	Technology Services Assets Team	SOP #	TS-AAS-AS-015
		Revision #	2
		Implementation Date	5/5/2017
Page #	1 of 2	Last Reviewed/Update Date	5/24/2018
SOP Owner	Leonard Chance IV	Approval	Leonard Chance IV
SOP Name	Tracking Mobile Assets Across the District		

Standard Operating Procedure

1. Purpose

The purpose of this procedure is to document and track mobile assets assigned to district personnel.

2. Scope

This procedure extends to all mobile devices for accurate inventory tracking and accountability.


3. Prerequisites

A completed iSupport service request.

4. Responsibilities

This process is initiated by the Building Administrator.

An iSupport service request will be required.

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5. Procedure

#	Step	Responsibility
1	If an employee is transferring to another campus, the laptop, AC adapter, dock and dongle will go with the employee. An iSupport ticket should be placed for the campus from which the employee is transferring once the position has been filled and devices are needed. The iSupport ticket must include the employee name, room number and curriculum area.	Campus Administrator
2	If an employee is leaving the district, retiring or is terminated, the devices must be turned in to the technician serving the campus so they can be reassigned to another teacher and removed from the departing employee's records. An iSupport ticket will need to be sent to the Assets department to have the excess devices picked up.	Campus Administrator
3	Once the iSupport service request has been received, the Assets department will update the device information in the district's asset management system.	Assets Department
4	Once the position has been filled, another iSupport ticket must be created with the teacher's name, room number and curriculum area. The iSupport ticket will be filled from existing inventory. The technician responsible for the campus will wipe any personal data from the laptop and reimagine the device with the appropriate software.	Service Technician