

 FREDERICK COUNTY PUBLIC SCHOOLS <small>MARYLAND</small>	SOP #	800-X-002
	Version	1.0
Department of Technology Infrastructure Standard Operating Procedure	Date	2/24/20
	DTI Area	
Title: Lost/Stolen Chromebooks and/or Other Mobile Devices	Author	B. Thompson
	Approval	

Purpose:

The Frederick County School System’s (FCPS) Department of Technology Infrastructure (DTI) documents specified processes & operations to establish prescribed and approved methods of addressing specific technology related situations. These Process Documents (PD) & Standard Operating Procedures (SOP) are designed to achieve efficiency & quality, while reducing failures of communication & coordination. Due to the public, legal and regulatory constraints of the FCPS environment, the PDs & SOPs are designed to ensure operations are conducted in a publicly acceptable manner and in compliance with all DTI Plan Documentation, industry, state and federal laws & regulations.

Scope:

FCPS utilizes mobile technology in the classroom and in student homes for the purposes of preparing 21st Century Learners. This Standard Operating Procedure (SOP) is intended to delineate the responsible parties in the event that mobile technology has been lost or stolen.

Abbreviations & Definitions

- FCPS – Frederick County Public Schools
- DTI – Department of Technology Infrastructure
- PD – Process Document
- SOP – Standard Operating Procedures
- Reg. No. – Regulation Number
- USS/TC – User Support Specialist / Technical Coordinator
- TS2 – Tech Support Specialist
- ETF – Equipment Transfer Form
- WMS – Wireless management system (Airwave or ExtremeCloud)
- Jamf – Enterprise management software for the Apple platform

Responsibilities

Title	Responsibility
Tech Admin Group	Replace device, assist in search
Tech Support Specialist	Move devices between school and repair shop Assist in search for device
User Support Specialist/Technical Coordinator	Determine if device is Lost or Stolen Enter work order

Procedure

School

Once a staff or student reports that a device is lost or stolen, FCPS has a few tools to enable location and/or resolution. ***This is a time sensitive process and should begin immediately.*** The school-based USS/TC should open a work order in Web HelpDesk with as much detail as possible including the device on the asset tab. Having the MAC address is crucial to the search of wireless access points at FCPS to determine if the device is still on-site.

If the device is a Chromebook, the USS/TC should disable the device in the Google Admin Console to prohibit its use and encourage its return to the school system. A note should be added to the console detailing the work order number, date, and initials of the person disabling the device. If the device is a laptop or Windows tablet, it will have a record in Active Directory and can be disabled. A note should go in the description field with the same detail described above. iPads are managed through the Jamf system and can be locked through that system.

A copy of the Letter to Report Damaged or Lost Device should be sent home to the parents to enable additional searching as well as reporting to authorities.

Technology Services

When the work order in Web HelpDesk reaches Level 2 or 3, the MAC address can be searched for using the wireless monitoring systems (WMS). This needs to be done as soon as possible as there is a small window for finding devices that are not currently in use but were used in the recent past. If the device cannot be located with WMS due to updating of equipment, ticket should be escalated to Level 4 where they have better tools. If the device can be located at an FCPS location it can then be re-enabled for use once the USS/TC has physical custody of the device.

Usage reports can be run from Chrome Gopher as well as SCCM in order to help locate the last known user(s) of mobile devices. If recent activity is found, the ticket in Web HelpDesk should be updated with that information and set to "Waiting on Customer" so that the USS/TC is notified that there is something for them to check at their location. If information finds the device at a different location within FCPS, the appropriate site-based staff should be notified to assist in the search for the missing device.

School (part 2)

If the device cannot be located after two weeks or it was confirmed to be stolen, the student and parents (or staff) should complete a Police report and provide a copy to the school. An Electronic copy of the Police report should be attached to the work order in Web HelpDesk by the USS/TC.

For all devices other than Chromebooks, the school administration will determine any further course of action. DTI replaces lost/stolen Chromebooks according to policies under the 1:1 program.

If the device is a Chromebook determined to have been stolen AND is accompanied by a Police report, the USS/TC will Assess a Charge in the TipWebIT system with a charge type of Stolen Device. The Full Charges Receipt will need to be downloaded for attachment to the ticket in Web HelpDesk. At that time the ticket will be processed in order for a replacement device to be sent to the school.

If the device is a Chromebook and determined to be lost without an accompanied Police Report, the USS/TC will Assess a Charge in the TipWebIT system with a charge type of either 1st Lost Device or 2nd

Lost Device. A copy of the Full Charges Receipt should be downloaded for attachment to the ticket in Web HelpDesk. At that time the ticket will be processed for a replacement device.

A copy of the Full Charges Receipt should also be forwarded to the school administration for collection of fees.

A copy of the "DTI Lost Asset Statement" must be completed for each device and attached to ticket in Solarwinds. The form is located on the Technology website under the Inventory page.

Technology Services (part 2)

Once the appropriate documentation has been attached to the work order the steps for collection and replacement can begin.

The DTI Lost Asset Statement should be attached to the device record in TipWebIT.

If the device is a Chromebook, it will remain disabled in the Google Admin Console. The User Name of the device will be altered to include "Lost-" or "Stolen-" at the beginning (e.g. Lost-NMMS-CB9999). The replacement device will receive the original name and be placed into the school OU just as a regular replacement would. It will be attached to asset tab in the original work order and processed according to the usual process for Chromebook replacements. In TipWebIT, the original device should have a status changed to Lost or Stolen. A change of status to Stolen requires a Police Report number and report upload, so it will need to be gleaned from the work order.

TipWebIT Staff/Student Record

Lost or stolen devices will remain on a staff or student record through the end of the school year to allow tracking of incidents. At the end of the school year a report will be run so that these records may be archived and staff/students will start fresh in the following school year.

References

Infrastructure, D. o. (2017). *FCPS Technology Services*. Retrieved from FCPS.org:
<http://education.fcps.org/techservices/forms>

Superintendent, O. o. (2014). *Reg. No. 400-18 Electronic Devices - Student Use*. Frederick: Frederick County Public Schools (FCPS).

Superintendent, O. o. (2016). *Reg. No. 400-73 Responsible Use of Digital Technology - Students*. Frederick: Frederick County Public Schools (FCPS).