

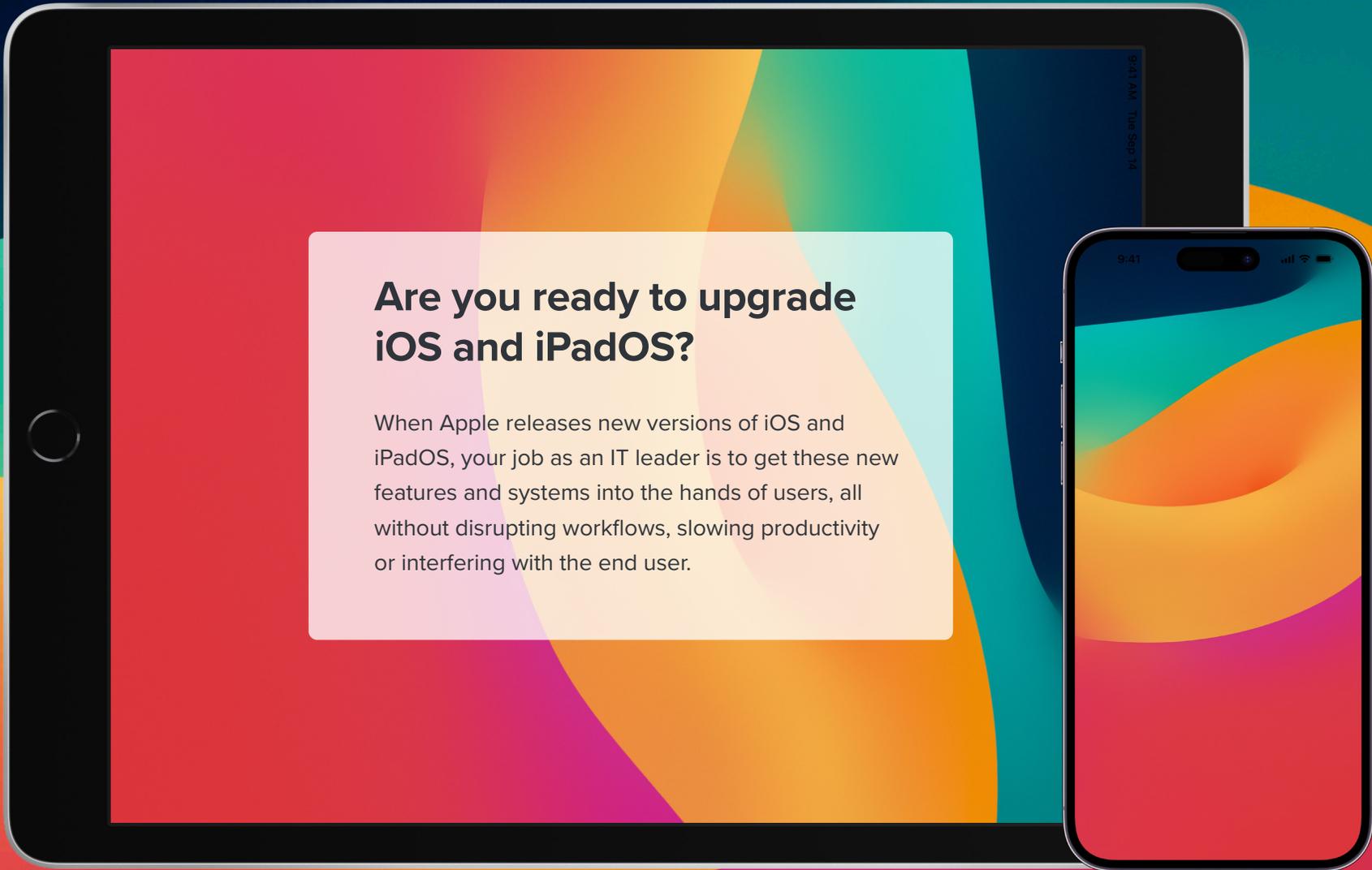


**iPad and iOS**

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# **Upgrades Guide For Beginners**

Everything you need to prepare for iPadOS 17 and iOS 17

An iPad and an iPhone are shown against a dark blue background. The iPad screen displays a colorful abstract graphic with a central white text box. The iPhone screen also displays the same colorful abstract graphic. The text box contains the following text:

## Are you ready to upgrade iOS and iPadOS?

When Apple releases new versions of iOS and iPadOS, your job as an IT leader is to get these new features and systems into the hands of users, all without disrupting workflows, slowing productivity or interfering with the end user.

# Why an Apple upgrade is different

Contrary to other ecosystems, major versions of Apple's operating systems – also known as an upgrade – are released annually. This includes macOS, iPadOS, iOS, tvOS and watchOS. When devices are running out-of-date software, consistency, security and user experience could be compromised. This is especially true when organizations attempt to support a variety of devices and OS platforms with a single management solution.

A combination of the simple upgrade path and \$0 cost for Apple OS upgrades help drive industry-leading adoption rates for consumers. End users are excited to access the new features; yet, you're responsible for maintaining security controls and an accurate systems inventory at all times.

As most IT teams know that this may be easier said than done, especially when it comes to upgrading at the pace your Apple users are expecting. Now for the good news.

At Jamf, we've been lockstep with Apple for over twenty years, and are here to provide step-by-step guidance for successful Apple upgrades — regardless if it is your first upgrade season or a pro looking for a quick refresher.

**There are four key reasons organizations should embrace upgrades and empower IT or end users to update devices when new operating systems are released:**

- 1. Reduce security vulnerabilities**
- 2. Keep end users happy**
- 3. Keep users productive**
- 4. Access new IT management features**

This guide provides you with a thorough explanation of how to prepare for and implement a new operating system for iOS and iPadOS devices. You'll learn how to minimize disruptions and eliminate unplanned downtime, while gaining the knowledge to deliver organizational value and support users through upgrading their devices to iOS and iPadOS 17.

# Get ahead with beta

**Arm yourself with previews of upcoming releases from the Apple Beta Software Program to get an early look at how new OS versions and features will impact your organization.**

Apple regularly updates its operating systems, which means participating in the beta program provides months of testing ahead of an operating system release. Apple offers both paid developer and free public beta programs for macOS, iPadOS, iOS, tvOS and watchOS.

## Why join beta programs?

- 1. The beta cycle for these operating systems typically occurs in multiple phases.** Participating early and submitting feedback to Apple increases the likelihood that the features and issues that impact you most will be addressed. And, if you are the first to submit a bug report to Apple, you'll have visibility into the status of your ticket whereas duplicate bug reports are closed.
- 2. Participating in the beta not only gives you early access to test new features and compatibility, but it also offers a deeper understanding of how the end user experience will be impacted.** Knowing which new settings have been added, any features that have moved, or changes to labels can inform necessary updates to your training materials, onboarding kits, etc.
- 3. Lastly, in addition to new OS settings and features, application, infrastructure, management and security compatibility testing is critical for continuity with current software offerings in your environment.** We recommend you run Apple's betas to test their deployed apps for issues. Reporting any issues to the associated vendors upon discovery will help ensure the apps work upon Apple's official release.

If you have not joined in Apple's Beta programs, [you always can for free](#) and you will get benefits for future OS testing. The feedback you provide on quality and usability helps Apple identify issues, fix them and make Apple software even better for you and your users.

This helps your organization best prepare for changes to the end user experience, so you can execute a more user-centric support model and communication plan accordingly.

# Testing

For best results and to ensure the upgrade won't impact any unforeseen aspects of your end users' workflows, be sure to test your entire tech stack including:

## 1 Infrastructure

Includes anything outside of your application stack, such as VPN or testing printer drivers, which should always be tested with new operating systems. Testing infrastructure is less of a concern for organizations moving toward cloud-hosting services.

## 2 Applications

This includes both web and non-web-based applications. If you don't have time to test all apps, prioritize based on an application vendor's statements related to compatibility. For vendors who don't proactively promote planned compatibility on their website, in documentation or within direct communications, it is best to validate the apps yourself.

## 3 Management

Includes device deployment and management solutions (MDM, EMM, UEM, etc.) Check that your device management solution offers the ability to test new restrictions, management capabilities and features.

## 4 Security

Includes identity and access, endpoint protection, threat prevention and content filtering. Similar to your management provider, check that your security solution offers the ability to test new security capabilities and features.

# Prioritizing your tests

**Chances are your organization may be using a variety of different apps. After all, you have a variety of teams that are using devices in vastly different and individual ways. Prioritizing your app testing is critical to success.**

Some choose the route of ranking apps into priority buckets of high, mid and low levels of importance, while others look at the usage of each app and prioritize accordingly. Once that is decided and broken out, recruiting representation from each department (Finance, Marketing, Sales, etc.) to test can help understand the differences in their users' day-to-day needs and make sure things go as smoothly as possible.

Due to the architecture of iPadOS, iOS and tvOS apps, light testing might be more appropriate for these platforms.



# Upgrading to OS 17

**When it comes to actually rolling out and executing the upgrade for iPad and iPhone devices, there are two options. You will simply determine if you want users or IT to be in charge of the upgrade.**



Before we dive deeper into each upgrade option, note that if you are still testing or not ready to upgrade, you have the option to defer updates for up to after Apple's release if you are using a management solution such as Jamf. With the deferral in place, users won't be able to upgrade their device. Once you decide to update, you can choose to deploy a specific operating system version.

## Ready to upgrade?

Once you have decided to move forward with an upgrade, you need to determine if you want users or IT to be in charge of the upgrade.

### Upgrade by user

If you are having your users complete their upgrades, they will simply go to Settings on their device(s) and start the installation — no IT interaction required.

### Upgrade by IT

If your devices are managed by Apple Business Manager or Apple School Manager, IT has the ability to send an MDM command to download and install a new operating system — no user interaction required.

This command can be sent to individual devices or groups, giving you the control to match your customized upgrade plan.

Note: If there is no passcode, you can perform the installation automatically. If the device has a passcode, Jamf Pro or Jamf School queues the update and the user is prompted to enter their passcode in order to start the installation.

# Not ready to upgrade?



## Ready when you are but with same-day security

Apple's introduction of the new Recommendation Cadence key within in configuration profiles allows IT admins additional options when considering updates for users.

By updating devices to a new operating system when it's released, you ensure that users have all the latest features and security settings as soon as they become available. Sounds great, but what if you are not ready to roll out in your production environment and need more time? What if there are security updates that need applying before you take the leap of a full update?

Well, there is an option for this. IT admins are able to choose to let devices continue using previous operating systems but still update with the essential security settings.

This gives you the additional time you need to make the move when you are ready without the fear of missing security updates.

# Communicating to end users

**A final note, and one to be very conscious of throughout this process, is that it is essential to communicate openly, transparently and often to your end users about what will happen with their devices and their role.**

Whether you are communicating to them about when they can upgrade, what the process will be or why they won't be able to upgrade for a set period of time, including them and opening a two-way communication line will lead to a smoother process.

One of the major aspects that communication may help control, is the number of help desk tickets or calls you receive on this topic. Additionally, getting ahead of these requests and calls will keep your end users happy, as well as engaged in the process should you need their assistance at some point.

## Steps to preparing end users

- 1.** Not every end user is aware of the time it takes to upgrade. Inform users of the average upgrade time and provide tips on the best time of day to upgrade.
- 2.** Recommend that your end users back up their device(s) before they update. This applies to localized and iCloud backups.
- 3.** Implement a policy to require end users to update within 30 days from the start date you determined or let them know you will update for them. PCIDSS compliance requires 30 days.

Use email, your company's intranet, or if using Jamf, your Jamf Self Service app catalog, to give users plenty of warning and recommendations prior to OS upgrades. They'll thank you for it.



## Upgrade, enhance and enjoy

iOS 17, and iPadOS 17 are bringing improvements and workflow enhancements to make your devices the flexible, customized machine you need and expect from Apple.

Providing a seamless upgrade process to your organization not only ensures security measures are met, accurate system inventory is maintained and downtime is eliminated, it will make IT look like the heroes they are. A purpose-built Apple management solution equips you with the tools you need to take advantage of the latest Apple OSs without negatively impacting end users or putting abundant strain on IT personnel.

Jamf is the only management and security solution of scale that automates the entire lifecycle of Apple, including operating system upgrades without negatively impacting the end-user experience. Jamf hangs its hat on same-day support for Apple operating systems with over 20 years of supporting Apple operating systems.



[Get Started](#)

Or contact your preferred authorized reseller of Apple devices to take Jamf for a test drive.