

CAM Student Device Management in TIPWeb-IT Asset Management

Student transfers from Campus A to Campus B

Student does not take device issued at Campus A to Campus B

If Student takes the device to Campus B, it must be returned to Campus A

CAM at Campus A will Collect the device from the former student upon receipt of the device

Campus B will be issued a device from the Fulfillment Center based on the updated student enrollment

Student leaves the District and Does Not Return Assigned Device

CAM marks the device as Lost in TIPWeb-IT Asset Management (device is not Collected in TIPWeb-IT)

CAM assigns a Charge for the device to the student's inventory record (charge amount not required)

CAM requests a replacement device in Service Now

Fulfillment Center locks the device and issues a replacement device to the campus

Asset Management moves unenrolled students from campus student lists each September

Student Damages a Device

CAM marks the device as In Repair in TIPWeb-IT (device is not Collected in TIPWeb-IT)

CAM assigns a Charge for the device to the student's inventory record (charge amount not required)

The device must be assigned to the student prior to the assignment of the Charge and will remain assigned to the student until this process is completed

CAM sets aside the damaged device for evaluation by a campus EdTech technician

CAM enters a ticket in Service Now reporting a damaged device to EdTech Support Services

EdTech Support Services evaluates the damaged device

If a replacement is required, a catalog request is forwarded to the Fulfillment Center

Catalog Request will be attached to the incident ticket, and the ticket will be closed.

The campus EdTech technician documents the damaged device in an ERR disposal ticket

EdTech Support Services removes device from In Repair status if serviced at campus

Student Reports a Device as Stolen

CAM marks the device as Stolen in TIPWeb-IT (device is not Collected in TIPWeb-IT)

CAM reports the device as Stolen to Dallas ISD Police; device record is updated with police report #

CAM assigns a Charge for the device to the student's inventory record

CAM requests a replacement device in Service Now

Fulfillment Center locks the device and issues a replacement device to the campus (if applicable)

Student Reports a Device as Lost

CAM marks the device as Lost in TIPWeb-IT (device is not Collected in TIPWeb-IT)

CAM assigns a Charge for the device to the student's inventory record (charge amount not required)

CAM requests a replacement device in [Service Now](#), indicating the replacement is for a Lost device

Fulfillment Center locks the device and issues a replacement device to the campus (if applicable)

Teacher Reports a Student Device is not Functioning

CAM marks the device as In Repair in TIPWeb-Asset Management

CAM enters a ticket in Service Now reporting a damaged device to EdTech Support Services

CAM sets aside the non-functioning device for evaluation by a campus EdTech technician

EdTech Support Services evaluates the non-functioning device

If a replacement is required, the catalog request is forwarded to the Fulfillment Center

Catalog Request will be attached to the incident ticket, and the ticket will be closed.

The campus EdTech technician documents the non-functioning device in an ERR disposal ticket

EdTech Support Services removes device from In Repair status if serviced at campus

