Mac in the Enterprise
Mavericks Edition
An IT Decision Maker’s Guide to Integrating and Deploying Mac Systems

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Executive Summary

Mobility. Big Data. Cloud computing. Self-support. Mobile Device Management (MDM). These are just a few of the challenges and opportunities your teams are prioritizing every day.

With these trends in mind, and with more and more employees requesting Mac at work, many executives are asking the same question: How does the Mac fit in?

The purpose of this book is to convey the simplicity, high quality, and wide range of options available as you deploy Mac systems today—and consider strategies for the future.

Note that the information presented here is aimed toward an IT decision maker or IT manager who has little to no technical Mac knowledge. So while this guide will not cover step-by-step details, it will guide you through the high level technical options.

This guide also makes a concerted effort to present configuration options that require little or no change to your existing infrastructure or IT processes, yet will not dilute your employees’ Mac experience or productivity.

In addition, if your organization is using configuration profiles or MDM to manage iOS devices, this book specifically outlines how you can now manage your Mac systems with the same technology used to manage iPhone, iPad, and iPod touch. Yet whether your organization supports traditional deployment practices via monolithic
imaging and packaging, or has adopted MDM, excellent strategies are presented for both approaches.

As you consider an initial Mac deployment, or look at integrating larger numbers of Mac systems, feel free to contact your Apple Authorized Reseller or account team to answer questions and to work with you.

The following strategic takeaways quickly outline the full contents of this book and the excellent options available to your organization as you integrate the Mac.

**Chapter 1: Deploying the Mac in Your Enterprise**

- The Mac can easily integrate into enterprise environments, often with minimal changes to existing IT and business processes.
- Integrating Mac systems into your organization can decrease support costs while increasing user satisfaction and productivity.
- Well-defined proof of concept and pilot projects are key processes for evaluating and planning a successful deployment of Mac systems.

**Chapter 2: Planning Mac Deployments**

- There are a variety of ways to prepare, deploy, manage, maintain, and secure Mac systems that allow IT to tailor deployments to their needs and policies. Although best practices exist, there isn’t just one right approach that every organization must follow.
- Mac computers integrate easily into existing enterprise infrastructure using the same policies and standards.
- Across each of seven common components of Mac client deployment and management, you should determine the level that best suits your needs before starting a Mac deployment.

**Chapter 3: Deploying and Managing OS X**

- Configuration profiles deployed via Mobile Device Management solutions make it easy to secure and configure Mac systems, install and manage apps, and apply user policies and restrictions.
- There are a range of options for deploying Mac systems that integrate well into enterprise workflows, including
traditional monolithic imaging as well as lightweight and flexible thin imaging techniques.

- Mac systems fully support user self-enrollment, and zero-touch deployment, and management options that work well in environments with employee-owned systems.

Chapter 4: Directory Integration and Policy Management

- Mac systems can be managed in much the same way as iOS devices using MDM. Management capabilities such as password policy, network access, remote wipe, and more can all be achieved with MDM on a wide variety of public and private networks, reducing the need for a persistent connection with a directory service.

- Mac systems can be easily and securely integrated into Active Directory environments natively with no additional cost or change to the infrastructure.

- With the OS X native support for Active Directory, Mac systems get password policy, group membership, single sign-on with Kerberos, and support for AD Certification Services built in.

Chapter 5: Security

- Mac computers make it easy for an organization and individual users to implement industry standard encryption technologies, including full disk encryption for internal and removable drives, keychains for secure generation and storage of passwords, and the ability to remotely wipe data from a lost or stolen Mac.

- OS X offers a layered approach to system, app, and data security built on open standards that may meet or exceed many industry and government requirements.
Apple has designed a series of integrated technologies that help protect Mac systems and corporate data from threats like malware, network attacks, and unauthorized access.

Chapter 6: Boot Camp and Virtualization

- Mac systems can easily run Windows (as well as other common operating systems).
- Boot Camp is built into all Mac computers and offers easy to configure and manage dual-boot functionality.
- Third-party virtualization tools allow users to run multiple operating systems simultaneously with near native performance.

Chapter 7: Collaboration in the Enterprise

- OS X fully integrates with existing enterprise collaboration systems.
- Mac computers can easily and fully access messaging and contact management systems.
- Both OS X and iOS deliver compatibility with SharePoint (and similar solutions) for file and document sharing as well as project management.

Chapter 8: Supporting Users: The Self-Service Model

- The ability of employees to choose their computer at work allows them to build the best personal toolset and workflows for their particular job functions, often while reducing IT time, resources, and costs.
- Although not every self-servicing method or mechanism is appropriate for every organization, there is a wide range of options to choose from. Most organizations will benefit by implementing some combination of self-support offerings.
Chapter 9: Support Options

- AppleCare provides a wide range of service and support options for IT departments, help desk teams, and end users that work to ensure the best possible experience for your employees.

- Apple offers several training and certification options for IT professionals, which are offered onsite, as self study, or at Authorized Apple Training Centers.

- The Apple Developer Programs offers customers and developers a variety of technical resources including support and access to prerelease software. IT teams can also register as an Apple Developer at no charge and receive additional resources such as prerelease documentation, videos, and sample code.