1:1 Device and IT Asset Lifecycle & Process Template

[www.vizor.cloud/k12/](http://www.vizor.cloud/k12/)

[This document is intended as a template to detail the lifecycle and associated processes of 1:1 devices]

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| --- | --- |
| **DEVICE / ASSET** | **DATE CREATED** |
|   |  |
| **REVISION #** | **CREATED BY** |
|   |  |
| **PROCESS OWNER** | **STAKEHOLDERS**  |
|   |  |
| **DATE OF LAST UPDATE** | **LAST UPDATED BY** |
|   |  |

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# Procurement

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| **CONSIDERATIONS** | What funding will be used to purchase the asset/device? If grants such as IDEA are used, consider what process and auditing tasks are needed to ensure the device is only used by applicable students. Ask your Chromebook reseller if they support Zero Touch Enrolment (ZTE), if they do, consider tasks such as providing your pre-provisioning token. Consider insurance options and their implications. |
| **OUTLINE** |  [Provide a short description of your device procurement process] |
| **ROLE** | **RESPONSIBILITY** |
|  | [Consider individuals involved in the approval process] |
|  | [Consider who will be responsible for purchase processing, capture, and data entry] |
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| **TASKS** | [Keep an accurate inventory of device purchase information such as purchase date, cost, supplier, funding program] [Inventory data stored in XXXXX updated by XXXXX] |
| [Provide Zero Touch Enrolment (ZTE) details (OU, pre-provisioning token) as part of Chromebook purchase] |
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# Allocation / Deployment

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| **CONSIDERATIONS** | Where will devices be shipped to and stored before allocation? Consider pre-deployment tasks such as applying / etching asset tags, enrolling to vendor management system such as Google Admin or Apple School Manager, allocating peripherals i.e. cases, disposing of packaging. How will devices be allocated to schools, grades, and students? Who will be responsible for device allocation at each location? Where will the device / student allocation information be stored and maintained by whom? |
| **OUTLINE** |  [Provide a short description of your device allocation / deployment process] |
| **ROLE** | **RESPONSIBILITY** |
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# Maintenance / Repairs

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| **CONSIDERATIONS** | Where will students and staff go to look-up / submit general usage queries? How will a repair be requested? Consider workflows based on device insurance and warranty status. Will repairs be charged back to families? If so, under what circumstances and how will the fee be collected and tracked. Who will be responsible for performing the actual repair? What device will the student use while the device is in repair? Consider loaner and swap-out processes. Consider processes (end-of-life, warranty swap-out) for lemon devices. |
| **OUTLINE** |  [Provide a short description of your device maintenance / repair process] |
| **ROLE** | **RESPONSIBILITY** |
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| **TASKS** |   |
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# Lost / Stolen

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| **CONSIDERATIONS** | Where will students and staff go to report a device as lost or stolen? Consider workflows based on device insurance status, i.e. informing law enforcement. Will lost / stolen devices be charged back to families? If so, under what circumstances and how will the fee be collected and tracked. After what time period will a lost device be considered unrecoverable? Who will be responsible for disabling / unenrolling lost / stolen devices in vendor management systems such as Google Admin or Apple School Manager? |
| **OUTLINE** |  [Provide a short description of your device lost / stolen process] |
| **ROLE** | **RESPONSIBILITY** |
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# End-of-Life

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| **CONSIDERATIONS** | What criteria will be used to determine a device is end-of-life, consider options such as X years after purchase, when devices reach their AUE date and no longer receive OS updates, out of warranty, beyond economical repair. What will happen to devices at their end-of-life? If students keep devices, consider tasks to unenroll devices and manage exchange of ownership. Consider electronic waste legal requirements when disposing of devices. Financial auditing, depreciation reporting requirements.  |
| **OUTLINE** |  [Provide a short description of your device end-of-life process] |
| **ROLE** | **RESPONSIBILITY** |
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| **TASKS** |   |
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