

**SOP Number 0382**

**SOP Title iPad Order Process**

	<b>NAME</b>	<b>TITLE</b>	<b>SIGNATURE</b>	<b>DATE</b>
<b>Author</b>				
<b>Reviewer</b>				
<b>Authoriser</b>				

<b>Effective Date:</b>	
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**1. PURPOSE**

The purpose of this Standard Operating Procedure (SOP) is to describe the standard procedures to be followed for the iPad order process for RUSVM students.

**2. INTRODUCTION**

Academic Technology requires proper procedure to be followed for the ordering, distribution, managing, support and storing of iPads for RUSVM students. It is a good practice and common expectations that procedures must be in place to ensure the accountability and reliability of process handling.

**3. SCOPE**

This SOP applies to providing iPad to the students of RUSVM in a controlled way. Controlled procedures related to inquiry, procurement, delivering, storing and providing support are documented in this SOP. All the concerned departments will perform their duties according to the documented procedures.

**4. RESPONSIBILITIES****Administration, Accounting & IT Departments**

To ensure that every department perform their respective duties in an organized way as mentioned in this document. It is also the responsibility of all the departments to stay synchronized among themselves for smooth execution.

**5. TECHNICAL SPECIFICATIONS**Device:

iPad 128G 3year Apple Care

Software for this process:

- Mobile device Manager (MDM), Meraki [www.meraki.com](http://www.meraki.com) (This is used to manage, track, and distribute iPad).
- Apple School Manager: Links Apple education orders to the MDM
- SIMS: Purchasing Department In house order manager

**6. SPECIFIC PROCEDURE****6.1 Order Inquiry**

- Obtain educational quote from Apple by emailing Jessica (the school representative at Apple) to create a quote based on the average incoming students along with 10 iPads as a backup. (Example: 120 incoming students + 10 iPad (backup) = 130 iPad order).
- Take quote from apple and enter it into SIMS.
- After the order is entered in SIMS, Academic Tech will notify Department Head to approve order in SIMS.
- Once the order is approved by the department head, it is then passed on to the Purchasing Department to process the order.

## 6.2 Procurement (Purchasing Department)

Once the order arrives in the SIMS Purchasing Department queue, following steps should be performed:

- Purchasing Department process the order through a dedicated apple educating account
- It takes about 5 days to process an order after it is approved by Apple and further 3 -5 days to ship to a US destination. All education items must be shipped first to a US port as they cannot be ship directly to the island.
- Order is shipped to the Miami port to be freight forward to the school.
- Purchasing Department will notify AT that the order has been shipped to the school.
- AT will obtain Apple generated order number from the Purchasing Department. This order number will be entered in the Apple School Manger later.
- Once the order arrives at Purchasing Department, AT is notified accordingly.

## 6.3 AT Administration

- AT will collect and tally iPad from the Purchasing Department  
Apple School Manager:
- AT will take the Apple generated Apple order number and enter it into the Manage Device Assignment.
- The order number will then populate all iPad serial numbers associated to the order. It is then added to the RUSVM server in the school manager.  
MDM
- Once entered to the RUSVM server, it is then auto sync to the MDM with the tag "recently added".
- Log into the MDM and locate the recently added devices.
- The device is then given an additional tag of the term Month and Year. Example: September 2017 will have a device tag "sept17".
- A third tag is then added "Students Essentials". This tag will trigger a download of all apps needed for the students into the iPad.

## 6.4 Student Assignment (AT)

Incoming 1<sup>st</sup> semester and transfer students all will receive an iPad excluding the Vet Prep students. Advancing Vet Prep students will receive their iPad once promoted to 1<sup>st</sup> grade

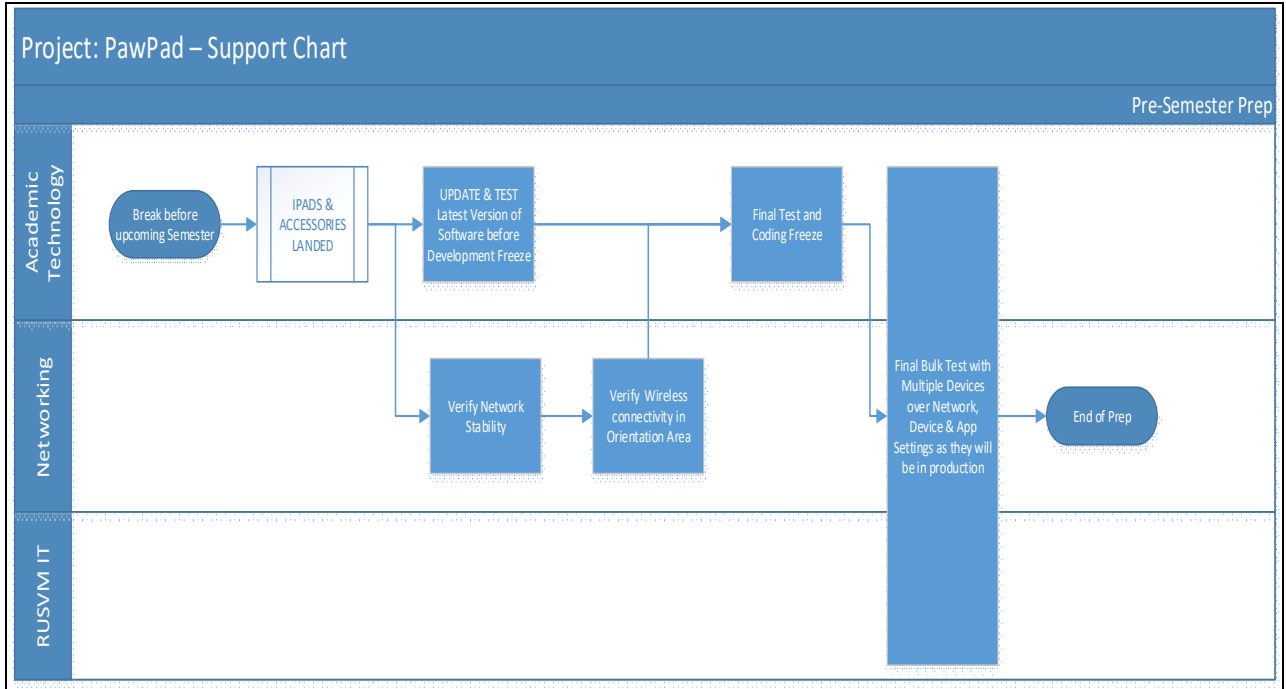
- To assign a device to a student, AT must obtain incoming class list from the IT department.
- AT will assign a device to each student based on the list provided by the IT department and enter those names and device's serial into the shared spreadsheet.

## 6.5 Distribution & Storage

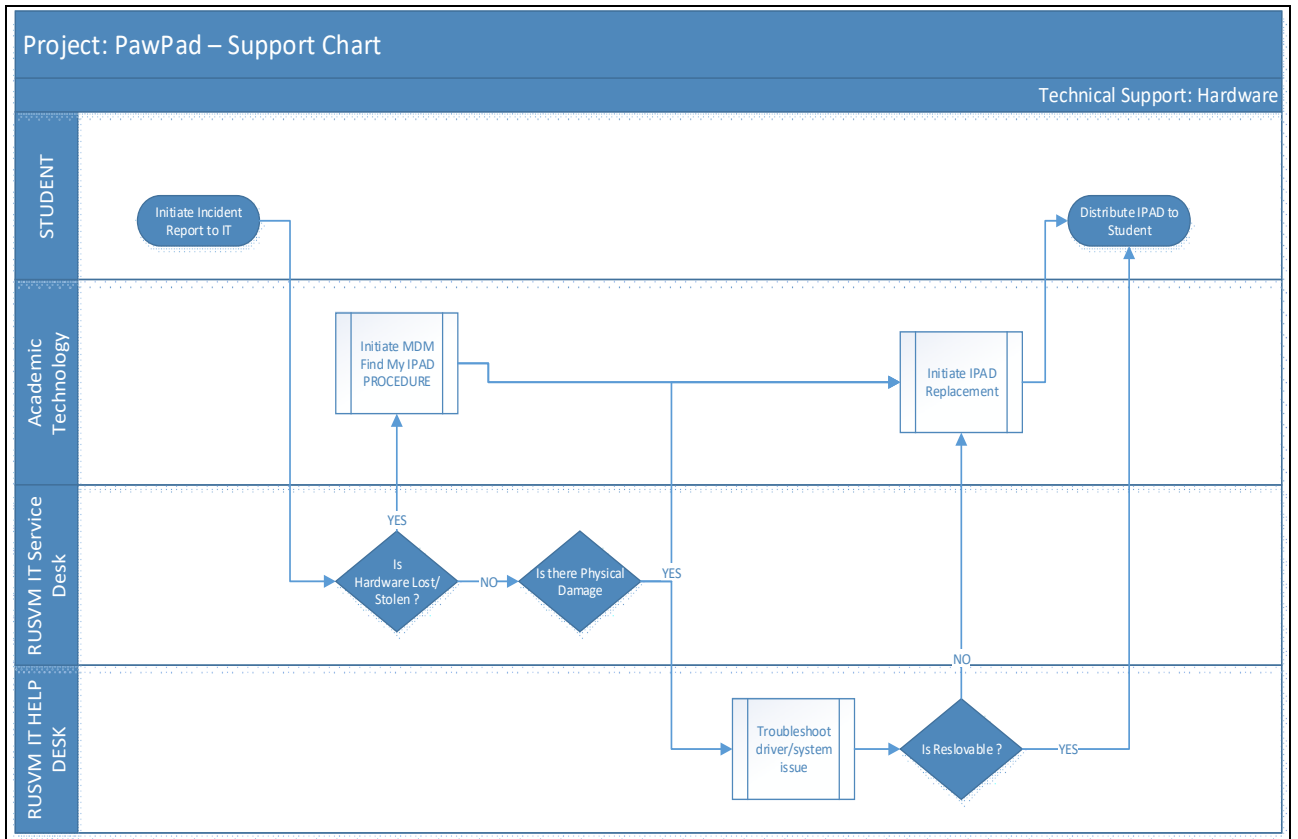
- Devices for new students are distributed during orientation.
- During orientation, students are given an overview of the device and its warranty.
- Excessive devices will be stored in IT section in the storage location in the MPL.

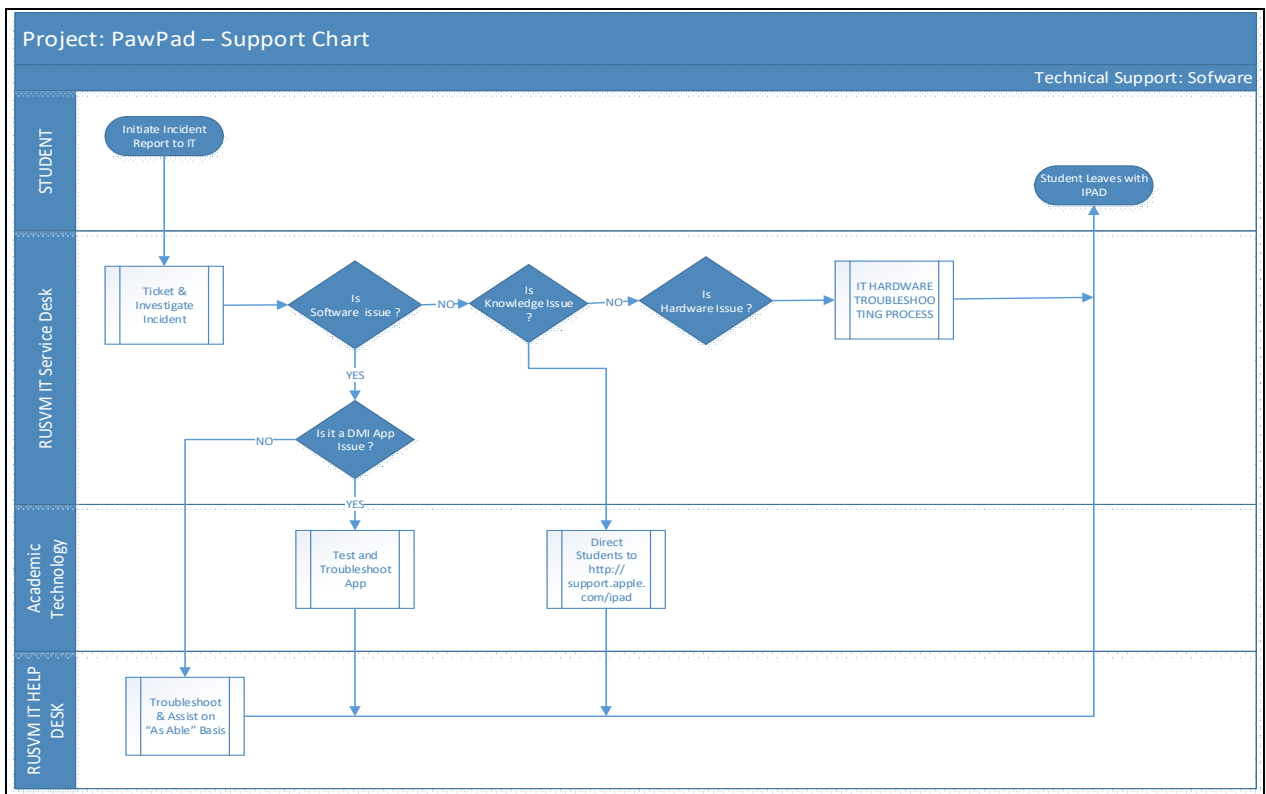
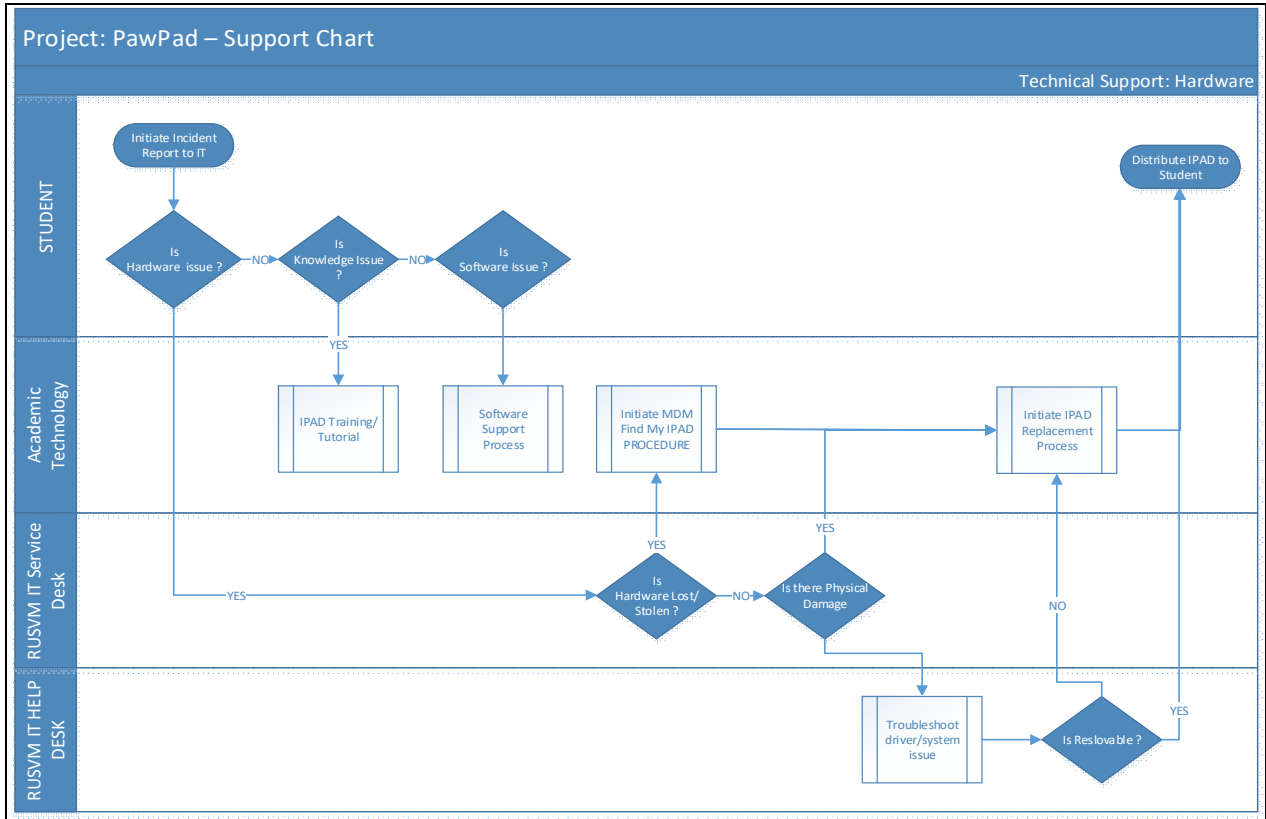
6.6 Support

6.6.1 Pre-Semester Preparation:



6.6.2 Technical Support





**7. CHANGE HISTORY**

<b>SOP no.</b>	<b>Effective Date</b>	<b>Significant Changes</b>	<b>Previous SOP no.</b>