



Inventory

- ☐ **Audit and Validate Inventory**
Use reporting tools to spot missing, duplicate, or inactive district assets — validating every device (Chromebooks, hotspots, laptops, peripherals, interactive boards).
- ☐ **Track and Assign Devices**
Ensure every device is properly tracked, assigned, and up to date in your asset management system.
- ☐ **Handle End-of-Life Devices**
Remove and replace broken, obsolete, or surplus equipment.
- ☐ **Document Disposals for Compliance**
Record all asset transfers or disposals to stay compliant with district and state requirements.
- ☐ **Review Software Licensing**
Audit software tools in use, deactivate unused licenses, ensure alignment with current user roles, and address any shadow IT platforms.



Prepare Staff and Classroom Technology

- ☐ **Update and Reimage Staff Devices**
Reimage staff computers being reassigned or flagged for updates — automate the process where possible.
- ☐ **Inspect and Test Classroom Equipment**
Verify functionality of smart boards, ethernet jacks, printers, phones, microphones, and other essential classroom tech.
- ☐ **Test New Tech Platforms**
Ensure that any new systems or platforms introduced over the summer are fully tested and operational.
- ☐ **Communicate Tool Guidelines**
Provide clear guidance on approved tools and sunseting outdated systems.



Get Student Devices Ready to Deploy

- ☐ **Inspect, Clean, and Repair Devices**
Clean all student devices and complete any needed repairs or replacements before rollout.
- ☐ **Update Inventory Records**
Scan all devices into your asset system. Auto-lock or flag any unscanned or unreturned units for follow up.
- ☐ **Prep Device Carts**
Rewire and repair carts to ensure devices can be charged and deployed efficiently.
- ☐ **Plan for First-Day Issues**
Establish clear protocols for issuing loaner or replacement devices during the first week of school.



Configure Reporting and Dashboards

- ☐ **Set Up Key Metrics Dashboards**
Monitor service performance with dashboards for key metrics like ticket volume, resolution time, CSAT, and repeat requests.
- ☐ **Create Reporting Filters**
Review and update filters to reflect campus, school sites, grade levels, and request categories.
- ☐ **Share Insights with Leadership**
Send actionable insights from dashboards to highlight trends, performance, and areas for improvement.
- ☐ **Configuration of Real-Time Critical Alerts**
Set up critical alerts to identify and escalate high-priority issues instantly.



Align All Departments on Support Protocols

- ☐ **Define and Document Support Workflows**
Establish triage protocols for student and staff tech requests, through clear routing rules and department liaisons — especially for the first six weeks of school.
- ☐ **Coordinate with Other Departments**
Sync up with HR, Transportation, Student Services, and Facilities on their technology needs, support expectations, and routing of non-IT requests via shared forms or ticket-based logic.
- ☐ **Centralize Request Management**
Ensure all support requests feed into a unified inbox or service platform to maintain visibility and prevent issues from falling through the cracks.
- ☐ **Standardize Communication Norms**
Align on interdepartmental check-ins, ticket status reporting, and escalation paths to keep everyone informed.
- ☐ **Train Staff on Help Requests**
Educate staff on how to submit requests for themselves and on behalf of students.



Update Network, Security, and User Accounts

- ☐ **Optimize Network Infrastructure**
Identify unused ports and disconnect inactive ports to ensure bandwidth and access point readiness. Test printing, projection, and streaming in high-device usage areas.
- ☐ **Enforce Data Security and Privacy**
Audit firewall, content-filtering rules and data-retention policies to ensure compliance with FERPA, COPPA, and local/state privacy laws. Enforce MFA where mandated; and confirm all systems are fully patched.
- ☐ **Manage Identity and Access**
Sync enrollment changes with your SIS and update IAM roles, removing inactive accounts and outdated groups.
- ☐ **Audit Physical and Platform Access**
Assess physical security and door-access permissions. Verify SSO, roster integration syncs, and review user-access logs.
- ☐ **Educate Staff on Cyber Hygiene**
Train staff on phishing risks, acceptable use policies, and protection of sensitive data.



Support Communication, Training, and Team Readiness

- ☐ **Easing Support Queries Through Chatbot & FAQs**
Deploy a chatbot or automated FAQs (trained on your knowledgebase) to reduce repeat queries.
- ☐ **Communicate Technology and Support Updates**
Send back-to-school communications to families and staff outlining key IT updates, support processes and resources.
- ☐ **Set Clear Expectations**
Clarify support protocols, ticket volume expectations, and escalation paths. Plan for staggered support coverage during peak times (e.g., evenings, first week of school).
- ☐ **Support Your IT Team**
Encourage team wellness with regular breaks, rotating shifts, cross-training, and demonstrate IT's pivotal role in a seamless start to the year to executive leaders.