**DISD Technology / Campus ITA Work Flow**

Staff reports bad device to ITA

↓

Was device repairable by ITA

— Yes → Return device to staff member

No ↓

ITA creates support ticket for technician Follett status changed to out for repair and transferred to DAB by ITA

↓

Technician picks up device and receives device in Follett

→ Was device repairable by Technician

— Yes → Technician returns device to ticket owner and transfers back to campus in Follett

↓

ITA receives device in Follett and device is available in inventory

No ↓

Device deemed unrepairable Follett status changed to ready for disposal by ticket owner initiates transfer back to campus

↓

ITA receives device and creates transfer form for transfer to warehouse as junk. Item in transit to DAB

↓

Technician service ticket created to pick up device(s) from campus and verifies item(s) status in Follett

↓

Item(s) delivered to Technolgy Warehouse for disposal. Status changed in Follett to disposed