

Device Distribution Guidelines



Here are a few things that will assist you in your device distribution and in tracking your IT Assets in compliance with the District's requirements.

- Designate an Instructional Device Manager (IDM) for the school year.
- Ensure your IDM has taken the IT Asset Management System Online Training and assessment. If not, please follow instructions [HERE](#) to designate an IDM
- Ensure your IDM has full access to the Remedy system. If not, let us know immediately.
- Physically count the devices in storage to determine if any devices are missing or were stolen during summer break. If there are any missing or stolen devices, follow the procedures in the ITAM handbook to report them. [SECTION 7: REPORT LOST OR STOLEN DEVICE](#)
- Check-in any recovered or late returned device in Remedy. [SECTION 4: RECEIVE DEVICE AND PLACE IN INVENTORY](#)
- Follow up with graduating, matriculating or transferring students who did not return their devices or peripherals. Follow District's restitution policy on fines and order replacement(s) if needed.
- Submit a ticket to activate any frozen/disabled devices on your campus, and update Remedy accordingly. [SECTION 8: RECOVERED LOST OR STOLEN DEVICE](#)
- Contact Help Desk for any technical support
<http://achieve.lausd.net/helpdesk> or (213) 241-5200

- Do we have a designated Instructional Device Manager (IDM) on staff?
- Has IDM attended training?
- Does IDM have full access to Remedy?
- Did we physically count devices in storage?
- Were there any missing or stolen devices discovered?
- Have we submitted a ticket to unlock frozen/disabled devices?
- Bookmarked ITAM's website

Bookmark our website for easy access to bulletins, helpful information, and other quick references.



IT ASSET MANAGEMENT

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