



Title: Distributing and Managing Loaner Laptops

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This document contains a procedure for the distribution and management of laptops as a service provided by the Fermilab Service Desk. These laptops are the property of Fermilab and are subject to the rules and regulations contained within the Fermilab Policy on Computing and in the Property Inventory Policies & Procedures.

All communications between the Service Desk and the Requester will be recorded in the associated service desk ticket. The Service Desk will keep track of the return schedule for all borrowed laptops. Requesters are expected to return the loaner laptop on or before the agreed upon due date. If the loaner laptop is not returned on time, the Requester will be sent one email on the specified due date. If the Requester does not return the loaner laptop by the first business day following the due date, the issue will be escalated to the Requesters line manager.

Checking out a Laptop

1. Requester must have a valid and active **Fermilab ID**.
2. Requesters of Windows laptops must have an *enabled* **account** in the **fermi.win.fnal.gov domain**.
3. Requester opens a service desk ticket which includes the following information:
 - a. Requested **O/S (Windows, Mac OS, Linux)**
 - b. A valid **Project and Task Number**
 - c. A **Contact** telephone number where the requester can be reached
 - d. The Name of the requester's **Line Manager** or **Project Leader**
 - e. The Line Manager or Project Leader **Contact** telephone number
 - f. The **Purpose** or **Reason** for requesting a loaner laptop
 - g. The length of time requested for the loan, not to exceed the maximum allowed loan period. (2 weeks)
4. Service Desk will validate the provided Project and Task Number. The Business Services web page has a link where one can perform a search to verify that a Project/Task number is valid. This web link is <http://www-bss2.fnal.gov/taskstructurequery/>. Note the column heading "Chargeable Flag". The "N" denotes the Task number is not valid and the "Y"s indicate the Project/Task number is valid.

Crystal Reports Viewer - Microsoft Internet Explorer

Address: http://www-bss2.fnal.gov/taskstructurequery/runquery.asp?runid=20100616140114

FNAL Project/Task Structure Fermilab Business Services

Project Number: 50 Project Name: CD Operations

Task Number	Charitable Flag	Task Name	Start Date	Completion Date	Service Type	Long Task Name	Travel Code	Burden Schedule	Task Owning Org.	Lab Wide WBS	Funct. Cost Code	Proc. Flag
50.01.00	N	EXPERIMENT-L AB PROGS	01-Jan-1965		PARENT	DIRECT SUPPORT FOR EXPERIMENTS & LAB PROGRAMS		Standard Schedule	CD - COMPUTING DIVISION OFFICE			N
50.01.01	N	ASTRO	01-Feb-1965		PARENT	ASTRO		Standard Schedule	CD - EXPERIMENTAL ASTROPHYSICS			N
50.01.01.01	N	SDSS	01-Jan-1966		PARENT	SDSS-SSP40- EAG Dept		Standard Schedule	CD - EXPERIMENTAL ASTROPHYSICS			N
50.01.01.01.01	N	SDSS-SSP40-E AG-OP	01-Nov-1990	30-Sep-2006	OP-ASTRO-OPERATION S	SDSS -SSP40 (Operating KA130102)		Standard Schedule	CD - EXPERIMENTAL ASTROPHYSICS	1.9.1	C20	N
50.01.01.01.02	N	SDSS-SSP40-M AINT-OP	01-Jan-1999	30-Sep-2006	OP-ASTRO-OPERATION S	SDSS-SSP40-MAINT-TERM (Operating KA130102)		Standard Schedule	CD - COMPUTING DIVISION OFFICE	1.9.1	B13	N
50.01.01.01.03	N	SDSS-SSP40-E Q	12-Oct-1990	30-Sep-2006	EQ-ASTRO-L AB	SDSS -SSP40 (Equipment KA130102)		Standard Schedule	CD - EXPERIMENTAL ASTROPHYSICS	1.9.1	C21	N
50.01.01.01.04	Y	SDSS-SCH-RES RCH-OP	01-Feb-2005		OP-ASTRO-L AB	SDSS SCIENTIFIC RESEARCH (Operating)	18167	Standard Schedule	CD - EXPERIMENTAL ASTROPHYSICS	1.9.1	C20	N
50.01.01.01.05	Y	SDSS-EAG-OP	27-Sep-2008		OP-ASTRO-L AB	SDSS EAG Dept - Operating	494380	Standard Schedule	CD - EXPERIMENTAL ASTROPHYSICS	1.9.1	C20	Y
50.01.01.02	N	SDSS-SSP61-C CF	01-Jan-1966	30-Sep-2006	PARENT	SDSS-SSP61 - CCF Dept		Standard Schedule	CD - EXPERIMENTAL ASTROPHYSICS			N
50.01.01.02.01	N	SDSS-SSP61-C CF-OP	01-Jan-1999	30-Sep-2006	OP-ASTRO-OPERATION S	SDSS -SSP61 (Operating KA130102)		Standard Schedule	CD - COMPUTATION & COMMUNICATIONS FABRIC	1.9.1	C20	N
50.01.01.03	N	JDEM	01-Jan-1966		PARENT	SUPERNOVA ACCELERATION PROBE - JDEM-SNAP		Standard Schedule	CD - COMPUTING DIVISION OFFICE			N

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5. A property pass is generated by the Service Desk and sent to the requester via email to be printed out, signed by the supervisor, and returned to the Service Desk.
6. Service Desk will locate a loaner machine matching the requirements of the requester. If no loaner laptop is available, the Requester will be notified of the expected date in the future when a suitable laptop will become available. The requester may cancel the ticket if desired.
7. Service Desk notifies the requester via email when the laptop is ready for pickup and places the ticket into the Pending state. The reservation of this laptop for the user is recorded.
8. Requester comes to the Service Desk to sign the loaner Terms Of Service document. A copy will be kept at the Service Desk.
9. Requester comes to the Service Desk to pick up the laptop. (Item 6 & 7 may be done concurrently)
10. Service Desk agent will record in the ticket the property tag number, and date and time the laptop was picked up. The ticket will remain in the Pending state.

11. If the Requester does not pick up the loaner laptop or contact the Service desk within 2 days of being notified of the laptops availability, the reserved laptop will be returned to the general loaner pool and the associated ticket will be resolved.

Returning a Laptop

1. Requester brings the laptop and any associated equipment to the Service Desk.
2. The Service Desk Agent will:
 - a. Locate the matching **Remedy ticket**
 - b. Verify **Property Tag** Number so the number on the system matches the one recorded within Remedy
 - c. Check for any **Physical Damage** to the system (if damaged, see the Damaged Laptop section)
 - d. Confirm the system powers and boots up (if not, see the Damaged Laptop section)
 - e. Inform user that any local stored files will be permanently removed
 - f. Record information in the ticket that the laptop was returned
3. If the system checks out fine:
 - a. Create a Remedy Relationship ticket to have the system wiped and the baseline software installed.
 - b. Upon completion of the wipe & re-install, mark the initial and related Remedy ticket Resolved.
 - c. Return the system to the locked storage area.
4. If the system is damaged:
 - a. Inform the user that they will be responsible for paying for any costs associated with making repairs.
 - b. Open a Remedy relationship hardware ticket on the laptop
 - c. Once the laptop has been repaired:
 - i. Create a Remedy Relationship ticket to have the system wiped and the baseline software installed.
 - ii. Upon completion of the wipe & re-install, mark the initial and related Remedy ticket Resolved.
 - iii. Return the system to the locked storage area.