MacBook as a Service

Guide

User Onboarding

PT-UP-IG-RES
SOM

POWERING PROGRESS

INFORMATION & DIGITAL SERVICES
AND OPERATIONS

Contents

Introduction & Welcome to MaaS

MacBook as a Service (MaaS) was initiated as a pilot in March 2019 in 2 IT Hubs, namely LON & AMS. Due to its success, in July 2019 the pilot was extended to BNG STCB/SBO and HOU.

The aim of the pilot was to delivery MacBook devices to technical end users within a specific timeframe. The ethos of the team is to try to deliver within 24-hours of the request being approved. The average success rate was 94% achieved SLA.

In June 2021, the MaaS delivery pilot became a formal service within Shell; moving from a manual process to a more automated process via ServiceNow.

To date there are approx 1,000 MacBooks on the estate and demand continues to grow.

This slide pack should guide you through the e-2-e request process and the initial use of the MacBook and provide additional information on where to go for support or general forums.

Getting Started

Shell MacBooks
User Onboarding

Where to obtain information about MacBooks in Shell

- More detailed information around MacBooks in Shell can be found on the DevKit Portal.

- This portal is everything the Shell IT community of software developers, engineers, and their delivery teams need to get going and keep going.

Requesting a MacBook

- ServiceNow - MacBook Pro Services - Service Portal (shell.com); can only be raised with an active GI account

- Requests requires Line Manager approval and a secondary approval by the SOL

- Once approved, the ticket is routed to OSS/DSE to provision the device; can only start the enrolment process with an active Mobile Connect Account

Where to request a Mobile Connect Account

- ServiceNow - Mobile Connect Administration - Service Portal (shell.com)

Where to request Admin Rights (if required)

- ServiceNow - Privileged Client Access - Service Portal (shell.com)

Shell MacBooks
User Onboarding

Receiving your MacBook Bundle

You should receive the following items from the IT Hub:

- 1 x MacBook Pro
- 1 x Sleeve
- 1 x Apple USB-C Adaptor
- 1 x MacBook Security Latch & Lock

Starting your MacBook

- When you receive the MacBook, the device should be Shell-ready; this means it has already been enrolled onto the Shell network
- The engineer will contact you to change the temporary password to one of you own choice and guide you through the initial start up process

Changing the Password

1. Click on the **Apple** menu
2. Click **System Preferences**
3. Click **Users & Groups**
4. Click **Change Password**
5. Enter your old and new passwords & Password Hint - then click **Change Password**

Shell MacBooks
User Onboarding

Daily Start Up

After booting up the MacBook – ensure Zscaler VPN is running:

a) **Zscaler** is the VPN to the Shell network and should be on automatically when you turn on your device; to check from the top right toolbar, click Zscaler icon > Open

- > Internet Security > Status should be **ON**
- > Private Access > Service Status should be **ON**

Close Zscaler by clicking on the red X in the top left corner of the pop up.

b) **Obtain a Kerberos Ticket** – Click the **triangle** at the top right. If there is no option to 'Renew Ticket' you need to perform a **Nomad Refresh:**

- Launchpad > > Nomad Refresh Zscaler > confirm VPN is on and a gear wheel will turn on the top toolbar.

- When the gear wheel has stopped, select Kerberos triangle again ------------->

- Select 'Renew Ticket' > a green tick will appear in the triangle >
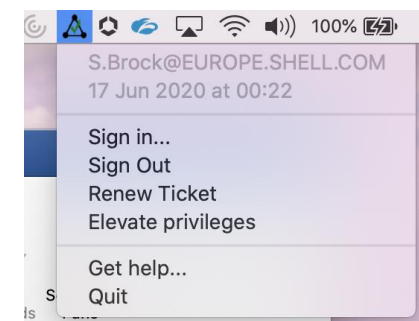
Remaining Compliant

Shell MacBooks
User Onboarding

## Remaining Compliant - Checking-In & Sync Your MacBook

To remain **compliant and maintain access**, ensure you **'Check in' regularly**. **Checking-in** is a process where you connect with the "Intelligent Hub" on your MacOS device. This Shell system ensures you maintain compliance with Shell's Device Management service, ensuring Standards, Policy, and Security can be maintained.
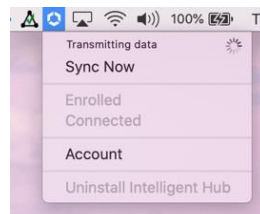
There are 2 options:

Option 1:

a) Hub Sync - from the top right tool bar locate the Intelligent Hub icon >

b) Select 'Sync Now' to activate the process ->
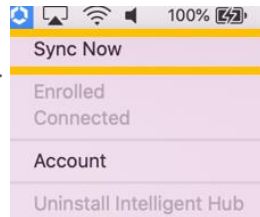
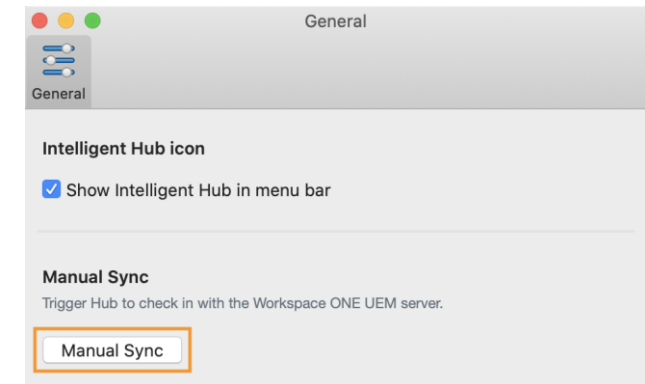**c) Keep selecting** Sync now until it shows 'Transmitting Data' --->

Option 2:

a) From the top right tool bar locate the Intelligent Hub icon >

b) Select 'Account'

c) Select 'Intelligent Hub' from the top left toolbar – next to the Apple Logo

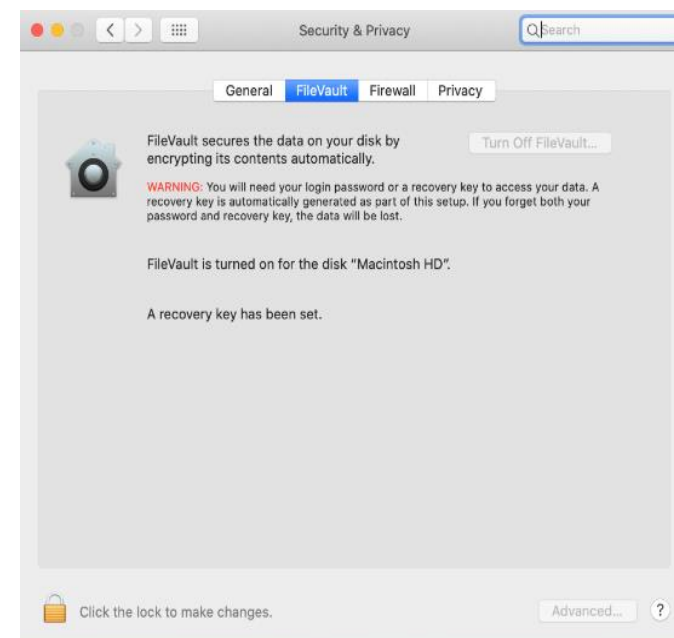**d) Select** 'Preferences'

e) Select 'Manual Sync'

Remaining Compliant - Encrypting Your MacBook

Ensure your MacBook is **encrypted** to protect the security of the data on your device. If you do not encrypt it, you will eventually lose access to your device's Mobile Connect services and applications.

To confirm your device is encrypted or not, check the following:

a) Click Apple Logo > System Preferences > Security & Privacy > FileVault > Ensure "FileVault is turned on for the disk "Macintosh HD"

b) To encrypt your device, click on the Apple logo on the top left corner of your MacBook

c) Select 'Log Out <username>'

d) At the prompt enter your MacBook Password and log back into your device

e) Your MacBook should now be encrypted.

Remaining Compliant - Keeping the macOS upgraded

You must ensure the Operating System on your MacBook is up-to-date.

a) To confirm the OS on your Device:
- Click the Apple Logo > About This Mac
- The window that opens will show the device is up to date with the OS

b) To update the OS:
- Click on the Apple logo on the top left corner of your MacBook
- Select 'System Preferences'
- Select 'Software Update'
- If there are any updates available for your MacBook, click the 'Update Now' button to install.
- The MacBook will restart once the update is complete.

Policies

Developer/Designer Policies

Policy	Resource
Privileged Client Access allows users to have full access to areas in a MacBook that are normally locked.	Privileged Client Access
Software Engineering Management System (SEMS); provides Shell's software engineering policies, their associated assurance mechanisms, and guidance.	SEMS
Design Policy; applies to anyone involved in software design activities within Shell or its subsidiaries.	Design Policy
Security & Privacy Policy; Shell's information assets need to be well protected against internal and external threats such as cyber-criminality and privacy breaches, potentially resulting in significant losses due to exposing confidential information or receiving fines.	Security and Privacy Policy
Developer Declaration: Serious attention to legal and ethical compliance with Shell rules is mandatory. Failure to understand and comply with it threatens Shell's license to operate.	Developer PC- User Agreement Consequence of Misuse

Shell MacBooks
User Onboarding

Additional Resources

Requirement	Resource
Forums	Check the FAQs MacBook Yammer Group #mac-talk channel on Slack
Software developer/engineering resources	DevKit Portal
Information about staying connected with mobile devices	Mobile Connect Services
Desktop Anywhere Online (DTAO)	DTAO
MacBook Specifications	14" & 16" MacBook Specs
IT support, news and learning	My Workspace

Shell MacBooks
User Onboarding

IT Support for Technical Workers

What support do you need?	Where to get support	If not successful	Escalate via
- Non-urgent IT Issues - Request IT services - Request items - Your issues and request tickets	ServiceNow – Report an Issue ServiceNow – Order/Request ServiceNow – My Tickets Self Help – MaaS Yammer Self help - Slack	Raise a complaint Open the ticket via My Tickets in ServiceNow And 'Reopen' the ticket under the Actions list	Send an email to the **MacBook as a Service Delivery** Mailbox
- MacBook Tech Support	TSD (Technical Service Desk) Technical Infrastructure and Access Support IT Service Desk Technical*		

* note devices with Admin Rights only 15 mins support
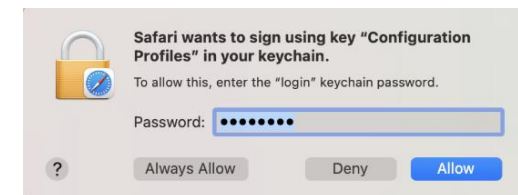
Tips & Tricks

Shell MacBooks
User Onboarding

Tips & Tricks - Actions

- Keychain popup requires the MacBook password; this is the password used to unlock the device at start up

- Force quit application – Apple Logo > Force Quit > select app > Force Quit

- Customizing the Finder – Command + , (comma) to open the Finder preferences

- Hide all windows - you can hide all windows except for the window for the app you're currently using by pressing Option + Command + H

- Right Click a file – Control + click on mousepad

Safari wants to sign using key "Configuration Profiles" in your keychain.
To allow this, enter the "login" keychain password.

Password: ••••••••

Always Allow   Deny   Allow

Tips & Tricks – Keyboard Combos

- Command + Shift + 4 will allow you to take a snapshot of any part of your screen

- Command + Shift + 5 will provide a full screen snapshot

- Command + Tab allows you to move between apps

- Command + Control + Space will bring up the emoji popup

- Shift + Option + any letter will provide special characters i.e., Ủ etc.

- Option + Command + Delete instantly deletes a file (avoids moving it to the bin)