

CAM Staff Device Management

Staff member transfers from *Campus A to Campus B*

Staff member takes assigned laptop, Chromebook, and/or tablet to Campus B

TIPWeb-IT Asset Management automatically transfers the device when updated by Staff Information System

CAM at Campus A uses Quick Collect to collect other devices left by staff member

Staff Member transfers from a *Campus to an Administrative Department or is Leaving the District*

Staff Member must turn in their assigned device(s) to the campus they are leaving

CAM collects the device(s) from the staff member in TIPWeb-IT

CAM notifies the Fulfillment Center to pick up any device that was provided by the EdTech department

Staff member leaves the District and Does Not Return Assigned Device

CAM marks the device as **Lost** in TIPWeb-IT (Do not Collect the device in TIPWeb-IT)

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

CAM reports the device as Lost to the Dallas ISD Police

CAM creates a Report an Issue ticket to Service Now to lock the device

Asset Management moves former staff members from campus staff lists each September

Staff member Reports a Damaged Staff Device

CAM marks the device as **In Repair** in TIPWeb-IT (Do not Collect the device in TIPWeb-IT)

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

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

Staff Member 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, the ticket is forwarded to the Fulfillment Center

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

Staff Member Reports a Device as Stolen

CAM marks the device as **Stolen** in TIPWeb-IT (Do not Collect the device in TIPWeb-IT)

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

Staff Member reports the device as Stolen to Dallas ISD Police or applicable law enforcement

Staff Member requests a replacement device in Service Now and provides the CAM the police report number

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

Staff Member Reports a Device as Lost

CAM marks the device a **Lost** in TIPWeb-IT (Do not Collect the device in TIPWeb-IT)

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

Staff Member reports the device as Lost to Dallas ISD Police

Staff Member requests a replacement device in Service Now

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

Staff Member Reports Their Device is Not Functioning

CAM marks the device as **In Repair** in TIPWeb-IT (Do not Collect the device in TIPWeb-IT)

Staff Member enters a ticket in Service Now reporting a non-functioning 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 ticket is sent to the Fulfillment Center

 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