Optimised Mac Estate Secures University of Sussex's Cyber Essentials Certification

The Context

The University of Sussex is an award-winning university, located in Falmer, in the southeast of England. Since its establishment in 1961, the university has become a world-renowned institute in the fields of arts, humanities, sciences, and social sciences.

As part of their mission to provide the best facilities for their students and lecturers and to ensure the security of their systems, the university has aimed to become Cyber Essentials certified. Ensuring Mac devices used across their estate, particularly in their labs, are continually updated to comply with the latest security standards is a key component of achieving this certification. Cyber Essentials is essential for universities as it protects sensitive research data, prevents cyber threats and ensures a secure learning environment for staff and students.

Snapshot of solution

Academia provided the University of Sussex with support towards the migration of 566 Macs and 126 iPads across the university, rebuilding and configuring devices for optimal security. Our services included:

- A tailored migration strategy, ensuring integration with identity management, cloud storage and security frameworks.

- Training and knowledge transfer.

- Improved device management, which has enhanced user experience.

The Challenge

The University of Sussex aimed to achieve Cyber Essentials Plus certification to enhance security across its Mac estate. To comply, all Macs and iPads needed to migrate from the outdated Profile Manager to Jamf, a robust Apple device management platform. However, a new IT team, unfamiliar with the systems, faced challenges in implementing this transition.

Academia's Expertise

As an Authorised Apple Education Specialist, certified Jamf Managed Service Provider and cybersecurity partner, Academia worked closely with the university to ensure a seamless deployment. Developing a tailored migration strategy, ensuring integration with identity management, cloud storage and security frameworks.

Seamless Migration & Security Compliance

Academia oversaw the migration of 566 Macs and 126 iPads across the university, rebuilding and configuring devices for optimal security. By leveraging Jamf's Automated Device Enrolment, the transition was streamlined, ensuring compliance with Cyber Essentials standards.

Training & Knowledge Transfer

To empower the IT team, Academia provided hands-on training, covering deployment scripting, security updates and best practices. This ensured the team could manage and maintain the new system effectively beyond the initial rollout.

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Academia were great, they were always there if we had a question or needed a hand. The training they provided was superb. I know the team felt really reassured afterwards.

Neil Atherley
Head of Network and Infrastructure
University of Sussex

Overcoming Resistance & Driving Adoption

Academia addressed concerns from faculty about administrative control shifts by demonstrating the benefits of enhanced security and streamlined device management. Their approach fostered trust and ensured a smooth transition.

The Impact

With Academia's support, the university is on track for Cyber Essentials Plus certification. The transition eliminated outdated management methods, replacing them with automated patching and real-time security updates. The collaboration also strengthened the IT team's expertise, positioning them for long-term success. Additionally, the improved device management has enhanced user experience by ensuring seamless access to secure, well-maintained systems.

Reduced IT tickets and a lower support burden have allowed IT staff to focus on strategic initiatives rather than reactive troubleshooting.

A Secure & User-Centric Environment

By creating a secure environment with user experience at its core, the university is providing a foundation that enables more users to adopt Apple technology, empowering individuals with the tools they need to be productive while maintaining the highest security standards.
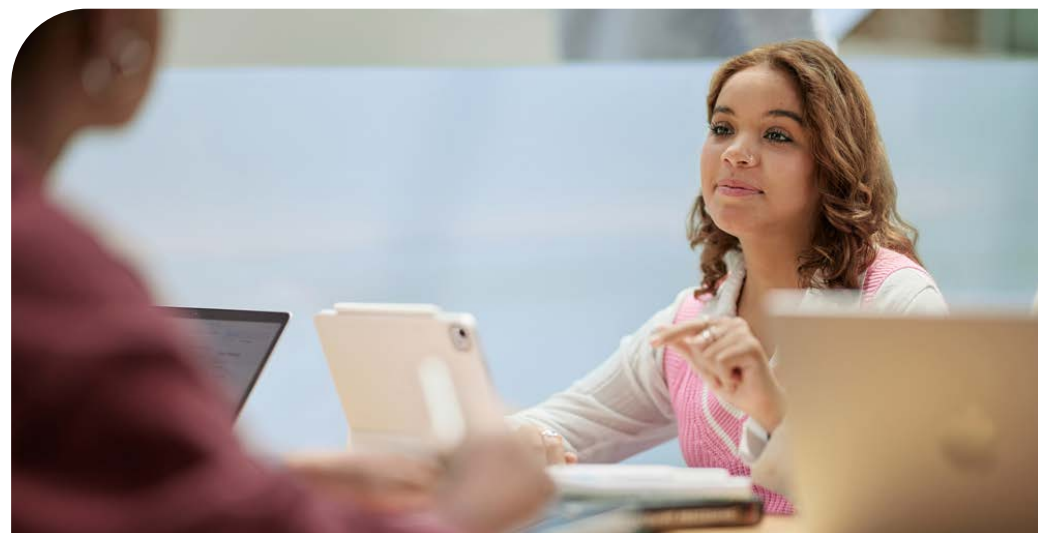
Next Steps

Building on this success, the university will continue working with Academia to enhance Mac management and implement Privileged Access Management (PAM) as the next step towards full Cyber Essentials certification.

How can Academia help you?

To learn more about deploying Apple in your organisation or using Jamf to improve the device management experience, get in touch with our Higher Education team to discuss how Apple technology can transform teaching and learning at your university.

www.academia.co.uk/case-studies/

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Get in touch!

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