

ROCKETMAN

Biotechnology Company

Example of Project Roadmap

Note: This is *not an official* Project Roadmap for this Client or any other client. This is an example of what the Project Roadmap could look like.

This Roadmap outlines the three phase approach needed to create a state-of-the-art Apple environment for Client, implementing the latest standards in security, compliance and efficient device provisioning. All solutions proposed are part of a larger vision to not only harden security and give more control over the Apple environment as a whole today, and to utilize the latest in scalable automations and workflows to create a future-proofed environment that grows with the evolving needs of Client. The following roadmap describes how Rocketman will execute a series of milestones and testing procedures, without disrupting Client's current workload, that adapts to user feedback and focuses on creating an elegant end user experience by leveraging change management practices along the way.

Compliance Goals:

- Conditional Access for Okta Apps
- Majority of Mac users are Standard users
- FileVault Encryption with Recovery Keys stored within Jamf Pro for all Macs

Summary of Deliverables

- Jamf Pro Documentation best practices
- Jamf Pro Server Setup
- MDM Migration from Workspace ONE to Jamf Pro
- User Acceptance Testing for any changes to the user's Mac Computers
- Zero-Touch Provisioning for Mac Computers
- Automated Patch Management Systems
- Expert Consulting on security best practices for Mac computers
- Ongoing Support & Maintenance

Access Needed

- Admin access to Jamf Pro
- Rocketman Engineer set up as a regular employee for testing.
- Access to relevant Team Members, as needed

Phase 1: Initial Migration

Estimate: 4 Months

Phase 1 focuses on deploying the Client Jamf Pro instance according to required and recommended preferences as well as use cases, while ensuring that all devices are migrated into the platform to establish a baseline of compliance, security and control.

Milestone 1: Assessment

Estimate: 2 weeks

Meet with stakeholders to evaluate the roadmap and discuss Client's compliance goals

- Project Launch Meeting
- Discuss with Stakeholders what compliance criteria will be added to the initial migration

Milestone 2: Jamf Pro Setup

Estimate: 4 weeks

- Jamf Cloud Server Creation
- Integrate Apple Business Manager, Okta Single Sign-On with Jamf Pro
- Setup and Configure Okta Device Integration with Jamf Pro for Conditional Access to Okta applications
- Setup and Configure Jamf ADCS Connector with Certificate Authority
- Setup and Configure Jamf Connect within Jamf Pro to Client's specification through Okta

Milestone 3: Migration

Estimate: 4 weeks

Setup workflows and get Macs migrated into the baseline configuration of Jamf Pro

- Replicate necessary components from Workspace ONE into Jamf Pro
- Create a workflow that migrates a Mac from Workspace ONE into Jamf Pro
- Ensure FileVault encryption on all Macs during Migration
- Reissue the user's FileVault Recovery Keys into Jamf Pro
- Test the workflows on Rocketman and Client's test equipment

Milestone 4: User Acceptance Testing and Implementation

Estimate: 6 weeks

- Create instructions for each group of users to follow the migration process into Jamf Pro
- Create a video demonstrating the Migration process
- Discuss with Client the best way to enroll all Macs into Jamf:
 - **Full Deployment:** Deploy the changes to everyone at once through mass email
 - **Ring-based deployment:** Create groups of users to deploy changes to in phases
 - **Workshops:** Create workshops for users to attend where Rocketman walks them through the migration process and is available to answer questions.
- Initiate the deployment strategy to all Mac users
- Add additional pilot groups and tweak the workflows as needed

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Phase 2: Zero-Touch Provisioning

Estimate: 2 Months

This phase will elevate the Jamf Pro server to an efficient state that will eliminate redundancies, streamline the provisioning process, and implement zero-touch provisioning using the latest in Jamf Pro management.

Example of a Zero-Touch workflow: <https://rkmn.tech/zero-touch>

Milestone 1: Assessment

Estimate: 2 weeks

Meet with stakeholders to evaluate the desired Provisioning Process

- Zero-Touch Provisioning Meeting to go over everything that needs to be automated for a user on day one
- Work with Client's team members involved with the initial employee orientation to discuss how to best implement Zero-Touch Provisioning into the process to give the Client's new hires the best experience possible

Milestone 2: Setup

Estimate: 4 weeks

- Implement provisioning improvements based on the Provisioning Meeting. Examples of this include:
 - Deployment of the Client's core software
 - Implement Client's Security Settings
 - Build custom scripts based on Client's needs
 - Customize the user's dock to Client's specifications
 - Build out Self Service with orientation documentation, support documentation, applications, and useful resources for users
- Implement DEPNotify to control the provisioning process, notify the user what is being installed, and give additional instructions as needed. Examples of this include:
 - Status bar and information about what step in the process the user is in
 - Dialogues to collect information from the user
 - Instructional videos on how to complete manual processes, for instance:
- Implement a system to automatically group Macs into specific Jamf Groups and Classifications.

Milestone 3: Team Integration

Estimate: 2 weeks

Rocketman will train the Client's IT team on how the provisioning process works on a macOS Computer. Examples of this include:

- Instructional Documents for users and/or Client's IT Team
- Provisioning Videos of the enrollment processes
- Recorded training sessions with IT

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Phase 3: Additional Features & Compliance

Estimate: 3 Months

The phase will establish a ***Rocketman Approved*** state that will ensure that Client's Mac computers have the latest and best in device compliance.

Milestone 1: Assessment

Estimate: 2 weeks

Meet with stakeholders to evaluate Client's long term compliance goals

- Discuss a strategy for patching user applications and macOS versions
- Establish a list of compliance criteria to implement in this phase
- Evaluate moving from LogMeIn to TeamViewer for remote user support
- Evaluate Jamf's Self Service app and any improvements that can be made to improve the User Experience

Milestone 2: Patch Management

Estimate: 3 weeks

Rocketman will implement industry standard patch management solutions for Client's core software

- Setup patch management system for all core software
- Setup macOS patch management system
- Test the patch management solution of Rocketman and Client's test equipment

Milestone 3: Implement Compliance Criteria

Estimate: 3 weeks

- Create a workflow to implement additional features and compliance criteria based on discussions with stakeholders during the Assessment milestone in this phase.
- Test the workflows on Rocketman and Client's test equipment

Milestone 4: User Acceptance Testing and Implementation

Estimate: 4 weeks

- Create instructions for each group of users to follow the migration process into Jamf Pro
- Set up a group of 3-5 pilot users for each group to test the Migration workflow
- Add additional pilot groups and tweak the workflows as needed
- Discuss with Client the best way to enroll all Macs into Jamf. This could include any of the following:
 - **Full Deployment:** Deploy the changes to everyone at once through mass email
 - **Ring-based deployment:** Create groups of users to deploy changes to in phases
 - **Workshops:** Create workshops for users to attend where Rocketman walks them through the migration process and is available to answer questions.
- Initiate the deployment strategy to all Mac users

Maintenance & Support

Ongoing Maintenance is to ensure that Client's Jamf Pro Server is maintained into the future. This includes a partnership with Rocketman and Client, where Client handles the Tier 1 support work, while Rocketman does the proactive maintenance in the backend, looking for potential roadblocks and ensuring the workflows set up adhere with any new macOS and Jamf changes, while providing change management guidance and consulting based on Client stakeholder and user feedback.

Client's Responsibilities

Day-to-Day Maintenance

- Tier 1 User Support
- Basic control over enrollment process

Rocketman's Responsibilities

Proactive Maintenance, Consulting & Escalated Support

- Maintains the enterprise Jamf Pro environment. This includes:
 - Maintaining Mac deployment automation architecture
 - Packaging macOS applications to distribute through Jamf Pro
 - Patching appropriate applications within Jamf Pro
 - Enforces password maintenance and security policies
 - Adheres to procedures for Incident Management, Problem Management, Service Level Management, Change Management and Configuration Management
- Consulting
 - Provides technical expertise, guidance, and strategic recommendations for Client's Jamf Pro server
 - Evaluates emerging technologies and ensures current workflows and configurations are compatible with Client's environment
- Support
 - Provides Tier 3 support for users and members of Client's IT Team

Help Desk Support Model

In order to alleviate the impact on Tier 1 support for macOS Devices, we will be implementing a support workflow that will automate solutions and empower users to fix common problems on demand. The workflow is as follows:

- ❖ Is this an issue that could happen to other users?
 - If not, no further action needs to be taken
- ❖ Can this issue be fixed via Jamf remotely through a script?
 - If not, notify the user of the issue and the workaround
 - Document the workaround in Self Service for other users
- ❖ Can we accurately predict the issue with the inventory in Jamf?
 - If we can, send a policy to fix it on all affected computers

Otherwise, create a policy in Self Service that allows users to fix the issue On-Demand.

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Standard Support Tier

Rocketman standard support tier provides clients with expert

Service Options

Support Options	
General Email Support	Open support tickets through support@rocketman.tech
Tier 3 Jamf Pro Support	Provides Jamf Pro support to Client's IT Team
Dedicated Jamf Expert	Client is assigned dedicated Rocketman engineer
Dedicated Email Support	Contact your dedicated expert through their direct email
Backup Jamf Expert	Alternate Jamf Expert to contact when dedicated rep is OOO
Business Hours	8:00AM - 5:00PM UTC-7 (MT) Monday - Friday

Emails received outside of monitored times will have a response during the next business day.

Service Level Agreements

Priority	Response	Resolution	Definition
URGENT	4 hours	Determined by the nature of the event, usually 4-8 hours	Critical impact...group of devices down
HIGH	8 hours	Determined by the nature of the event, usually 2 business days	Critical impact...single device down
MEDIUM	2 days	Determined by the nature of the event, usually 1 week	Primary work function impacted but not disabled
LOW	1 week	Determined by the nature of the event, usually 2 weeks	Routine service request, project work, adds, moves

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Jamf Enterprise Support vs Rocketman

A key part to the project's overall success is Jamf Premium Enterprise Support, which offers the Client **24-hour** support channel, **7 days a week**, with a **2 hour response time**. While Rocketman will be doing the heavy lifting, Jamf Premium Enterprise Support ensures success for Client's global presence by rounding out the total support offering.

	Rockeman	Jamf Enterprise Support
Business Hours	8AM - 5PM M-F (MST)	24/7 Support
Target Response Time	4 - 8 Hours	2 Hours
Project Updates	X	
Workflow Creation	X	
Hands-on Setup	X	
Hands-on Training	X	
Hands-on Support	X	
Expert Consulting	X	
Priority Escalation		X
Product Issue Reports & Review		X
Success Planning		X
Upgrade Planning		X
Ongoing Annually		X

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Contacting Jamf vs Rocketman Support

Rocketman and Jamf support work well to compliment each other, but it's important to know when to contact one over the other. In a basic sense, if the issue is urgent, contact both Jamf and Rocketman. If it's not urgent and workflow related, just contact Rocketman, and if necessary, they will loop in Jamf Support.

Who to contact for:	Rocketman	Jamf Enterprise Support
Urgent Assistance	X	X
After Hours Assistance	X	X
Global Support	X	X
Product Issues	X	X
Cloud Server Support	X	X
Implementation Questions	X	
Jamf Setup Questions	X	
Jamf Workflow Additions	X	
Project Related Issues	X	
Any non-Urgent Assistance	X	

** For items in gray, open a Jamf Support ticket and CC Rocketman engineers for visibility*

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Project Breakdown

Project Phases	
Phase 1: Initial Migration	4 Months
Milestone 1: Assessment	2 Weeks
Milestone 2: Jamf Pro Setup	4 Weeks
Milestone 3: Migration	4 Weeks
Milestone 4: UAT & Implementation	6 Weeks
Phase 2: Zero-Touch Provisioning	2 Months
Milestone 1: Assessment	2 Weeks
Milestone 2: Setup	4 Weeks
Milestone 3: Team Integration	2 Weeks
Phase 3: Additional Features & Compliance	3 Months
Milestone 1: Assessment	2 Weeks
Milestone 2: Patch Management	3 Weeks
Milestone 3: Implement Compliance Criteria	3 Weeks
Milestone 4: UAT & Implementation	4 Weeks
Additional Maintenance & Support	3 Months
Total Project Time	12 Months

Total Rocketman Cost:

\$XX,XXX

Billed over twelve (12) months at a rate of \$XX,XXX per month