

Jamf Service Definition for Mac

Jamf for Mac	
Title	Apple Mac management, identity and endpoint security
Summary:	Jamf for Mac is an Apple-native platform to manage and secure Mac fleets with zero-touch deployment, declarative management, identity integration and behaviour-based endpoint security. It automates app and OS updates, enforces compliance baselines, and gives IT deep visibility without compromising the macOS user experience.
Service Features:	Zero touch onboarding: preconfigure Macs remotely for instant access productivity. Benchmark compliance auditing: continuously assess fleet against benchmarks; report gaps. Management blueprints: use declarative frameworks to deploy settings, apps, restrictions. Automated app lifecycle: install, update, remove apps; day one support. OS currency enablement: rapidly deploy macOS upgrades while maintaining readiness. Cloud identity provisioning: automate account creation and access via provider. Password policy synchronisation: sync local macOS passwords with IdP consistently. Privilege and audit controls: manage privileges; log actions for auditing. Conditional access enforcement: use device risk signals to restrict access. Threat protection and visibility: web protection, EPP, telemetry, SIEM/SOAR integrations.

Service Benefits	Faster Mac deployment with minimal IT effort and user disruption. Consistent security baselines across all corporate Macs worldwide. Reduced support tickets through self-service apps and automated fixes. Improved compliance reporting with real-time device and policy visibility. Seamless user experience that respects privacy and native macOS workflows. Lower total ownership costs via automation and streamlined administration. Rapid security response using behaviour-based detection and automated remediation. Easier audits with centralised inventory, configurations, and change history. Integrates with identity providers for seamless access and provisioning.
Service Level Agreements	Tier 1 Uptime Target: 99.99%+ Support Coverage: 24/7 on-call Use Case: Mission-critical, customer-facing applications Tier 2 Uptime Target: 99.9% Support Coverage: 24/7 on-call (outages), 18/5 (degradation) Use Case: Essential services, brief downtime tolerable Tier 3 Uptime Target: 99.5% Support Coverage: 18/5 on-call Use Case: Important services, some downtime acceptable Tier 4 Uptime Target: 99% Support Coverage: Single timezone support Use Case: Non-critical services Tier 5 Uptime Target: No formal target Support Coverage: Developer support only Use Case: Pre-production/testing

	Hosted Services: 99.9% availability per calendar month Material Impact: SLA applies when core functions are significantly affected Response Times: Calculated in business hours, not clock hours If we do not meet the Commitment, you may be eligible to receive a credit that will be applied to future subscription fees ("SLA Credit")"
Standard Support SLAs	P1 - URGENT Description: Critical incidents that affect all users or critical systems. All systems are down, resulting in a complete system outage. User Impact: All users are affected and are unable to perform their day-to-day jobs; no workaround is available. Target Technical Response Time:1 hour P2 - HIGH Description:Significantly degraded performance or functionality without a workaround. User Impact:Impacts some users; however, a workaround is available. Critical systems are affected but remain functional. Target Technical Response Time:2 hours P3 - MEDIUM Description:High-priority incidents that affect a single user or non-critical systems. User Impact:Degraded performance or functionality, though a workaround exists. Target Technical Response Time:3 hours P4 - LOW Description:Low-priority incidents that do not significantly affect the overall operation of the infrastructure. User Impact:These incidents are usually usage questions or minor inconveniences. Target Technical Response Time:4 hours

Premium Support	Jamf offers standard support free-of-charge, as well as enhanced support levels with enhanced target response times: Premium Support Silver: - Tier 3 support - 2 premium support contacts Premium Support Gold: - Tier 3 support - 3 premium support contacts - Priority phone support model - 24/7 support - Enhanced support reporting - 8 professional services hours Premium Support Platinum: - Tier 3 support - 8 premium support contacts - Priority phone support model - 24/7 support - Enhanced support reporting - 24 professional services hours - Root cause analysis for P1 issues - Named Primary Support Engineer - Management sponsorship
Onboarding	Jamf provides self-onboarding assisted by our Customer Success team for the first 90-days. Customers also have full access to our online training catalogue and documentation. Premium (paid for) Onboarding is also available: Jamf for Mac Premium Onboarding: This option is best for organizations where standard onboarding SOWs align with customer goals and are looking for a dedicated resource who can guide them to gain in-depth understanding of product fundamentals. A Dedicated Jamf Professional Services engineer ensures smooth deployment and management of Apple devices. Customized Setup: Onboarding to match specific organizational needs and workflows. Efficiency: Speeds up the deployment process, minimizing downtime and disruption. Best Practices: Ensures best practices are followed, enhancing security and compliance. Knowledge Transfer: Provides valuable resources, empowering IT teams with the skills needed to manage Apple devices effectively.