



RFP PRDE-OSIATD-2018-002

MOBILE DEVICES, PROFESSIONAL DEVELOPMENT AND PROJECT MANAGEMENT

Invitation for Proposer Oral Presentations for Device and Project Management

Tuesday, December 18, 2018

Additional Requested Information:

Computerlink would like to thank all of you for the opportunity to present our solution to the Mobile Devices and Project Management RFP. We are proud of the team we have assembled, the solution offered, and its potential to help and improve the Puerto Rico Department of Education and the Public-School System in general.

During our presentation on December 10th, 2018, we were asked to provide some additional documentation and information by the Evaluation Committee. You will find this information below.

1. What is the weight of the proposed cart?

The Spectrum cart we are proposing weighs one hundred and fifty (150) pounds when empty.

2. High Level Project Timeline.

If we make the assumption of a contract being finalized and an order being placed in January 2019, and taking into account the current factory production projections and obligations from HP Inc. and Apple Inc., Computerlink can make the following projections assuming standard maritime shipping times are maintained:

Day 0:	Contract finalized.
Days 0 – 5:	Orders placed with corresponding manufacturers.
Days 0 – 40:	Image development & finalization
Days 20 – 30:	18,000 Apple Devices FOB Puerto Rico.
Day 45:	At least 30,000 HP Devices FOB Florida for Imaging & Etching
Day 55:	HP Devices Begin to Arrive in PR at a rate of more than 8,000 per week.
Day 60:	At least 35,000 HP Devices FOB Florida for Imaging & Etching
Day 90:	At least 40,000 HP Devices FOB Florida for Imaging & Etching
Day 105:	Last HP Devices arrive in Florida for Imaging and Etching

It is important to note that these numbers are also based on available information as of December 18th, 2019. These projections can be improved once a contract has been signed and we can make use of factory escalation procedures and order escalations by leveraging our relationship with the corresponding manufacturer.



3. The requested documentation is attached to this letter and includes the following documents.

- Absolute Software 's Computrace Features Matrix (Premium Tier offered in our proposal)
- Miami-Dade Mobile Device Project Parent Resource Guide
- Miami-Dade Mobile Device Agreement
- 1:1 Device Recovery Process Procedures
- Frequently Asked Questions Document for Teachers & Principals
- Asset Tracking Management System Flowchart for Broken, Lost, or Stolen Devices
- Parent & Community Communications Documents on Digital Convergence

Thank you again for the opportunity to present our proposal. We are always at your service should you require any addition information.

Sincerely,

A handwritten signature in blue ink that reads 'David Morales'. The signature is fluid and cursive, with a large loop at the end.

David Morales

Vice-President

Matriz de características Absolute DDS

	Absolute Visibility (Standard)	Absolute Control (Professional)	Absolute Resilience (Premium)
Always-Connected IT Asset Management			
Hardware Asset Analytics	X	X	X
<i>Prebuilt and Custom Reports</i>	X	X	X
<i>Hardware Configuration & OS Change</i>	X	X	X
<i>Device Readiness</i>	X	X	X
<i>Lease Management Reports</i>	X	X	X
<i>Device Activation & Call History</i>	X	X	X
<i>Missing Devices</i>	X	X	X
<i>Device Location & History</i>	X	X	X
<i>Geofencing</i>		X	X
Software Asset Analytics	X	X	X
<i>Predefined and Custom Software Catalogs</i>	X	X	X
<i>Installed Software Overview</i>	X	X	X
<i>Software Configuration Change</i>	X	X	X
<i>Software Licence Compliance Overview</i>	X	X	X
<i>Software Policy Non-Compliance</i>	X	X	X
<i>Unauthorized Software</i>	X	X	X
<i>Cloud Storage Software</i>	X	X	X
Technology Analytics		X	X
<i>User Login/Unlock Events</i>		X	X
<i>Keyboard and Mouse Activity Tracking</i>		X	X
Gather precise contextual insights with Absolute Reach			X
Remediate Device Vulnerabilities with Absolute Reach			X
Self-Healing Endpoint Security			
Perform rapid security queries with Absolute Reach			X
Deploy automation commands with Absolute Reach			X
Execute custom remediation workflows with Absolute Reach			X
Security Vitals Dashboards		X	X
<i>Security Posture Reports</i>		X	X
<i>Anti-Malware Solution Status</i>		X	X
<i>Encryption Status</i>		X	X
Application Persistence Modules**			
<i>Microsoft Applications*</i>			X
<i>Microsoft SCCM</i>			X
<i>Microsoft BitLocker</i>			X
<i>Data Protection**</i>			
<i>WinMagic SecureDoc Encryption</i>			
<i>Device Management**</i>			
<i>Ivanti Endpoint Manager</i>			
<i>Endpoint Protection**</i>			
<i>Ziften Zenith</i>			
<i>VPN**</i>			
<i>F5 BIG-IP Edge Client</i>			
<i>Any Other Application (Absolute Activated)**</i>			

Device Freeze		X	X
<i>Regular Device Freeze</i>		X	X
<i>Offline Device Freeze</i>		X	X
End User Messaging		X	X
Android Vulnerability Report		X	X
Security Incident Investigation			X
Device Theft Investigation & Recovery			X
Absolute Safe Schools (for Education Customers Only)			X
Continuous Data Visibility & Protection			
At-Risk Data Detection***			X
<i>Discover Sensitive Data On/Off Network</i>			X
<i>Identify PHI, PFI, SSN, and Intellectual Property</i>			X
<i>Scheduled or On-Demand Data Scans</i>			X
Data Risk Dashboards***			X
<i>Risk & Cost Exposure Dashboard</i>			X
<i>Data Risk Assessment</i>			X
Data Drift Protection***			X
<i>Integration to Microsoft Azure Information Protection</i>			X
<i>Devices with At-Risk Files in Cloud</i>			X
Data Delete		X	X
<i>Selective & Custom Data Delete</i>		X	X
<i>Device End of Life - Full Secure Data Wipe - with Compliance Certificate</i>		X	X
Remote File Retrieval		X	X
File List	X	X	X
Absolute Platform Features			
Alerts	X	X	X
SIEM Integration	X	X	X
Single-Sign-On	X	X	X
Role-Based Access Control	X	X	X
QuickStart Onboarding	X	X	X

* Available as an Add-On to Visibility & Control Editions

** Available as Add-Ons to Any Edition

*** Also available as a Data Awareness Add-On to Any Edition

ABSOLUTE™

ABSOLUTE FEATURES MATRIX

	VISIBILITY	CONTROL	RESILIENCE
	Standard	Professional	Premium
ALWAYS-CONNECTED IT ASSET MANAGEMENT			
Persistence Technology	●	●	●
Hardware/Software Reporting	●	●	●
Policy Driven Alerts	●	●	●
Device Location & History	●	●	●
Technology Analytics	●	●	●
Geofencing		●	●
End User Messaging		●	●
Risk Analysis (non-Education customers only)			●
Theft Recovery & Investigations			●
SELF-HEALING ENDPOINT SECURITY			
Security Vitals Dashboard	●	●	●
Device Freeze		●	●
Absolute Reach			●
Application Persistence			
Data Protection			●
Device Management			●
Endpoint Protection			●
VPN			●
Any Other Application (Absolute Activated)*	Add-on	Add-on	Add-on
CONTINUOUS DATA VISIBILITY & PROTECTION*			
Data Delete		●	●
File Retrieval		●	●
At-Risk Data Detection			●
Data Drift Protection			●
Data Risk Dashboards			●

* Available as add-ons to any product edition.

ABSOLUTE VISIBILITY provides always-connected visibility to hundreds of hardware, software, geolocation and usage data points across your entire device population, on or off your network.

ABSOLUTE CONTROL adds remedial capabilities to keep control of your devices at all times, such as remotely freezing or wiping devices on or off network, to take action on the insights provided by Absolute, along with geofencing.

ABSOLUTE RESILIENCE adds powerful security capabilities to eliminate dark or vulnerable endpoints, ensure application integrity, protect at-risk data, assess endpoint risk, and investigate incidents.

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Mobile Device Project
Parent Resource Guide
2017-2018



Miami-Dade County Public Schools

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1. OVERVIEW

One of the overriding goals of the Digital Convergence Initiative is to maximize the learning potential of all students in an effort to prepare them for a successful future as 21st century citizens. In an effort to do so, Miami-Dade County Public Schools (M-DCPS) wants to provide students with the experience of using various mobile devices. The use of 1:1 devices will aid in developing independent, self-initiated learners; provide for collaboration and communication between students and teachers; and extend student learning beyond the classroom.

The policies, procedures, and guidelines outlined in this document apply to all district-issued mobile devices (i.e., tablets, laptops) in the district. Information is also provided regarding personal devices (BYOD). Additional requirements are at the discretion of each school and/or classroom teacher.

Mobile Device Project Goals:

- Create rigorous, relevant, student-centered learning environments that better prepare all students for the global community
- Engage learners with transformative instruction enhanced by collaboration, problem solving, critical thinking, communication, and technological literacy
- Ensure equity and access to digital tools and resources
- Strengthen 21st century skills necessary for future success

Curriculum Integration Goals:

- **Authentic Connections:** the learning experience provides real world relevance and opportunity for students to apply their learning to create a product that has purpose and relevance
- **High Levels of Engagement:** students collaborate on tasks, process and/or solutions
- **Higher-Order Thinking:** the questions and tasks are designed to promote analyzing, evaluating, and creating
- **Technology Use:** devices are used in a seamless fashion to promote student learning, and students use self-selected digital resources to accomplish learning outcomes beyond traditional strategies

2. RECEIVING YOUR MOBILE DEVICE

Mobile devices will be distributed to students at designated school sites at the beginning of the school year. Schools will notify parents to inform them when devices will be distributed. Parents may be asked to attend a Parent Orientation Meeting to receive information and forms regarding the distribution of mobile devices. Attendance at these meetings may be mandatory in order for students to receive the mobile device. Additionally, parents will be informed as to when the devices will be collected at the end of the school year.

In order to receive a mobile device, students and their parents must do the following:

1. Sign the Student Mobile Device Agreement *(Required)*
2. Pay the Technology Fee for Ninth Grade Students *(Required)[See chart below.]*
3. Attend a Parent Orientation Meeting *(Optional –If required by school site.)*

Technology Fee

In order to receive a mobile device, students in 9th, 10th, or 11th grade are required to pay a technology fee. See chart below. The technology fee covers repair of device *malfunction*; it does **NOT** cover repair from neglect or abuse, loss or damage of the accessories (i.e., charger, case, keyboard, etc.), or replacement of the device.

Annual Technology Fee for Ninth, Tenth and Eleventh Grade Students	
<i>The annual technology fee will be used for non-warranty repair and replacement of mobile devices and accessories. The technology fee is included in the Special Fees and Charges School Request form, FM-2396.</i>	
Students on Regular Price Lunch	\$20.00
Students on Reduced Price Lunch	\$10.00
Students on Free Lunch	\$5.00

Asset Tracking Management System (ATMS)

District schools use the Asset Tracking Management System (ATMS) to check out mobile devices to students by assigning the mobile device serial number to the student ID number. Additionally, school staff will use the ATMS to conduct quarterly inventory checks of the devices and update status of a device when a student reports a device as damaged, lost or stolen.

3. BROKEN, LOST, OR STOLEN DEVICES

Parent/Student Responsibilities Regarding Broken, Lost, or Stolen Devices

Students and parents are obligated to report immediately to the Designated Site Person at the school any incidence of a broken, lost, or stolen device issued by the District. A Student Financial Obligation will be issued to the student, either in the amount of the cost to repair the District-issued device, or in the amount of the cost to replace the District-issued device, if it is lost or stolen.

Broken Devices

Students are expected to report any damage to their district-issued mobile device as soon as possible. If a District-issued device is broken, the school will re-issue another device to the student provided that the student has no outstanding student obligations for a previous device. If the student has an outstanding financial obligation for another device, the student will be issued a textbook. If the School Technician is able to repair the student's broken device by doing a restore of the device software or if the repair is covered under the manufacturer's warranty, then the student will not be issued a financial obligation. Otherwise, upon return of the device from service, the student will be issued a financial obligation in the amount of the cost to repair the device, or the cost to replace the device if it was a total loss.

Lost Devices

If the District-issued device has been *lost*, the student and parents must report the loss to the school. The school will update the student record in the District's Asset Tracking Management System (ATMS) to indicate the device was lost. The school will issue a Student Financial Obligation to the student for the full replacement cost of the device.

Stolen Devices

If the District-issued device has been *stolen*, the student and parents must report the suspected theft to either the school police or the municipal police department, depending on where the device was stolen on school grounds or off campus. If the device was stolen off campus, then a copy of the police report, including case number, must be turned in to the school administration. Failure to provide a police report from the appropriate police department will result in the student being issued a textbook in place of the missing District-issued device. However, if a police report is provided by the student or parents to the school, and the student does not have an outstanding financial obligation for a previous device, then the school will provide the student with a replacement District-issued device. The student is still responsible for the full-replacement cost of the stolen device, and the school will issue a Student Financial Obligation to the student for the full replacement cost of the device.

4. TURNING IN YOUR MOBILE DEVICE

Inventory Checks During the School Year

Mobile devices that were provided to students will be checked on a quarterly basis (one every grading period) during the school year to ensure that they are still in students' possession and to confirm that they are still in working order. Additionally, schools will conduct the quarterly checks to identify those devices that may have been damaged and send them for repair. This will reduce the quantity of devices that may need to be sent for repair at the end of the school year. Students are to make sure they bring their devices on the days specified by their classroom teacher so that they may be scanned and checked as part of the quarterly inventory process.

End-of-Year Collection of Mobile Devices

At the end of the school year, students will be notified as to when they must turn in the devices. Failure of a student to turn in the device will result in the student being charged the full replacement cost.

Students Transferring Schools within the District

Students transferring from one school to another must turn in the device at the school they are leaving. Students will be issued a new device upon enrolling in their new school. Students who do not turn in the device before transferring will not be issued a device at the new school. Students do not need to pay the technology fee at their new school, if they paid the technology fee at their previous school, **for the current school year**.

Students Withdrawing from Miami-Dade County Public Schools

Students withdrawing from Miami-Dade County Public Schools or transferring to a Charter school must turn in their student mobile devices before their last day of attendance. Failure to do so will result in the student being charged the full replacement cost. M-DCPS may also file a report of stolen property with the local law enforcement agency. Students do not need to pay the technology fee at their new school, if they paid the technology fee at their previous school, **for the current school year**. Students need to show the receipt for the technology fee at their school. If students don't have the receipt in their possession, they would have to wait to be issued a device until their current school confirms that the technology fee was paid at their previous school.

5. STUDENT/PARENT/GUARDIAN RESPONSIBILITIES

Every effort is being made to equip families with the information they need to ensure the safe use of mobile devices in the home. Once devices go home with students, parents/guardians are responsible for monitoring student use at home and away from school. The best way to keep students safe and on-task is to have parents/guardians present and involved. The following are suggestions for parents or guardians for mobile device use at home and away from school.

Parent/Guardian Responsibilities

- Develop a set of rules/expectations for the mobile device use at home
- Allow mobile device use only in common rooms of the home, such as living room or kitchen
- Demonstrate interest in, and monitoring of, what your child is doing on the mobile device
- Remind your child to treat the equipment properly and with respect
- Review the District's Acceptable Use Policy with your child

Student Responsibilities

- Charge and maintain the battery daily, ensuring it is ready for school the next day
- Do not loan your device or any accessory to other students, friends, or family members
- Follow the Acceptable Use Policy when using the device
- Follow copyright laws and guidelines when completing assignments
- Use and maintain the device in the manner prescribed by the District, the school, and the teacher

Student Mobile Device Use & Network Netiquette

Students should follow netiquette rules when communicating on the Internet and using the mobile devices provided by the district. The rules of Network Netiquette can be found in the District's acceptable use policy (7540.03 - *Student Responsible Use of Technology, Social Media, and District Network Systems*), located at <http://www.neola.com/miamidade-fl/search/policies/po7540.03.htm>.

6. APPS & SOFTWARE

- Student mobile devices will come pre-loaded with pre-determined apps. These apps must remain on the mobile device and should not be deleted by the student.
- Students are prohibited from updating currently installed software or applications. Students may not download content or install new apps/software on devices, unless directed by teachers.

7. STUDENT USE OF MOBILE DEVICES

Using Mobile Devices in School

Mobile devices are intended to be used at school each day. Students are responsible for bringing their devices fully-charged to classes on a daily basis, unless specifically instructed by their teacher not to do so. If a student does not bring a mobile device to school, it is up to the discretion of the teacher if the student will be given a loaner device for the duration of the class period, or provided with an alternate assignment. If a student is provided with a device to use during class time, the teacher must collect the device prior to the end of class. The student is not to be given a second device to take home. Students who have multiple occurrences of forgetting their mobile devices or not bringing their mobile devices fully charged may face disciplinary action.

Charging Mobile Devices to Use in School

Students are expected to bring their devices fully charged to school. Students should be instructed to keep the chargers that came with the device at home to avoid losing them. In cases where students don't charge their devices the previous night or the use of the mobile device has caused batteries to become discharged, there may be a limited number of charging stations or outlets available to students on a first come, first served basis.

Logging into Student Mobile Devices

Students will log into their student mobile devices with their district-issued passwords. Students should never share their passwords with others.

Managing Student Work on Devices

Students should save all their work in the district-provided cloud application OneDrive, or in other cloud applications depending on teacher instructions. It is the student's responsibility to save and manage their files. If a device has to be restored due to a malfunction or repair, data stored on the device could be lost. Additionally, it is the student's responsibility to ensure work is not lost due to mechanical failure or accidental deletion. Computer malfunctions are not an acceptable excuse for not submitting work.

Sound

Students are expected to use their own headphones, when permitted by the teacher. In-class use of headphones or sound is at the discretion of the teacher. Sound must not interfere with instructional activities; therefore, sound must be muted at all times during class unless otherwise directed by the teacher.

Black Screen and Logout Periods

In an attempt to preserve battery life and ensure student privacy, all student devices have been configured to go to black screen and to log off user automatically after a period of inactivity. Below are the timeframes for the device going to black screen or logging off user:

- Black Screen – after 4 minutes of inactivity
- Logs Out User – after 5 minutes of inactivity

Camera

Each mobile device is equipped with a camera, videorecording, and audio recording capabilities. Students must obtain permission to publish a photograph or video/audio recording of any school related activity. Cameras should be used for educational purposes only, such as recording videos or taking pictures to include in a school project or recording a student performance and playing it back for rehearsal and improvement.

Using the Mobile Device Outside of School

Students have been provided with mobile devices with the intent that they take them home and use them outside of school. Wi-Fi is required for student mobile devices to access the Internet and certain applications. When connecting to the Internet outside of school, students must understand they are still using school equipment and the rules and policies still apply. Students are expected to follow all M-DCPS policies wherever they use their district-issued mobile devices. Students are responsible for taking care of the devices they are issued.

BYOD

Bring Your Own Device (BYOD) allows students, parents, staff and guests to use their own technology during the day to enhance the learning experience. Examples of the types of technology that can be used are Windows laptops/tablets, Mac laptops, Android tablets, and iPads. In order for students to participate in the BYOD program, students and their parents must complete and sign the District's BYOD agreement (FM-7523, *Personally Owned Computing/Network Device Acceptance of Responsibility and Device Use Agreement Permission Form*).

BYOD Wi-Fi Access

Students who choose to participate in the BYOD program will be allowed to access the district's network and Internet connection by providing free Wi-Fi access. This Wi-Fi access is intended **only for** registered students to access only classroom materials specified by each teacher including Teachers' classroom pages, web links and homework and project research. It is **not intended** for online gaming, Netflix, or any other non-educational website. High Bandwidth Video streaming and big downloads will be monitored and subject to regulation. For additional information on the Bring Your Own Device Program visit the District's BYOD website at <http://wifi.dadeschools.net>.

7. CARE OF MOBILE DEVICE

Students are responsible for the general care of the mobile devices (laptops and tablets) and the accessories they have been issued by the District. Below are some guidelines for caring for the mobile devices:

General Care

- No food or drink is allowed near the device. Spills incur costly repairs.
- Accessories that insert into the device such as charger cords, keyboards, etc. must be inserted and removed carefully to prevent damage.
- Never lift devices (laptops) by the screen or carry the device with the screen open.
- Devices must remain free of any writing, drawing, etching, stickers, or labels that are not the property of Miami-Dade County Public Schools.
- Mobile device repair/replacement will be done by the school technician or UDT staff. Students are not to attempt to repair devices.
- Each mobile device has a unique identification serial number. All devices have been configured to display the serial number on the startup screen; and that number is contained in the unique QR code for the device. At no time are students to change the device number or tamper with the QR code.
- Mobile devices should never be placed in extreme conditions (e.g. extreme hot or cold, rain, damp locations, etc.)

At School

- Do not leave the device unattended.
- Do not place things or heavy objects on top of the device.
- In a locker or backpack, the device should be placed in a vertical position.
- Do not leave the device in unsafe or unstable locations (i.e., stool, chair, floor, etc.)
- Do not loan your device to another student.

At Home

- Keep the device and the accessories (charging unit, keyboard, etc.) together.
- Do not leave the device in unsafe or unstable locations (i.e., stool, chair, floor, etc.)
- Keep the device away from pets.
- Do not loan your device to relatives or friends.

Traveling to and from School

- Device should be placed in book bag/backpack and kept out of view.
- If provided with a protective case, students are to transport their mobile devices in the protective cases issued with the device.
- Check surroundings when exiting a vehicle (car, school bus, etc.) to ensure the device has not been left behind.

Battery and Charging

- Mobile devices come with ports for charging and other accessories. Care must be exercised when plugging and unplugging accessories.
- The mobile device is designed for daily use. Students should monitor the battery status of the mobile device to ensure it is charged for classroom use. Fully charged mobile device batteries will typically last between 8-10 hours of use.
- Batteries should be charged every night. There is no need to wait until the charge is low to charge the battery.
- In order to preserve battery life, it is recommended that the screen brightness be kept at medium level and that devices be shut down while being transported between school and home.

Case

- Device may come with a protective case providing sufficient protection for the device under normal treatment, and the device should be kept in the protective case at all times, when in use or when being transported between school and home.
- Device should be kept in its case, even when inside a book bag, backpack, or briefcase. The ruggedized case provides sufficient padding to protect the device from damage if it is dropped.

- Mobile device cases furnished by the school must be returned with only normal wear. Students should not mark or alter the case with skins, decals, stickers, writing, etc.

Screen

- The mobile device screen can be damaged if subjected to rough treatment. The screen should be cleaned only with a soft, lint-free, dry cloth. Do not use liquids or cleansers to clean the screen.
- Avoid using any sharp objects on or near the mobile device, or placing heavy objects on top of the screen as they can scratch or damage the screen or the case.
- If the mobile device is a 2-in-1 device (laptop/tablet hybrid) ensure that there are no objects on the keyboard when closing the device (i.e., pen, pencil, etc.) as the screen may be damaged or cracked.
- Do not lean on top of the device as that may damage the screen.
- Hold the mobile device with care, avoiding drops, crashes, and placing under heavy objects.

8. INSPECTION

Students may be selected at random to provide their devices and the corresponding accessories for inspection of the overall care and condition of the items, as well as to inspect for images, markings or settings that violate District policies. Students have no rights to privacy on a district-issued device. The mobile device can be inspected by the classroom teacher, the school Designated Site Person (DSP), school administration, or District staff.

9. THEFT PROTECTION

All devices are etched to identify them as property of Miami-Dade County Public Schools. Additionally, the desktop wallpaper contains the M-DCPS logo and the QR code containing the device serial number. Students are not to remove or alter any marks or images identifying the device as M-DCPS property.



Figure 1: Back of Device with Etching

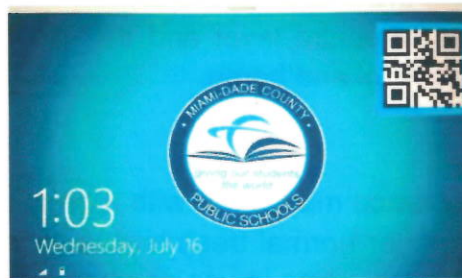


Figure 2: Home Screen with QR Code and Seal

Student mobile devices have been configured to lock if unauthorized users attempt to hack into the device. Attempts to use the device without the proper password authorization will render it unusable, locking all software applications and operating system.

10. INTERNET CONTENT FILTERING

All student devices have been configured to pass through the District's internet content filter whenever and wherever the student accesses the internet – even while off campus. Even when working at home, students must adhere to the district's acceptable use policy; they must not attempt to disable or sidestep the filtering software. To the extent possible, the filter monitors all internet sites that students attempt to access and blocks inappropriate sites; however, it must be noted that no filtering software is 100% accurate and may not block all information that may be deemed offensive or unsuitable by parents. Filtering software is not a substitute for parental judgment and oversight; parents are still urged to monitor their child's internet access while at home.

Miami-Dade County Public Schools 2015-2016 Mobile Device Agreement



_____	_____
Student Name	Parent/Guardian Name
_____	_____
Student Identification Number	Date

Mobile device Make/Model	

Student and parent please clearly print the above information and initial each page of the contract.

AGREEMENT FOR STUDENT USE OF MOBILE DEVICE COMPUTER

This Agreement is made by and between The School Board of Miami-Dade County Florida (Miami-Dade County Public Schools, hereinafter "M-DCPS") and the student ("Student") and parent/guardian ("Parent") named in the upper left corner of this Agreement and takes effect on the date of signature below. M-DCPS and the Student and Parent agree as follows:

- A. Purpose of Agreement.** M-DCPS is pleased to make available for the Student's use in connection with his/her studies in Miami Dade County Public Schools a mobile device computer. M-DCPS purchased these mobile devices for the sole purpose of providing them to students and faculty for educational use. The Student's permission to use the mobile device is strictly subject to the terms and conditions of this Agreement.

For the purposes of this Agreement, the term "mobile device" or "mobile device computer" shall refer to the mobile device make and model listed above along with all accompanying peripherals (e.g., power cord; battery; mouse) received with the mobile device computer or as may from time to time be provided for the Student's use under this Agreement.

B. Student's Rights and Responsibilities.

- 1. Term of Use of the Mobile device.** The Student shall be granted use of the mobile device computer while enrolled in Miami Dade County Public Schools, but no later than the Agreement End Date. The use of the mobile device shall be governed by the School Board Policy 7540.03 - STUDENT NETWORK AND INTERNET ACCEPTABLE USE AND SAFETY (<http://www.neola.com/miamidade-fl/>)
- 2. Return of Mobile device to M-DCPS.** Student's right to use the mobile device will terminate and Student and Parent must return the mobile device to M-DCPS within five days upon the occurrence of any of the following events:
 - a. Student's use of the mobile device expires as provided in section B.1 above;
 - b. Student ceases to be enrolled in Miami Dade County Public Schools
 - c. M-DCPS provides Student with five days notice that the mobile device must be returned; or
 - d. Student fails to perform any of his/her obligations under this Agreement.

At any time during the term of this Agreement and upon return of the mobile device to Miami-Dade County Public Schools, M-DCPS shall have no liability whatsoever for the loss, destruction, misuse, compromise or unavailability of any information or data existing on the mobile device computer. If mobile device is not returned, M-DCPS, may exercise options as outlined in Florida State Statute for non-collection of instructional materials including, but not limited to, suspension of Student from participation in extracurricular activities or satisfaction

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of the debt by Student through community service activities. M-DCPS may exhaust any and all available legal remedies in its enforcement of this Agreement.

3. **Supplies.** Student and Parent shall be responsible for and shall furnish all supplies required in connection with the mobile device computer. All supplies, including disks, and other storage media, shall meet the mobile device manufacturer's applicable specifications, and must be compatible with the mobile device's operating system, and must not be used in a manner that will cause damage to the mobile device.
4. **Alterations and Attachments.** Student and Parent may not make any alterations in or add attachments, hardware, or software to the mobile device computer absent express written permission from M-DCPS, which permission is at the sole option of M-DCPS. This mobile device is being issued to the student solely for educational use and any use that is deemed inconsistent with this purpose as determined by school administrators or by District personnel, or that is in violation of School Board policies, State or Federal law, or that is prohibited by Chapter 815 of the Florida Statutes will be considered a material breach of this Agreement, requiring that the mobile device be returned immediately to M-DCPS.
5. **Delivery and Return.** Student and Parent are responsible for the transportation of the mobile device computer, both for delivery to Student and return to M-DCPS. Delivery and return of mobile device must be made at the student's home school.
6. **Risk of Loss.** Student and Parent agree that from the time the delivery of the mobile device is accepted and until the mobile device is returned to M-DCPS in its original condition, normal wear and tear excepted, Student and Parent shall be responsible for any loss or damage thereto. If the mobile device computer is lost, stolen, destroyed, damaged where the repair costs exceeds the value of mobile device or in the event of any confiscation, seizure or expropriation by government action, or if the mobile device is not returned to the M-DCPS upon the events and within the time and manner required by this Agreement, then the Student and Parent shall be liable to the M-DCPS immediately upon demand for the payment of an amount calculated by the M-DCPS that is equal to the full replacement value of the mobile device at the time of loss. Hardware or software additions made to the mobile device at the Student's and Parent's expense are at the Student's and Parent's risk and will not be a factor in the fair market value of the mobile device. If part of the mobile device is damaged but repairable the Student and Parent shall be liable for the expense of repairing that item if not covered by the manufacturer's warranty. If payment is not received, M-DCPS, may exercise options as outlined in Florida State Statute for non-collection of instructional materials including, but not limited to, suspension of Student from participation in extracurricular activities or satisfaction of the debt by Student through community service activities. Student and parent further understand and agree that they are bound by and agree to the Technology Recovery Fee schedule included herein and which is a part of this Agreement.
7. **Notification of Loss, Damage, or Malfunctioning.** Student and Parent agree to immediately notify M-DCPS upon the occurrence of any loss to, damage to, or malfunctioning of any part of the mobile device for any reason, and M-DCPS, at its option, may then terminate Student's right to use the mobile device and any right Student may have to further participate in the mobile device program. If device is stolen outside of school premises/grounds parent shall contact the applicable municipal County police department and shall file a police report. Parent must also notify the designated school site personnel and provide the police report number.

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8. **Inspection by M-DCPS.** Upon reasonable notice, Student and Parent shall permit persons designated by M-DCPS to examine the mobile device computer, at a time designated by M-DCPS.

C. M-DCPS Rights and Responsibilities

1. **Ownership of Mobile device.** The mobile device computer is and shall remain M-DCPS property.
2. **Enforcement of Manufacturer's Warranty.** Upon receipt of a written request from Student and Parent during the term of this Agreement, M-DCPS shall determine if it will take all reasonable effort to enforce any manufacturer's warranty, express or implied, issued on or applicable to the mobile device computer and which is enforceable by M-DCPS in its own name. M-DCPS will make reasonable efforts to obtain for Student and Parent all service furnished by the manufacturer in connection therewith; provided, however that, M-DCPS shall not be obligated to commence or resort to any litigation to enforce any such warranty. If any such warranty is enforceable by Student and Parent in his or her own name, upon receipt of a written request from M-DCPS during the term of this Agreement, Student and Parent shall take all reasonable action requested by M-DCPS to enforce that warranty, and Student shall obtain for M-DCPS all service furnished by the manufacturer in connection therewith. **M-DCPS SHALL HAVE NO LIABILITY WHATSOEVER FOR THE LOSS, DESTRUCTION OR MISUSE OF ANY INFORMATION, SOFTWARE OR DATA EXISTING ON THE EQUIPMENT. PROTECTION AND BACKUP OF DATA ON AND FOR THE EQUIPMENT IS PARENT AND STUDENT'S SOLE RESPONSIBILITY.**

D. Disclaimer of Warranties and Remedies & Releases

1. **Warranty Disclaimer.** Except as otherwise expressly provided herein, M-DCPS makes no warranties, either express or implied, and shall not, by virtue of having purchased the mobile device computer covered by this Agreement, be deemed to have made any representation or warranty as to the merchantability, fitness, design, or condition of, or the quality of the material or workmanship in the mobile device computer. M-DCPS expressly disclaims all warranties not stated herein. M-DCPS does not warrant that the functions contained in the mobile device computer will meet the Student's requirements, or needs, nor that the operation of the mobile device computer will be uninterrupted or error-free.
2. **Warranty Remedies.** In no event shall M-DCPS be liable to the Student, Parent or any other person for any damages, including any incidental or consequential damages, expenses, lost profits, lost savings, or other damages arising out of the use of or inability to use the mobile device computer.
3. **Release of Liability.** For and in consideration of the authorized use of the M-DCPS' property (mobile device), receipt whereof is hereby acknowledged, the parent, student, and his or her heirs and representatives, do hereby remise, release, acquit, and forever discharge the School Board of Miami-Dade County, Florida (M-DCPS), its agents, representatives, insurers, successors, employees, owners, officers, directors, administrators, affiliates, and incorporators, from any and all liabilities, causes of action, suits, debts, dues, damages, including compensatory and punitive damages, injuries, including death to any person, or damage to property, of whatever nature, sums of money, accounts, reckonings, attorney fees, bonds, bills, covenants, contracts, controversies, agreements, promises, claims, and demands of whatsoever kind or nature, in law or in equity, which the student or parent ever had, now has, or which any personal representative, successor, family member, heir, or assign of student or parent now has or may hereinafter acquire against the School Board or M-DCPS, arising, directly or indirectly, from this Agreement or from the use or

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possession of the mobile device provided by M-DCPS. The parent and the student further agree that they will indemnify, defend, and hold the School Board (M-DCPS) harmless from any and all claims arising from the student's or parent's misuse of the mobile device issued to the student pursuant to this Agreement.

E. Miscellaneous

1. **No Third Party Beneficiaries.** The Parties expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this Agreement. Nothing herein shall be construed as consent by an agency or political subdivision of the State of Florida to be sued by third parties in any matter arising out of any contract.
2. **Survivorship.** Those provisions which by their nature are intended to survive the expiration, cancellation or termination of this Agreement, including by way of example only, the Indemnification provision, shall survive the expiration, cancellation or termination of this Agreement.
3. **Termination For Convenience.** The School Board reserves the right to terminate this Agreement at any time and for any reason upon giving thirty (30) days' notice to the parent or student. In the event said Agreement is terminated for convenience as provided herein, the School Board will be relieved of all obligations under said Agreement.
4. **Governing Law and Venue.** This Agreement shall be governed by, and construed in accordance with the laws of the State of Florida. In the event of litigation, venue for any claim shall lie exclusively in a court of competent jurisdiction in Miami-Dade County. All parties shall be responsible for their own attorneys' fees and costs.

Technology Recovery Fees:

Students are expected to return the computer in the same condition in which it was issued. While normal wear and tear will be taken into consideration, students who have mistreated the equipment will be subject to fines. Students will be issued financial obligations for any item that requires repair or replacement. Below are the repair costs for the different mobile devices and accessories used in Miami-Dade County Public Schools as part of the Digital Convergence Initiative.

HP Notebook 210 G1 Repair Parts (Laptop)

Manufacturer	Description	Total Repair Cost*
HP	Notebook 210 G1	\$510.51
HP	AC Power Adapter (45 watt) – Lost/Stolen	\$ 67.00
HP	Webcam kit with mic	\$ 85.00
HP	Battery - Non-Warranty Damage - 6-cell lithium-ion (Li-Ion), 66Wh	\$ 96.00
HP	Cracked or Broken Screen	\$315.00
HP	Top Cover with Keyboard	\$195.00
HP	Base Enclosure	\$127.00
HP	Hard Disk Drive 500GB 5400RPM SATA	\$180.00
SPRINT	Hotspot Device	\$167.00
SPRINT	Hotspot Device AC Power Adaptor	\$29.99
* All prices include actual parts and labor; prices are subject to change depending on availability and industry pricing adjustments.		

HP ProBook 11EE Repair Parts (Laptop)

Manufacturer	Description	Total Repair Cost*
HP	ProBook 11EE (4GB RAM, 500GB HDD)	\$409.00
HP	45W SMART AC Adapter	\$ 38.00

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HP	Cracked or Broken Screen	\$409.00
* All prices include actual parts and labor; prices are subject to change depending on availability and industry pricing adjustments.		

HP Elitepad 900 Repair Parts (Tablet)

Manufacturer	Description	Total Repair Cost*
HP	ElitePad 900 Tablet (no case, no accessories)	\$318.00
Adesso	Mini Keyboard (Adesso or Equivalent)	\$ 19.66
HP	AC Power Adapter (10 watt, wall mount) – Lost/Stolen	\$ 25.00
HP	Ruggedized Case for EP900	\$ 30.00
HP	Webcam kit - Includes one forward-facing 1080p camera and one rear-facing 8MP camera with LED flash)	\$ 109.00
HP	Battery - Non-Warranty Damage - 2-cell lithium-ion (Li-Ion), 25Wh	\$ 109.00
HP	Damaged Bottom case - Includes power button actuator and slot cover with brackets	\$ 179.00
HP	Cracked or Broken Screen	\$318.00
HP	Ruggedized Case Kickstand	\$ 10.00
HP	Ruggedized Case Hand Strap	\$ 10.00
HP	ElitePad 3.0 USB Adapter (Dongle)	\$15.00
HP	EP HC Rugged Shoulder Strap	\$29.00
* All prices include actual parts and labor; prices are subject to change depending on availability and industry pricing adjustments.		

HP Pro Tablet 10 EE G1 (Tablet)

Manufacturer	Description	Total Repair Cost*
HP	Pro Tablet 10 EE G1 (Tablet replacement only)	\$318.00
HP	Dockable Keyboard	\$ 40.00
HP	AC Power Adapter - Lost/Stolen	\$ 25.00
HP	Stylus	\$19.00
HP	Cracked or Broken Screen	\$318.00
* All prices include actual parts and labor; prices are subject to change depending on availability and industry pricing adjustments.		

- The Student shall be granted use of the mobile computer while enrolled in Miami Dade County Public Schools
- The use of the mobile device shall be governed by the M-DCPS Acceptable Use Policy.
- Mobile devices are to be utilized for educational purposes only.
- Student and Parent shall be responsible for and shall furnish supplies required in connection with the mobile devices. All supplies, including disks, and other storage media, shall meet the mobile device manufactures applicable specifications.
- Student and Parent may not make any alterations in or add attachments, hardware or software to the mobile device without the express written permission from M-DCPS.
- Student and Parent agree to immediately notify M-DCPS upon occurrence of any loss to, damage to, or malfunctioning of any part of the mobile device for any reason.
- The mobile device is and shall remain M-DCPS property.
- Student's right to use the mobile device will terminate and Student must return the mobile device to M-DCPS if Student fails to perform any of his/her obligations under the Mobile Device Agreement.
- No stickers or markings may be placed directly on the equipment.

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Please sign this page and return to the school. Keep the contract for your records.

Student Name (Print) ID# School

The mobile device indicated below has been provided to the student named above. *(Select One)*

- Notebook 210 G1
- ProBook 11EE
- ElitePad 900 Tablet
- Pro Tablet 10 EE G1

Acknowledgment

STUDENT AND PARENT/GUARDIAN ACKNOWLEDGE THAT THEY HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. STUDENT AND PARENT FURTHER ACKNOWLEDGE THAT THIS AGREEMENT REPRESENTS THE COMPLETE UNDERSTANDING AND AGREEMENT BETWEEN THE SCHOOL BOARD (M-DCPS) AND THE PARENT AND STUDENT WITH RESPECT TO THE SUBJECT MATTER HEREOF. NO OTHER REPRESENTATIONS, STIPULATIONS, AGREEMENT, OR UNDERSTANDING, WHETHER ORAL OR IN WRITING SHALL BE VALID OR UNFORCEABLE OR HAVE ANY BINDING EFFECT UNLESS CONTAINED IN THIS AGREEMENT. THIS AGREEMENT MAY NOT BE CHANGED, AMENDED, OR MODIFIED WITHOUT THE EXPRESS WRITTEN APPROVAL OF THE SCHOOL BOARD (M-DCPS). ANY CHANGE, MODIFICATION, OR AMENDMENT TO THIS AGREEMENT APPROVED BY THE SCHOOL BOARD MUST BE IN WRITING.

I have read and understand the terms and conditions of the foregoing Agreement, and agree to all of its terms and conditions.

Agreement End Date

Student's Signature

Date

Parent/Guardian Signature

Date

Date Returned _____

Parent/Guardian Signature

Date



Miami Dade County Public Schools 2014-2015

1:1 Recovery Process

PREREQUISITES	2
BOOT	3
RECOVERY PROCESS	3
POST RECOVERY PROCESS	4

This document contains the detailed steps to perform a complete device recovery of the HP ElitePad units back to the MDCPS configured image. These ElitePad devices contain the original MDCPS district image within separate recovery partition of the drive allowing you to recover to the district image as opposed to the HP factory settings.

Please note that there are post recovery processes at the bottom of this document that must be performed after recovery completion that are crucial to the functionality of the device.

If there are any questions, please do not hesitate to contact UDT support, mdcps.support@udtonline.com.

Prerequisites

1. A hard wired network connection is required to perform this recovery. This can be accomplished in two ways:
 - a. Utilizing an HP docking station connected to a local Ethernet port



Figure 1-a (HP Docking Station)



Figure 1-b (HP Docking Station Fully Assembled)

- b. Utilizing a USB Dongle with USB to Ethernet & extra USB port adapter (USB to Ethernet needs to be USB 2.0)



Figure 1-c (USB 2.0 to Ethernet with extra USB port)



Figure 1-d (Elitepad 900 USB Dongle)



Figure 1-e (Fully Setup Image)

2. USB 2.0 Recovery flash drive is required as a security measure in order to proceed with the recovery process:
 - a. Located on this USB 2.0 recovery key, there needs to be a file named the security identity value located at the below link (The file can be a text file, bin file, etc...):
 - i. https://creator.zoho.com/udtorlando/udt-asset-managent#View:Reimage_Key_View
 - ii. You will need to login to the UDT asset management system in order to view this key. If you do not have a login, please contact UDT support.
 - iii. Upon retrieving the key, simply create a text file and name/save this text file on the USB recovery flash drive (i.e. 1234.txt)

Boot

1. At this point, with the hard wired Ethernet connection connected, it is time to boot the device into recovery mode:
 - a. Press the power button and hold Volume Down (Refer to Figure 1-1) until the boot options window appears(Refer to Figure 1-2)



Figure 1-1 (Power & Volume Down)

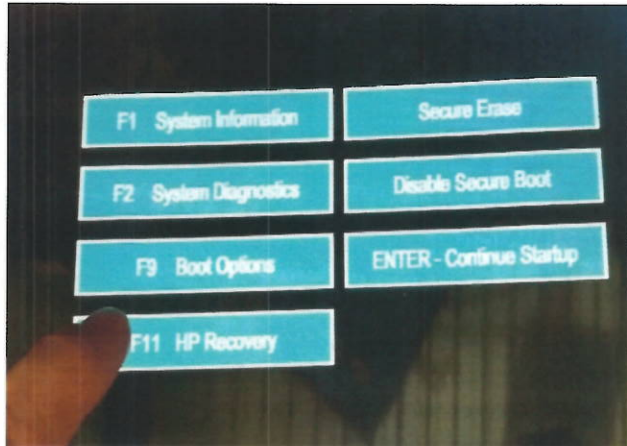


Figure 1-2 (Boot Options Window)

Recovery Process

1. Press F11 on keyboard for HP Recovery on the screen.(Refer to Figure 1-2 above)
 - a. Wait until the device is booted and begins the recovery process, Figure 1-3 shows a device which successfully started the recovery process.

- b. You will be prompted to insert the USB recovery flash drive as shown in figure 1-3 below (Please plugin the hardware reimaging key). Upon doing so, the device will detect the security key text file mentioned above and begin the recovery process.

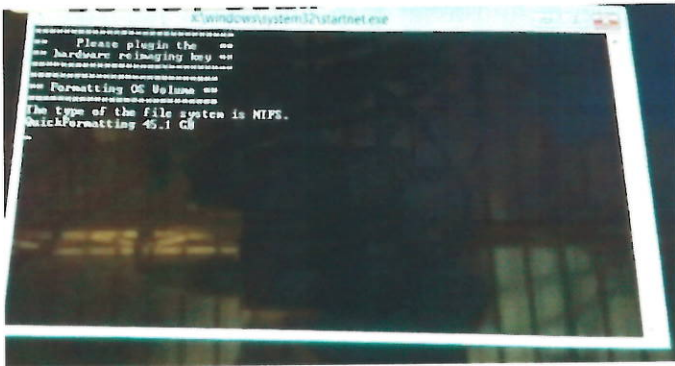


Figure 1-3 (Beginning of Recovery)

The recovery process will then apply the image(Refer to Figure 2-1)

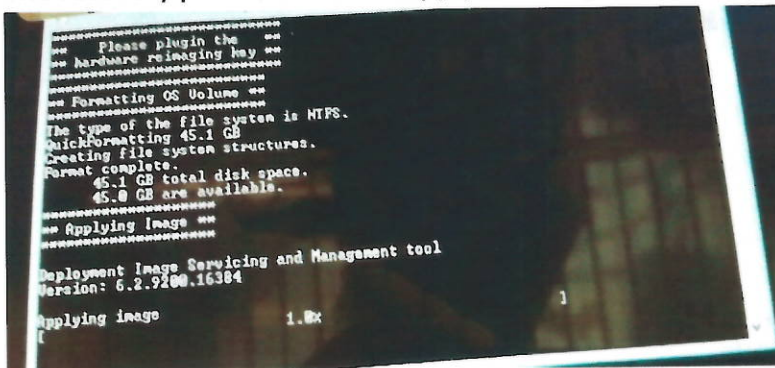


Figure 2-1 (Recovery applying the image)

Upon image recovery completion, the device will reboot and the below Post Recovery Process steps will need to be completed to finalize the setup.

Post Recovery Process

1. Rename Device w/ MDCPS convention
 - o Provide naming convention information here
2. Add device object to AD
3. Join to MDCPS domain
4. Add Explore wireless

5. Enable BitLocker
 - Provide detailed process steps here
6. Install LanSchool
7. Remove student/teacher content depending on role of device
 - 9th grade – Should have World History
 - 7th Grade – Should have Civics
 - Recommendation: Need to remove this option and request the techs load the appropriate content as opposed to removing the content!
8. Create QR code and render it to lock screen
 - Provide instructions on how to perform this step



This document is intended to be an evolving document that will contain the answers to the most commonly asked questions regarding the HP devices being utilized within Miami Dade Schools.

In the event that district technical resources and staff have a need for troubleshooting tips and tricks or if there are trending issues, this document will serve as the first level of support to be reviewed for resolution.

If the required answer is not in this document, please do not hesitate to contact UDT support at the information contained within this document.

Thank you,

UDT Support Team

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GENERAL SUPPORT INFORMATION

1) When do I contact UDT for general support on my devices?

- a. UDT is acting as the Tier 2 support provider on the HP ElitePad and 210 devices. What this means is that level 1 support will be provided by MDCPS support representatives and in the event that a device is deemed to be covered under a hardware warranty, UDT is to be contacted through the standard warranty procedures listed under the WARRANTY AND PHYSICAL DAMAGE section of this document
- b. The mdcps.support@udtonline.com email address should be used for general support questions like:
 - i. How do I get access to the Asset Tracking Management System (ATMS)?
 - ii. What is the support process for warranty/out-of-warranty tickets?
 - iii. If my equipment is damaged upon receipt, how do I proceed?
 - iv. I am attempting to transfer an asset in the Asset Tracking Management System (ATMS) but am getting an error, how do I resolve?

2) How do I contact UDT for general support (non-warranty)?

- a. UDT has developed a specific email address to support MDCPS. For support requests, please use mdcps.support@udtonline.com and one of UDT's support technicians will respond with the appropriate feedback. UDT is here to support the district and will always assist where possible to ensure the MDCPS support resources are properly trained and informed on the devices and the appropriate troubleshooting techniques/processes.

WARRANTY AND PHYSICAL DAMAGE – SUPPORT INFORMATION

1) If a unit is deemed to be a warranty based support request, what is the process?

- a. In the event that MDCPS level 1 support has determined that a defective unit is deemed to be supported under the warranty guidelines, the following process should be followed:
 - i. A HEAT ticket should already be created within the MDCPS support system for this service request
 - ii. There should be a "submit to UDT" button on the HEAT ticket and this should only be used for warranty based requests or if a unit is physically damaged and a quote for repair is needed
 - iii. At this point, UDT will receive an email with the appropriate information (serial number, student ID, site location, and issue with the device) and follow standard warranty procedures within UDT ticketing system to order appropriate parts for repair or provide needed quote for out of warranty damage to device
 - iv. The site locations will have a surplus of empty boxes and UPS shipping labels, the device should be safely packed in shipping box and UPS label affixed for UPS transport to UDT facility.
 - v. Upon receipt, UDT will repair the device, update the asset management system and ship device back to site location (attn. Designated Site Personnel – DSP)

- vi. Upon closing internal ticket, UDT will send email back to original HEAT request so original HEAT ticket can be closed within MDCPS support system
 - b. If unit is out of warranty or physically damaged:
 - i. UDT will provide quote to appropriate contact for approval prior to having device sent to UDT for repair
 - ii. Upon receiving verification and approval of quote, the standard repair process will be followed to repair and return device as needed
- 2) What is expected turn-around time for warranty repair?**
- a. Upon receiving defective device from MDCPS, UDT expects to resolve and ship within 24 hours back to original site location
 - i. In the event that a needed part is backordered or unavailable, UDT will inform the designated site personnel immediately for alternative action
- 3) If I need more boxes to ship defective devices to UDT in, how do I proceed?**
- a. UDT is hoping to recycle the use of the device boxes for warranty repair shipping to minimize the use of new boxes and creating more dunnage. In the event you are out of repair boxes, please send an email to mdcps.support@udtonline.com and request to have more sent to you
 - b. Please ensure that everything possible is being done to ensure that sites are not throwing away these boxes upon receipt to minimize the cost and waste provided by these boxes winding up in landfills. UDT will provide the initial boxes for repair and the hope is that these boxes will last for a long duration throughout the process

ASSET TRACKING MANAGEMENT SYSTEM

- 1) Where do I find standard instructions on the Asset Tracking Management System (ATMS) utilized to manage these HP devices? How do I assign or transfer a device between students within the ATMS?**
- a. The below link will refer you to the ATMS document that is located on the MDCPS portal:
 - i. [http://digital.dadeschools.net/pdfs/ATMS Instruction Guide.pdf](http://digital.dadeschools.net/pdfs/ATMS%20Instruction%20Guide.pdf)
 - b. This document will provide basic use functionality for the tool and will be updated as asset management revisions are made and includes the process for assigning/transferring a device based on student ID

TROUBLESHOOTING FAQ - DEVICE

- 1) What is the Charm Bar and how do I access it in Windows 8.1?**
- a. The Charm Bar is a universal toolbar for Windows 8 that can be accessed at any time no matter what you are working on

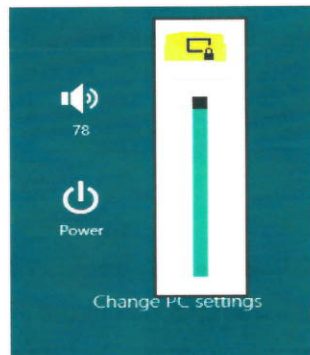
- b. All PC settings, search capabilities, start menu items, device shortcuts and sharing options are available from the Charm Bar as this is the go to tool for your Windows 8 experience
- c. There are two ways to get the Charm Bar:
 - i. First is to move your cursor to the bottom right corner of the screen
 - ii. Second is to press Windows key + C

2) What is the proper way to restart my device?

- a. The common misperception is that if you press the power button on the top left, the device is shutdown but this is not the case as this only puts the device in a sleep-like state
- b. The appropriate way to shut the ElitePad device down is below:
 - i. Access the Charm Bar and select "Settings"
 - ii. Select the "Power" icon and select "Shut Down"

3) My device orientation is not rotating when I switch the device from landscape to portrait mode, how do I proceed?

- a. In the event your screen will not rotate upon physically rotating the device, please follow the below procedure to resolve this issue:
 - i. Bring up the charms menu (see "how to access Charm Bar" in this section) on the device and press the settings option
 - ii. Press the "screen" button and at the top, you will notice the below icon



- iii.
- iv. Press this button to unlock your screen rotation

- b. The ElitePad devices also have a physical button on the device that is located under the top right corner of the ruggedized case. If the above solution does not work, the ruggedized case may need to be removed to access this switch and ensure it is in the auto-rotate position.

4) My device does not have a stable wi-fi connection?

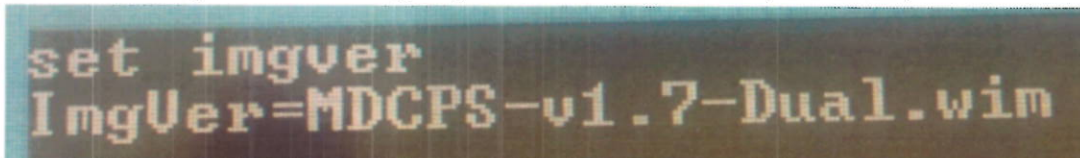
- a. Please ensure that your device is connected to the appropriate wi-fi network within your site. All devices should be connected to the "Explore" wi-fi network. In the event your device is connected to any other network, please disconnect and re-connect to the "Explore" wireless SSID to ensure proper connectivity.
 - i. Bring up the Charm Bar and press the "Settings" button and select the wireless icon

- ii. Once selected, if not connected to the Explore SSID, you will need to click on the current wireless SSID you are connected to and press disconnect
 - iii. At this point, please select the wireless SSID “Explore” and click connect
 - 1. Additionally, please select the checkbox that states “Connect Automatically”
 - iv. Your device should connect and be all set for wireless functionality
- 5) I have added to the wireless SSID “Explore” but my ElitePad device still will not connect to the internet, what now?**

- a. This could be multiple reasons but first, you will need to ensure you are utilizing a device with the correct image version....To do so, please follow the below steps:
 - i. Bring up the Charm Bar by pressing Windows key + C
 - ii. Alternative method: press windows key + C as this will bring up the charms menu
 - iii. Click Search



- iv. Type cmd in the search box
 - v. Click on Command Prompt
 - vi. Type the command: set imgver and hit enter
 - vii. The below screen will appear displaying the current image version installed on your device
- b. You are using the current image if you see the below screen (version 1.7)

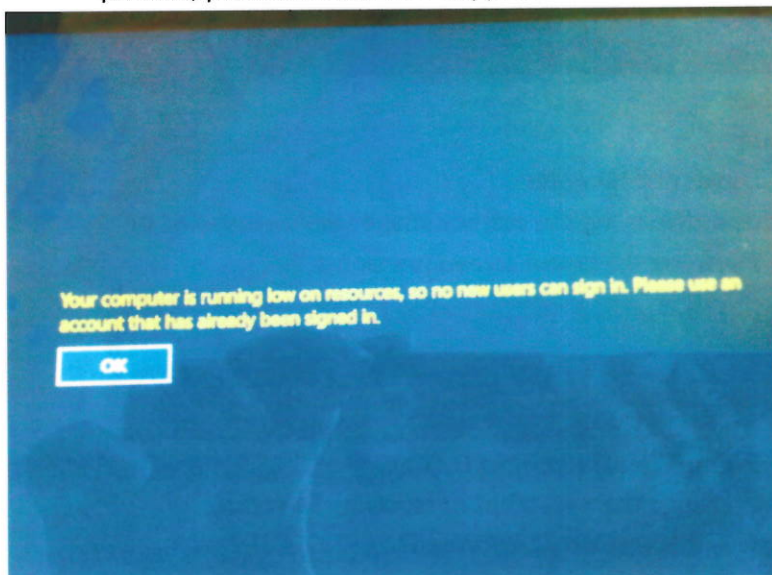


- c. If you see any other version combination, please contact UDT at mdcps.support@udtonline.com
 - d. UDT will contact you to guide you through the next steps of resolving this issue
- 6) I need to recover my ElitePad device, how is this recovery performed?**

- a. UDT has created a separate document for this process and the link is located below to the Dade Schools portal:
 - i. Please see “UDT Recovery Process” Document on portal
- 7) **My device is completely out of power and when I plug it in to charge, the device will still not power on, what is wrong?**
 - a. Most likely there is not anything non-functional with your device but rather the HP ElitePad devices require a 5% charge capacity prior to turning on
 - b. Please plug in the device and let charge for approximately 15 minutes and try again, if you see the below icon, the device is not quite ready yet for powering on but is currently charging



- 8) **I am receiving the message “Your computer is running low on resources, so no new users can sign in. Please use an account that has already been signed in.”**
 - a. Per the screenshot below, if you receive this message, please simply restart the device. If the problem persists, please contact UDT Support



9) How do I know that all my devices are plugged in correctly and charging inside the cart?

- a. Connect the cart to an outlet.



- b. Turn the cart switch **OFF** and proceed to connect the devices inside of the cart.



- c. Once all the devices are connected, turn the cart switch **ON**.



- d. If any device shows a **black screen**, go back and make sure that the charger is plugged in correctly to the device.

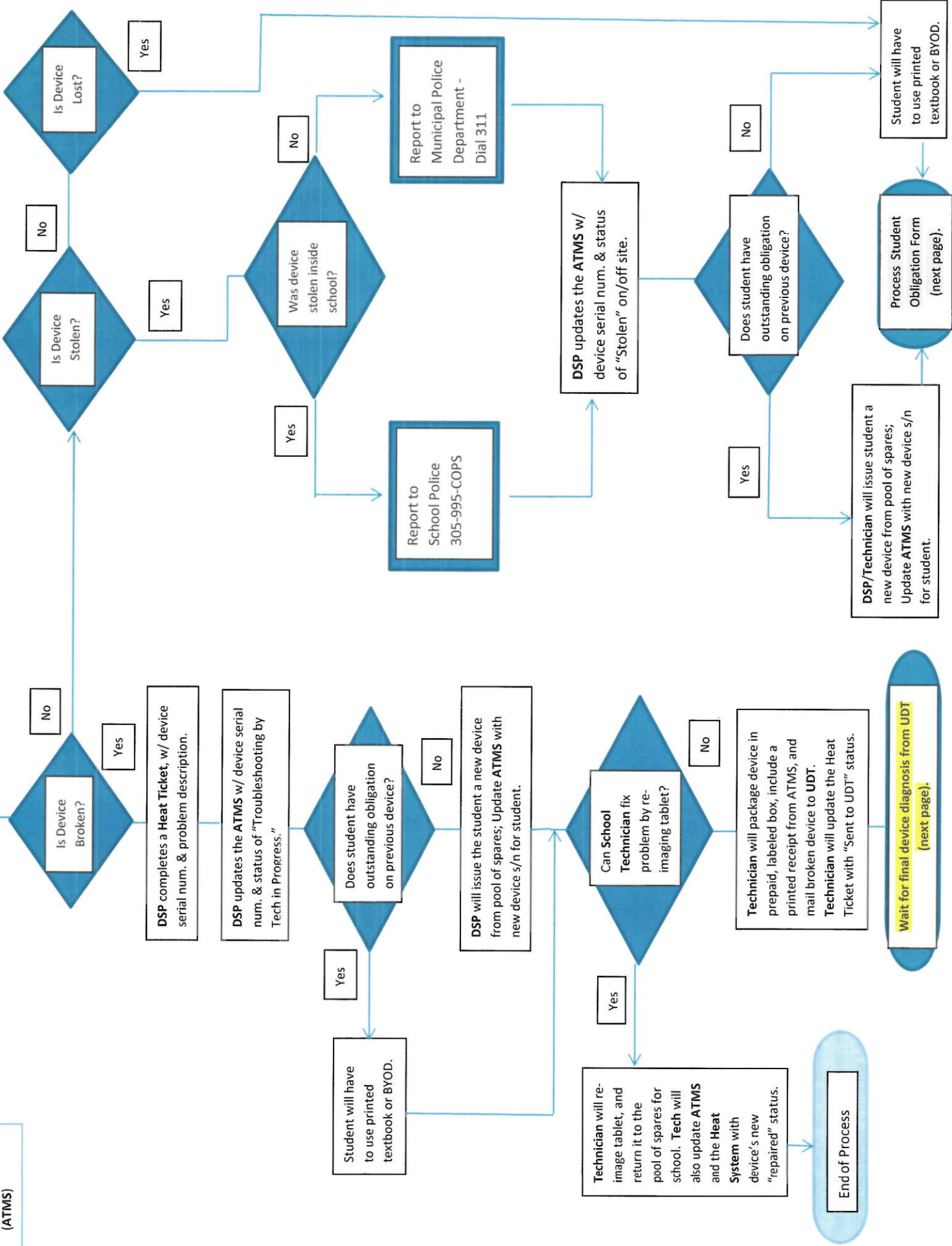


TROUBLESHOOTING FAQ - APPLICATION

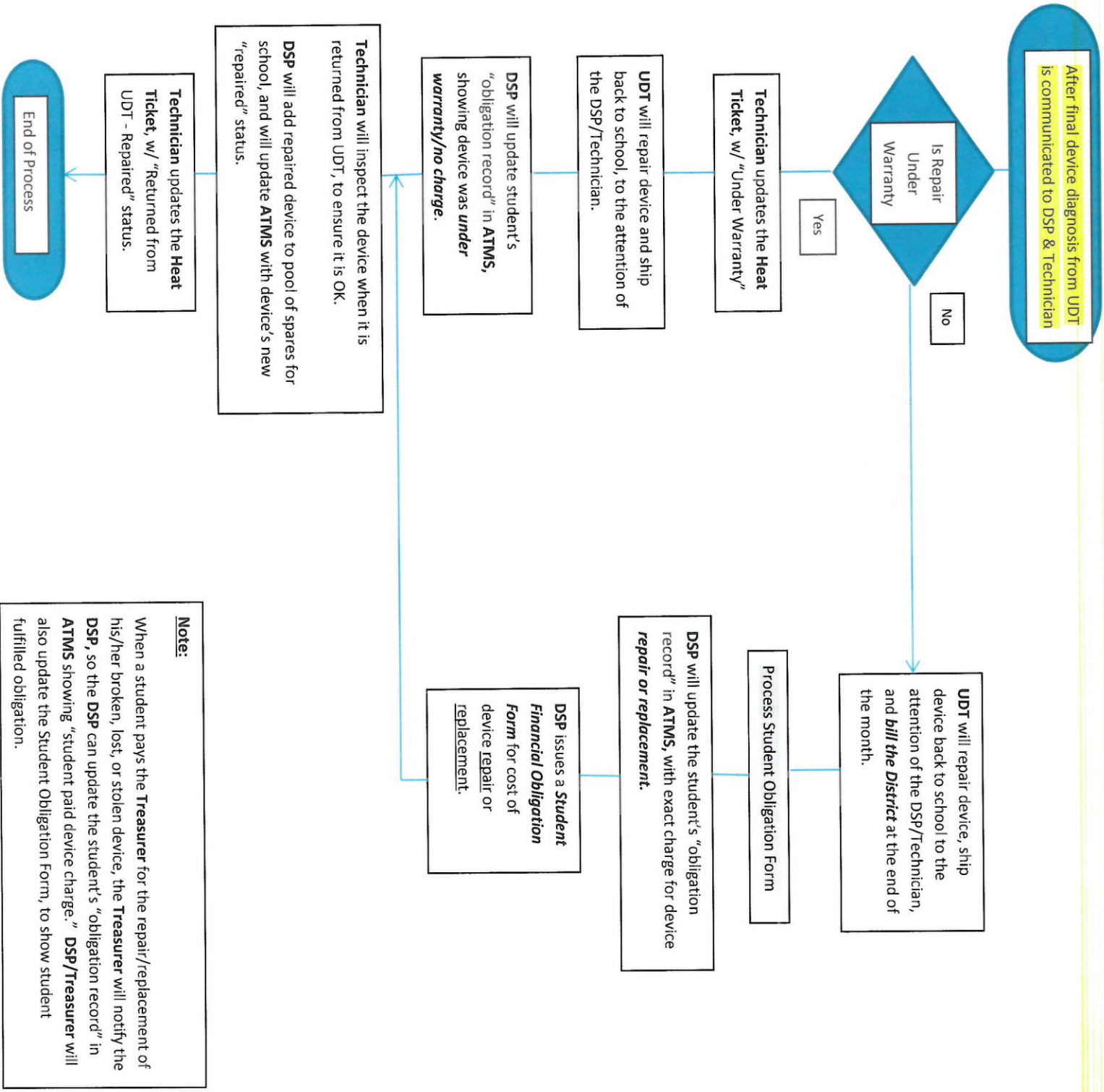
- 1) Section will contain specific application issues upon discovery and resolution

Initial Reporting of Device Incident

Process for Broken, Lost, or Stolen Devices Issued by District



All students are required to pay a **device fee of \$10** at the beginning of the school year. All students & parents are required to sign device **contract** at beginning of school year.



Note:
 When a student pays the **Treasurer** for the repair/replacement of his/her broken, lost, or stolen device, the **Treasurer** will notify the **DSP**, so the **DSP** can update the student's "obligation record" in **ATMS** showing "student paid device charge." **DSP/Treasurer** will also update the Student Obligation Form, to show student fulfilled obligation.



DIGITAL LEARNING CONVERGENCE EARNS AN

UDT ADVANCES 1:1 E-LEARNING FOR MIAMI-DADE COUNTY

Case Study: Miami-Dade County Public Schools

OBJECTIVE

In 2013, after years of careful planning, Miami-Dade County Public Schools set in motion an ambitious project to fundamentally transform the learning experience for its 365,000 students.

The goal was to bring education into the 21st century, leveraging technology to alter the district's overall infrastructure as well as individual classroom environments. At the same time, planners focused on improving education through blended learning, engaging content, and great teaching.

And throughout the process, educators relied on the experience of their trusted IT advisor, United Data Technologies.

A TRANSFORMATION THAT GREW IN THE MAKING

"It started out as digital conversion, we were going to convert from paper content books to electronic content," said Debbie Karcher, CIO, Miami-Dade County Public Schools. "But what we discovered was it was more of a convergence, it involved everything and everybody." It became more about the pedagogy of teaching, she continued, "changing our classroom structures, professional development that teachers would need, and it was also about our infrastructure and what we need to change there."

Henry Fleches, UDT's Chief Executive Officer, concurred, explaining that digital transformation is more than just going from text to digital content.

"It's about transforming the classroom from a teacher-centric to a student-centric model, and enabling project-based and collaborative-based learning in the classroom," he said.

Key to the transformation at Miami-Dade was the deployment of **100,000 tablet devices for 1:1 eLearning**. These personal tablets were critical to the success of the program, giving students the latest and greatest learning tools. "This is crazy, and it made my interest in school just rise. We find new ways to learn using the tablets, it's a better way to learn. I like it," said one student describing his first day at school when devices were distributed.

"The devices really changed the way I teach in the classroom," said teacher Marissa Dominguez. "It's more of a discovery-based learning where I set up little tidbits and they go out and put the pieces together, so it's completely changed how I approach the kids and how I deal with the subject of history. In the past, they'll raise a hand and ask, 'Miss, I don't understand how to do this.' But now it's more collaborative, so they've actually begun to interact with each other more and push each other to learn."

Echoed teacher Sandy Leal-Garcia, "Using the tablets in the classroom, the students are more motivated and more engaged, they're using tools they already love, so bringing that into the classroom helps them to learn more at a level they appreciate."



PERSONAL TABLETS ELEVATE THE LEARNING EXPERIENCE



"One of the things we've seen is the rigor and the engagement in the classroom has gone up to another level," said principal Eric Acosta. "Teachers have really started to use the computers to transform the classroom."

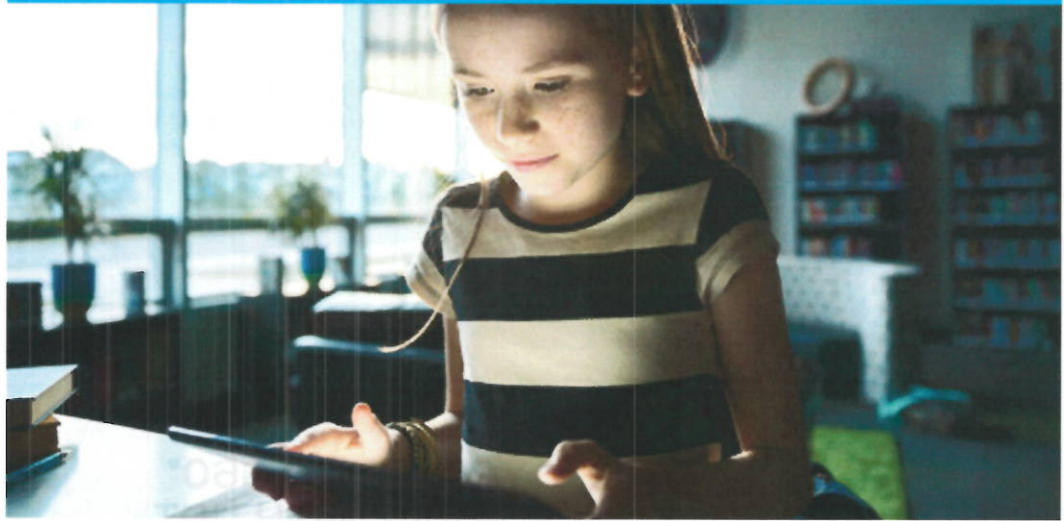
Providing each student with a personal learning device has done more than improve learning – in some cases it's even changed lives.

"Students who have notoriously been in trouble are no longer coming to the office," said Dr. Carmen Jones-Carey, principal. "They're looking forward to going to class, they want to be in class."

That benefit extends to students' families as well.

"We do have a lot of students who don't have a computer at home, and this is the only computer they have, the only access the family will have to technology," explained Lazaro Hernandez, assistant principal. "So it is affecting families, it is changing lives because it's opening up the Internet for them, opening up opportunities they didn't have before."

UDT BRINGS EDUCATION EXPERTISE TO THE ENGAGEMENT



The digital transformation process for Miami-Dade County Public Schools was one of the largest projects ever undertaken by UDT, and it all started with careful planning.

"We did a tremendous amount of research when we were looking for how we were going to deliver a solution for our customers in education," said Daniel Rodriguez, UDT's Corporate Technology Officer. "UDT places a lot of emphasis on planning, because no engagement is the same. It takes a lot to think about all the challenges that could happen. But if we identify these through the planning process, it gives us an opportunity to take actionable steps in order to avoid those challenges downstream."



After considering numerous ecosystems, UDT determined that a combination of Intel and Microsoft technologies provided the most flexibility for its clients, and it took advantage of Miami-Dade's large investment in existing infrastructure.



"Intel was an incredibly strategic partner for us in this project," said Rodriguez. "They provided the platforms that were ultimately the most mobile, the most powerful, and the most lightweight. And, we knew that we would be able to deliver the secure environments necessary to protect student and teacher information."

For its part, the District was pleased with the total package provided by UDT, from the infrastructure they put in place to the ongoing direction throughout the process.

"They're very thoughtful in terms of looking at the implementation and trying to mitigate all the different kinds of risks," said Silvia Diaz, Assistant Superintendent. "The integration, the support for these technologies, the planning for the deployment, their experience has really been major in terms of contributing to our success."

In fact, the district's success has captured the attention of fellow educators.

"Other districts that have looked at what we're doing in Miami-Dade have been fascinated to see how engaged the students are," said Tony Cossio, UDT's vice president of public sector. "And, really, that's what it's all about, getting the students engaged and wanting to learn, and transforming education in the classroom."





ENJOY YOUR OWN 360° RELATIONSHIP WITH UDT

Miami-Dade County Public Schools is but one of many organizations that have discovered the advantages of a trusted advisor relationship with UDT. Contact us today and let us demonstrate how we can help you reduce the risk, cost and complexity of deploying and managing IT solutions.

ABOUT UNITED DATA TECHNOLOGIES, INC.

United Data Technologies is a technology enabler that helps clients in major industries evaluate, architect, provide, secure, and manage technology on the go, in the rack and in the cloud. UDT provides flexible and interoperable services, including mobility, cloud, collaboration, data, cyber security and software and IT as a service. The company also provides technical, professional and managed services.

Accomplish more with UDT: www.udtonline.com



DIGITAL LEARNING CONVERGENCE



Stellar education. Sustainable IT.

Transforming education is complex. Every district and classroom is different. There are many questions to consider and the stakes are high. Digital learning convergence combines your unique goals with the proven expertise of a dedicated partner. It can simplify the complexity and ensure that educators, students, administrators, and technologists all have the tools to succeed.

WHAT CHALLENGES ARE IMPACTING GROWTH?



HOW CAN YOU TRANSFORM YOUR SCHOOL?

FOUR STEPS TO DIGITAL LEARNING CONVERGENCE

1 What do you want to achieve?

Equal and total access for all students.

Analytics for continuous improvement and sustainability.

Technology that cost-effective at scale with minimal disruption.

Personalized adaptive tools that have the power to transform learning and teaching.

DEFINE YOUR GOALS

Mobile technologies for anywhere learning.



IDENTIFY YOUR REQUIREMENTS



Student-centered curriculum.



Empowering students to learn, do, and create.

2 What will it take to meet your goals?

2

Outcome-based research-driven pedagogy.

3 How can you get there?

ASSESS SOLUTIONS



Mobile learning devices.



Digital curriculum.



Analytics-based pedagogy.



Online assessment.

Tap Proven Expertise

- ✓ Ubiquitous connectivity & collaboration. Enabling a full, manageable 1:1 program, with a device for every student.
- ✓ Turnkey curriculum. Accelerating the adoption of digital curricula, district- and student-owned mobile technologies, digital content, cloud services, and Web 2.0 tools.
- ✓ Big data analytics. Providing teachers with the training and support to implement technology effectively in their classrooms.
- ✓ Integrated building blocks. Updating the wiring of schools to support high-speed Internet with sufficient bandwidth for 21st century learning, analytics, and assessment.

Overcome Barriers to Adoption

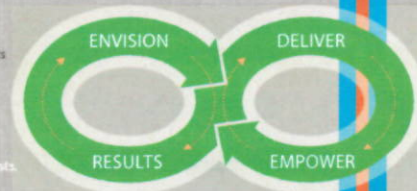
- ✓ Bridging the digital divide. Working with providers to reach digital equity.
- ✓ Facilitating funding. Sharing best practices for funding cost-effective technology initiatives.
- ✓ Enabling digital assessment. Crafting viable solutions for testing, controls, and assessment.
- ✓ Streamlining IT management. Simplifying device configuration and asset management.

Create Holistic Environment

- ✓ Education-centric solutions. Designing solutions that work in today's classrooms based on industry-leading technology—such as secure, reliable Intel® architecture.
- ✓ Easy access to digital curriculum. Providing technology which administers digital curriculum and content.
- ✓ Seamless interoperability. Pulling together disparate capacities, services, and tools to create purpose-built solutions.
- ✓ Aligning educators and technologists. Ensuring IT maintains stewardship of technology and educators can drive instructional investments.

How can UDT help?

4



LET'S TALK

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