

Using Apple's "Shared iPad" to support a mobile workforce

Presented by

Dan Grace

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karis

Disability Services

Formerly Christian Horizons

Who we are

- Values-driven disability services provider
- Government-funded, non-profit, faith-based organization founded in 1965
- Largest in Canada:
 - >\$200M in annual funding
 - >3500 employees
 - >300 locations
- Supporting people with developmental disabilities in 5 different service models
- Spanning the majority of communities across Ontario and Saskatchewan



Our Values

New Name. Same Values



Valuing
People

All people are created in the image of God.



Serving
Others

We effectively and compassionately support those around us.



Fostering
Belonging

Everyone is valued equally.



Celebrating
Gifts

We celebrate the many skills, abilities, and contributions people offer.



Karis DTI Team Members

Digital, Technology & Innovation Dept (DTI)
Team members you may meet:

- John van Dijk: Manager, Business Intelligence
- Samuel Wong: Agile Project manager
- Dzidra Halar: Co-design Consultant & Self Advocate (Presenting virtually)
- Dan Grace: IT Infrastructure and Network Mgr
- Nousheen Samuel: Digital Products Manager
- David Nickerson: Strategic Projects Specialist
- Jeff Ham: Director, Digital, Technology and Innovation
- Christian Otte: VP, Digital, Technology and Innovation



Dan Grace

IT Infrastructure & Network Manager

- 28 years of service with Karis Disability Services / Christian Horizons
- Volunteered 4 summers at CH Camp as DSP and Lifeguard
- 9 Years as DSP in Sarnia, Toronto and Waterloo
- 19 years in Digital, Technology and Innovation Department (IT Dept) starting as helpdesk, then email admin, to current position
- Loves hockey, playing music and baking sourdough bread.



iPad – what comes to mind?

- Games
- Entertainment
- Creative applications – drawing, music
- Communication
- Ordering Sushi
- Free Childcare?



iPad Capabilities

- Lightweight and portable
- Vibrant Touchscreen
- Cameras – front and back facing
- Secure App Ecosystem
- Connectivity
 - 5G cell on certain models – sim or esim
 - USB-C for connection to monitor/dock etc
- Longer battery life than most laptops



The Challenge/Opportunity

- Rolling out a new Case Management System – Cloud Based
- Mobile workforce – community based
 - Internet availability away from Office was rare
- Increased documentation needs
- Not enough devices to go around
 - Mix of laptops and desktop computers
- Opportunity for change in process
- Vision: Mobile, portable, connected device that supports multiple users to document/communicate on the go.



Shared iPad

- Introduced in 2016 in education. Moved to business in 2020
- Enables Multiple private user profiles on 1 shared device
- Enabled by MDM (Mobile Device Management) platform ie, intune, Jamf, etc
 - Scalable configuration to many devices
 - Control over configuration, layout, apps, restrictions
- Uses “Managed AppleID” – can be synced with identity provider

Recent Users



John Appleseed



Simon Elberts

Shared iPad Requirements

- Modern iPads with at least 32gb storage
 - iPad PRO, iPad gen5 +, iPad Air 2 +, iPad mini gen4 +
- Apple Business Account
 - Devices are associated with AB account
 - User Management
 - App Catalogue
 - Link to MDM
- Mobile Device Management Platform (MDM)
 - Microsoft Intune, JAMf, etc
 - Set shared iPad configuration, restrictions, app deployment etc.

Shopping list

<input checked="" type="checkbox"/>	_____
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How it Works – New iPad added to ABM

iPad when setup checks in with ABM

ABM – Apple Business Manager
- Devices
- Apps
- Users

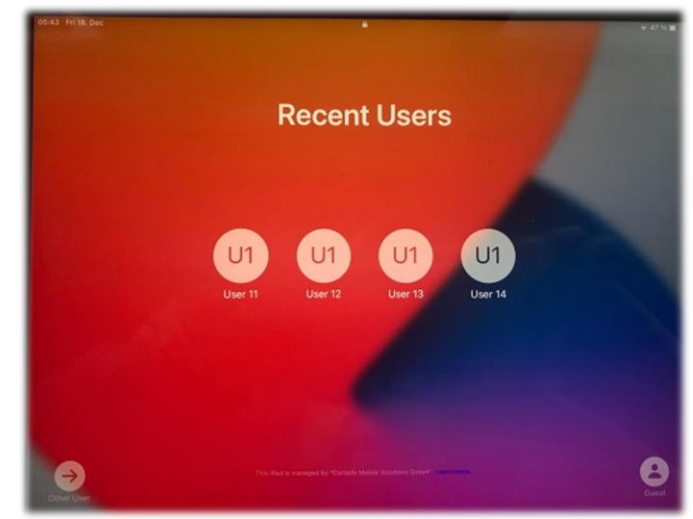
MDM – Mobile Device Manager
- Policies
- Restrictions
- Controls

iPad configures as Shared iPad mode

MDM Pushes apps, configuration and updates

User logs in and uses iPad apps

IDP - Identity Provider
- Sync Users with ABM



Managed AppleID

- Unique to Apple Business
 - Can be created in ABM individually
 - Must verify Domain Name to use as appleID
 - Can be Automated using SCIM to create accounts linked to your IDP
 - Gives you ability to lock your domain
 - Can generate report of users who have a personal AppleID setup with company email
 - 5GB of iCloud storage – no more, no less
 - Saves pictures, safari browsing data, iMessage and facetime details, contacts
 - Can't be used in app store
 - Can't be used with many apple services – ie Apple Health, Fitness, Music, TV+, iCloud mail, FindMy etc.



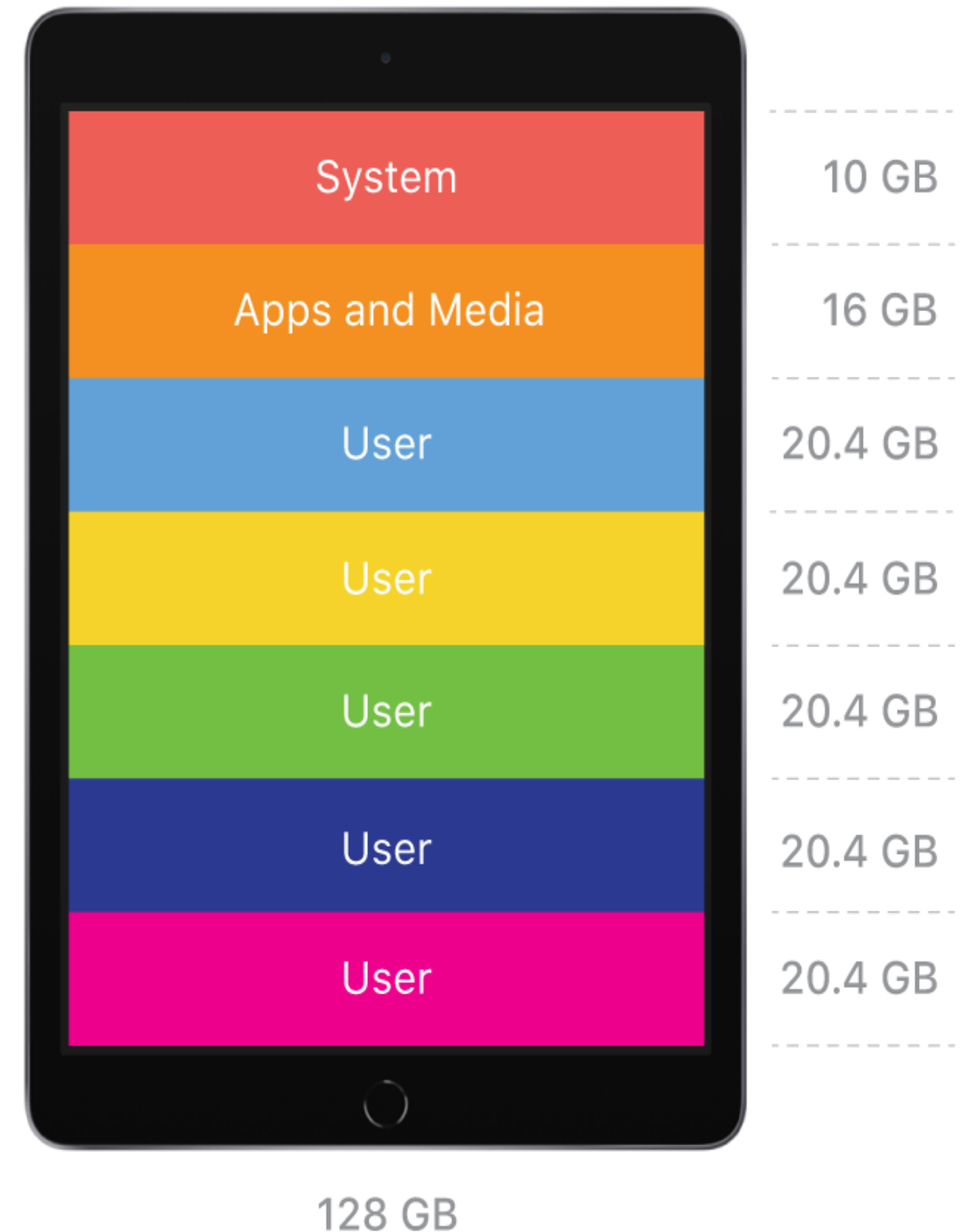
Device Security

- Devices kept up to date automatically via MDM
- You choose apps.
 - App store not available with Managed AppleID
 - Apps can be pushed to all or some of your devices as needed.
- Each user has their own profile and passcode – no shared passcodes or logins. Same login/passcode works on any of your org's shared iPads.
- Optional 3rd party endpoint protection software for antivirus/threat detection (do research/testing before committing)
- Configure a note for lock screen – ie Property of...



Important Considerations

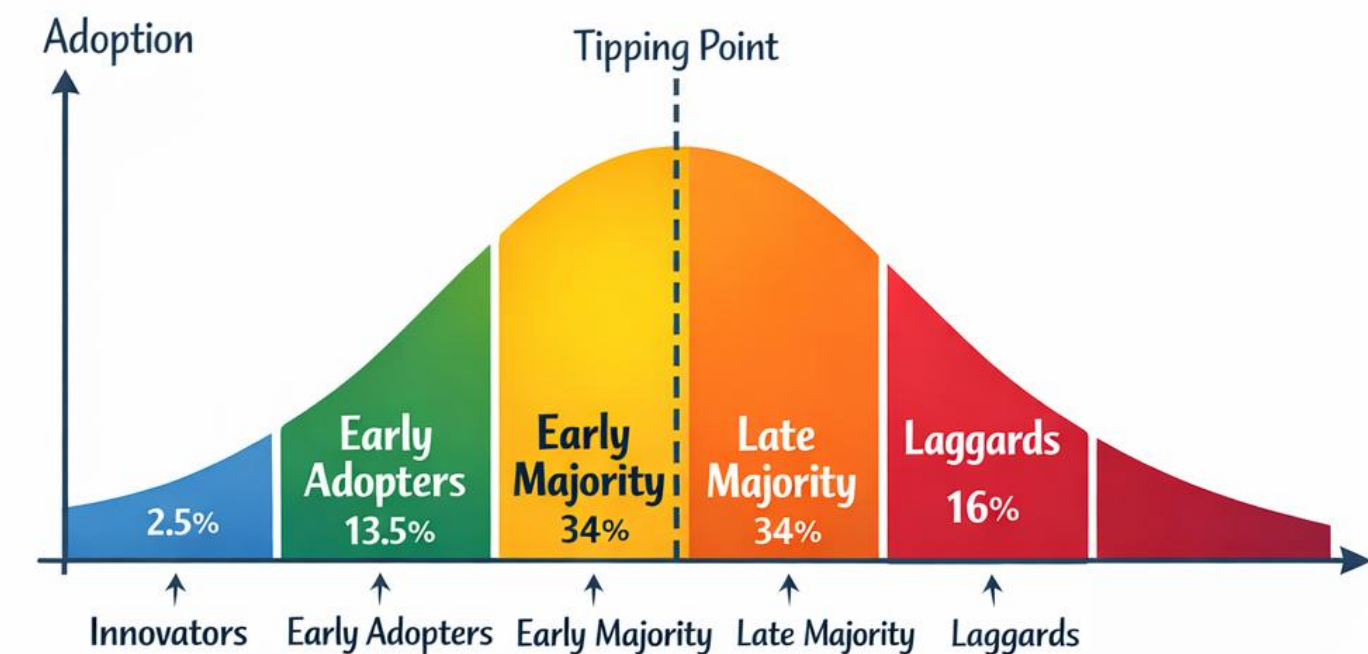
- Ensure storage space is adequate
 - Space is divided by number of users you choose
- Extended warranty - AppleCare for Enterprise
- Device Protection
 - Rugged case
 - Screen Protector
- Accessories
 - Keyboard case – Apple, Logitech or third party
 - USB-C adapters/dock for extra connectivity
- Testing/Validation before deployment



Change Management

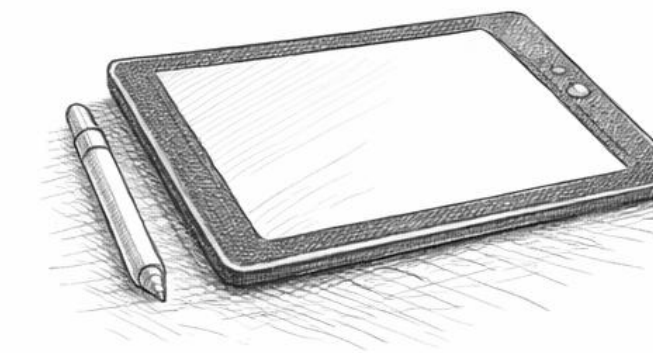
- Preparation is key to any change in process/tech
- Break down new processes into skills that you can prepare people for
- Support begins before rollout and extends well beyond.
- What is easy/exciting to you may be scary/unfamiliar for others
- Have a clear vision for the change, prepare people for it, empower people to adopt and review progress to adapt approach as needed

Roger's Adoption Curve



Lessons Learned

- Cellular activation is the key to unlocking Shared iPad's full potential
 - Cell iPads much more useful for DSP's
- Modern iPad pro devices are durable
- There's usually a cheaper way to license devices
- Test everything before deployment
 - Configuration – ie screen timeout/auto lock
 - App functionality
- Be sure to handle MDM/Apple Certificates in timely fashion - yearly
- Prepare users for success



Thank You!

Dan Grace – dgrace@karis.org

Shared iPad Overview

<https://support.apple.com/en-ca/guide/deployment/dep9a34c2ba2/web>



Managed Apple Accounts

<https://support.apple.com/en-ca/guide/deployment/depdc4ba8d82/web>



Apple Business (Manager)

<https://business.apple.com/>



Shared iPad with intune MDM

<https://learn.microsoft.com/en-us/intune/device-enrollment/apple/shared-ipad>

