Cherokee County School District

GUIDELINES FOR THE USE OF DISTRICT TECHNOLOGY ASSETS

Including Procedures on Care, Protection and Reporting Loss, Theft or Damage

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Property Loss Prevention and Reporting Requirements for Technology Assets

The Cherokee County School District (CCSD) makes a significant investment in providing technological tools and resources for use by students, teachers, administrators and support staff. The Division of Technology and Information Services is responsible for the management of these resources and maintains an inventory of them.

Students and staff may be issued portable technology devices to complete their assignment or as part of their job responsibilities. All users must agree to the conditions outlined in this document upon receipt of such assets. Additionally, users understand that items will be circulated (checked in/out) using the District's asset management system (i.e., Destiny Resource Manager) and users must agree that they are responsible for any and all items assigned to them in the system.

Use of Portable Technology Devices, such as Laptops, Digital Cameras, Scanners, Assistive Devices, e-Readers, Slates/Tablets/iPads, etc., as with any other technology device, is subject to the rules and conditions contained within the Cherokee County School District's Acceptable Use Policy (Policy IFBG) and Technology Policy (IFBGA).

Individuals who have been assigned Portable Technology Devices must regard them as property of the Cherokee County School District and assume the security and care of the device, all components and accessories.

Devices that are lost, stolen or damaged will result in financial loss to the School District. If it is determined that the loss of a system, or damage to a system, is the result of the individual's failure to comply with School District policies and procedures, neglect or because of the individual's intentional act, the individual will be required to reimburse the School District for the cost of replacement or repair of the device.

It is recommended that individuals who are assigned District technology assets have homeowners, renters and/or automobile insurance coverage in case of theft, loss or damage.

Individuals must report lost, damaged or stolen equipment immediately (within 24 hours) to their teacher/supervisor/authorities. Property loss damage reports must be completed on the appropriate forms and will be thoroughly reviewed. Stolen equipment must be reported to the School Police Department or local jurisdictions quickly to ensure sufficient time to conduct a thorough investigation. Any person who knowingly files an application for insurance, statement of claim or police report containing any materially false information or attempts to conceal information concerning any fact material thereto is violating the law and may be punished by criminal and /or civil penalties.

In cases of obvious neglect, abuse or violations, the device may be taken from the individual and reassigned. Any data corruption or configuration errors caused by the installation of unauthorized or illegal software or apps may result in a loss of all data on your system due to the need for a complete reload of the device and possible fees for labor required to restore the system. Service repairs, configuration changes and hardware upgrades must be performed by CCSD Technology Services staff or an authorized party assigned by CCSD Technology Services. End users must not engage the services of third-party technical support, whether through a company or individual, as unauthorized attempts to repair/upgrade may void the warranty or support contract for the device and/or compromise the security of personally identifiable information.

End-users are responsible for the backup of all data on their systems. Technology Services assumes no liability for the loss of data.

Problems with the functionality of the device must be reported by a staff member through the county's on-line help-desk system (https://cherokee.incidentiq.com/). No on-site home support will be available to end-users, but remote support is possible when needed. If units need to be sent out for repair, loaner units may be provided, based on availability.

All CCSD technology assets will be recorded in the Cherokee County School District technology asset inventory. The Division of Technology and Information Services reserves the right to perform a physical inventory of the hardware at any point. Do not accept one of these devices if it does not have a Cherokee County School District Asset Tag affixed to it. Take care to not remove or deface the asset tag in any way. Technology Services staff will notify users when inventory is being performed. User agrees to provide the device upon request within a timely manner. Failure to present the device for physical inventory could cause the device to be reported lost or stolen or may result in administrative action.

If accessories, upgrades or components are purchased by individual schools for the device, those items are regarded as local school purchases and remain with the school.

Technology assets must be immediately returned upon request to your teacher/supervisor. Failure to do so will result in appropriate action. The individual is responsible for returning all parts and accessories in working order.

In all situations where District property is lost, stolen or damaged, a review is conducted to determine apparent cases of neglect, misuse or abuse. This includes items purchased both at the District and at the School level.

In the event of loss, theft or damage to any District-owned technology item _OFF_ District premises, the procedures below must be followed:

1. If item is stolen while <u>not</u> on District premises, immediately notify the local police authorities to report the theft/loss and be certain to **record the case number** assigned to your incident so that you may be able to get a copy of the police report once it has been generated. In some cases, insurance companies will not pay a claim unless you have reported the crime to the police promptly.
2. In the case of either loss or damage, inform your immediate supervisor within three business days of discovery and complete a **Technology Property Loss** form https://bit.ly/2pGP3Gl .
   Be certain to document the description and model of the missing or damaged item and include the serial number(s) when possible. Provide as much detail surrounding the circumstances of the loss or damage as possible. The form must be signed by the Principal of the school.
3. During off-school days (summer break, holidays), submit the form as soon as possible or immediately upon your return to work.
4. The completed, signed form must be submitted to Technology Services. Technology Services will notify Risk Management, Finance and School Police of the loss, theft or damage.
5. Technology Services in cooperation with School Police, Finance and Risk Management will review the circumstances and documentation submitted to determine the appropriate action to be taken.
6. If neglect, misuse or abuse is involved, the District will not fund replacement of the lost property until restitution for the asset has been collected. CCSD will invoice the local school for the property loss based on the full replacement cost of the device. The local school will have discretion to charge students, employees, support staff/volunteers, contractors, et. al. as deemed appropriate for the situation.
7. Technology Services, in cooperation with Risk Management and Finance, will determine the full replacement cost of the device and prepare an invoice for restitution of the asset(s).
8. Users have the option to determine if they plan to report the theft to their insurance company (home or automobile) for them to provide restitution to the District or if they prefer to pay out of pocket.
9. Once a payment plan is agreed upon and full restitution is provided, replacement equipment can be funded by the District.

In the event of loss, theft or damage to any District-owned technology item _ON_ District premises, the procedures below must be followed:

1. Immediately (within one hour) of discovery, inform your supervisor of the damage, theft or loss and complete a **Technology Property Loss** form (https://bit.ly/2pGP3Gl). Be certain to document the description and model of the missing item and include the serial number(s) when possible. Provide as much detail surrounding the circumstances of the property loss as possible. The form must be signed by the Principal of the school.

2. Within 24 hours of discovery, report the lost, stolen or damaged item to the Cherokee County School District Police officer assigned to the location so that a CCSD Police report can also be completed.

3. CCSD's Police Department may investigate to determine if a crime has been committed or to determine if the loss, theft or damage was the result of neglect, misuse or abuse and inform Technology Services of its findings.

4. Technology Services, in cooperation with School Police, Finance and Risk Management, will determine if neglect, misuse or abuse was involved.

5. If neglect, misuse or abuse is involved, the District will not fund replacement of the lost property until restitution for the asset has been collected. CCSD will invoice the local school for the property loss based on the full replacement cost of the device. The local school will have discretion to charge students, employees, support staff/volunteers, contractors, et. al. as deemed appropriate for the situation.

6. Restitution for reimbursement will be given a 30-day window, after which time, funds may be withheld from the employee's compensation or transferred from the school account by the Division of Finance.

7. CCSD will form an appeals committee comprised of representatives from Technology, Risk Management Curriculum and Instruction and Finance to review cases submitted for reconsideration. Request for reconsideration of applying charges must be in writing with a detailed explanation and sent to jeremy.gravley@cherokee.k12.ga.us. Once the appeals committee has made a final call, any outstanding restitution will be expected to be paid within five business days.

8. If circumstances of loss, theft or damage were beyond all reasonable means taken by the employee for properly securing the property, then the District will take the appropriate action for replacement.

Charges will be applied as follows:

Situation	Restitution
Items that are actively being used and are currently being sold on the market	*The lesser of the full (District) purchase price or cost to replace equivalent item*
Items that are actively being used but are no longer being sold	*Cost to replace equivalent item*
Items that are no longer being utilized but have not been collected/ processed as surplus property	*Depreciated value – Based on a straight-line depreciation formula*

Technology assets, including installed software, are registered with ownership to the District and are to be disposed of through a surplus property process. Thus, ownership cannot be transferred to private individuals. In the event a technology item is lost, and financial restitution is provided, a full refund of the restitution will be provided **within 90 days of receipt of the payment**. Beyond 90 days, if the item is then found and returned to the school/District, a prorated refund will be issued - to account for depreciation and CCSD's loss-of-use of the device.

Recommendations to reduce the chances of theft, loss and damage:

- ✓ Never leave laptops, mobile phones or other portable electronic technologies (i.e. digital cameras, video cameras, projectors, etc.) in your automobile. Locking these items in the trunk of the vehicle is not a deterrent. Excessive heat and cold shortens the life of the devices. Moreover, thieves are on the prowl (in parking lots, street parking and driveways) and target laptop bags, purses, briefcases etc. If a laptop must be left in a car, keep it locked and out of sight.
- ✓ Keep your laptop secured when at home.
- ✓ Consult with your personal property insurance agent to establish proper types of coverage, limits and deductibles related to the use of portable laptop computers.
- ✓ When using your laptop or other technologies, especially off-site, maintain vigilance in not letting it out of your sight. Although the theft of a laptop computer can occur at any place or time, there are certain obvious locations—public buildings, airports, hotels and conference centers, college campuses, libraries, trade shows, industry events and hospitals -- where incidents occur most frequently. Many times, laptops are stolen by people who either have or appear to have a legitimate reason for being there. This may include contractors, service persons, custodians, delivery persons or even vendors. Do not leave laptops unattended in public areas.
- ✓ Do not position laptops near exterior windows where they are subject to a smash and grab type theft.
- ✓ When using technologies at school sponsored events, on-site and off-site, take reasonable steps to adequately secure the property and be mindful that carelessness may result in loss.
- ✓ Invest in inexpensive security tools such as laptop locks to secure devices to stable or difficult to move structures. While not 100% theft proof, they can act as a deterrent for thieves.
- ✓ Secure the keys to mobile laptop carts. Do not leave them in the mobile cart.
- ✓ Lock your classroom door when your room is empty, and technology is in plain view.
- ✓ Store technology items in lockable carts, cabinets, drawers when not in use and overnight.
- ✓ Utilize assignment logs or check-out forms to track which pieces of technology are being utilized by specific people at specific times of the day.
- ✓ Promote Digital Citizenship. Talk with your students about the value of the technology and the importance of helping to maintain these systems. Encourage them to report incidences of abuse or theft.
- ✓ By carrying a laptop in a case designed for computers, we immediately alert thieves that we have a laptop, even before we take it out to begin working. When traveling, carrying a laptop in an ordinary piece of luggage or briefcase will help deter theft.
- ✓ Increase awareness. Consider creating a procedure where appropriate individuals can remove unattended devices for "safekeeping" leaving a tag or sticker in its place. The sticker will let the employee/student know the device was removed for safekeeping and can be picked up at a secured designated area. This will immediately prevent the theft of the device and will make the employee/student more aware that the device could have been stolen.

Additionally, the loss or theft of laptop computers puts the information they contain at risk of loss, disclosure, or compromise. In addition, the use of laptops in public places presents a significant risk of unauthorized persons observing the information being processed. <u>Accordingly, the following procedures are required:</u>

- Passwords must be protected and secured and must not be stored on or with the laptop.
- Log off or lock (Windows key + L) the laptop when not in use or when you walk away from the device.
- Microsoft's Bitlocker will be activated on all devices to encrypt files on local hard drives.
- Laptop users shall be responsible for ensuring the security of their assigned equipment.
- It is HIGHLY RECOMMENDED file backups are made regularly.

In cases where sensitive data may be compromised by the theft of portable technologies, you must immediately notify your supervisor and the Office of School Operations.

My acknowledgement of the [online Safe Schools] course specific to these guidelines indicates I have thoroughly read the information pertaining to portable technology use. I understand the School District will seek to recover the cost of repair or replacement of a device that is damaged, lost or stolen because of my failure to follow the School District policies and procedures. I agree to the above terms and conditions as such and agree to fully cooperate with property loss reporting requirements and with property loss incident investigations.