



## **Technology Equipment Damage/Loss Procedure (TCH-P025)**

Clarksville-Montgomery County School System

### **1.0 SCOPE:**

- 1.1 This procedure outlines the steps taken to determine if technology equipment damage/loss is negligent, intentional or accidental.

### **2.0 RESPONSIBILITY:**

- 2.1 Repair Technicians

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

### **3.0 APPROVAL AUTHORITY:**

- 3.1 Chief Technology Officer (CTO)
- 3.2 Desktop Support Manager (DSM)

### **4.0 DEFINITIONS:**

- 4.1 CMCSS- Clarksville-Montgomery County School System
- 4.2 User- Anyone that uses computer equipment and accessories provided by CMCSS
- 4.3 Repair Technician- a hardware repair technician employed by CMCSS
- 4.4 Incident- the loss or damage of computer equipment or accessories provided by CMCSS
- 4.5 Technology Work Order- formal request for maintenance or repair that details the incident and contains Equipment Damage/Loss Incident Report (ref. [TCH-F023](#)) and other documentation, such as photos of damage if applicable. .
- 4.6 Computer Repair Shop- Either the Computer Repair Shop or the Technology Help Desk (also known as First Aid) at Central Services-Gracey.
- 4.7 Loss-Any incident under which equipment provided by CMCSS is unrecoverable or is rendered unserviceable.
- 4.8 Technology Protection Plan (TPP)- User protection from charges for up to 1 unintentional damage incident as defined in the CMCSS Student Laptop Handbook and Agreement (ref, [INS-M002](#))

### **5.0 PROCEDURE:**

- 5.1 User places a technology work order requesting replacement of lost equipment or for repair of damaged equipment. If the equipment is presumed lost due to theft, the incident must be reported to the facility administrator, and Property Loss Claim Procedure (ref. RSK-P001) is initiated.
- 5.2 The User completes the Equipment Damage/Loss Incident Report (ref. [TCH-F023](#)) and is then attached to the technology work order.
- 5.3 Repair Technician inspects the equipment and reviews the Equipment Damage/Loss Incident Report (ref. [TCH-F023](#)) to determine if charges are necessary for the incident. .



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- 5.4 If the investigation of the incident determines that charges are not required then the equipment is repaired or replaced at no cost to the user.
- 5.5 If the investigation of the incident determines the damage is the responsibility of the user: the repair technician will determine whether the damage was accidental or intentional, , the following happens:
  - 5.5.1 Repair Technician procures parts for repairs or replaces lost equipment.
  - 5.5.2 Repair Technician completes repair or replacement of equipment and creates a charge in the charging system. If the incident was determined accidental, the protection plan is eligible for use if applicable. If the incident was determined intentional, the protection plan is not eligible for use.
  - 5.5.3 The charging system will notify the user of the charges. The user has 15 calendar days to dispute the created charge.
  - 5.5.4 If the User does not dispute charges within the calendar day window, the charges remain open until the invoice is paid.
- 5.6 If the User disputes the charges within the calendar day window by contacting the DSM, the following happens:
  - 5.6.1 The Incident is reviewed by the DSM or CTO for further investigation.
  - 5.6.2 If the DSM or CTO approves the dispute and agrees that the user is not responsible for the damage the charges will be voided.
  - 5.6.3 If the DSM or CTO approves the dispute but still maintains that the user is responsible for the damage, existing charges may be adjusted and resubmitted at the discretion of the DSM or CTO.
  - 5.6.4 If the CTO denies the dispute, the charges will remain open until the invoice is paid.
- 5.7 The DSM or CTO notifies the user of the dispute resolution.

### **6.0 ASSOCIATED DOCUMENTS:**

- 6.1 Work Order (on-line)
- 6.2 Equipment Damage/Loss Incident Report ([TCH-F023](#))
- 6.3 CMCSS Equipment/Uniform Loan Agreement ([BUS-F012](#))
- 6.4 Property Loss Claim Procedure ([RSK-P001](#))
- 6.5 CMCSS Student Laptop Handbook and Agreement ([INS-M002](#))

### **7.0 RECORD RETENTION TABLE:**



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<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Work Order	Electronic	7 year minimum	File Deletion	Weekly Backup
Incident File	Technology Dept.	7 year minimum	File Deletion	Weekly Backup

### 8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
7/09/07		Initial Release
10/31/08	A	Change logo and 5.5.3 to memo from email
5/9/12	B	Per Internal Audit findings, updated 5.5.2 to reflect what the current practice is-which is that the Repair Tech notifies User (removed 'via courier'), removed/deleted TCH-F024 since this can easily be done via email (and that would serve as evidence is need be), updated 5.5.3 to limit the dispute timeframe to 15 days thus allowing the User time to dispute (if necessary) before Accounts Receivable is notified for invoicing, deleted 5.6 as this is understood in 5.5.3, clarified the process of dispute/resolution.
5/3/13	C	Added 4.6 Definition for Computer Repair Shop, added to 5.3 the incident is entered into Tech Work Order System, Update Retention Table
4/21/15	D	Change title, add TCH-F023 in 4.5, update 4.6, add 4.7, update 5.1, 5.2, 5.3, 5.4, 5.6, 5.5.2, 5.5.3, 5.6, 5.6.2, 5.6.3, add 6.4, update flowchart
3/17/23	E	Added Desktop Support Manager as approval authority. Updated Technology Work Order definition and added Technology Protection Plan as a definition. Updated 5.2,5.3,5.4,5.5,5.5.2,5.5.3,5.5.4,5.6.1,5.6.2,5.6.3,5.6.4,5.7. Added INS-M002 as associated document. Deleted flow chart.
6/27/24		Grammatical changes only – not a revision

\*\*\* End of Procedure \*\*\*