

Laptop Standard Operating Processes

Purpose

Establish standardized procedures for managing district-issued laptops, ensuring secure, equitable access and accountability for all PreK–12 students, teachers, and staff. This SOP supports instructional technology, asset protection, compliance, and operational efficiency.

Scope

Applies to all district-issued laptops. Responsibilities are defined for school administrators, principals, School Laptop Managers (SLMs), IT, Procurement, and Property Accounting.

Roles

Supporting Leaders, Consulting Leaders, Individuals/Groups Informed

Title	Description of the Role	Role (RASCI) beyond
Deputy Superintendent of Finance and Operations	Oversight	Accountable Lead Process Chief (LPC)
Chief Technology and Innovation Officer	Oversight	Stakeholder Chief(s) (SC)
Deputy Superintendent of Academics	Oversight	Stakeholder Chief(s) (SC)
Chief Financial Officer	Oversight	Stakeholder Chief(s) (SC)
Director of Information Technology	Oversight	Responsible Leaders
Technology Asset Manager	Oversight	Responsible Leaders
Executive Directors of Schools	Oversight	Responsible Leaders
School Laptop Managers	Device Management, Reporting	Responsible
School Technology Support Specialists	Support SLMs, Distribution, Device Care, Compliance	Responsible and Support
School Back-Up Laptop Managers	Support SLMs	Support
Librarians	Support SLMs, Distribution, and Training	Support
LEIR Library Consultant	Support Librarians and Library Assistants	Support
Librarian Assistant	Support LMS, Distribution, and Training	Support
Students	Device Care, Compliance	Informed
Teachers	Classroom Device Management	Informed
Parents	Device Care, Compliance	Informed

RASCI roles will be defined specifically in individual processes as well.

Definitions

- School Laptop Manager (SLM)
- Back-up Laptop Manager (BULM)
- School Technology Support Specialists (STSS)- Technicians
- Asset removed- the word removed simply means that the device is no longer available in the system to be used. However, it is still marked for a specific category for inventory purposes (i.e., biohazard, lost, missing, etc.).

General Information Regarding Laptops

- One to One Plus is the central system for Asset Management (pending movement) and work orders.
- The Information Technology Department will assume responsibility for the comprehensive management of all technology assets in Richland School District One. This includes the full lifecycle of technology assets—procurement, inventory tracking, maintenance, and disposal—in alignment with the Center for Internet Security (CIS) Critical Security Controls 1 and 2, which emphasize the importance of maintaining accurate inventories of both hardware and software assets to reduce cybersecurity risks. As part of our commitment to the SCDE’s SAFE K-12 program, IT asset management practices will also support physical and digital safety initiatives by ensuring only authorized and secure devices and applications are deployed across the district. This includes regular audits, automated tracking, and enforcement of approved software and hardware standards to protect student data and district infrastructure.
- A meeting will be held annually for each role to review tasks.
- Property Accounting maintains financial records in Tyler Munis, Enterprise Resource Planning (ERP) system.

Sections

1. [Training/Meetings](#)
2. Device Selection, Procurement, and Imaging
 - [Selection and Procurement](#)
 - [Imaging](#)
3. [Receiving Devices at Schools](#)
4. [Device Assignment](#)
5. [Distributing Devices](#)
6. iPads
7. [Acceptable Use of Technology Orientation](#)
8. [Technical Support and Help Desk](#)
9. Replacement Devices
 - [Lost](#)
 - [Biohazard](#)
 - [Out of Warranty/ No Stock Replacement Requests](#)
10. [Mid-Year Inventory Check](#)
11. [End of Year Collection](#)
12. [Sumer Programs](#)
13. [End of Life](#)

Training/Meetings

Each year, the Information Technology Department will hold training sessions for the asset management system. Additionally, the department will hold mandatory meetings for each role to review expectations of this standard operating procedure.

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Develop a face-to-face/ virtual training module as well as an on-demand virtual module for the asset management system.	(R) Director of IT	(S) IT Asset Manager
2	Schedule mandatory Laptop Meetings for School Laptop Managers, Back-up Laptop Managers, Librarians, Library Assistants, LEIR Librarian Consultant Principal and School Technology Support Specialists.	(R) Director of IT	(S) IT Asset Manager, LEIR Library Consultant (I) School Laptop Managers, Back-up Laptop Managers, Librarians, Librarian Assistants, Principal, School Technology Support Specialists
3	Hold mandatory Laptop Meetings for School Laptop Managers and Principals	(R) Director of IT	(S) IT Asset Manager (I) School Laptop Managers, Principals
4	Mandatory meeting for Back-up Laptop Managers, Librarians, and Librarian Assistants.	(R) Director of IT	(S) IT Asset Manager, LEIR Library Consultant (I) Back-up Laptop Managers, Librarians, Library, APs



RICHLAND ONE

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
5	Mandatory meeting for School Technology Support Specialists.	(R) Director of IT	(S) IT Asset Manager, LEIR Library Consultant (I) School Laptop Managers, Back-up Laptop Managers, Librarians, Librarian Assistants, Principal, School Technology Support Specialists

Device Selection, Procurement, and Imaging

Each year, the Information Technology Department meets with various technology vendors to review current device models, determine which will be available for the upcoming year, and identify those that will be discontinued.

Selection and Procurement

Our refresh cycle follows the following:

PreK-2 iPads

Grades 3-7

Grades 8-12

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Collaborate with our vendor to determine the model, warranty, etc. that will need to be purchased for the upcoming school year, and a quote will be requested for the cost of one (1) device.	(R) IT Asset Manager	(S) Vendor (C) Instruction & Accountability, LEIR Library Consultant
2	Request funds be made to Budget Services based on the Mid-Year Inventory as well as reviewing the Asset Management system, out of warranty devices, 45 th day enrollment.	(R) IT Executive Director	(S) Deputy Superintendent of Finance and Operations
3	Monitor the ordering and delivery (to imaging facility for large orders) of devices.	(R) IT Asset Manager	(S) IT Asset Specialist, Director of IT
4	Notification of shipment/delivery dates.	(R) IT Asset Manager	(S) IT Asset Specialist (pending FTE), Director of IT, School Technology Support Specialists, LEIR Library Consultant (I) Principals and School Laptop Managers

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
5	Receive items through the ERP so that invoices can be processed.	(R) IT Asset Manager, and IT Executive Assistant	(S) IT Asset Specialist (pending FTE)

Imaging

Bulk Orders

- The district's third-party vendor will receive, image, etch, install tracking software, put the case on, affix asset tags, and send documentation for all bulk orders at their warehouse.
- Our vendor will provide data (fixed asset tags, serial numbers, PO numbers, etc.) so that it can be imported into our Asset Management system.
- Once the above tasks have been completed, the devices will either be sent directly to the schools and/or to the warehouse for warehouse stock.

Receiving Devices at Schools

Devices Received from Vendor (Bulk Order Sent Directly to the School)

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	School will receive an email with an estimated delivery date with their allocation with a list of asset tags.	(R) IT Asset Manager	(S) IT Asset Specialist (pending FTE), Director of IT, School Technology Support Specialists, LEIR Library Consultant (I) Principals, School Laptop Managers, Property Accounting
2	Schools receive new Devices directly from vendor.	(R) School Laptop Manager	(S) Technology Asset Manager, School Technology Support Specialist, Director of Information Technology (I) Principal, Librarian, Back-up Laptop Manager, LEIR Library Consultant

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
3	Devices are counted to ensure the count matches the amount indicated on allocation email. Missing devices are reported to the Technology Asset Manager immediately via email.	(R) School Laptop Manager	(S) Technology Asset Manager, School Technology Support Specialist, Director of IT (I) Principal, Librarian, Back-up Laptop Manager, LEIR Library Consultant
4	Devices are spot checked and put in a designated area and marked "Ready to be Checked Out."	(R) School Technology Support Specialist	(S) Technology Asset Manager, Director of IT (I) Principal, Librarian, Back-up Laptop Manager, LEIR Library Consultant
5	STSS or Librarian assigns device to students in 1to1	(R) Librarian, School Technology Support Specialist	(S) LEIR Library Consultant

Devices Received from Warehouse

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Devices are received from delivery staff person.	(R) Laptop Manager	(S) Back-Up Laptop Manager, Librarian (I) LEIR Library Consultant
2	Devices are checked to ensure they are ready to be handed out and then place in the “Ready to be Checked Out” designate container/stack/area.	(R) School Technology Support Specialist	(S) Laptop Manager, Back-Up Laptop Manager, Librarian (I) LEIR Library Consultant

Device Assignment

All devices will be checked out individually to **each** student through One to One Plus even if a device does not go home with a student daily.

1. A student will receive a new device in Grade 3 and will keep that device through Grade 7 and a new device in Grade 8 that they will keep through Grade 12. This process will begin 2026-2027.
2. PreK–8 Laptops remain on campus.
3. Grades 6–8: May take a device home to complete assignment with principal approval. A [Laptop Take-Home Agreement Form](#) (see [resources](#)) must be completed before the device can go home. The form can be printed and saved or created as a Microsoft Form to be saved electronically.
4. Grades 9–12: Devices go home daily; students must bring them charged with district-provided charger. Students in grades 9-12 are required to complete the Laptop Take-Home Agreement form that will be sent from One to One Plus.

Distributing Devices

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Develop a distribution plan and will have a distribution team. All laptops will be checked out to an individual student through One to One Plus no later than the first three weeks of school. The plan will consist of: 1. A schedule for distributing devices. 2. List of staff members who will be part of the team to complete this task. 3. Who will print the laptop labels from One to One Plus. • Labels will be printed that include students' First Name, Last Name, and a student barcode for scanning purposes. Process/plan for reviewing items listed under Acceptable User of Technology (link to this section in the SOP) section with students.	(R) School Laptop Manager, STSS if available	(C/S) Back-Up Laptop Manager, Librarian, LEIR Library Consultant, Principal (I) Parents, Students, Teachers
2	A Microsoft Form will be submitted to collect plans.	(R) Director of IT	(S) Technology Asset Manager and Executive Director of IT
3	Plans will be submitted to the School Laptop Manager Microsoft Team no later than May of the current year. (We will create a Microsoft Form to collect the plans and place a link to the form.)	(R) School Laptop Manager	(S) Director of IT, Technology Asset Manager (S) Back-Up Laptop Manager, Librarian, LEIR Library Consultant, Principal



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#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
4	Teachers in Grades PreK-8 will store laptop/ipad in carts at the end of the day.	(R) School Laptop Manager	(S) Back-up Laptop Manager, Librarian, LEIR Library Consultant (I) Teachers, Parents, Students
5	Each student's device will have a label printed and affixed to the top that contains their first and last name, and student ID both numerically and as a bar code. No other student information will be noted on the label. These labels/stickers will be printed from the One-to-One Plus system as indicated in Task 1. Directions can be found in the Resources Section of this document.	(R) School Laptop Manager	(S) Back-up Laptop Manager, Librarian, LEIR Library Consultant (I) Teachers, Parents, Students
6	Each student will check out their device and be issued one device through the Asset Management System (One to One Plus).	(R) School Laptop Manager	(S) Technology Asset Manager, Director of IT, Back-up Laptop Manager, Librarian, LEIR Library Consultant (I) Teachers, Parents, Students

iPads

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Confirm iPad allocations and identify the classrooms, students, and/or staff who will need devices.	(R) School Technology Support Specialist*	(S) School Laptop Manager (SLM), Back-Up Laptop Manager (BULM) (I) Principal and Appropriate School Staff
2	Verify iPads are accounted for, ready for use, and placed in the designated location prior to checkout.	(R) School Technology Support Specialist*	(S) Technology Asset Manager and Director of IT, School Laptop Manager (SLM), Back-Up Laptop Manager (BULM) (I) Principal and Appropriate School Staff, LEIR Library Consultant
3	Check iPads in and out through One to One Plus to the appropriate user, classroom, cart, or assigned location.	(R) School Technology Support Specialist*	(S) School Laptop Manager (SLM), Back-Up Laptop

			Manager (BULM) (I) Principal and Appropriate School Staff, LEIR Library Consultant
4	Report any missing, damaged, or not-ready iPads through the appropriate One to One Plus ticket process.	(R) School Technology Support Specialist*	(S) School Laptop Manager (SLM) and Back-Up Laptop Manager (BULM), Technology Asset Manager, Director of IT (I) Principal and Appropriate School Staff
5	Maintain an organized storage, charging, and return process for iPads assigned to classrooms, carts, or users.	(R) School Technology Support Specialist*	(S) School Laptop Manager (SLM), Back-Up Laptop Manager (BULM) (I) Principal and Appropriate School Staff
6	Each student will check out their device and be issued one device through the Asset Management System (One to One Plus).	(R) School Laptop Manager and STSS	(S) Technology Asset Manager, Director of IT, Back-up Laptop Manager, Librarian,



RICHLAND ONE

			LEIR Library Consultant (I) Principal and Appropriate School Staff
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**** If the School Technology Support Specialist is unavailable, the SLM and BULM will perform these duties.***

Teachers may wish to create a color coding or number system to be used for students for ease of storage of their devices daily. (Example below.)





Acceptable Use of Technology Orientation

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Learning Environments and Instructional Resource (LEIR) department in collaboration with Information Technology will <u>create</u> a presentation(s) that will be used for schools during their Acceptable Use of Technology Orientation. Presentations will be grade (area) specific. Elementary/Secondary. The orientation will include items such as: • Tier I Technology Support Card • Appropriately managing devices • How students reset password • Wi-Fi on/off • [Student Code of Conduct (to be handled by school site). Consequences for violating Student Code of Conduct will be included by the individual school site administration.]	(R) Learning Environments and Instructional Resources (LEIR), Director of IT	(C) Technology Asset Manager, Director of IT, Executive Director of IT
2	Presentation will be <u>updated annually</u> in the R1 School Laptop Managers' Team. The presentation will be posted no later than second week of July each calendar year. Presentation will be on the General Channel > Files > Class Materials > Current Year Folder	(R) LEIR Library Media Consultant, Director of IT	(C) Technology Asset Manager, Director of IT, Executive Director of IT (I) Laptop Managers, Back-up Laptop Managers, Librarians, LEIR Library Consultant, Principals



RICHLAND ONE

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
3	<u>Annually update</u> the Student Code of Conduct for Acceptable Use and Gavin's Law Yearly Review and Video, which are distributed through One to One Plus by email to all students in grades 3–12 and sent to all teachers to present to students in grades PreK–2. All students are expected to complete this no later than second week of September.  AUPGLAWES2627.mp4  AUPGLAWMSHS2627.mp4	(R) LEIR Library Consultant, K-12 PE/Health Consultant, Director of IT	(S) Executive Director of IT Director of IT (I) Laptop Managers, Back-up Laptop Managers, Librarians, Principals, Teachers, Parents, Students
4	Deploy the annual Student Code of Conduct for Acceptable Use and Gavin's Law Yearly Review and Video emails generated from the One to One Plus system in the first week of school for all students and will send another reminder email, the week of August 17, and August 31.	(R) IT Application Support Specialist	(S) Director of IT (I) Laptop Managers, Back-up Laptop Managers, Librarians, LEIR Library Consultant, Principals, Teachers, Parents, Students



RICHLAND ONE

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
5	Review which students have not completed the Student Code of Conduct for Acceptable Use and Gavin's Law Yearly Review and Video and report to the School Laptop Manager who has not completed the review by the second week in September.	(R) Librarians and School Laptop Managers	(S) Principals and Teachers
6	Contact students who have not completed their Student Code of Conduct for Acceptable Use and Gavin's Law Yearly Review and Video and have them complete the annual review. Students who do not complete the annual review within one week will have their technology suspended until they have completed the annual review.	(R) School Laptop Manager	(S) Librarian, IT Application Support Specialist (I) Students, Teachers, Parents
7	Run a report in the system to identify those students who have not complete the review after their meeting and submit a One to One Plus ticket, selecting IT Security from the Dashboard and then Disable Account as the category and provide the student's name, ID number, username (can be found in PowerSchool) and indicate that the student has not completed the required Student Code of Conduct for Acceptable Use and Gavin's Law Yearly Review and Video. Once the student has completed this, repeat the process and indicate that the student has completed the annual review and their account can be unlocked.	(R) School Laptop Manager	(S) IT Staff, Back-up Laptop Manager, Librarian, LEIR Library Consultant (I) Students, Teachers, Parents

Technical Support and Help Desk

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Create a Tier I Technology Support Card to distribute to all schools.	(R) Director of IT	(S) Technology Support Specialists, Technology Asset Manager, Executive Director of IT (C) Instruction and Accountability (I) Teachers, Principals
2	Establish Tier II Technology Support Hours/Days in collaboration with their STSS and add to their Technology Support Cards.	(R) School Laptop Manager	(S) Principal, Back-up Laptop Manager, School Technology Support Specialists, Librarian, LEIR Library Consultant (C) Teachers (I) Parents, Students, Appropriate Schol Staff
3	During a faculty meeting, back to school meeting, etc. the SLM will go over this expectation with all school staff and can collaborate with the STSS for assistance to demonstrate Tier I support. During the meeting, the schools will give each teacher a copy of the Technology Support Card.	(R) School Laptop Manager	(S) Principal, Back-up Laptop Manager, School Technology

			Support Specialists, Librarian, LEIR Library Consultants (C) Teachers (I) Parents, Students, Appropriate School Staff
4	Follow Technology Support Cards when having technology issues while in the classroom.	(R) Students	(S) Principals, School Laptop Managers, Teachers, Back-up Laptop Managers, School Technology Support Specialists (I) Parents, Appropriate School Staff

Technology Support Card

Tier I Support

Tier I level support is the type of support that can be provided in the classroom and/or that students can complete on their own. It includes basic troubleshooting steps that can be performed in the classroom without the need of a Librarian, School Laptop Manager, and/or a School Technology Support Specialist. Completing these troubleshooting items in the classroom will assist with preserving instructional time.

- Tier I Support is to take place in the classroom. Only after these items have been completed will a student go to the Library/Media Center for Tier II Support during the posted Tier II Support Days/Hours.
- Teachers can submit tickets for students' devices/issues. Students do not have to go to the Library/Media Center to have a ticket submitted.
 - If the STSS is onsite the day a ticket is submitted, he/she can walk to the classroom and assist with resolving the issue, thus preserving instructional time.
- If the device needs to be transported out of the building for repair, a loaner will be provided.

Replacing Devices

School Laptop Managers, Back-up Laptop Managers and/or Librarians can request a replacement Laptop when one of the following conditions are met regarding a Student/Teacher device.

- The device is Out of Warranty (no longer works and assigned to a student).
 - No longer can be used and is assigned to a student.
- The device is contaminated.
- The school has no stock in their inventory.
- Lost

Lost

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	A student comes to the Media Center and reports their device is lost/missing. Devices are marked as Lost/Missing in the Asset Management System (One to One Plus).	(R) Student, School Laptop Manager, Back-up Laptop Manager, Librarian	
2	Email R1asset@richlandone.org with the student's information including Device Model, Service Tag (serial number).	(R) Technology Asset Manager	
3	Students will not be given another device immediately and will have to meet to discuss the lost device with administration.	(R) School Laptop Manager	(S) Back-up Laptop Manager, Librarian, LEIR Library Consultant (I) Parent
3	Absolute is enabled to locate the device. • After 30 days and the device is not located, it is marked irrecoverable. • If the device pings to an address, the Asset Manager emails the principal. • Principal arranges to obtain the device.	(R) Technology Asset Manager	(S) School Laptop Manager, Back-up Laptop Manager, Librarian, LEIR Library Consultant, School Technology Support Specialist



RICHLAND ONE

			(C) Student (I) Parent
#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
4	Students are given a loaner until the device is found and/or until it is marked as irrecoverable, however, the device must be checked in and checked out daily (high school students).	(R) School Laptop Manager, Back-up Laptop Manager, Librarian	(C) Student (I) Parent

Biohazard

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	One to One Plus ticket is submitted and select Computer from the main Dashboard and then will select the Biohazard from the category type.	(R) School Laptop Manager, Back-up Laptop Manager, Librarian	(S) School Technology Support Specialist
2	Put the laptop in the Red Biohazard Bag.	(R) School Laptop Manager, Back-up Laptop Manager, Librarian	(S) School Technology Support Specialist
3	Take a picture of the device, capturing the asset tag in the photo.	(R) School Laptop Manager, Back-up Laptop Manager, Librarian	(S) School Technology Support Specialist
4	Complete each part of the ticket. • Description: Type of Biohazard (Bug infestation/Bodily Fluid) • How did the damage/incident occur? • What date did the incident occur? • District ID Number (999..) • Asset Type • Related User- you must list the student. • Phone Number (your 3CX extension) • Room Number/Office • Collaborator- anyone you want to be copied on the ticket. Upload a copy of the picture of the device as a File to the ticket.	(R) School Laptop Manager, Back-up Laptop Manager, Librarian	(S) School Technology Support Specialist
5	Discard the device in the dumpster	(R) School Laptop Manager, Back-up Laptop Manager, Librarian	(S) School Technology Support Specialist



RICHLAND ONE

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
6	If the device is a fluid biohazard, an insurance claim is filed by the TSS with WAG. The TSS then requests a new device from the Technology Asset Manager by transferring the ticket to them.	(R) Technology Support Specialist	(S) Director of IT
7	The device is removed from the Asset Management System (One to One Plus) and code it as Biohazard.	(R) Technology Asset Manager	(S) Director of IT
8	A replacement device is sent to the school.	(R) Technology Asset Manager	(S) Director of Information Technology, Warehouse Movement Services

Out of Warranty/ No Stock Replacement Request

"Out of Warranty" refers to a device that is no longer covered by warranty, is no longer functional, and remains assigned to a student within the One to One Plus system.

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	One to One Plus ticket will be submitted by selecting Computer from the main dashboard and then selecting the appropriate Device/User type from the Category Type. The following information will be put in the ticket description: ○ Our school, xxx, is requesting additional devices as we have no more in stock. ○ Student enrollment: ○ Number of devices checked out: ○ Number of devices short: ○ Number of devices showing in inventory	(R) School Laptop Manager, Back-up Laptop Manager, and/or Librarian	(S) Teachers, LEIR Library Consultant (I) Principal, Students, Parents
2	It will be determined whether the device can still be used. If not, they will assign the ticket to the "Student Laptop Replacement" queue.	(R) School Technology Support Specialist	(S) School Laptop Manager, Back-up Laptop Manager, Librarian, LEIR Library Consultant
3	Technology Asset Manager will monitor the queue and request replacement devices from the warehouse after determining whether the school does not have stock available.	(R) Technology Asset Manager	(S) School Laptop Manager, Back-up Laptop Manager, Librarian,
4	Replacement device will be sent after assessment management system has been reviewed to verify no stock is available at the school.	(R) Technology Asset Manager	(S) School Laptop Manager, Back-up Laptop Manager, Librarian
5	Device status will be changed in the Asset Management System and End of Protocol will be followed.	(R) Technology Asset Manager	

Mid-Year Inventory Check

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	The second week of December, all schools will conduct a mid-year inventory check. The inventory will include the following: 1. Does each student have a device? 2. Does it turn on? 3. Is there physical damage?	(R) School Laptop Manager, Back-up Laptop Manager, and/or Librarian	(S) School Technology Support Specialist, LEIR Library Consultant (I) Parents, Students, Teachers, Appropriate School Staff
2	A Microsoft Form will be created and placed in the R1 School Laptop Microsoft Team that will be completed annually.	(R) Technology Asset Manager	(S) Director of IT
3	SLM will select day, time (class period) for the check to occur and will upload the information in the Microsoft Form posted in the R1 School Laptop Manager Microsoft Team.	(R) School Laptop Manager	(S) School Back-up Laptop Manager, Librarian, and LEIR Library Consultant (I) Parents, Students, Teachers, Appropriate School Staff

End of Year Collection

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Develop a collection plan which includes a collection team. All laptops will be checked in for every student through One to One Plus no later than the last day of school. The plan for students will consist of: ○ A schedule for collecting devices. ○ Days of the week, classes, etc. ○ A list of staff members who will be part of the team to complete this task. ○ Scanning devices back into the Asset Management system (One to One Plus) ○ High Schools- The plan needs to include how you will manage marking those students' devices that need to be imaged between the second and fourth week of May. ○ All student devices are to be returned and scanned back into One to One Plus no later than May of the current school year. • Students in grades 3-8 who need to complete SC Ready Make-ups will turn their device in immediately after completing their last assessment. • High school students who are still completing end of course assessments and/or completing any final assignments will turn their devices in immediately after completing their last assessment and/or assignment. The plan for teachers/staff will consist of: ○ A schedule for collecting devices. ○ Days of the week, etc. ○ A list of staff members who will be part of the team to complete this task. ○ Scanning devices back into the Asset Management system (One to One Plus) ○ All student devices are to be returned and scanned back into One to One Plus no later than the end of May of the current school year.	(R) School Laptop Manager	(S) Librarian, Library Assistant (I) Principal, Appropriate School Staff, Parent, and Students

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
2	A Microsoft Form will be created and put in the R1 School Laptop Microsoft Team to collect plans.	(R) Technology Asset Manager	(S) Director of Information Technology, Executive Director of IT
3	Plans will be submitted to the School Laptop Manager Microsoft Team no later than the end of April of the current school year.	(R) School Laptop Manager	(S) Back-up Laptop Manager, Librarian, LEIR Library Consultant, Principal (C) Technology Asset Manager, Director of Information Technology Executive Director of IT
4	Each device will be checked in on day(s) identified. Before device is scanned back into inventory, the following is checked. - Student name is clearly indicated on the label attached to the device. (Teacher name is only put on devices if it is confirmed the teacher is returning to the school for the next year.) - If not, a new label needs to be printed and affixed to the laptop. - Free of any damage. - If damages are found, a One to One Plus ticket is submitted, the ticket is printed, tapped onto the device, and the device is stacked/placed in a container to be repaired.	(R) School Laptop Manager/Back-Up Laptop Manager, and/or Librarian	(S) School Technology Support Specialists, Teachers (C) Technology Asset Manager, Director of IT (I) Principal, Appropriate School Staff, Parents, Students



RICHLAND ONE

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
5	Once teacher devices are finished being imaged, they will be locked in the school's designated location and mark them as "completed and ready for pickup."	(R) School Technology Support Specialists	(S) School Laptop Manager/Back-Up Laptop Manager, and/or Librarian (I) Teachers
6	Teachers will be notified when the laptop can be picked up. Devices will be checked out before handing the device to the teacher.	(R) School Laptop Manager/Back-Up Laptop Manager, and/or Librarian	(I) Teachers
7	Student devices not turned in by end of May of the current school year , will be marked as Lost in the Asset Management System.	(R) School Laptop Manager/Back-Up Laptop Manager, and/or Librarian	(S) Technology Asset Manager, Director of IT (C) Principal, Librarian, Teachers (I) Parents, Students

Summer Programs

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Loaner devices will be put into carts and marked that will be used for summer programs. If a school is hosting a summer program and knows that they have students attending that program, they may pull those students' devices and add them to the cart.	(R) School Laptop Manager/Back-Up Laptop Manager, and/or Librarian	(S) Technology Support Specialists (I) Principal
2	Elementary school programs: - Students will use loaner devices for academic district-sponsored programs only. - Students who are attending the program at their home school will use their own devices. Middle school programs: see note below. High school programs: - Students who are participating in an academic district-sponsored program only may go to the Media Center by the end of May, to check their device out to be used during the summer. - They are to return their devices on the first day of school to have them re-imaged.	(R) School Laptop Manager/Back-Up Laptop Manager, and/or Librarian	(S) Technology Support Specialists (I) Principal, Students, and Parents

- If District-sponsored summer programs require student laptops, those laptops may be provided from the following sources:
 - Middle and High School Students and Virtual Students:
 - Students keep their currently checked out device.
 - Devices are to be renewed in One to One Plus during the end of year laptop collection process.
 - At the end of the program, the SLM at the school will collect the device and hot spot (if applicable) for check-in in One to One Plus.
 - If the SLM and or the STSS are unavailable, the school must designate someone to collect the devices and hot spots (if applicable) and check them in.
 - Richland One students using student laptops for summer programs must log in with their District laptops and network credentials; no generic logins will be provided for any student (or adult).



2. Summer programs sponsored and/or provided by non-District/third-party providers will NOT have access to any District-owned laptops for their programs.
 - Such providers **MUST** provide their own technology and must notify the district that they will be providing their own technology at least six weeks **BEFORE** the summer program begins (so accommodations can be made for Internet access if needed).
 - The district department and/or school that is “sponsoring” the third-party providing the summer program **must** follow the [Richland One Visitors Internet Protocols](#).
 - As a reminder, there is no “guest” wireless, and access must be reserved in advanced and **will not be** granted the day of.
 - Such providers’ technology will be subject to all the district’s filtering and firewall requirements under CIPA, COPPA, and other relevant federal and state K-12 safety and protection requirements as well as all policies, regulations, requirements, procedures, and practices related to the safe and secure operation of the district’s networks.
 - No adult or student users will be provided with network or application credentials for access to any resource on the district’s network.

End of Life

#	Description of the Step	Person Responsible (R) and (where needed) Accountable (A)	Person(s) Supporting (S), Consulting (C), and Informing (I)
1	Out of Warranty laptops that still work (to be determined by STSS), will be kept as loaners for one year past their warranty date. As the laptop reaches the end of its sixth year, it will be set aside in a specific marked area for disposal and marked as deprovisioned in the Asset Management System before Certified staff leave for the summer.	(R) School Laptop Manager, Back-Up Laptop Manager, and/or Librarian	(S) School Technology Support Specialists
2	Report is created of deprovisioned laptops from the Assessment Management System and send the list for each school to Property Accounting.	(R) Technology Asset Manager	(I) Property Accounting
3	Property Accounting will pick these devices up from the schools in early June and will contact their recycling partner for disposal pickup.	(R) Property Accounting	(S) School Technology Support Specialists, Technology Asset Manager

Safety and Compliance

- [South Carolina Code §59-1-490 \(G\)](#)
- SCDE SAFE K-12: South Carolina's Assurance Framework for Education Cybersecurity
- School Board Policy GBEBD Use of Technology and AR GBEBD-R Use of Technology
- School Board Policy IJKA Technology Resource Selection and Adoption
- School Board Policy IJNDB Use of Technology Resources in Instruction and AR IJNDB-R Use of Technology
- School Board Policy JQ Student Fees, Fines, and Charges and AR JQ-R Student Fees, Fines, and Charges

Related Documents and References

[Information Technology Department SharePoint/Internal Website](#)

[Laptop Take-Home Agreement](#)

[Printing Labels from One to One Plus for Laptops](#)

[Process Maps](#)

Technology Support Card

Record Keeping Requirements

- Asset Management System
 - The SOP repeatedly emphasizes the use of One to One Plus for tracking all district-issued laptops. This includes:
 - Device assignment to students and staff
 - Marking devices as lost, biohazard, out of warranty, or deprovisioned
 - Scanning devices in and out during distribution and collection
 - Submitting tickets for replacements, repairs, or inventory issues
 - Maintaining inventory accuracy for compliance and audits
- Tyler Munis ERP
 - Property Accounting maintains financial records for technology assets in the Tyler Munis ERP system, ensuring financial accountability and supporting audits.
- Microsoft Forms and Team
 - Several processes require the use of Microsoft Forms for submitting plans (distribution, collection, inventory checks) and reporting completion status. These forms are stored and managed in the School Laptop Manager Microsoft Team.
- Documentation for Compliance
 - The SOP mandates documentation for compliance with policies such as the Student Code of Conduct, Acceptable Use Policy, and Gavin's Law. Completion is tracked and reported, with non-compliance resulting in technology suspension until requirements are met.

- End of Life Disposal
 - Devices reaching end-of-life are marked as deprovisioned in the Asset Management System, and a report is sent to Property Accounting for disposal and recycling. This ensures proper record keeping for asset retirement.
- Accessory Checklist and Take-Home Agreements
 - When laptops are assigned for off-campus use, an accessory checklist and a signed Laptop Take-Home Agreement are required. These documents confirm receipt and outline responsibilities, supporting accountability.

Laptop Take-Home Agreement

Purpose

This agreement outlines the responsibilities of taking a district-issued laptop off campus.

Terms and Conditions

1. Ownership
The laptop remains the property of the district and must be returned upon request or separation.
2. Acceptable Use
 - Device use must comply with the district's Technology Acceptable Use Policy.
 - No unauthorized software installation or system modifications.
3. Security & Care
 - Keep the device secure and avoid leaving it unattended in public areas.
 - Report loss, theft, or damage immediately to the district's IT department.
4. Data Protection
 - Do not store sensitive information outside approved district systems.
 - Follow all cybersecurity guidelines provided by the district.
5. Liability
The user may be responsible for repair or replacement costs due to negligence or misuse.
6. Return Policy
Device must be returned in good condition at the end of the loan period or upon request.

Accessory Checklist

Please confirm all items issued with the laptop:

- ☐ Laptop
- ☐ Power Adapter
- ☐ Protective Case

Acknowledgement

Communication of acknowledgement to parent(s)/guardian(s).

Parent/Guardian Name: _____ Date: _____

Student Name: _____ Date: _____

Student Signature: _____

Device Fixed Asset Tag Number: _____

Printing Labels from One to One Plus for Laptops

1. Log into [One to One Plus](#)
2. Click on **Assets** and then **Print Labels**
3. Select your **Site** and any other filters you choose for your labels.
4. Click on **Run Filter**
5. In Print Options, select:
 - Site
 - Assignee
 - Barcode: Asset ID
 - Select Avery Template
6. Click **Print Labels**

The system will then generate a PDF that you can use to print your labels.

Using packing tab to affix the label with the computer will assist with the longevity of the sticker.

Technology Support Card: Tier I Support

- Restart the device.
- Power down device.
 - Turn the device off completely and wait 30 seconds.
- Clear Cache
 - Google Chrome
 - Open Chrome.
 - Click the three dots (:) in the top-right corner.
 - Go to Settings > Privacy and security.
 - Click Clear browsing data.
 - Choose Time range: select "All time".
 - Check "Cached images and files" (you can uncheck others if you only want to clear the cache).
 - Click Clear data.
 - Microsoft Edge
 - Open Microsoft Edge.
 - Click the three dots (...) in the top-right corner.
 - Go to Settings > Privacy, search, and services.
 - Under Clear browsing data, click Choose what to clear.
 - Select "Cached images and files".
 - Click Clear now.
- Password Reset
 - Directions found in the How to Documents folder of the [Information Technology Department - Home](#) SharePoint/Internal Website
- Zscaler Installed and Logged Into
 - Directions found in the How to Documents folder of the [Information Technology Department - Home](#) SharePoint/Internal Website
- If you can log into the computer but get this message when you try to access any other application that requires your email and/or username, this means your account is locked and you will need to take it to the Library/Media Center during Tier II Support Hours/Days.
 - “Your sign-in was successful but does not meet the criteria to access this resource.”