**Mobile Device Deployment Readiness Device Management Procedures**

Mobile Device Management Procedures:

1. **Roles**

***Desktop Services (DTS):*** Receive, set-up in the mobile device management system (MDM), and deliver all equipment. Monitor mobile device application management at the district level through the MDM.

***Educational Technology Services (ETS):*** Provide training on mobile device usage including: classroom integration and management, and app management through the MDM. Monitor mobile device application management at the regional level through the MDM.

***Site Mobile Device Coordinator:*** Manage applications using the MDM system on a site-level. Process app requests on a scheduled basis, manage the mobile device scheduling calendar, and report any repair/replacement issues according to the Mobile Device workflow.

***Site Principal:*** Review and approve site app requests, coordinate with ETS to provide all necessary training, report any usage issues and concerns to their assigned ETS trainer, monitor site-level usage.

1. **Group Device Management**

• All devices will be stored in their cart. The cart holds 30 devices and charges all of them simultaneously.

• The cart will be locked and stored the assigned classroom when the devices are not being used.

• Students are not allowed to retrieve or return devices for their teacher for any reason.

• The teachers for each grade are responsible for maintaining an up to date spreadsheet of teacher names and their assigned numbers.

• Each teacher will have specific assigned mobile device numbers for that school year.

• Students will use the mobile device that matches their teacher-assigned number.

1. **Individual Device Management**

• Each mobile device will be identified with a device number. The number will be used to help assign mobile devices to carts and carts to teachers.

• The number scheme will be: Cart # - Device #.

• Each teacher will be assigned mobile devices by matching their assigned number to the mobile device number.

• Profile Settings on the mobile device will be done by DTS. These settings may not be altered by the Site Mobile Device Coordinator. (Strictly Enforced)

1. **App Requests**

• All app requests will be submitted to the Site Coordinator. If approved on that level, the request will then move to the building principal for approval.

• App Request Forms will be accessible with the Site Coordinator..

• Apps will only be added by the Mobile Device Site Coordinator or designated individuals using the MDM system.

1. **Check Out Procedures**

• Teachers will check out their reserved devices as a team through their cart, who will keep accurate electronic records in weekly spreadsheets.

**Storing the Cart Overnight**

• IMPORTANT! – Always store the cart with the power cords plugged into the wall outlets so the mobile devices are charging.

• Upon all devices being returned to their designated storage slots and the cart being returned to its designated area, the Coordinating Teacher must plug the cart into the wall outlet.

• The teacher is responsible for returning the mobile devices to the cart and returning the cart to its secure, designated storage area and checking it in at the end of the day.

1. **Check In Procedures:**

• Mobile Devices will be returned to the cart by the Coordinating Teacher, who will return them to their corresponding slot and reconnect the charging cable.

• The Mobile Device Cart will have a designated storage area and will be checked-in daily by the Coordinating Teacher, no later than 5pm.

1. **Fair Use**

• In order to allow all classrooms equal access to the mobile devices, teachers will not be allowed to access more than their allotment of devices. This policy can be modified if there is a special project a teacher is hoping to complete and the other teacher(s) authorizes the use of extra devices.

1. **Substitute Teachers**

• The mobile devices will not be allowed in classrooms with substitute teachers. NO EXCEPTIONS!

1. **. Repairs / Damage**

• Report any suspected problems with equipment or apps to the Site Mobile Device Coordinator (SMDC). The Site Mobile Device Coordinator will put in a help ticket (for documentation), then contact the corresponding vendor support number. Desktop Services will move the help ticket to the ETS queue so ETS can monitor progress. The Site Mobile Device Coordinator will be responsible for updating the ticket. ETS will close the ticket when resolved.