



DMA Guide for Parents/Guardians:  
**Default Option**

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## Introduction

In today's digital age, Personal Learning Devices (PLDs) have become an integral part of education. While these devices offer immense opportunities for learning and growth, it is crucial to ensure they are used safely and responsibly. This is where our Device Management Application (DMA) comes in.

The Default Option of our DMA is designed to strike a balance between educational needs and digital well-being. It provides a structured digital environment that:

1. Adheres to school-set rules during school hours (which are defined by the school), ensuring your child's/ward's focus on learning.
2. Maintains these rules after school hours, promoting consistent and responsible PLD use.
3. Implements sleep hours, supporting your child's/ward's health and well-being by encouraging proper rest.

This guide will introduce the features of the Default Option, to help you understand how it works to create a safe, productive digital environment for your child/ward both in and out of school.

By using this application, you are taking an important step in guiding your child's/ward's digital journey, fostering good habits, and supporting their learning.

## Section 1: What is Jamf School

Jamf School is a purpose-built Apple Mobile Device Management (MDM) for schools. As of 31 December 2023, the majority of the top universities and school districts in the United States of America use Jamf to manage their learning devices.

### Who uses Jamf?

#### 10 of the Top 16

Best school districts in the U.S. as ranked by Niche

#### 9 of the Top 10

Largest U.S. school districts as ranked by Niche

#### 10 of the Top 10

Best global universities as ranked by US News and World Report

#### 11 of the Top 11

Best U.S. national universities as ranked by US News and World Report

\*As of December 31, 2023

Jamf employs a series of controls to safeguard user data.

#### Cloud Security

Security is built in to all Jamf products. We employ numerous industry-leading security controls to safeguard your data including:



##### Aurora RDS encryption

Jamf Cloud uses an external, third-party SSL certificate for the Jamf Pro web app. In addition, Jamf Cloud uses TLS 1.2 and AES-256 bit encryption for data at rest and in transit between a managed endpoint and the Jamf Pro server.



##### Logical Data Separation

Data is kept logically separate on various layers throughout the Jamf Cloud infrastructure. Only processes and threads such as queries within an authenticated organization's context may access that organization's data. This restriction applies to all data and processes/threads, both in memory and on disk.



##### Database Backups & Recovery

Databases are continuously replicated to another server in a different data center. A snapshot of each database is taken every 24 hours and may be used to restore data if a critical event occurs. Jamf Cloud uses application and database servers in multiple data centers to provide high availability and recovery in case of service outage.



##### Dedicated Security Operations Team

We have a dedicated global team of engineers to monitor cloud availability and ensure the highest uptime is achieved for our customers.

Jamf is committed to safeguard personal information, maintaining compliance with privacy laws, and enhancing transparency through updates to its Privacy Notice, including clarification on third-party data processing.

### Jamf's Approach to Privacy



Protecting privacy is a core responsibility for every organization, and it is best attained when it is an integral part of the organizations' business operations. Privacy must be considered as part of strategic decision-making, business operations and application development; it should not be an afterthought.

At Jamf, we understand the importance of data privacy and work to ensure data protection is considered in every decision we make.

Jamf has established a privacy approach that is designed to direct our actions and help us honor our commitments to protect your data. The objectives of this program are based on three principles:

- ✓ **Compliance** - Achieve and maintain compliance with privacy laws and regulations.
- ✓ **Trust** - Build and maintain the trust of our customers, partners, and employees.
- ✓ **Culture** - Foster an organization-wide culture of "Privacy By Design."

Jamf is compliant with multiple certifications and is a member of several organisations that focus on cybersecurity and governance.

**Compliance offerings****SOC 2**[ISO 27001](#)[ISO 27701](#)[Cloud Security Alliance](#)[Data Privacy Framework Program](#)[Cyber Essentials](#)[StateRAMP Ready status](#)**Memberships****OWASP****FBI InfraGard****ISACA**[CIS Benchmark](#)

## Section 2: After-School DMA Parent Options – Default

This guide is for parents/guardians who have selected the **Default Option** for your child's/ward's PLD.

This option is for parents/guardians who want your child's/ward's use of the PLD to be restricted to only teaching and learning, and who prefer to follow the Default Setting as set by the school for both during and after school hours.

<b>Default Setting</b>	
Protects students from objectionable content	Web content filtering includes, but is not limited to the following categories: <ul style="list-style-type: none"><li>• Violent/extremist content</li><li>• Sexual/pornographic content</li><li>• Gambling-related content</li></ul>
Reduce distractions from learning through control of applications	Parents/guardians and students will be unable to install additional applications.
Limit screen time	Your child's/ward's PLD will be set to the default sleep hours from 10.30pm to 6.30am. School may adjust the sleep hours subsequently as required.

Under this option, the school's configured Default Setting will safeguard your child's/ward's PLD during and after school hours through content filtering, restricting installation of applications and limiting screen time.

## Section 3: DMA Features

### During School Hours and After School Hours

#### 3.1 Web Content Filtering

Your child's/ward's PLD will be protected by **Jamf Safe Internet**. If your child/ward visits a restricted site, the following block screen will appear.

#### Restricted Site

You cannot browse this page at "http://restrictedsite.com/" because it is restricted by "Jamf Trust".

#### 3.2 Application Control

The applications on your child's/ward's PLD will be managed by the school.

If you wish to install additional applications, you will need to change your after-school DMA Parent Option to either Option A or Option B. You can do so by submitting a request to the School DMA Admin.

During Sleep Hours

### 3.3 Single App Mode

Your child's/ward's PLD will be set to the default sleep hours of 10.30pm to 6.30am.

To enforce sleep hours, Single App Mode will be enforced on your child's/ward's PLD during sleep hours. The default app in this mode is the "Clock" app. While in this mode, the PLD will be forced to stay on the app and your child/ward cannot switch away from it.



**We have come to the end of the Guide. If you have other questions, including changing of after-school DMA Parent Options, please contact the respective school's DMA Admin.**