

# MacOS Computers in the City of Portland Environment

## General Overview

MacOS is the operating system resident on Apple desktop and laptop workstations. The City’s infrastructure and support are configured for Windows-based desktop and laptop workstations. Therefore, many enterprise solutions and capabilities are not available for MacOS workstations. The following clarifies MacOS related concerns, user responsibilities, capabilities, and processes within the City technology environment. The scope describes a minimal level of BTS support, using existing Bureau of Technology Services (BTS) staff resources, designed to allow City-owned Macs to be standardized and connected to City network resources.

## Concerns

Generally, MacOS workstations exist outside of the City’s automated security and application management capability. Many of the tools in place are either not capable of, or configured to, support MacOS workstations. Without proper security settings and software management practices, the workstations become vulnerable to attacks.

Similarly, BTS has hired and developed support staff based on Windows environment skill sets, not MacOS skill sets. BTS has no MacOS workstation subject matter experts on staff with experience in a business environment. Helpdesk support and technical support of MacOS workstations are not currently available from BTS.

While MacOS workstations and laptops are allowed in the City environment with an approved exception, using those devices for critical functions that may require any form of timely support from BTS is not allowed. **MacOS DEVICES ARE NOT SUPPORTED BY BTS AS A PRIMARY WORKSTATION.**

## Responsibilities

The MacOS user and BTS have the following support tasks for MacOS machines. BTS will provide the services below as described as standard services.

Task Description	MacOS User	BTS
<b>Exception</b>		
<b>Exception submittal</b> A Technology Exception is required for all MacOS workstations. The bureau is responsible for exception submission in coordination with their Technology Business Consultant (TBC) and Bureau Liaison to BTS. Technology Exception forms can be found <a href="#">here</a> . A listing of TBCs and Bureau Liaisons can be found <a href="#">here</a> .	User	With TBC
<b>Exception review</b> BTS will review the Technology Exception and notify the requestor and Bureau Liaison of the decision. The exception is evaluated with existing standard configurations and BTS may recommend the most appropriate configuration.		BTS

Task Description	MacOS User	BTS
<b>Acquisition</b>		
<b>Procurement request</b> (if the Technology Exception is <u>approved</u> ). A procurement request referencing the approved exception number and standard configuration information specified in the exception is submitted to BTS Technology Procurement and Cellular Team (TPCS). The procurement request can be found <a href="#">here</a> .	User	With BTS TBC
<b>Order</b> BTS TPCS will order the MacOS equipment. All MacOS workstations will be purchased with a 3-year AppleCare contract.		BTS
<b>Receiving</b> BTS TPCS will receive delivery of the equipment.		BTS
<b>Configuration</b>		
<b>Provisioning</b> BTS will perform basic configuration work to prepare and join the workstation or laptop to the City network. This will include: <ul style="list-style-type: none"> <li>• Assigning a device identification number..</li> <li>• Joining to network domain.</li> <li>• Applying root security certificate. (includes Rose WiFi certificate as needed)</li> <li>• Installing McAfee antivirus software.</li> <li>• Installing Nessus security scan software.</li> </ul>		BTS
<b>Deployment</b>		
<b>Delivery</b> If the user is working from a City location, BTS will deliver the workstation to the user’s location. If the user is teleworking long-term, BTS will coordinate a pickup time and location with the user.		BTS
<b>Day-to-Day Support</b>		
<b>Software installation</b> User is responsible for installing and supporting any additional software, including Microsoft Office 365. Please note, all additional software must be purchased through BTS TPCS; and any software that is not found in the <a href="#">Technology Standards Directory</a> must have a Technology Exception submitted and approved before the purchase form is submitted.	User Supported	
<b>Connectivity to Printers and File Shares</b> User is responsible for connecting to file shares and printers.	User Supported	
<b>MacOS and application patching and updates</b> User is responsible for applying patches and updates within 30 days of availability per BTS Administrative Rule <a href="#">IT-17.03 – Patch Management Standard</a> .  BTS periodically runs scans using the Nessus platform to identify out of compliance versions. BTS will notify the user if it finds a workstation or laptop to be out of compliance.	User Supported	BTS: Periodic scans & removal from network as needed

Task Description	MacOS User	BTS
Out of compliance workstations maybe removed from the network.		
<b>Break / Fix</b> Break / Fix issues are reported to Apple via the AppleCare contract, coordinated and monitored by the user.	User Supported	
<b>Disposal</b> BTS will pick up and dispose of MacOS workstations according to its standard procedures.		BTS

### Additional User Responsibilities

The user must comply with the following as a condition of having and using a MacOS workstation or laptop. Failure to comply may result in removal of the device from the City’s network.

- Passwords for local accounts must comply with City of Portland standards per [BTS Admin Rule BTS-2.05 – User & Administrative Passwords](#).
- Follow all [BTS Administrative Rules](#) and [BHR Administrative Rules](#) that apply to technology.
- Non-standard software must be submitted and approved through the Exception Process.
- Sensitive data shall not be used or stored on the device.
- The device is to be used only for the business need stated in the Technology Exception.

## Capability Summary

### Connectivity

Connection	Capabilities	Support Model
Rose hardwired domain connectivity	<p>The MacOS workstation is connected via a network cable to the City network in a City facility. <b>All City owned MacOS workstations are required to be joined to the Rose domain.</b></p> <ul style="list-style-type: none"> <li>• Login using Rose domain user name and password.</li> <li>• Citywide password policies are enforced.</li> <li>• Printing is possible to network connected printers (user responsible for connecting).</li> <li>• File shares on network file servers are accessible (user responsible for connecting).</li> <li>• Internet access is provided. Content passes through City content management filters.</li> </ul>	Limited
Rose WiFi connectivity	<p>The workstation is connected to the Rose domain and can connect to the Rose WiFi wireless network. Connectivity requires an internally generated security certificate. Generating the certificate and installing it on the MacOS workstation is a manual process.</p> <ul style="list-style-type: none"> <li>• Login using Rose domain user name and password.</li> <li>• Citywide password policies are enforced.</li> <li>• Printing is possible to network connected printers (user responsible for connecting).</li> <li>• File shares on network file servers are accessible (user responsible for connecting).</li> <li>• Internet access is provided. Content passes through City content management filters.</li> </ul>	Limited
CityGuest WiFi connectivity	<p>The workstation is connected to the CityGuest WiFi wireless network.</p> <ul style="list-style-type: none"> <li>• Login is via a local workstation account only.</li> <li>• Citywide password policies are not enforced.</li> <li>• <b>NO access</b> to network connected printers.</li> <li>• <b>NO access</b> to file share on network file servers.</li> <li>• Internet access is provided. Content passes through City filters.</li> </ul>	User Supported
Remote VPN connectivity	<p>The user connects to City resources from a remote location or from the CityGuest WiFi wireless network.</p> <ul style="list-style-type: none"> <li>• Remote Desktop Protocol (RDP) connection to a Windows workstation on the City network in a City facility is allowed.</li> <li>• <b>NO access</b> to a full VPN tunnel allowing direct access from the MacOS workstation to services such as file shares and printing.</li> </ul>	User Supported

## Software

All software must be manually installed. The City does not support the capability to centrally automate software installations with Altiris packages as it does for Windows machines.

Capability	Description	Support Model
Standard Software	<ul style="list-style-type: none"> <li>Standard software does not require an exception.</li> <li>Purchase through BTS Stores.</li> </ul>	Limited
Software Acquisition	<ul style="list-style-type: none"> <li>Non-standard software including Software as a Service applications for MacOS workstations follows the BTS exception process.</li> <li>Purchase through BTS Stores.</li> </ul>	User Supported
Software installation on MacOS workstations		User Supported
eMail	<ul style="list-style-type: none"> <li>Access via browser using Outlook web app via Office365.PortlandOregon.gov or Portal.Office365.com.</li> <li>Use Outlook installed on the local machine as part of the Office365 subscription.</li> </ul>	User Supported
Microsoft Office Suite	<ul style="list-style-type: none"> <li>The Microsoft Office suite is available for Mac as part of the City's subscription.</li> </ul>	User Supported
Microsoft Office 365 capabilities	<ul style="list-style-type: none"> <li>All Office 365 capabilities, as supported by Microsoft for MacOS workstations, and allowed by BTS, are allowed and accessible on MacOS workstations.</li> <li>Capabilities are accessed either through web applications, or the locally installed client.</li> </ul>	User Supported

## Support

Capability	Description	Support Model
Support Center procurement, deployment and disposal	<ul style="list-style-type: none"> <li>See similarly title sections above in Responsibilities.</li> </ul>	Limited
Support Center Helpdesk or technical support	<ul style="list-style-type: none"> <li>There are no MacOS workstation subject matter experts (SME) on staff with experience in a business environment</li> </ul>	User Supported
Remote control with Bomgar	<ul style="list-style-type: none"> <li>While confirmed to work, this service (or functionality) is not supported. See "Support Center Helpdesk or technical support" above.</li> </ul>	User Supported
Enterprise tools for software patching and configuration	<ul style="list-style-type: none"> <li>Tools to accomplish this have not been acquired and/or configured in the City environment.</li> </ul>	User Supported

Root Certificate updates	<ul style="list-style-type: none"> <li>• Periodic updates of trusted root security certificates from the City Certificate Authority via exception process only</li> </ul>	User Supported
Troubleshooting / Repair	<ul style="list-style-type: none"> <li>• AppleCare Required.</li> </ul>	User Supported
Network Printer		User Supported

Configuration Settings

Capability	Description	Support Model
MacOS Workstation naming	<ul style="list-style-type: none"> <li>• MacOS workstations must be named according to the following standard where nnnnn is a BTS assigned sequence number. <ul style="list-style-type: none"> <li>○ Mac Laptop – MACLTnnnnn</li> <li>○ Mac workstation – MACWSnnnnn</li> </ul> </li> </ul>	Limited
Asset Inventory	<ul style="list-style-type: none"> <li>• The Altiris automated asset management tool is not currently configured to, support MacOS workstations.</li> <li>• No Altiris agent is installed</li> </ul>	Not Supported
LCR	<ul style="list-style-type: none"> <li>• BTS collects a monthly / annual rate to cover life cycle replacement costs.</li> </ul>	Not supported

Compliance

Capability	Description	Support Model
Administrative credentials on MacOS workstation	<ul style="list-style-type: none"> <li>• Centralized support staff administrative accounts not supported.</li> </ul>	Not Supported
Automatic update of McAfee virus files	<ul style="list-style-type: none"> <li>• The McAfee client must be manually installed</li> <li>• McAfee Endpoint Security (ENS) will be installed automatically once the McAfee client is installed</li> <li>• Virus Definition Files (DAT) updates and other McAfee agent/module updates will be installed automatically. If computers aren't connected to the Rose network, the agent will get the DAT updates directly from McAfee. BTS does not test (confirm the successful installation of) these updates on Mac computers.</li> <li>• Scans need to be run manually by users</li> <li>• Users are responsible for virus remediation</li> </ul>	Limited
Compliance scanning	<ul style="list-style-type: none"> <li>• The Nessus compliance scanning client must be manually installed. (A BTS responsibility, as noted above)</li> </ul>	Limited

	<ul style="list-style-type: none"> <li>• Workstation user may be periodically notified by BTS Information Security of software that is out of support.</li> <li>• Updates must be applied by the user in 30-days.</li> </ul>	
Citywide password policies	<ul style="list-style-type: none"> <li>• Control of password length, complexity and expiration is enforced by the Rose domain for workstations and laptops that are Rose domain joined.</li> </ul>	Limited
Electronic Discovery	<ul style="list-style-type: none"> <li>• City tools used for electronic discovery are not compatible to access files located on MacOS workstations.</li> <li>• User will have to search for files manually.</li> </ul>	User Supported

