

Jigsaw Device Management – Service Definition

Overview

Jigsaw24's Jamf Managed Service provides organisations with a complete, fully supported Apple device management solution. Designed for organisations that use Apple technology but lack the time, expertise, or resources to manage it internally, the service delivers consistent, secure, scalable management across macOS, iOS, iPadOS and tvOS environments. The service is delivered for Jamf Pro as the core MDM platform.

Core Service Components (All Tiers)

- **Jamf Pro MDM Platform:** Management of Jamf MDM instance.
- **Device Lifecycle Management:** Enrolment, configuration, monitoring, updates, and security posture management across the entire Apple estate.
- **Service Desk Support:** Incident triage, troubleshooting, OS support, and device-level fixes.
- **Proactive Monitoring:** Dashboard-driven alerts covering certificates, tokens, OS versions, FileVault status, device health and compliance.
- **Automated Updates:** Application and OS point-release testing, communication, pilot groups, staggered deployment, tracking and reporting.

Tier 1 - Managed Jamf (Foundational Device Management)

Best for: Organisations needing core MDM management, device compliance, and proactive monitoring.

Included Services:

- Initial setup and configuration of Jamf Pro environment
- Auto-enrolment of devices via Apple Business Manager; re-enrolment on wipe
- Monitoring of Jamf instance and devices for compliance and MDM health
- Proactive event management via Jigsaw24 dashboards (certificates, FileVault, security apps, reboot time, disk space, etc.)

- Support for enrolment of non-ABM devices
- Patch24 application and OS patching with compliance reporting and enhanced user experience features (silent installs, notifications, custom scheduling)

Key Characteristic:

A stable, compliant, fully monitored Jamf environment - but no configuration change work, policy creation, or annual reviews included beyond the basics.

Tier 1 – SLA Summary

Service Hours: 08:30–18:00, Mon–Fri (UK). **SLA Type:** *Response only*

Response Targets:

- **P1:** 1 hour
- **P2:** 2 hours
- **P3:** 4 hours
- **P4:** 1 business day

Included:

- Service Desk triage & communication
- Proactive monitoring (certificates, check-ins, device health)
- Automated software/security updates
- Quarterly health summary

Not Included:

- Resolution targets
- Major OS upgrade planning
- ITIL governance or SDM

Escalation: Major Incident Manager → Director level

Tier 2 - Managed Jamf (Enhanced Administration & Configuration)

Best for: Organisations that need regular configuration changes, packaging, and structured annual reviews.

Includes everything in Tier 1, plus:

- Administration & configuration service: Jigsaw24 performs configuration changes within the scope of the service catalogue
- Annual Build Review: Validation of build personas, policies, and deployment workflows
- Creation & revision of policies and profiles, customised to business requirements (e.g., dock, wallpaper, browser)
- Jamf reporting setup and automation
- Annual policy review: Removal of redundant items, optimisation recommendations

- Application packaging & deployment (App Store and third-party apps) in Self Service or silent deployment
- Proactive solution management review (annual) - recommendations on risks, new features, hardware changes
- Major OS Release Impact Assessment (annual): Testing against your device builds, reporting on risks and required changes

Key Characteristic:

A significantly more hands-on service including configuration management, packaging, annual reviews, and impact assessments.

Tier 2 – SLA Summary

Service Hours: 08:30–18:00, Mon–Fri (UK). **SLA Type:** *Response only* (same timings as Tier 1)

Response Targets:

- **P1:** 1 hour
- **P2:** 2 hours
- **P3:** 4 hours
- **P4:** 1 business day

Included:

- All Tier 1 features
- Annual build and policy reviews
- Custom configuration changes
- App packaging & deployment
- Annual OS impact assessment
- Annual proactive environment review

Not Included:

- Resolution targets
- SDM or ITIL processes

Escalation: Same as Tier 1

Tier 3 - Managed Jamf (Enterprise Administration & Strategic Management)

Best for: Organisations with complex environments requiring continuous optimisation, scripting, and governance aligned with ITIL.

Includes everything in Tier 2, plus:

- Enterprise-grade administration: Ongoing improvement suggestions and implementation aligned to ITIL Change Enablement best practice
- Quarterly policy reviews (vs annual in Tier 2)

- Advanced scripting, tools, and Self Service solution creation - including new workflows and major updates multiple times per year
- More frequent Proactive Solution Management Reviews (multiple times per year vs annual)
- Stronger governance and change management across the Jamf environment
- Highest level of packaging, deployment support, and environment tuning

Key Characteristic:

A fully proactive, strategic service with quarterly governance, scripting support, large-scale optimisation, and ITIL-aligned change management.

Tier 3 – SLA Summary

Service Hours: 08:30–18:00, Mon–Fri (extended hours optional). **SLA Type:** *Response + resolution targets*

Response & Resolution Targets:

- **P1:** 1 hr response / 4 hrs resolution
- **P2:** 2 hrs / 8 hrs
- **P3:** 4 hrs / 16 hrs
- **P4:** 1 day / 5 days

Included:

- All Tier 2 features
- Quarterly policy/config governance
- Advanced scripting & Self Service workflows
- Multiple proactive reviews per year
- Dedicated Service Delivery Manager
- Full ITIL (Major Incident, Problem, Change Management)
- Enhanced reporting & dashboard customisation

Escalation: Accelerated through SDM and ITIL governance

