Enterprise iPad Deployment

Overview and Challenges

Denise L. Passero
Fulton-Montgomery Community College
Topic for Discussion

- FMCC Deployment
- Specific Challenges Encountered
- Deployment Scenarios
- An iPad is not a Laptop
- Software license vs app license
- Apple Volume Purchase Program – Program Manager
- Program Facilitator
- iTunes Store
- Planning Purchases
- iPhone Configuration Utility
- Support/Maintenance
- Documentation
- Post-Deployment
- Questions
FMCC Deployment

• 16 iPads deployed to Board of Trustees and Leadership Team.
• 10 of the six do not reside on campus at all.
• One person manages their own device.
• Two have devices that are unlocked so the users can install their own apps.
• One remains in the IT department for support and testing.
FMCC Deployment (cont.)

- One Mac book pro purchased as the station that would be used to support the iPads.
- Essentially one person serves all the roles needed for an iPad implementation.
- Updates are tested on the IT device before being deployed to the users.
- iPads are returned to me for updates and maintenance.
Specific Challenges Encountered

• It took over two months from the time the devices arrived on campus until they were delivered to the users.
  • Apple was not prepared
  • Attending webinars
  • Setting up the support accounts and understanding their purpose
  • Understanding the role iTunes plays in the whole situation
• You have to learn to think in terms of iTunes accounts instead of users or devices. Everything hinges on the iTunes account.
Pre-Deployment Planning

• Intended use of device
• Desired capabilities
• Goals/learning outcomes
• Usage model
  • One-to-one deployment or shared access
• Hard schedule stops for support and updates
  • Faculty gone for summer
  • Holidays
  • Exams
• Security of devices
• Budget for apps
An iPad is not A Laptop (or a Mac)

- Device meant for a single user.
- Software license tied to iTunes accounts.
- Printing – initially, none.
  - Last OS update made printing easier and possible but only to iPad/iPhone compatible printers.
- Cannot link to projector for presentations –
  - Only projector aware apps can be used for presentations.
  - Cannot display a desktop via projector without “jail breaking” the iPad.
  - If your user “jail breaks” the iPad, you lose any warranty.
- No file system.
Software License vs App License

- Organizationally, you can purchase software (i.e. Office, Photoshop, etc) and install it on computers. The license is the property of the organization.

- App licenses can be purchased in volume and technically speaking, can be considered the property of the organization. In reality, the license belongs to the iTunes account.
Apple Volume Purchase Program – Program Manager

- For educational institutions only.
  - As of this writing, there is no volume purchase option for corporations.
- For purchases of 20 apps or more.
- The account created for the Authorized purchaser is used to purchase a voucher that can be redeemed by the program facilitator.
- Plan to attend the VPP webinar to get started.
  - Sessions are held Tuesdays and Thursdays, 2 – 3 pm central time.
- The Program manager enrolls in the program.
  - Purchases vouchers, manages program facilitators.
- Create an account separate from your campus email account

http://www.apple.com/itunes/education/
http://edseminars.apple.com/event/2932/
App Store Volume Purchase Program

The App Store Volume Purchase Program allows educational institutions to purchase iOS apps in volume and distribute the apps to their users.

Program Benefits

With the App Store Volume Purchase Program, your educational institution can buy Volume Vouchers using a purchase order, credit card, or PCard, then use the vouchers to purchase iOS apps in volume and distribute them to multiple devices.* If your institution is tax exempt, you will not be charged sales tax when you purchase apps. The program also allows app developers to offer special pricing for purchases of 20 apps or more.

Participating in the Program

To participate in the program, you or someone from your educational institution can enroll to become a Program Manager. The Program Manager will set up and manage Program Facilitators using provided management tools. A Program Facilitator is anyone in your organization who will redeem Volume Vouchers, buy codes for apps, and then distribute the codes to end users.

Get answers to frequently asked questions about the App Store Volume Purchase Program.

Attend an App Store Volume Purchase Program webinar to learn more and ask questions.

Enroll to become a Program Manager
Program Facilitators

• Program Facilitators
  • Redeems volume vouchers
  • Buy codes for apps
  • Distributes apps to end users.

• Program managers – not supplant the role of the supervisor or administrator in the organization.

• Create accounts separate from email accounts.
iTunes Store

• Use to synch the iPads.
• Log in with the end user account.
• DO NOT Log into iTunes store with the program manager account or the program facilitator account.
Planning Purchases

- Visit App Store for Volume Purchases
- Search for desired apps and get prices
- Get pricing for desired quantities
- Create spreadsheet to total up planned purchases
- Buy volume voucher for planned purchases
App Store
Volume Purchase Program

The App Store Volume Purchase Program allows educational institutions to purchase iOS apps in volume and distribute the apps to their users. You can learn more about the program at http://www.apple.com/itunes/education. If you are a Program Facilitator in the program you can redeem Volume Vouchers by clicking Redeem Voucher below. You can also search for apps in the program in the space provided.

Volume Purchase Information

**GoodReader for iPad** by Good.iWare Ltd.


Subtotal: $99.80 + tax where applicable

A document containing **20 codes** will be provided covering 20 licenses, redeemable on the App Store from a Mac or PC, iPad, iPhone or iPod touch.

GoodReader for iPad  By Good.iWare Ltd.

**Description**

GoodReader is the super-robust PDF reader for iPad - the #1 selling non-Apple app for iPad in USA in 2010! Mashable describes it as “a Swiss Army knife of awesome”! Reviews worldwide hail it as “essential,” “the best,” “magnificent” and “the killer app”. With GoodReader on your iPad, you can read virtually anything, anywhere: books,
iPhone Configuration Utility

- Provision configuration profiles.
- Can use it to configure apps for deployment.
- Deploy to iPad either via email or while connected to mac or pc.
Support/Maintenance

- Need a strategy for collecting iPads and doing updates
  - Program facilitators may be engaged for this purpose.
- Need a security strategy
  - Mobile Me locator
  - Password protect
- Apple Care protection
  - Maybe advisable but often not needed
- Hard schedule stops for support and updates
  - Faculty gone for summer
  - Holidays
  - Exams
Documentation

- Policies
- Configuration
- FAQ’s
- Training
- Paper trail for devices
  - iTunes accounts and passwords
  - Email addresses
  - Voucher numbers
  - Record who has them
    - Serial numbers and mac addresses
- Program facilitator account information if they are buying apps or for schools with PF’s for each department
- Single sheet documentation to supply to user when distributed
Post-Deployment

- How to communicate with users
- How do users request new apps
- Tech support
- Approval process for new apps
- How will devices be:
  - Refreshed
  - Returned if broken
  - Return to service if erased
  - Timeline for updates
- How to handle back up of user data
Assistance from Apple

- Apple Education Webinars
  - Tune-in Series Seminars
- App Store for Volume Purchases
- Apple Professional Services
- Apple Summer Semester Series
  - [http://education.apple.com/summer/?e=5540311](http://education.apple.com/summer/?e=5540311)
- Success stories
- Phone 800-800-2775 option 2, option 2
Questions