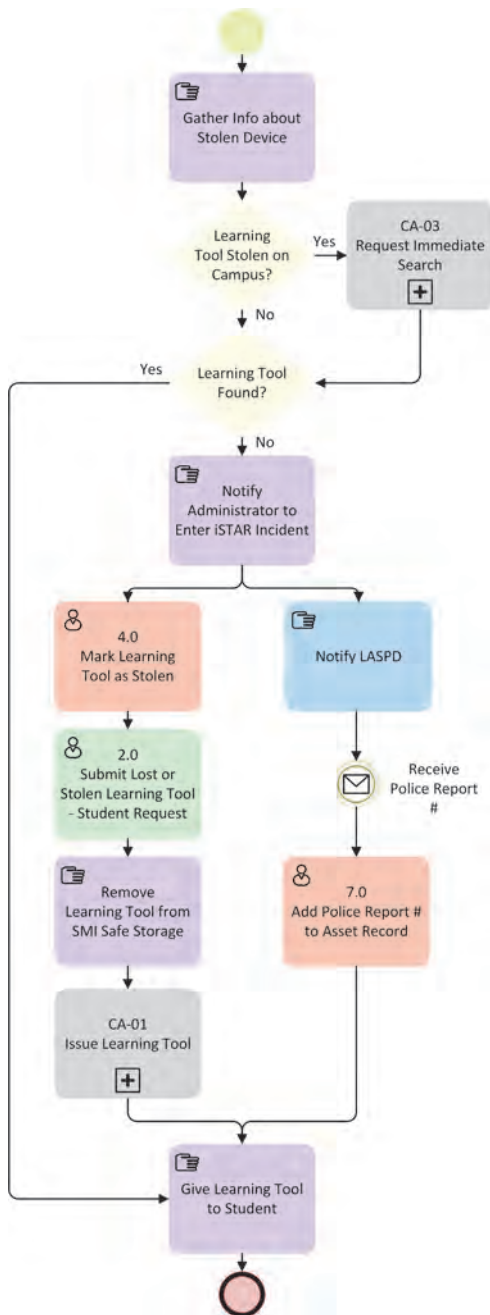




## BP-05 | STOLEN LEARNING TOOL – STUDENT

**Process Trigger:**

- Student’s learning tool was stolen at school or away from campus
- Learning tool wasn’t found using mobile device management tools



### Tasks

- Gather information about stolen learning tool from student

ITD HELP DESK

- Call the ITD Help Desk
- Request immediate search of the learning tool

iSTAR

- Inform administrator of incident  
→ Administrator will enter iSTAR report

SCHOOL POLICE

- Contact LASPD; obtain a police report number (follow school’s usual procedure)

Destiny Resource Manager

- Update stolen learning tool’s **Status** to **Stolen**
- Optional; Accept or Modify Fine for replacement cost of stolen learning tool
- Update **Home Location** and **Condition** of stolen learning tool
- Update service request and stolen learning tool asset record with police report number

ITD HELP DESK

- Submit **Lost or Stolen Learning Tool - Student** service request

DESTINY RESOURCE MANAGER

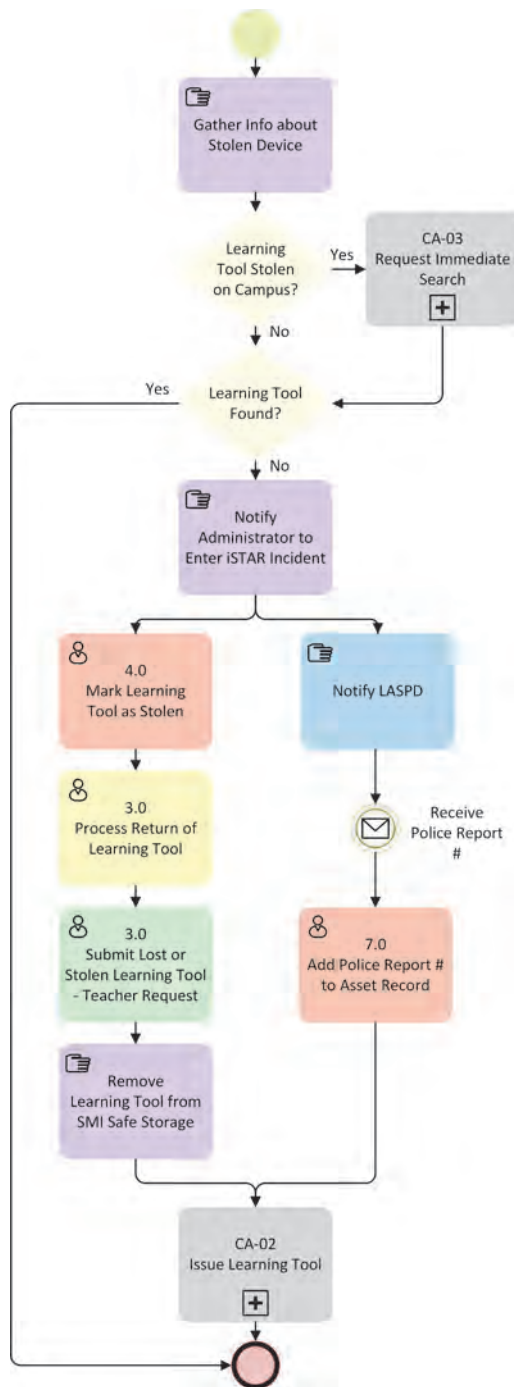
- Issue replacement learning tool from SMI  
→ Refer to Sub-Process CA-01 on the next page for details about issuing a learning tool from SMI



## BP-06A | STOLEN LEARNING TOOL (IPAD & CHROMEBOOK) – TEACHER

**Process Trigger:**

- Teacher’s learning tool was stolen at school or away from campus
- Learning tool wasn’t found using mobile device management tools



**Tasks**

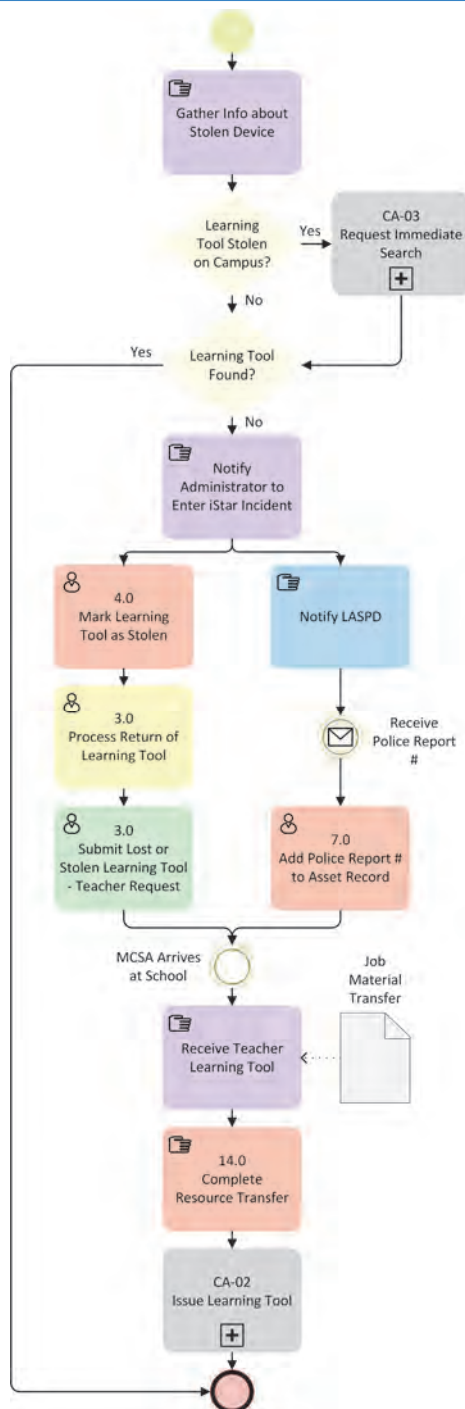
- Gather information about teacher and stolen learning tool from teacher
- ITD HELP DESK
- Call the ITD Help Desk
  - Request immediate search of learning tool
- iSTAR
- Inform administrator of incident  
→ Administrator will enter iSTAR report
- SCHOOL POLICE
- Contact LASPD; obtain a police report number (follow school’s usual procedure)
- DESTINY RESOURCE MANAGER
- Update stolen learning tool’s **Status** to **Stolen**
  - Update **Home Location** and **Condition** of stolen learning tool
  - Update service request and stolen learning tool asset record with police report number
- EZ ACCESS
- Process return of stolen learning tool using Inventory Control Form
- ITD HELP DESK
- Submit **Lost or Stolen Learning Tool - Teacher** service request
- DESTINY RESOURCE MANAGER
- Issue replacement learning tool from SMI  
→ Refer to Sub-Process CA-01 on the next page for details about issuing a learning tool from SMI



## BP-06B | STOLEN LEARNING TOOL (LENOVO & SURFACE PRO) – TEACHER

**Process Trigger:**

- Teacher’s learning tool was stolen at school or away from campus
- Learning tool wasn’t found using mobile device management tools



**Tasks**

- Gather information about teacher and stolen learning tool from teacher

**ITD HELP DESK**

- Call the ITD Help Desk
- Request immediate search of learning tool

**iSTAR**

- Inform administrator of incident  
→ Administrator will enter iSTAR report

**SCHOOL POLICE**

- Contact LASPD; obtain a police report number (follow school’s usual procedure)

**DESTINY RESOURCE MANAGER**

- Update stolen learning tool’s **Status to Stolen**
- Update **Home Location** and **Condition** of stolen learning tool
- Update service request and stolen learning tool asset record with police report number

**EZ ACCESS**

- Process return of stolen learning tool using Inventory Control Form

**ITD HELP DESK**

- Submit **Lost or Stolen Learning Tool - Teacher** service request

**DESTINY RESOURCE MANAGER**

- Complete resource transfer by receiving learning tool
- Issue replacement learning tool

→ Refer to Sub-Process CA-02 on the next page for details about issuing a learning tool