



Big Sur Readiness Review

Be ready to upgrade your Mac fleet

When new operating systems are launched, customers may delay upgrading due to a number of hesitations. The first being a worry that the upgrade will impact business operations and leave them with more problems to resolve. The other is a lack of confidence in performing the upgrade due to knowledge gaps.

This service is designed to take away the mystery of upgrading, show you how to perform the upgrade in the optimal way so that no users are impacted and support customers operating as normal post-upgrade. With this remotely conducted service, we help you prepare for the upgrade to Big Sur and key tips for your customer to enjoy Apple's latest-and-greatest operating system.

What's covered:

- Examining device inventory to Identify eligible devices for update/upgrade.
- Building Extension Attributes
- Exploring device groups and applying actions en masse.
- Delivering minor macOS updates with different methods to trigger updates, like Policies, binary commands and MDM remote commands.
- How to deliver Major macOS Upgrades using the installer app and other delivery methods like Self Service and Policies.
- Controlling time and day of upgrades
- End user notifications during an upgrade (Jamf Helper GUI, Jamf Helper Full Screen, Jamf Helper).
- How to defer and restrict upgrading and updates.
- Content caching to improve the user experience.

Customer Benefits

- Guidance from a Jamf Engineer during a major upgrade of their Mac fleet.
- Techniques for minimizing or mitigating downtime and business disruption.
- Moving to the latest operating system gives the latest Apple OS technology and features.
- Overview of the new operating system and features from Apple that drive productivity and best leverage Apple hardware.



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