

CAM Campus Device Management

(Does not include Staff or Student laptops, Chromebooks, or tablets)

Campus Device is Reported as Broken

CAM marks the device as **In Repair** in TIPWeb-IT

CAM sets aside the device for a campus EdTech technician to evaluate for serviceability

EdTech Support Services includes the device in an ERR disposal ticket if it cannot be serviced

EdTech Support Services Determines a Campus, Staff or Student Device is Obsolete

EdTech Support Services includes the obsolete device in an ERR disposal ticket

Campus Determines a Campus Device is Obsolete or No Longer Needed

CAM sets aside the device to be evaluated by a campus ERR technician

EdTech Support Services determines if the device can be used elsewhere by the EdTech department

If the device can be used by the EdTech department, a pickup request is sent to the Fulfillment Center

If the device cannot be used by the EdTech department, the device will be included in an ERR disposal

Campus Device is Reported as Lost

CAM marks the device as **Lost** in TIPWeb-IT

CAM completes a *Purchased Lost Device Request* in Service Now for the Lost device

Campus Device Reported as Stolen

CAM marks the device as **Stolen** in TIPWeb-IT

Staff Member reports the Stolen device to Dallas ISD Police and provides police report number to CAM

CAM submits a *Report an Issue* ticket in Service Now indicating the device has been stolen

Locked Devices

CAM submits device asset tag number(s) to the Fulfillment Center (DGFCDeviceRecovery@dallasisd.org)

Fulfillment Center determines whether devices are to be unlocked or to be returned to their department

Request to Return Devices to Fulfillment Center

CAM completes the [Fulfillment Center Device Pickup Request](#) to have locked or surplus equipment returned

Removal of Damaged or Obsolete Devices from a Campus

CAM submits a *Report an Issue* ticket in Service Now to notify EdTech Support Services an ERR needs to be created.

Report an Issue > General Customer Support > IT Customer Service

Unless specifically requested or required, EdTech Support Services will initiate an ERR ticket monthly for a campus