

# **CYBER SECURITY- ASSET MANAGEMENT**

**Technology**  
services



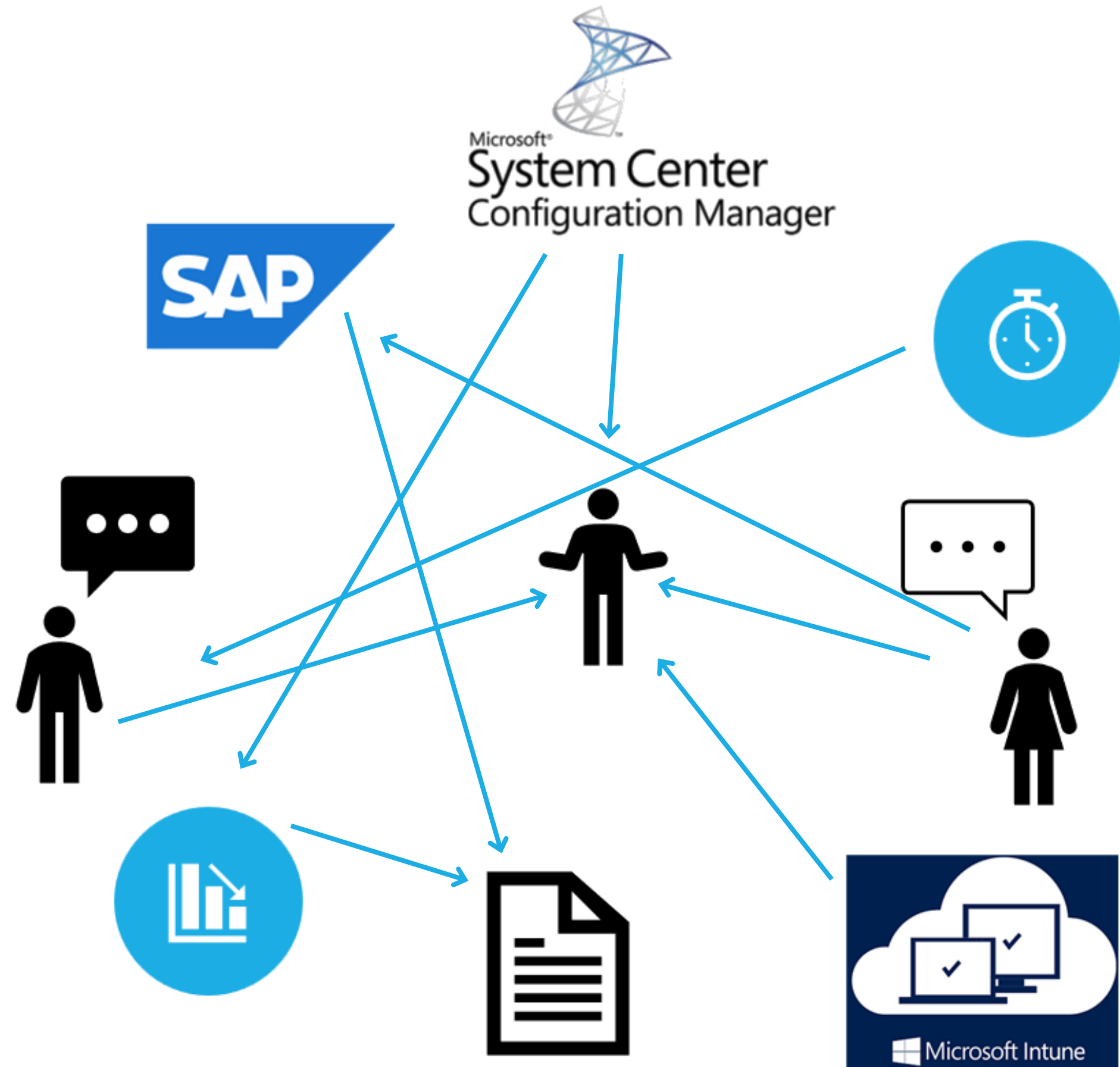
**Jim Culbert**  
**Chief Information Officer**  
**Duval County Public Schools**



**Greg Lukach**  
**Director Applications Development**  
**Duval County Public Schools**

# The Problem

Asset information was in multiple places which made it difficult to determine asset numbers by location as well as device status. Lifecycle and assignment information was inaccurate as it was based on physical inventory process.





# THE SOLUTION

Required a customized platform and creative thinking



**Single Source of Truth**



**Increase Visibility**



**Automate Asset Security**



**Simplify Device Assignment**



**Add Device Accountability**

# ONE SOURCE OF TRUTH

Remedy was chosen as the District's source of truth for devices. SAP was still needed to handle related financial transactions.



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**Asset  
Financial Info**



**Asset  
Assignment &  
Status**



# Simplify Device Assignment

DAT, Device Accountability Tracker, was created to provide Technology and School staff an interface to handle all device activity.

The screenshot shows the 'Device Accountability Tracker' web application. At the top, there is a navigation bar with the title 'Device Accountability Tracker' and a logo on the left. On the right side of the navigation bar, there are tabs for 'USER', 'DEVICE', 'CART', and 'TOOLS', with 'USER' being the active tab. Below the navigation bar, there is a 'User (clear)' section with two input fields: 'DCPS ID' containing '00031831' and 'Email' containing 'LukachG@duvalschools.org'. A 'LOCATE USER' button is positioned to the right of the email field. Below these fields are three more input fields: 'Last' with 'Lukach', 'First' with 'Gregory', and 'Type' with 'Employee'. The main content area is titled 'Assigned Devices' and contains a table with the following data:

<input type="checkbox"/>	Asset Number	Serial Number	Description	Signature
<input type="checkbox"/>	13430330265	MJ0E7W67	SYSTEM LENOVO P620 THINKSTATION PRO TOWER	⚠
<input type="checkbox"/>	13430291915	000000021017361453	SYSTEM MICROSOFT SURFACE PRO 4 W/COVER	⚠
<input type="checkbox"/>	13430271034	R90GZ194	SYSTEM LENOVO X1 CARBON THINKPAD LAPTOP	⚠

Below the table is a '+ADD DEVICE' button. At the bottom of the interface, there is a section titled 'Assigned Carts' with a message: 'There are no carts assigned to this user.' and a '+ADD CART' button.



**Device Accountability Tracker**    USER    DEVICE    CART    TOOLS    ?

Device (clear) ☰

Search: 13430330265

Description: SYSTEM LENOVO P620 THINKSTATION PRO TOWER

Serial Number: MJ0E7W67    Manufacturer: Lenovo    Model: P620

Region: Duval County    Site Group: Region 2    Site: 3002A.TEAM CENTER A

[Click here to assign a user to this device.](#)        [Click here to change this device's location.](#)   

**Assign Device**

Asset ID	13430330265	Serial Number	MJ0E7W67
Description	SYSTEM LENOVO P620 THINKSTATION PRO TOWER		
Manufacturer	Lenovo	Model	P620
DCPS ID	00031831	Email	undefined
Display Name	LukachG@duvalschools.org	User Type	

*Click 'Confirm' to assign this device. This action cannot be undone.*       

DCPS: Asset Checked-out notification

DCPS IT Dept. <FIMService@duvalschools.org>  
To: Lukach, Gregory R.

Mon 06/12/2023 10:48 AM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

This is an automated message from the District's Device Accountability Tracker (DAT). This message is sent out anytime an adult or student is assigned an IT asset, for example, a laptop or hotspot. School administrators, IT staff, or EMTEC, our Jacksonville-based computer-integration vendor, assigns assets to users. If the asset does not arrive in ten business days, please contact your school administration or contact the ServiceDesk at 904-348-5200. All employees and students are responsible for returning assigned devices when they exit the District. You can view your assigned devices on the "My Devices" tab in [OneView](#).

Status	Checked-out
Responsible Party	Lukach, Gregory R. (Employee, 00031831)
Asset Id	13430330265
SN	MJ0E7W67
Item	Desktop / Mini / Kiosk
Model	P620
Description	SYSTEM LENOVO P620 THINKSTATION PRO TOWER
Recorded Timestamp	6/12/2023 10:47:55 AM (EST)
Region	Duval County
Site Group	Region 2
Site	3002A.TEAM CENTER A
Tracking ID	00000000794441

Thank You,  
Duval County Public Schools Information Technology Dept.

**Device Assignment History**

Date	User	Action	Location	Action By
06/12/2023	Gregory Lukach	Assigned	3002A.TEAM CENTER A	lukachg@duvalschools.org
06/12/2023	Gregory Lukach	Returned	3002A.TEAM CENTER A	lukachg@duvalschools.org



# DEVICE ASSIGNMENT





13430271034

R90GZ194

SYSTEM LENOVO X1 CARBON THINKPAD LAPTOP



RETURN DEVICE

PRINT LABEL

Manufacturer: Lenovo

Region: Duval County

Model: 0X1C

Site Group: Region 2

SAP Info: Active

Site: 3002A.TEAM CENTER A

Market Value: \$0.00

Usage Designation:  ESports  Title1  CareerTechEdu  Spare  ECF  Lab

Device Age: 7 yrs 8 mos

Device Status:

Deployed

Reason: N/A

Assignment History

Usage Log

- Deployed
- InRepair
- EndOfLife
- InInventory



13430330265

MJ0E7W67

SYSTEM LENOVO P620 THINKSTATION PRO TOWER



# DEVICE ASSIGNMENT

**Device Accountability Tracker**

USER | DEVICE | CART | TOOLS

User (clear)

DCPS ID: 00031831 | Email: LukachG@duvalschools.org | LOCATE USER

Last: Lukach | First: Gregory | Type: Employee

**Assigned Devices**

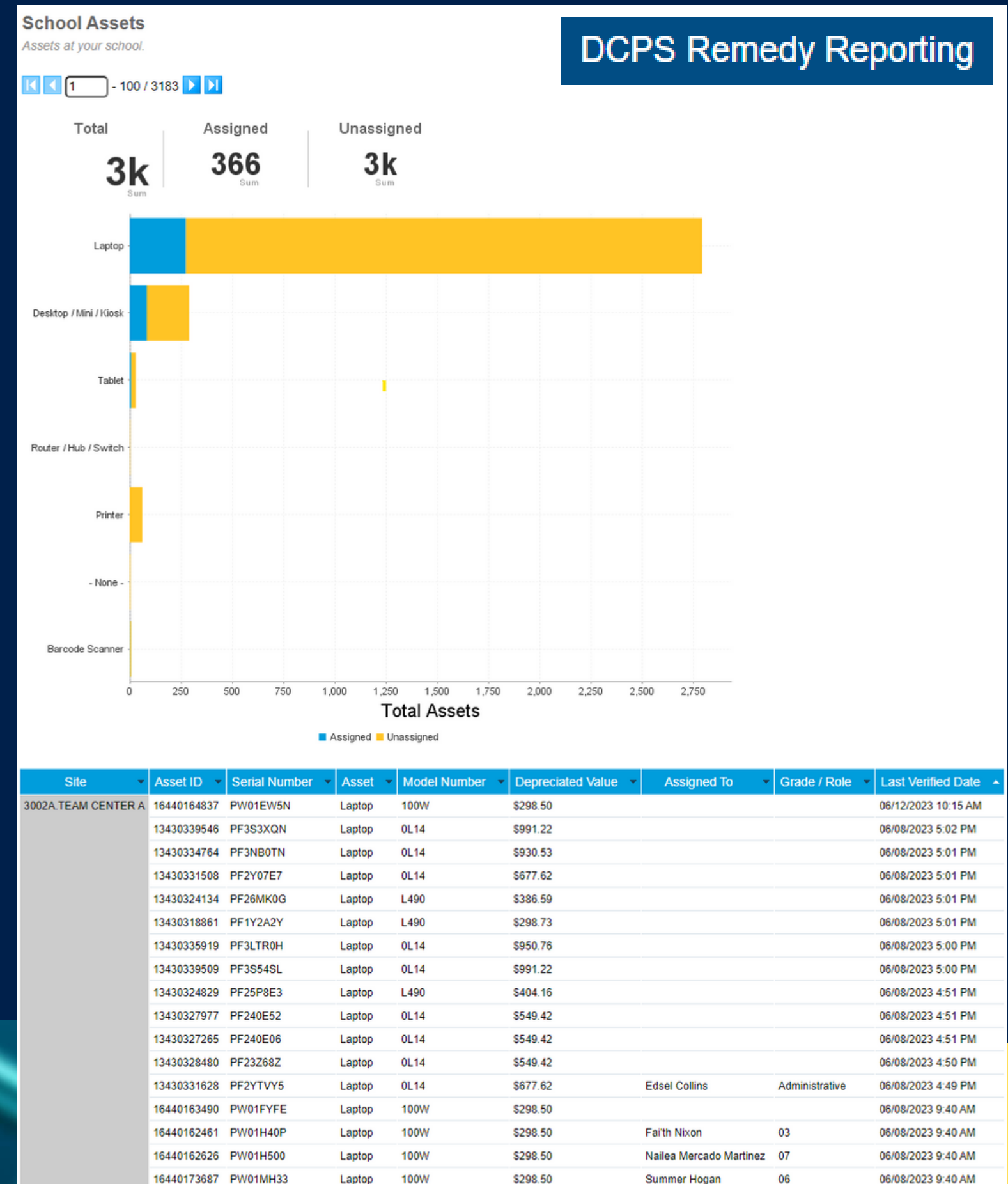
Asset Number	Serial Number	Description	Signature
13430330265	MJ0E7W67	SYSTEM LENOVO P620 THINKSTATION PRO TOWER	
13430291915	000000021017361453	SYSTEM MICROSOFT SURFACE PRO 4 W/COVER	
13430271034	R90GZ194	SYSTEM LENOVO X1 CARBON THINKPAD LAPTOP	

+ADD DEVICE

**Assigned Carts**

There are no carts assigned to this user.

+ADD CART



# DEVICE ASSIGNMENT

# Device Visibility

DAT, through Remedy, gives immediate access to all devices assigned to an individual. This information can be quickly edited to account for any activity such as a change in device assignment or status.

The screenshot shows the 'Device Accountability Tracker' web application. At the top, there is a navigation bar with tabs for 'USER', 'DEVICE', 'CART', and 'TOOLS'. The 'USER' tab is currently selected. Below the navigation bar, there is a search section for a user. It includes a 'User (clear)' label, a 'DCPS ID' field with the value '00031831', an 'Email' field with the value 'LukachG@duvalschools.org', and a 'LOCATE USER' button. Below this, there are three more input fields: 'Last' (Lukach), 'First' (Gregory), and 'Type' (Employee). The main content area is divided into two sections: 'Assigned Devices' and 'Assigned Carts'. The 'Assigned Devices' section contains a table with the following data:

<input type="checkbox"/>	Asset Number	Serial Number	Description	Signature
<input type="checkbox"/>	13430291915	000000021017361453	SYSTEM MICROSOFT SURFACE PRO 4 W/COVER	⚠
<input type="checkbox"/>	13430271034	R90GZ194	SYSTEM LENOVO X1 CARBON THINKPAD LAPTOP	⚠
<input type="checkbox"/>	13430330265	MJ0E7W67	SYSTEM LENOVO P620 THINKSTATION PRO TOWER	⚠

Below the table is a '+ADD DEVICE' button. The 'Assigned Carts' section shows a message: 'There are no carts assigned to this user.' and a '+ADD CART' button.



# DEVICE VISIBILITY

The screenshot shows the OneView application interface. At the top, the logo reads "OneView Every Student. Everywhere." Below the logo is a navigation menu with the following items: HOME, BLENDED LEARNING, MY APPS, MY LINKS, MY SCHOOLS, MY DEVICES (highlighted), and HOW TO. To the right of the menu, the user's name "Name: Lanham, Holly S." is displayed next to a "My Login Info" button. Below this, a table titled "Device Assigned" provides details for a specific device.

Device Assigned	Information
Id	13430320501
Host Name	AM72000MJ0A5GN1
Description	SYSTEM LENOVO M720Q TINY DESKTOP NO MONITOR
Serial Number	MJ0A5GN1
Manufacturer	Lenovo
Model	M720
Market Value	\$229.67

This screenshot shows a detailed view of a device in the OneView system. The user's name "Name: Lanham, Holly S." is at the top left. Below it is a table with the following data:

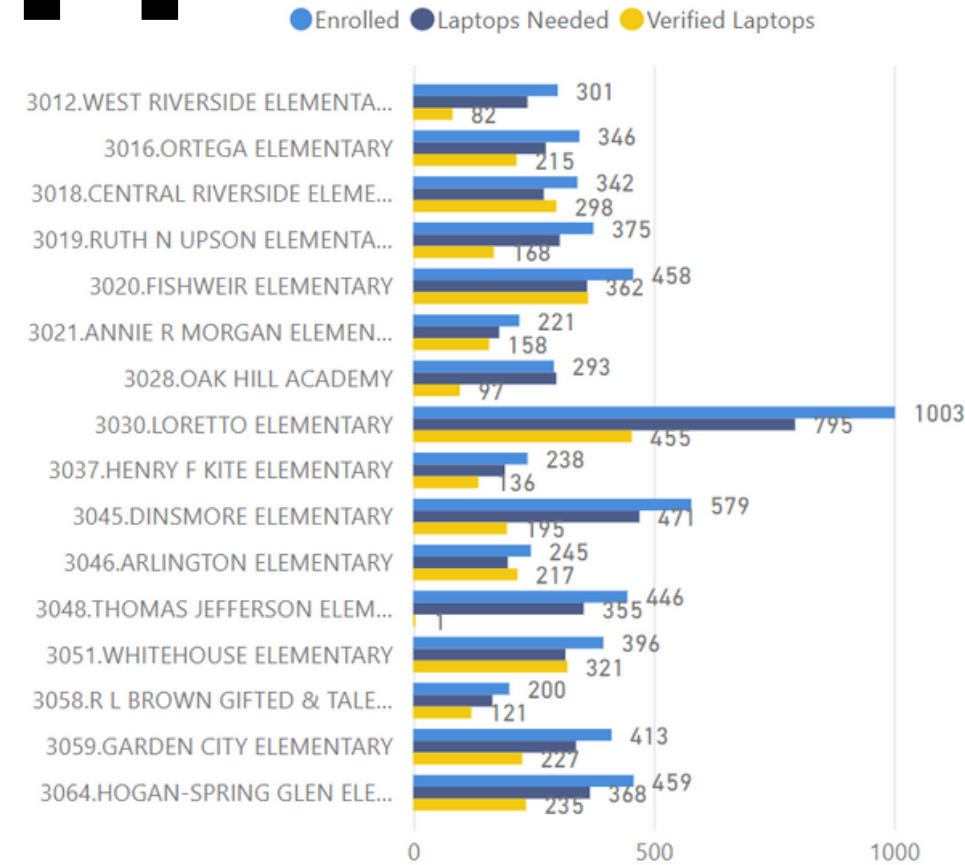
Device Assigned	Information
Id	13430343313
Host Name	TYX1300PW044E12
Description	SYSTEM LENOVO X13 YOGA TEACHER I5 LAPTOP
Serial Number	PW044E12
Manufacturer	Lenovo
Model	YX13
Market Value	\$1581.52



# DEVICE VISIBILITY

From 5/30/2022

Elementary Middle High Combined

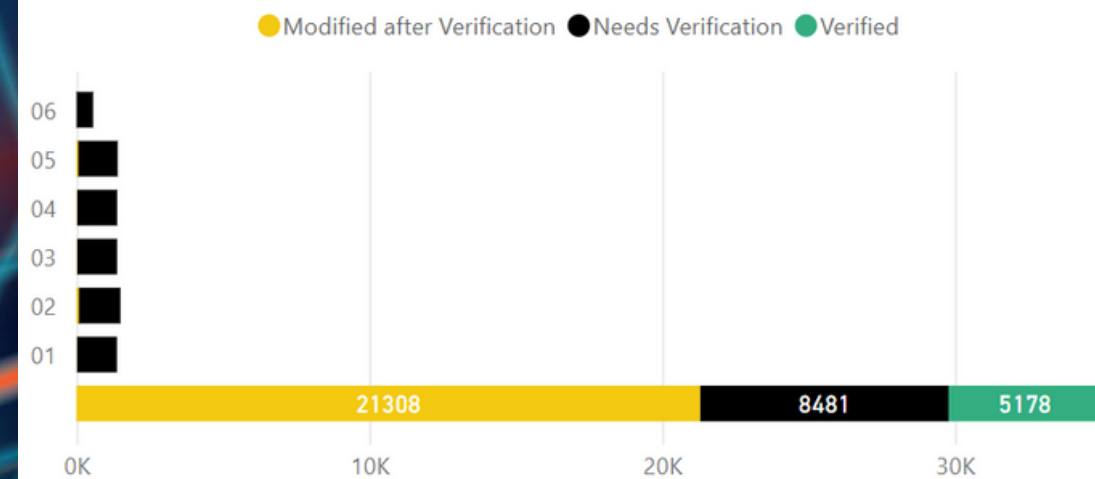


13223  
Verified / Needed Difference

39940  
Total Laptops Needed

15938  
Unverified

26717  
Verified



Asset ID	Grade	ID	User Site	Verification Status
16440028701	12	s11706603	0531.MYCROSCHOOL FOR INTEGRATED TECHNOLOGIES	Needs Verification
16440065422	12	s10929180	3038.BALDWIN MIDDLE/HIGH	Needs Verification
16440103733	12	s20106841	0000.DUVAL COUNTY PUBLIC SCHOOLS	Needs Verification
16440126938	12	s20075830	3096.RIBAULT HIGH	Needs Verification
16440042733	11	s20129113	3265.FIRST COAST HIGH	Needs Verification
16440058179	11	s20031334	3248.EDWARD WHITE HIGH	Needs Verification
16440074884	11	s11337623	3723.DUVAL VIRTUAL FT	Needs Verification
16440085371	11	s11348950	3237.SANDALWOOD HIGH	Needs Verification
16440121431	11	s11904505	3223.DUNCAN U FLETCHER HIGH	Needs Verification
16440067673	10	s12111746	N998.HOME EDUCATION SETTING	Verified
16440109650	10	s11449386	3241.WESTSIDE HIGH	Needs Verification
16440150518	10	s20200641	3181.HOSPITAL/HOMEBOUND PROGRAM	Modified after Verif
16440150537	10	s11724622	3241.WESTSIDE HIGH	Modified after Verif
16440042666	09	s11881430	3096.RIBAULT HIGH	Modified after Verif
16440064814	09	s11839651	3223.DUNCAN U FLETCHER HIGH	Needs Verification
16440080931	09	s12149167	3223.DUNCAN U FLETCHER HIGH	Modified after Verif
16440150393	09	s20118460	3181.HOSPITAL/HOMEBOUND PROGRAM	Modified after Verif
16440162688	09	s11516317	3170.PALM AVENUE EXCEPTIONAL STUDENT CENTER	Needs Verification
16440162689	09	s11514247	3268.ATLANTIC COAST HIGH	Needs Verification
16440036906	08	s11474848	3212.RIBAULT MIDDLE	Needs Verification
16440122648	08	s12546495	3244.HIGHLANDS MIDDLE	Needs Verification
16440136127	08	s12513321	3062.OCEANWAY MIDDLE	Needs Verification
16440162690	08	s11807252	3028.OAK HILL ACADEMY	Needs Verification
13430280052	07	s12695086	3267.LAVILLA PERFORMING ARTS	Needs Verification
16440027744	07	s12528907	3216.CHARGER ACADEMY	Needs Verification
16440048625	07	s12686143	3256.LANDMARK MIDDLE	Needs Verification
16440055811	07	s20079614	3216.CHARGER ACADEMY	Needs Verification
16440056680	07	s20002945	3267.LAVILLA PERFORMING ARTS	Needs Verification
16440059228	07	s11817996	3216.CHARGER ACADEMY	Needs Verification
16440068141	07	s12080768	3216.CHARGER ACADEMY	Needs Verification
16440070361	07	s20130453	3584.RIVER CITY SCIENCE INTRACOASTAL	Needs Verification
16440077529	07	s20028871	3212.RIBAULT MIDDLE	Needs Verification

# DEVICE VISIBILITY

Date Filter  
 [Dropdown] 5 Years  
 [Dropdown] /13/2018 - 6/12/2023

Active Devices  
**105882**

Devices in Remedy  
**91614**

Active Students  
**106067**

Active Non-Students  
**106067**

All Active Accounts  
**106056**

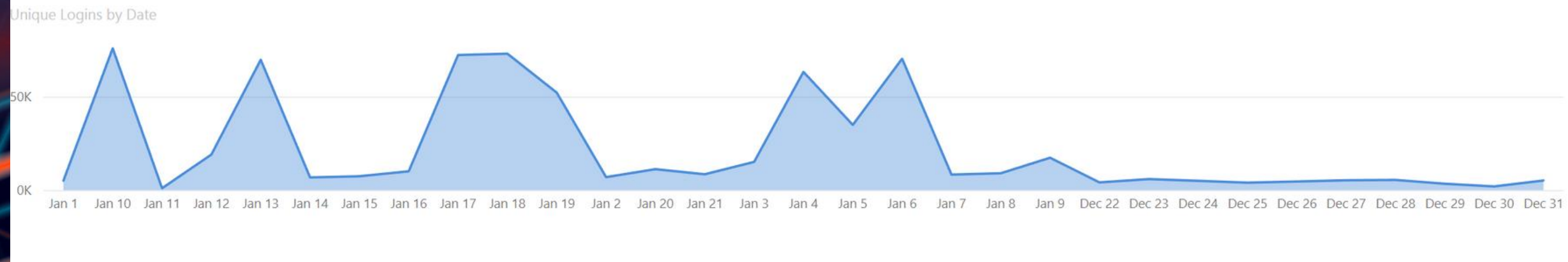
Student

Name Search

Users	Days	Country	Type	RC	Users
398	31	US	Contractor	1110	11
1	1	BM	Employee	1210	2
1	3	CA	Employee	1220	9
1	2	DO	Employee	1300	1
1	1	FR	Employee	1310	5
1	4	GB	Employee	1320	3
1	1	IE	Employee	1321	2
1	2	IL	Employee	1322	3
2	9	JM	Employee	1325	9
1	5	KW	Employee	1326	24
2	3	MX	Employee	1328	12
1	7	PA	Employee	1330	2
1	4	PE	Employee	1331	4
1	4	RU	Employee	1332	1
10669	31	US	Employee	1333	6



Country	Name	Date	Device	state
US		12/31/2022	AL49000PF1THJVW	Florida
US		12/31/2022	AL49000PF1XZMZA	Florida
US		12/31/2022	AX1YG00PF1DHMW3	Florida
US		12/31/2022	AX39000R90WZ2AP	Florida
US		12/31/2022	S500W00PW0267D7	Minnesota
US		12/31/2022	ST11E00R90ZD3LB	Florida
US		12/31/2022	ST11E00R90ZD5WM	Georgia
US		12/31/2022	ST11E00R90ZD7T3	Georgia
US		12/31/2022	ST11E00R90ZDBE7	Florida
US		12/31/2022	ST11E00R90ZH100	Florida
US		12/31/2022	ST11E00R90ZTNEX	Florida
US		12/31/2022	ST11E00R910K7A4	Florida
US		12/31/2022	ST11E00R9112TPV	Florida
US		12/31/2022	SYG1100LR06RSX1	Florida
US		12/31/2022	SYG1100LR09Q28W	Florida



# Device Accountability

Remedy provides assignment information to both SAP and Focus. HR uses the assignment info to be certain exiting employees have returned all of their devices. Student Obligations module in Focus allows parents to reimburse the District for lost devices online.



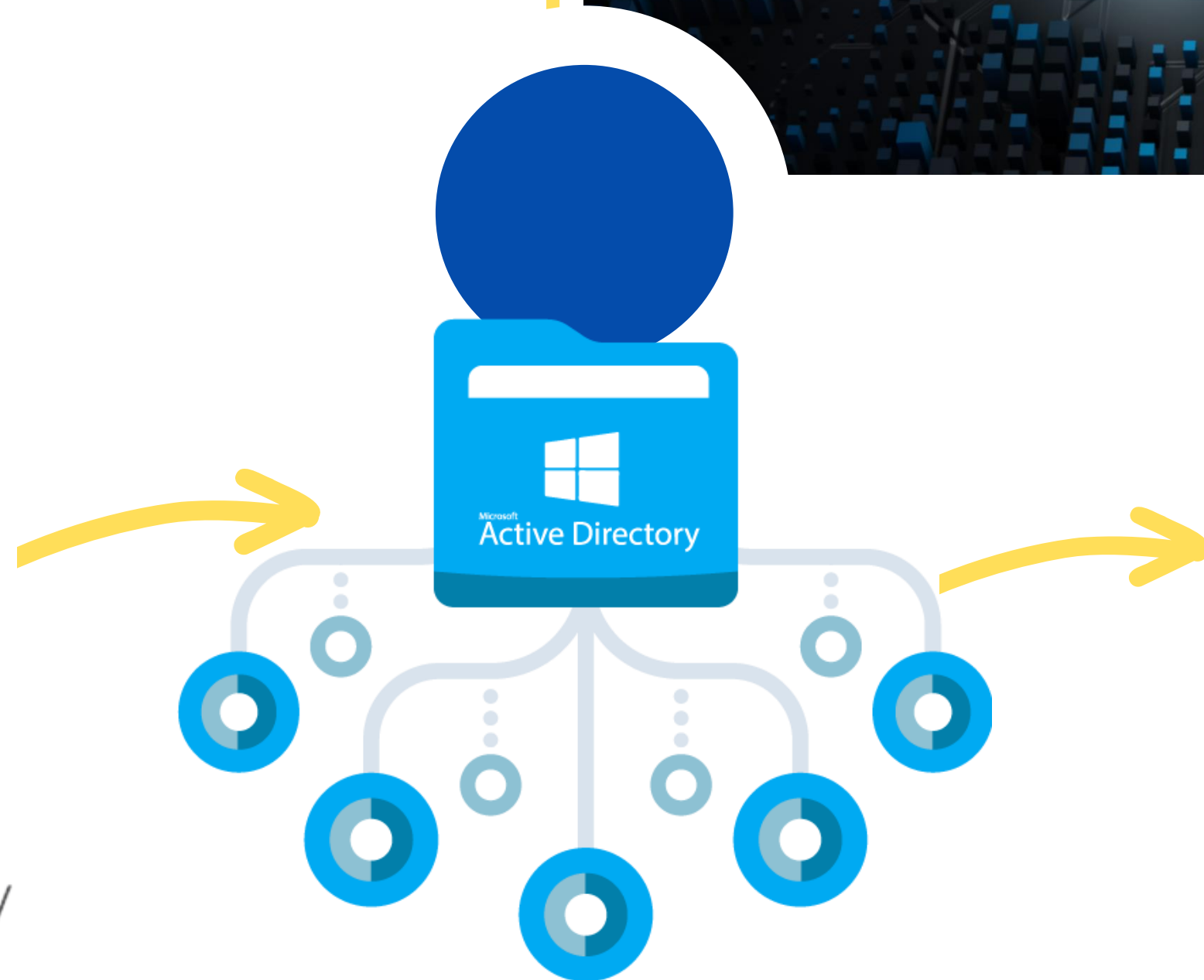
# Device Security

The accurate device assignment and visibility into the status of each device allows us to automate device security.





# DEVICE SECURITY



# Device Inventory

Remedy receives inventory information. The automated info allows us to know where the device is. Asset staff only have to look for exceptions.





**QUESTIONS?**