Portland Public Schools

Technology Devices
COVID-19 Standard Operating Procedure

Purpose: The purpose of this document is to provide guidance and procedures for return, inventory updating, and redistributing district-owned devices while maintaining physical distancing requirements. These operating procedures have been developed in alignment with the April 2, 2021 [Ready Schools, Safe Learners version 6.4.2 from the Oregon Department of Education](#).

Scope: All computer (desktop, laptop, and tablet computers) and hotspot inventory updating, check-outs, replacement, multiple person use, and repairs.

Responsibility: The responsibility of implementing this SOP falls upon both Office of Technology and Information Services (OTIS) staff when repairing and delivering replacement devices, new computers, or other technology. Staff at individual schools are also responsible for implementing and adhering to this SOP. Each building will need to assign a member, or members, of their staff to support these efforts

Instructions:

Inventory
PPS devices checked out to students for use will be maintained in a centralized data location maintained by the OTIS. All devices checked out to students will be located in this database and will be updated regularly for devices returned to the district, exchanged due to breakage, or swapped for repair purposes. The inventory will be maintained and updated by a designated staff member or members at each school. Schools will be responsible for providing the names of the staff members(s) to ensure they have access to the database.

Check-out
When checking out a computer for individual student use, physical distancing must be maintained during the exchange. Checkout will take place at the school by members of the school staff while wearing gloves and a face covering or mask. The computers asset tag must be entered into the inventory database along with the appropriate student

information, which includes the Student ID at a minimum. Specific instructions on managing inventory entries and updates can be found in this document (LINK).
All computers will have been previously sanitized by OTIS staff or school based staff by wiping the entire computer, power supply, and associated cables, with sanitizing wipes while using gloves and placing all contents into a bag to avoid contamination.

Replacement
Will follow the same procedures as Check-out, but with the additional step of submitting a Service Desk ticket which will notify OTIS staff that a device will need to be repaired and placed back in the pool for devices available for check-out.

School staff will need to update the inventory database entry associated with the student to update the asset tag number of the new device associated with the student.

Repair
Repairs will be centralized at the school and handled using the established process for all other repairs. Devices in need of repair should be sanitized by local school staff upon receipt of the device from staff or students. A ticket needs to be created, and the device sent to OTIS for repair.

Multiple Person Use
Any computer that will be required to be used by multiple students or staff will need to be sanitized at the end of use by each user. This requires the keyboard, mouse (if any), trackpad, touch screen, and any other portion of the device which was touched should be thoroughly wiped-down by a PPS staff member prior to another person using the computer. It is recommended to focus activities that can utilize the computing device checked out to staff and students or those brought from home rather than using shared computing devices.

Supplies & Materials: Electronic inventory database, gloves, wipes, hand sanitizer, cloth face coverings

Monitoring: OTIS management will monitor the adherence of this SOP from a central office function for the people that work in OTIS. School and program sites will need to monitor the adherence of this SOP at their site by a person or persons which they designate this role. Non-conformance to this SOP should be reported to the Director of Support Services in OTIS.

Corrective Action: Additional training and support is available from the Office of Technology and Information Services for those who have the need for additional training to maintain this SOP. This training and support can be arranged by contacting the Director of Support Services.