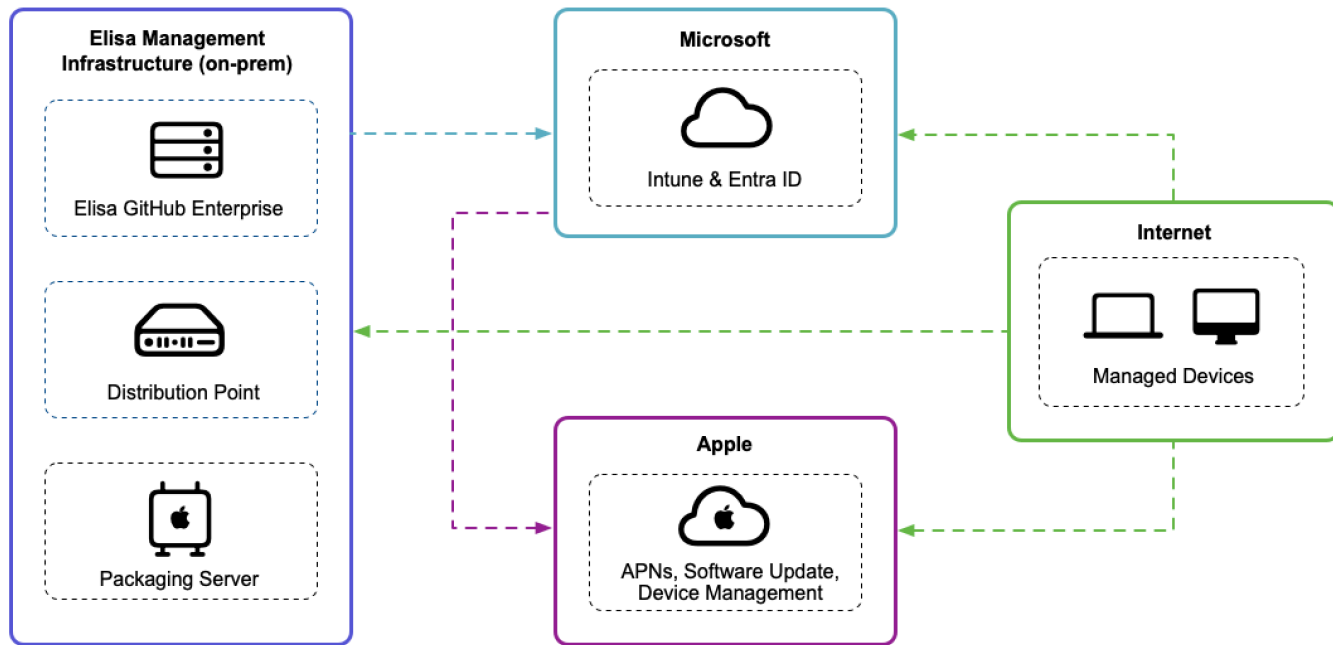
# Managed Service Provider role

- Multiple customers
- "Assembly line model"
  - Reference model settings
  - Repeatability
  - Automation
- Version control
  - Audit trails
  - Peer review
- Proactive maintenance

# Elisa Mac Device management overview

- Jamf Pro for "larger" organizations
- Intune for "smaller" organizations
- Open source solutions
- Elisa in-house solutions
- Automated Device Enrollment is preferred
- Follow Apple guidelines and management philosophy
  - User choice
  - Provide good end user experience
  - Less is more
    - Manage only mandatory things

# Elisa Intune Mac Device management overview



# Tech stack

- **Intune** or **Jamf Pro** - MDM
- **Munki** - Software management (Intune customers only)
- **AutoPkg** - Automation framework for software management
- **git & GitHub Enterprise** - version control, CI&CD
- **swiftDialog** - Client notifications
- **Privileges** - On-demand local admin management
- **Nudge** - Apple Software Update management
- Elisa in-house solutions
  - **Elisa Mac Assistant** - Onboarding assistant
  - **Intune macOS Management** - Multitenant settings management solution
  - **intunehelper** - Command line helper tool for Intune management & maintenance

# Jamf Pro vs. Intune

- <https://www.jamf.com/blog/intune-vs-jamf-comparison/>
- <https://jamf.highspot.com/viewer/64540b86d8af163735f769be>



# Jamf Pro onboarding

- Setup Assistant
  - Entra ID authentication
- Jamf Setup Manager
- Elisa Mac Assistant
- Self Service

# Onboarding demo using Jamf Pro





## Remote Management

This Mac is owned by:

**Elisa Oyj**

Remote management is required and will allow this organization to set up email and network accounts, install and configure apps, and manage the settings of this Mac.

[Learn more about remote management](#)

Back

Enroll

# Intune onboarding

- Setup Assistant
  - Entra ID authentication
- Elisa Intune deployment script
- Elisa Mac Assistant
- Managed Software Center

# Onboarding demo using Intune





## Remote Management

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Enroll

# Intune macOS Management

- Manage Intune macOS settings via GitHub and Graph API
- API endpoints
  - deviceConfigurations
  - deviceCustomAttributeShellScripts
  - deviceShellScripts
- Multitenant
- GitHub Actions
  - Linux runners
  - Collections of Python scripts
- Pull request workflow
  - Peer review
  - Main branch protected
  - Staging branch for changes

# Pros and cons

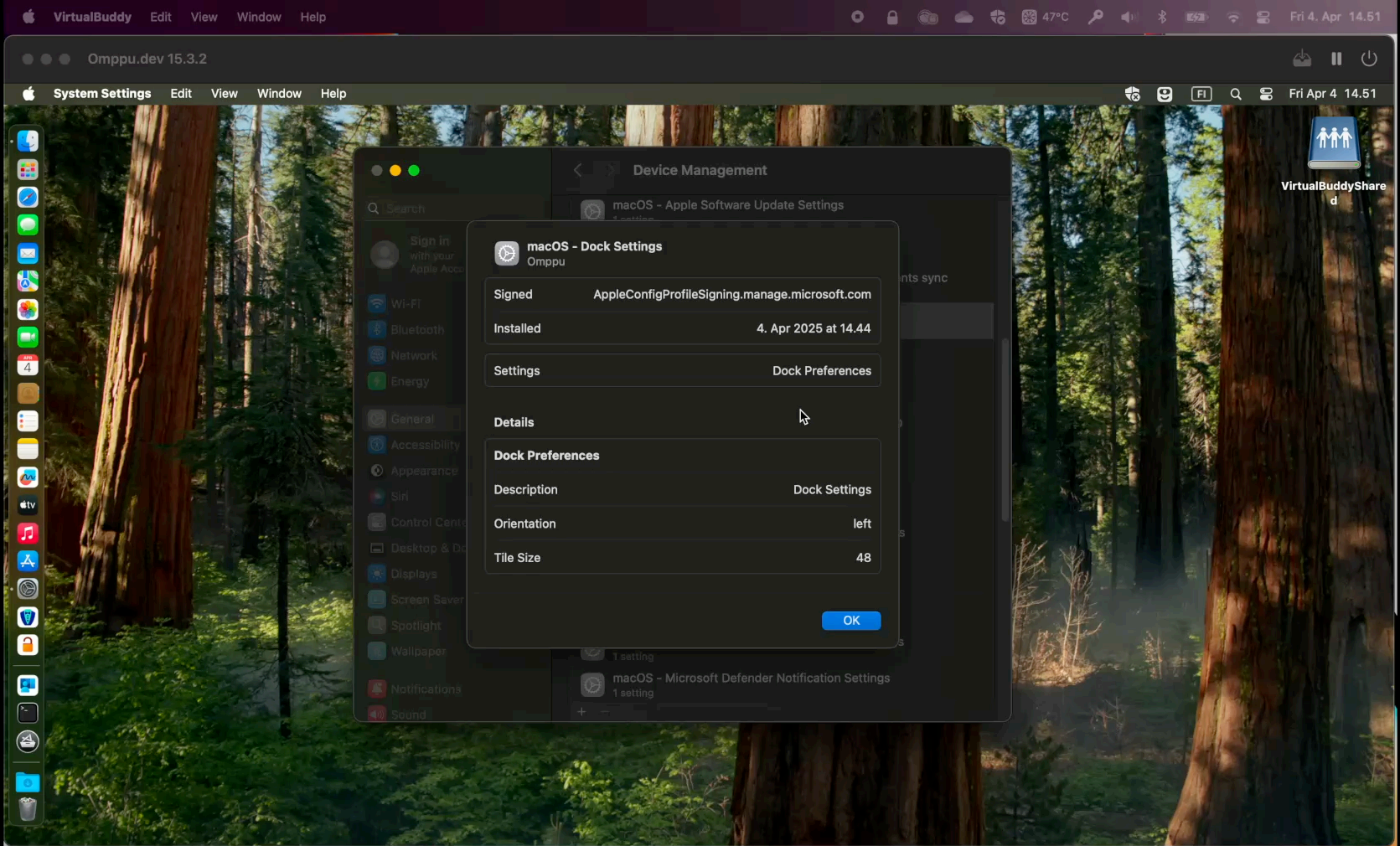
- Pros
  - Peer review
  - Less error prone
  - Data integrity validation
  - Automation
  - Audit trail
  - Fast and standardized setup for new customers
- Cons
  - More tinkering, e.g. manual file editing
  - Less agile



# Intune macOS Management demo

Configure Dock using configuration profile





# Links

- [Jamf Pro](#)
- [Microsoft Intune](#)
- [Munki](#)
- [AutoPkg](#)
- [git](#)
- [GitHub Enterprise](#)
- [swiftDialog](#)
- [Privileges](#)
- [Nudge](#)
- [Graph API](#)

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