Overcoming K-12 IT Challenges: Appropriate Use & Theft Management

Featured Speakers:
- Craig Nulan, IT Operations Manager and Network Security Engineer
  Kansas City Public Schools
- Tim Williams, Director of Product Management
  Absolute Software

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Absolute Software

Webinar hosted by Education Week
Today’s Speakers

Craig Nulan
IT Operations Manager and
Network Security Engineer
Kansas City Public Schools

Tim Williams
Director of Product Management
Absolute Software

Moderator

Sean Herdman
Associate Publisher
Education Week
Objectives

- Satisfying Federal Grant Criteria: Prove compliance with federal programs
- Managing a Computer and Mobile Device Fleet: Single panel access
- Documenting Individual Responsibility & Accountability: Tag, trace, document
- Building World-Class Use & Compliance: Proactive planning
Ensuring Appropriate Use of 1:1 Computing Equipment: Leveraging Absolute Computrace & Absolute Manage

Craig Nulan

IT Operations Manager and Network Security Engineer
Kansas City Public Schools
Materiality is a concept or convention within auditing and accounting relating to the importance/significance of an amount, transaction, or discrepancy.
Kansas City Public Schools

- 16,700 students across:
  - 25 elementary schools
  - 8 high schools
  - 1 manual career technical center
- Employs 2,300 teachers and administrators
- **10+ million in annual federal/state and grant program funding**
- 5% of most grants are set aside specifically for independent measurement to demonstrate appropriate use
See this little pink tag – it’s critical!!!
Screw Up and Lose It

- Four years to get our funding back
- Cleaned up, reported on, implemented a policy and had strict enforcement

Did you know, even stored and decommissioned equipment has to be tagged and documented?
Technology Equipment and Services

- $3m to $7m in annual funding to purchase technology equipment and services
- Current classroom AV upgrade:
  - $4m project
  - Two years in the making
  - Intended to profoundly impact the way in which instruction is delivered in our classrooms.
One-to-One

As our dependence on technology equipment for education increases, our dependence on external funding sources to obtain this equipment increases.
A Little Perspective…

- Down to just 30 stored devices from 1100 laptops from 31 locations
- When 1:1 rollout is complete we’ll have 20,000 devices across 34 locations
PROJECT: 7 week “clean-up”

- Consisted of rounding up all laptops assigned to 1:1 learning (1100 machines, 31 locations) and bringing them downtown for manual processing so that each one was:
  - Traced to its original funding source
  - Documented and tagged according to that funding source
  - Signed agreement stipulating personal and professional accountability placed on file
  - OS updated from Windows XP to Windows 7 (if needed)
# Kansas City Public Schools
## Equipment Loan Form

<table>
<thead>
<tr>
<th>Description</th>
<th>*District Tag # or ID #</th>
<th>*Make/Model</th>
<th>Serial Number</th>
<th>Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laptop Computer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Docking Station</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lockdown Cable &amp; Key</td>
<td></td>
<td></td>
<td></td>
<td>30.00</td>
</tr>
<tr>
<td>Mouse (Wired)Wireless</td>
<td></td>
<td></td>
<td></td>
<td>(10.00) 15.00</td>
</tr>
<tr>
<td>Laptop Bag</td>
<td></td>
<td></td>
<td></td>
<td>40.00</td>
</tr>
<tr>
<td>Power Cords (1) (2)</td>
<td></td>
<td></td>
<td></td>
<td>40.00/80.00</td>
</tr>
<tr>
<td>Network Cable</td>
<td></td>
<td></td>
<td></td>
<td>10.00</td>
</tr>
<tr>
<td>Printer Cable</td>
<td></td>
<td></td>
<td></td>
<td>10.00</td>
</tr>
<tr>
<td>iPad</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charger</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Keyboard</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tablet</td>
<td></td>
<td></td>
<td></td>
<td>40.00</td>
</tr>
<tr>
<td>Cover</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

By signing below, I acknowledge and agree that the item(s) identified on this form will remain District property while in my possession and control. I also acknowledge and agree that I will be personally and solely responsible for reimbursing the District the full replacement cost for any damaged or lost item(s) if I do not follow the Reporting Procedures for Lost and Stolen Equipment. If I lose or damage any item(s) and the District is unable to recover the full replacement cost from insurance, I agree that I will reimburse the District the full replacement cost within thirty (30) days of the loss and/or damage. If I do not reimburse the District in full, within thirty (30) days, the full replacement cost will be deducted from my earnings.

This equipment has been assigned to your work location or department based on the funding source when the equipment was originally purchased. Should you change work locations or department assignments, your equipment must be turned-in to your immediate supervisor. All necessary equipment will be provided by your new location or department. Upon termination of employment, equipment must be turned-in to the Information Technology Dept., 5th Floor, BOE building.

I have read, I understand, and will follow the lost laptop reporting procedure.
Consensus regarding materiality and the importance of implementing controls so that we can ALWAYS “show and prove” our appropriate use compliance status

We don’t EVER want to repeat this exercise again

Using Absolute Computrace and Absolute Manage we won’t have to:

- Computrace is installed on all laptops
- Absolute Manage will be deployed to all laptops automatically on call-in
<table>
<thead>
<tr>
<th>Job Title</th>
<th>Date Laptop Issued</th>
<th>Laptop Asset Tag #</th>
<th>Laptop Model</th>
<th>Laptop Serial #</th>
<th>Est. Value</th>
<th>Purchase Date</th>
<th>Purchase Order #</th>
<th>Program Code</th>
<th>Program Name</th>
<th>Grant Tag Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEACHER</td>
<td>8/9/2012</td>
<td>00485263</td>
<td>DELL 5510</td>
<td>5V779N1</td>
<td>$ 1,120.00</td>
<td>10/20/10</td>
<td>292524</td>
<td>710</td>
<td>TITLE I</td>
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<tr>
<td>TEACHER</td>
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<td>00485915</td>
<td>DELL 5510</td>
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<td>10/20/10</td>
<td>292524</td>
<td>710</td>
<td>TITLE I</td>
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</tr>
<tr>
<td>TEACHER</td>
<td>8/8/2012</td>
<td>00501310</td>
<td>HP4530</td>
<td>CNU1321GO</td>
<td>$ 943.00</td>
<td>10/04/11</td>
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<td>352</td>
<td>K-6 MATH/SCIEN</td>
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<td>TEACHER</td>
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<td>00485178</td>
<td>DELL 5510</td>
<td>6ZJZ8N1</td>
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<td>10/20/10</td>
<td>292524</td>
<td>710</td>
<td>TITLE 1</td>
<td>YES</td>
</tr>
</tbody>
</table>
Inventory within Absolute Manage Database
World-Class Appropriate Use & Compliance

- Phase 1 of our student 1:1 rollout will consist of 2400 devices purchased using Title I and Federal Innovative Approaches to Literacy grant funds.

- Taking our lessons learned, we go from managing appropriate use compliance and documentation of static technology infrastructure…to managing and controlling appropriate use compliance and documentation for a huge fleet:
  - 1000 static network infrastructure elements - eRate
  - 4000 static classroom elements AV upgrade - Title I
  - 20,000 mobile elements 1:1 – Title I, eRate, Other
Thank You

Craig Nulan
IT Operations Manager and Network Security Engineer, Kansas City Public Schools
Absolute Software

Tim Williams

Director, Product Management

Absolute Software
Leading in a rapidly changing market

1993:
- Founded HQ Vancouver

2000:
- Publicly Traded TSX: ABT.TO

2005:
- Computrace persistence built in the firmware of most computers

2009:
- EMEA HQ established Reading / US HQ established Austin
- LANrev acquired, Absolute Manage launched

2011:
- Computrace persistence for Android devices

Gartner 2012 Magic Quadrant for Client Management Tools

Absolute Software®

Endpoint Security

Centrally track and secure IT assets within a cloud-based console.

Remotely manage and administer self-encrypting drives built into new computers.

Endpoint Management

Manage PC, Mac, Android, Windows, and iOS devices to take strategic and responsive action.
The Absolute persistence module is embedded into the firmware of computers and tablets at the factory. It persistently reinstalls Absolute client agents if they are removed from a device.

The Computrace and Absolute Manage Agents are automatically reinstalled so that IT Administrators can track, manage, and secure all devices regardless of user or location.
Absolute Manage

- Many users rely on multiple devices – mobile and computers
- Mac is making great gains – not replacing Windows, but added to the mix
- Absolute Manage integrates with your existing infrastructure
- Absolute Manage integrates with your organizational
- Absolute Manage makes policies repeatable, enforceable and scalable
- Absolute Persistence enables continuous, reliable reporting
**Mobile Asset Management**
- Automated device provisioning
- Detailed inventory
- Automated actions and alerting
- Easily customized reports

**Mobile Security Management**
- Enforce device configurations
- Detect jailbroken devices
- Remediate violations
  - **Mobile Content Management**

**Mobile Application Management**
- App Distribution
- App Configuration
- App blacklisting
  - App Inventory and Licensing

**Unified Management for Computers and Mobile Devices**
- Cross-Platform
- Role-Based Administration
- Proactive, Policy-Based Management

**Nearly 20 Years of Endpoint Management & Security Expertise**
Thank You

For more information:

Toll-Free: 1 800 220 0733 (US & Canada)

Website: www.absolute.com

Product Demos:

Absolute Manage for Mobile Device Management

Absolute Manage for Endpoint Management

Comptrace for Endpoint Security