



Servicing iPads

November 30, 2018

BACKGROUND

1. In the past (prior to the Title I purchase of iPads for PK-2 use), schools have ordered iPads and other Apple technologies directly from Apple without going through IT and – most importantly – without having the equipment sent to the District’s warehouse. This has included devices purchased with PTO/PTA/SIC funds. Instead, Apple has shipped directly to the schools.
2. Several things happened as a result of by-passing the District’s processes:
 - a. The devices did not get a District asset tag and were not added to the District’s asset inventory (processes that should have been completed in the warehouse before the devices were delivered to schools).
 - b. Apple considered such devices the property of the school (and not the District) and would not talk to District staff about service issues – thus, school staff had to make the contacts with Apple in order to get service.
 - c. All of those untagged and uninventoried devices must be managed from the school level – that is, someone from the school must contact Apple for service.
3. The Title I iPads that were purchased during or after the 2016-2017 school year were purchased and delivered according to District policy. Each should have a District asset tag and should be in District inventory. Those are currently located only at Title I schools.
4. Other Apple devices have been purchased for school and District administrators since 2016-2017, also. Those should be tagged and inventoried properly, as well.

SERVICE PROCESS

5. For the Title I iPads purchased during or after the 2016-2017 school year, IT technicians can make the contacts with Apple about service for broken devices that have asset tags and are in inventory.
6. Before the device is given to the IT technician, someone at the school must create the appropriate service ticket.
7. Following that, IT will manage the service for the tagged and inventoried devices.

ADDITIONAL INFORMATION

8. IT does not provide “break-fix” services for technology used in our schools. If a device is broken, the vendor or a contractor provided by the vendor does those repairs. For example, our DLE vendor pays a local contractor to do the repairs required under our warranties. For devices out of warranty that we need to repair, the DLE project pays for the parts and labor. Apple does the same thing through Apple Care.
9. For products under warranty, Apple should make repairs without cost to the District or program. If the device is not under warranty and the purchasing program (Title I, for example) wants it repaired or replaced, then that program would be responsible for all costs (parts, labor, replacement, etc.).
10. It is important to note: All technology requisitions and purchase orders MUST provide the WAREHOUSE address as the DELIVER TO ADDRESS.