Frequently Asked Questions (FAQs)

Q: **Why do we have to use a new system to track devices at our site?**

A: The new IT Asset Management system will replace the Destiny Resource Manager (DRM), the online Inventory Control Form (ICF) and the District Computer Inventory System (DCIS). The new tool will provide just one, single and centralized system to effectively manage all devices instead of using 3 separate database systems.

Q: **I am already the Instructional Device Manager (IDM) for my site, do I still need to re-apply for the new system?**

A: Yes. Even if you are already the existing IDM for your site, you will need to re-apply through EZ Access, view the online IDM training and pass the assessment.

Q: **I manage the band and music equipment in my school and other non-IT assets currently in Destiny Resource Manager. Will I still be able to access Destiny when we switch to the new IT Asset Management System?**

A: Yes. Any non-IT assets and equipment will remain in Destiny Resource Manager.

Q: **How many Instructional Device Managers (IDMs) does my site need?**

A: We recommend 1 main IDM and another one for backup. For larger schools, especially 1 to 1 schools, we recommend 2-3 IDMs.

Q: **Our site has devices not purchased from the District's vendors. How do I go about adding those into the new IT Asset Management system?**

A: Follow the step-by-step navigation in **Section 13: Add Device to Inventory** in the IT Asset Management Handbook on Adding Assets.

Q: **For devices not purchased from District vendors, how do we go about assigning and attaching asset tags?**

A: ITAM will assign asset tags to devices if needed. Instructions will be posted on the ITAM website on how to print these tags.

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Q: **If a student or teacher is leaving our school and going to another 1:1 school, why do we need to collect their device?**

A: This will ensure that the inventory of your school is preserved. Also, the device type at the new school may be different. Refer to **Section 3: Return Device to Inventory.**

Q: **Why do I need to receive delivery of devices to our site?**

A: It is important to receive delivery of devices using the new IT Asset Management system to ensure that your inventory is updated. It will provide a record that the site has received and is in possession of the devices. Refer to **Section 4: Receive Device and Place In Inventory.**

Q: **The Rollout Guide has a schedule with school groupings, what does that mean?**

A: If your school is assigned to Group 1, your school will go live on April 16th. This means that all transactions will be performed using the new IT Asset Management System. If your school is in either Group 2 or 3, it means that you can continue using Destiny Resource Manager until your scheduled go-live date.

Q: **What does "full access" to Remedy mean?**

A: All schools and offices will be able to view IT equipment and devices in the new IT Asset Management System on April 16th. Having full access means that you may perform additional tasks such as check-in and checkout of devices.

Q: **How do I get full access?**

A: In order to obtain full access, the designated IDM needs to view the online training and complete an assessment.