	Technology Services Service Center and Repair	SOP #	TS-AAS-16
		Revision #	
		Implementation Date	1/11/2017
Page #	1 of 2	Last Reviewed/Update Date	
SOP Owner	Leonard Chance IV; Douglas Baker	Approval	Jay Johnson
SOP Name	Delivery Procedure		

Standard Operating Procedure

1. Purpose

This procedure provides instructions for standard technology deliveries.

2. Scope


This procedure is for any service technician that needs to deliver technology/technology related items to any district campus.

3. Prerequisites

Request for delivery.

4. Responsibilities

A district employee or service technician must initiate this process with an iSupport ticket.

	Technology Services Service Center and Repair	SOP #	TS-AAS-16
		Revision #	
		Implementation Date	1/11/2017
		Last Reviewed/Update Date	
Page #	2 of 2	Approval	Jay Johnson
SOP Owner	Leonard Chance IV; Douglas Baker	SOP Name	Delivery Procedure

5. Procedure

#	Step	Responsibility
1	The customer, or service technician, identifies the equipment that needs to be delivered to their campus and creates a ticket in iSupport.	Customer/ Technology Service Technician
2	<p>A) If the items are bartagged, the service technician verifies items are entered into the inventory management system (TipWebIT). If an item has not been entered in the inventory management system, a separate iSupport ticket will be created and sent to the Assets department for asset entry. For items that have been entered refer to "Transfer Equipment Between Sites" SOP. Delivery will proceed.</p> <p>B) If the items are Service Center stock/parts, then the service technician will fill out a Parts Request Form and turn in to their supervisor. Delivery will proceed.</p> <p>C) If there is a question whether the item should be bartagged the service technician will contact their supervisor. Otherwise all non-tagged equipment can proceed with delivery.</p>	Technology Service Technician
3	The service technician will deliver the items to the campus and capture a signature in the iSupport ticket to verify delivery. Signature should come from customer, principal secretary, receptionist, or campus technician.	Technology Service Technician
4	Reassign or close the ticket as the situation requires.	Technology Service Technician