

## **DETERMINING EQUIPMENT DAMAGE/LOSS PROCEDURE (TCH-P025)**

Clarksville-Montgomery County School System

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### **1.0 SCOPE:**

- 1.1 This procedure outlines the steps taken to determine if equipment damage or loss is negligence or accidental.

The online version of this policy is official. Therefore, all printed versions of this document are unofficial copies.

### **2.0 RESPONSIBILITY:**

- 2.1 Repair Technicians

### **3.0 APPROVAL AUTHORITY:**

- 3.1 Chief Technology Officer (CTO)

### **4.0 DEFINITIONS:**

- 4.1 CMCSS: Clarksville-Montgomery County School System
- 4.2 User: Anyone that uses computer equipment and accessories provided by CMCSS.
- 4.3 Repair Technician: A hardware repair technician employed by CMCSS.
- 4.4 Incident: The loss or damage of computer equipment or accessories provided by CMCSS.
- 4.5 Incident File: The file containing a copy of the Work Order, Equipment Damage/Loss Incident Report and other documentation pertaining to the Incident.

### **5.0 PROCEDURE:**

- 5.1 User places a work order requesting replacement of lost equipment or for repair of damaged equipment.
- 5.2 Repair Technician requests the User to complete the Equipment Damage/Loss Incident Report (ref. [TCH-F023](#)) and submit to the Computer Repair Shop.
- 5.3 Repair Technician inspects the equipment and reviews the Equipment Damage/Loss Incident Report form to determine if the damage is negligence or accidental.
- 5.4 If the investigation determines that the incident was not negligence the repairs are made or lost equipment is replaced with no charge to the User.
- 5.5 If the investigation determines the damage or loss is negligence the following happens:
  - 5.5.1 Repair Technician procures parts for repairs or replaces lost equipment,
  - 5.5.2 Repair Technician completes User Charges Notification (ref. TCH-F024) and sends to User via courier.
  - 5.5.3 Accounts Receivable is notified via e-mail to invoice the User the costs of parts needed or the replacement cost of equipment.

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5.6 If User does not dispute the charges the procedure ends.

5.7 If User disputes the charges:

5.5.4 The Incident File is forwarded to the CTO for further investigation.

5.5.5 If the CTO agrees with findings, User and Accounts Receivable are notified.

5.5.6 If the CTO does not agree, repairs or replacement are made without charge to the User.

### **6.0 ASSOCIATED DOCUMENTS:**

6.1 Work Order (on-line)

6.2 Equipment Damage/Loss Incident Report ([TCH-F023](#))

6.3 User Charges Notification (TCH-F024)

### **7.0 RECORD RETENTION TABLE:**

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Work Order	Electronic	Perpetual	Permanent	Weekly Backup
Incident File	Technology Dept.	2 Years	Shred	Secured cabinet

### **8.0 REVISION HISTORY:**

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
7/09/07		Initial Release
10/31/08	A	Change logo and 5.5.3 to memo from email

### **9.0 FLOWCHART:**

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

**\*\*\* End of Procedure \*\*\***

Determining Equipment Damage/Loss

