

March 7, 2016

Chief Operating Officer

Replacement Process for Lost, Stolen or  
Damaged Portable Technology Devices

TO: All Staff

FROM: Camille B. Jones, Chief Operating Officer

HCPSS employees are fiscally responsible for lost, stolen or damaged portable technology devices assigned to them. Policy 8080 Section IV “Standards” & Section V “Responsibilities” states the following:

- “Cost incurred due to negligence or misuse that result in malicious destruction or theft of HCPSS technology will be the financial responsibility of the negligent individual(s).”
- “The Superintendent/Designee will establish guidelines and appropriate acceptance forms for the responsible use of technology and social media.

The attached Assigned Technology Device Agreement was recently revised to include a depreciation schedule that reduces the cost employees must pay when they damage or lose their assigned device. Previously, employees were required to pay fifty percent of the original value of the device, regardless of the age of the device. The new payment schedule takes the age of the device into consideration.

To facilitate compliance with the policy, the attached Standard Operating Procedure (SOP) was developed. It outlines the process to replace or repair assigned devices. The SOP includes all steps and responsible parties required to remediate lost and/or damaged devices in a consistent manner. Staff is required to report the destruction and/or theft of assigned technology devices using the Report of Property Destruction, Theft & Fire Destruction form.

The latest version of these documents can be found on the HCPSS Staff Hub under Site Map/ Hub Docs/Technology. Should you have any questions, please contact Dennis Moore at 410-313-1556.

Attachments:	Web Links:
OPS-TEC-BMGT-008-SOP	<a href="http://tinyurl.com/glc5uq7">http://tinyurl.com/glc5uq7</a>
Device Agreement	<a href="http://tinyurl.com/zx2b27d">http://tinyurl.com/zx2b27d</a>
Report of Property Destruction, Theft & Fire Destruction	<a href="http://tinyurl.com/hukss5l">http://tinyurl.com/hukss5l</a>



<b>SOP Title:</b>		<b>SOP File Name &amp; Number:</b>	
Replacement Process for Lost, Stolen or Damaged Portable Technology Devices		OPS-TEC-BMGT-008-Replacement Process for Lost, Stolen or Damaged Portable Technology Devices	
<b>SOP Current Version # (xx.x)</b>	<b>Division of HCPSS:</b>	<b>SOP Owner (Department):</b>	
01.6	Operations	Technology	
<b>Authored By (Name):</b>	<b>Date Prepared:</b>	<b>SOP Audience (Internal/External):</b>	
Dennis Moore	11/6/2015	Internal to HCPSS	
<b>Reviewed By (Manager):</b>	<b>Date Reviewed:</b>	<b>Schedule SOP Review:</b>	
Dennis Moore	12/8/2015	06/2016	
<b>Approved By (Director):</b>	<b>Date Approved:</b>	<b>SOP Effective Date:</b>	
Camille Jones	01/12/2016	01/12/2016	

<b>I. Policy and Strategic Plan Alignment</b>
<p>Policy 8080 Section IV "Standards" &amp; Section V "Responsibilities" states:</p> <ul style="list-style-type: none"> <li>"Cost incurred due to negligence or misuse that result in malicious destruction or theft of HCPSS technology will be the financial responsibility of the negligent individual(s)."</li> <li>"The Superintendent/Designee will establish guidelines and appropriate acceptance forms for the responsible use of technology and social media.</li> </ul> <p>HCPSS Vision 2018, Goal 4.4.2 Streamline and automate organizational processes in alignment with industry best practices.</p>
<b>II. Purpose</b>
<p>HCPSS employees are fiscally responsible for lost, stolen or damaged portable technology devices. This document provides the tasks and employees responsible for completing this process. The Technology Department is primarily responsible for replacing these devices if the device was originally purchased by the Technology Department (normally) after:</p> <ul style="list-style-type: none"> <li>A report is filed with Risk Management (Artifact3) and</li> <li>The employee pays the Department of Budget &amp; Finance the replacement cost according the deprecation schedule if due to negligence or misuse that result in malicious destruction or theft.</li> </ul> <p>If the device was originally purchased by another department, that department is responsible for providing a replacement device.</p>

**III. Scope**

The scope of this document includes all tasks needed carry out this process starting with the Employee who is assigned the device notifying HCPSS of its loss and ending with replacement of the device.

**IV. Responsibilities**

The Technology Director is the Superintendent's Designee for Policy 8080 and as such established the Assigned Technology Device Agreement (Artifact2) which is signed by employees who are assigned portable technology devices.

This Agreement states: "In the event that this device is damaged due to neglect and the damage is not covered under warranty, I agree to pay for the cost of the repair or replacement not to exceed the equivalent replacement cost according the following depreciation schedule (e.g. \$1,094 teacher laptop).

**Depreciation Schedule**

Year	% of cost	Employee Pays (example)
1	75%	\$1,094 x 0.75 = \$820.50
2	50%	\$1,094 x 0.50 = \$547.00
3	25%	\$1,094 x 0.25 = \$237.50
4 and beyond	5%	\$1,094 x 0.05 = \$ 54.70

The Agreement further states: "In the event this device is lost or stolen, I agree to assign all insurance proceeds to the HCPSS. If the insurance proceeds do not cover the cost of the device equivalent replacement according the above depreciation schedule, I am responsible for paying the difference."

The following employees are responsible for carrying these tasks: Employee who is assigned the device, Risk Management Specialist, Technology Business Mgr, Technology Telecom Operator, Department of Budget & Finance Accountant, Department of Budget & Finance Administrative Secretary and School Designee (e.g. Media Specialist, Tech Teacher or Assistant Principal).

**V. Risks (including Fiscal, Continuity of Operations, Health, Safety, & Security)**

If this SOP is not followed, the risks are: 1) HCPSS will not be complying with Policy 8080 and 2) HCPSS will incur unneeded expenses for the replacement of technology devices due to employee negligence or misuse that result in malicious destruction or theft. Artifact7 quantifies the technology devices lost, stolen or damaged for FY2014, FY2015 and FY2016.

**VI. Definitions**

Negligence or misuse is defined as any repair not covered by the manufacturer warranty (e.g. lost, stolen, cracked screen, water damage). HCPSS purchases extended warranties on all portable technology devices to cover manufacturer defects.

Equivalent Replacement Cost is the cost for a one new device or if no longer made & available, its equivalent new replacement device that meets or exceeds the old device functional requirements. Years 1, 2, 3 or 4 are 12, 24, 36 or 48 months from the date the device was originally purchased.

A Portable Technology Device is a currently a laptop, tablet or cellphone purchased by HCPSS and assigned to an employee who has signed a Device Agreement (Artifact2).

VII. Procedural Steps				
Step (xx.xx)	Action/Tasks	Time Frame (Future)	Responsibility (Job Title)	Supporting Artifacts
01.00	Employee notifies supervisor or designee, completes Report of Property Destruction, Theft or Fire Damage and sends to Safety, Environment & Risk Management Specialist.		Employee who is assigned the device	Artifacts #3 Report of Property Destruction, Theft or Fire Damage
01.01	If the device was lost, stolen or damaged while on HCPSS property, the employee is not fiscally responsible unless their supervisor determined that malicious destruction, misuse or neglect has occurred. A replacement may be provided by the HCPSS organization that originally purchased the device and no other Tasks are required.		HCPSS organization that originally purchased the device (normally Technology Dept as referenced in the remaining Tasks)	
01.02	If the device was lost, stolen or damaged while not on HCPSS property, the employee is fiscally responsible and the remaining Tasks are required.		none	
02.00	Risk Management requests copy of signed device agreement from Technology.		Risk Management Specialist	Artifacts #2 Assigned Technology Device Agreement
03.00	Technology provides copy of signed device agreement to Risk Management.		Technology Business Mgr. or Telecom Operator	Artifacts #2 Assigned Technology Device Agreement
04.00	Risk Management Specialist provides employee with this document listing the tasks needed to replace technology device.		Risk Management Specialist	OPS-TEC-BMGT-008 (this SOP document)
05.00	Risk Management notifies employee the equivalent replacement cost according to the depreciation schedule and provides quote if needed by employee to file insurance claim.		Risk Management Specialist	Artifact 6 Quote

05.01	If insurance claim filed, employee provides copy of insurance claim to Risk Management.		Employee who is assigned the device	
06.00	Risk Management notifies Department of Budget & Finance Accountant of loss and the equivalent replacement cost according to the depreciation schedule.		Risk Management Specialist	
07.00	Department of Budget & Finance Accountant issues invoice to employee for equivalent replacement cost according to depreciation schedule. If for a replacement laptop or tablet, invoice should indicate payment to be applied to Technology key#1100119714 (Info+Net Tech Svcs) and object# 3295000 (Technology-Computer). If for a replacement smartphone, invoice should indicate payment to be applied to Technology key# 1000107203 (GL-Telecommunications) and object# 3292300 (Supplies-Communication).		Dept of Budget & Finance Accountant	Artifact 7 Invoice
08.00	Employee pays the invoice to Department of Budget & Finance Administrative Secretary. Employee can make single or multiple payments with cash or check made out to HCPSS.		Employee assigned device	Artifact 5 Employee Reimbursement
09.00	Department of Budget & Finance Administrative Secretary deposits payments into the appropriate account.		Dept of Budget & Finance Administrative Secretary	
10.00	Department of Budget & Finance Administrative Secretary notify Technology Business Manager and Risk Management when employee has completed payments.		Dept of Budget & Finance Administrative Secretary	
11.00	Technology Business Manager creates Web Help Desk Work Order to replace device. If no spare devices available, the Technology Dept purchases a replacement device and pays the remaining replacement cost.		Technology Business Mgr	Artifact #4 Web Help Desk Ticket
12.00	Technology Computer Technician or Telecom Operator prepares unit for delivery of replacement device and device agreement to school designee (e.g. Media Specialist, Technology Teacher, Assistant Principal).		Technology Computer Technician or Telecom Operator	Artifact #2 Replacement Device & New Device Agreement

13.00	School Designee has employee sign new agreement, provides copy of signed agreement to employee and sends original to Assistant Manager-Technology Inventory for file. If employee refuses to sign new agreement, school designee returns replacement device to Technology at warehouse. Technology notes in Web Help Desk work order not to provide future replacements for this employee until amount owed is paid.		School Designee (e.g. Media Specialist, Technology Teacher, AP)	Artifact #2 New Assigned Technology Device Agreement Artifact #4 Web Help Desk Ticket
<b>VIII. Effectiveness Criteria and Performance Measures (Recommended)</b>				
<ul style="list-style-type: none"> <li>Reduction in number and expense for Lost, Stolen or Damaged Technology Devices.</li> </ul>				
<b>IX. References-Internal and External (if Applicable)</b>				
<ul style="list-style-type: none"> <li>Approved at Superintendent’s Cabinet meeting January 13, 2016</li> </ul>				
<b>X. List of Artifacts (Related to SOP)</b>				
<ul style="list-style-type: none"> <li>Artifact1–Excerpt from Policy 8080</li> <li>Artifact2–Assigned Technology Device Agreement</li> <li>Artifact3–Report of Property Destruction, Thief or Fire Damage</li> <li>Artifact4–Web Help Desk Work Order</li> <li>Artifact5–Employee Reimbursement</li> <li>Artifact6–Quote for Equivalent Replacement–Example</li> <li>Artifact7–Employee Reimbursement Invoice</li> <li>Artifact8–Technology Devices Lost, Stolen or Damaged for FY2014, FY2015, FY2016</li> </ul>				
<b>XI. Six Sigma Support Tools</b>				
<ul style="list-style-type: none"> <li>None</li> </ul>				
<b>XII. Future Process Plans and Considerations</b>				
<ul style="list-style-type: none"> <li>The HR/Payroll/Finance system of record, IFAS, is scheduled to be replaced with Workday in March of 2016.</li> </ul>				

XIII. SOP History Table			
SOP Version # (xx.x)	Effective Date (mm/dd/yyyy)	Description of Changes	Previous SOP Version# (xx.x)
01.0	11/18/2015	Original document with no changes.	
01.1	12/08/2015	Revised as a result of 12/8/2015 COO meeting.	01.0
01.2	12/11/2015	Revised to reflect devices purchased by departments other than Technology.	01.1
01.3	01/06/2015	Minor grammatical, punctuation and formatting changes. – C. Nilsson	01.2
01.4	01/12/2015	Comments from the SOP Review meeting. – C. Nilsson	01.3
01.5	01/13/2015	Added Vision 2018, Goal 4.4.2 under Policy and Strategic Plan Alignment, revised Depreciation Table under Responsibilities, deleted Artifacts 2b and 3b, deleted personal information in Artifact 5, added Approved at Superintendent's Cabinet meeting January 13, 2016 under References. – D. Moore	01.4
01.6	01/14/2016	Re-Review. Minor formatting changes. – C. Nilsson	01.5

Recipient Name: \_\_\_\_\_ Employee ID #: \_\_\_\_\_  
 Date Issued: \_\_\_\_\_ Location: \_\_\_\_\_  
 Manufacturer: \_\_\_\_\_ Description: \_\_\_\_\_  
 Serial #: \_\_\_\_\_ Inventory #: \_\_\_\_\_  
 Web Help Desk Ticket # (if applicable): \_\_\_\_\_

**ASSIGNED TECHNOLOGY DEVICE AGREEMENT**

*By signing this document I agree to the following:*

- This technology device is to be used in accordance with Howard County Public School System (HCPSS) Policy 8080 Responsible Use of Technology and Social Media and I have no expectation of personal privacy while using this device.
- This device is issued to me (the recipient listed above) but will remain the property of the HCPSS.
- If my employment with HCPSS ends, this device must be returned to my Supervisor or Designee.
- If requested by my Supervisor or Designee, I will return this device.
- I agree that this device is to be used exclusively by me, my students, and other HCPSS employees.
- To protect this device from damage, I will store this device in a protective case when transporting.
- I am responsible for the safe handling, storage, and security of this device. I agree to take appropriate precautions to prevent damage, loss, or theft.
- I will not leave this device unattended in plain view.
- In the event that this device is damaged due to neglect and the damage is not covered under warranty, I agree to pay the cost of the repair or replacement not to exceed the equivalent replacement cost according the following depreciation schedule (e.g. for \$1094 teacher laptop).

Year	% of cost	Employee Pays (example)
1	75%	\$1094 x 75% = \$820.50
2	50%	\$1094 x 50% = \$547.00
3	25%	\$1094 x 25% = \$273.50
4 and beyond	5%	\$1094 x 5% = \$ 54.70

- In the event that this device is lost or stolen, I agree to assign all insurance proceeds to the HCPSS. If the insurance proceeds do not cover the cost of the device equivalent replacement cost according to the above depreciation schedule, I am responsible for paying the difference.
- If this device is lost, stolen, or damaged, I will immediately notify my Supervisor or Designee. The Supervisor or Designee will report the incident to the HCPSS Office of Safety, Environment, and Risk Management.
- If this is an iOS device (e.g. iPad, iPhone) I agree to abide by the iOS Device Purchase and Use Guideline TD-ME-2012-10 which is posted on the Purchasing Office Web Site Approved Bid List for Apple Computers.

\_\_\_\_\_  
Recipient's Signature

Return signed form via email (preferred) or pony to: Technology Department, attention James Bageant

Associated with document# OPS-TEC-BMGT-008 approved at Superintendent's Cabinet meeting Jan13, 2015



# The Howard County Public School System

## Report of Property Destruction, Theft & Fire Damage

**Note:** Report by phone any major incidents and all incidents with racial or religious overtones to the Office of the Chief Operating Officer as soon as possible after discovery. File a written report on this form within **forty-eight (48)** hours after the discovery.

School Name: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Type of Incident:	When Discovered:	Discovered by:	
Property Destruction	Date: ____ / ____ / ____	_____	_____
_____ Theft	Time: _____	(Name)	(Title)
_____ Fire Damage	_____ am _____ pm	_____	_____
		(Name)	(Title)

**Police/fire Department notified?**

When? _____	By Whom? _____	By Alarm? _____	Police Report # _____
Investigating Officer(s): _____	_____	Alleged Offender(s): _____	_____
_____	_____	_____	_____

**Give a brief description of damage or loss of property (indicate racial or religious overtones). If property of HCPSS has been stolen, please indicate where theft occurred, witnesses, or any other pertinent information.**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Description	**HCPSS Asset Tag #	**Serial No.	Original purchase price	Replacement cost

**When Applicable with Technology Equipment	<b>Total Cost</b>	
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Has request to repair damages been submitted to Maintenance?    \_\_\_ No    \_\_\_ Yes    Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Has request to repair damages been submitted to replace equipment?    \_\_\_ No    \_\_\_ Yes    Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Additional information or remarks: \_\_\_\_\_  
 \_\_\_\_\_

If stolen items are recovered or an arrest is made after this report has been submitted, notify the Office of Safety, Environment and Risk Management at ext. 6824.

This loss is due to employee neglect \_\_\_\_\_(Yes)\_\_\_\_\_ (No)

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

\_\_\_\_\_  
 (Signature of Principal/Supervisor)

*A paper copy of this form is to be retained by the originator and provided to the following offices:*  
 Safety, Environment, and Risk Management    Technology Department    Security (for theft)