

Asset Inventory Tool

An Overview of the Asset Inventory Tool

The Asset Inventory Tool has been developed to provide a simple and easy way of tracking computer related equipment (assets) in New York City public schools and administrative offices. The Web interface allows authorized users to quickly access asset reports for their respective locations. In addition to viewing and printing inventory reports, users can also request updates online (additions, edits, and deletions). The Asset Inventory Tool is accessible using Internet Explorer, Firefox, or Safari browsers from either a Windows or Macintosh workstation. This guide was created to provide a quick introduction to the tool's user interface.



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For Questions, Comments or Suggestions, please contact us at Asset_Inventory@schools.nyc.gov.

Logging In

To access the Asset Inventory tool, you must log on to the DIIT Online Service Desk website. To do this, open your browser and enter the following url:
<https://servicecenter.nycenet.edu/selfsupport/>

This will bring you to the screen shown in **Figure 1.1**.

Enter your DOE Outlook ID/Password and the security code in the fields provided and click on the 'Logon' button or hit the enter key on your keyboard. After a successful login, you will be presented with the **DIIT Online Service Desk Main Menu**.

*If you cannot remember your DOE Outlook ID/Password, click the 'Forgot your Outlook ID/Password' link and follow the steps to receive your login credentials.

*If you do not have a DOE Outlook Account, you will need to contact the Service at (718) 935-5100.

Figure 1.1



DIIT Self-Support Main Menu

From this menu, you have the option to search and open incidents, access commonly used links, and gain access to your site's inventory.

These categories are:

- Incident Management
- Access Request Forms
- Useful Online Links
- Asset Inventory Tool

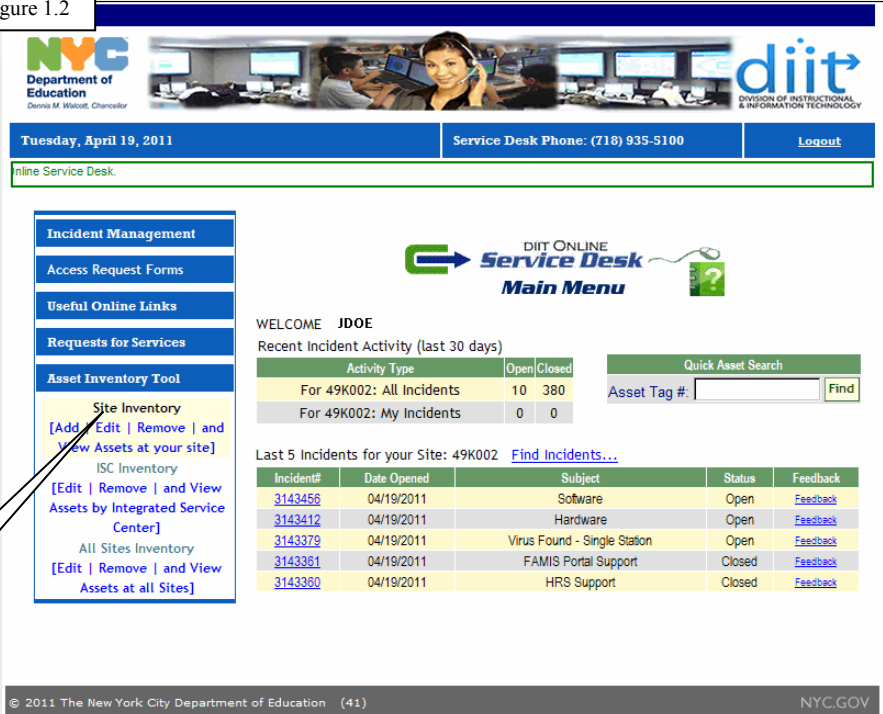
Note: If the Asset Inventory Tool selection is not displayed, it means you do not have access. In order for a staff member to have access to their site's inventory, it requires approval from the school's principal. To start the approval process, please submit the Inventory Access Request from the Submit Incident Screen (choose Submit an Incident under Incident Management menu selection).

To access your inventory, select **Site Inventory** (Figure 1.2).

Click here

You will now be presented with the **Asset Inventory Main Menu** (Figure 1.3).

Figure 1.2



Asset Inventory Menu for Site:

There are 7 options available on this menu.

1. [Asset Summary Listing – Figure 1.4](#)
2. [Assets Summary by Room – Figure 1.7](#)
3. [Search / Edit / Remove Assets – Figure 1.9](#)
4. [Add Tagged Assets Not Found in your inventory – Figure 1.37](#)
5. [Request to Tag Assets \(Create Incident\) – Figure 1.43](#)
6. [Move Assets to Different Rooms – Figure 1.47](#)
7. [View Asset Request – Figure 1.48](#)

In the following pages you will be given detailed instructions for each of these options.

Figure 1.3



Option 1: Assets Summary Listing (HTML/Excel)

This option allows you to view, print, or export your assets to an Excel Spreadsheet.

A-1 Asset Summary Listing – (HTML/Excel)

Clicking **Asset Summary Listing (HTML/Excel) (Figure 1.3)** will present you with the screen shot in **Figure 1.4**

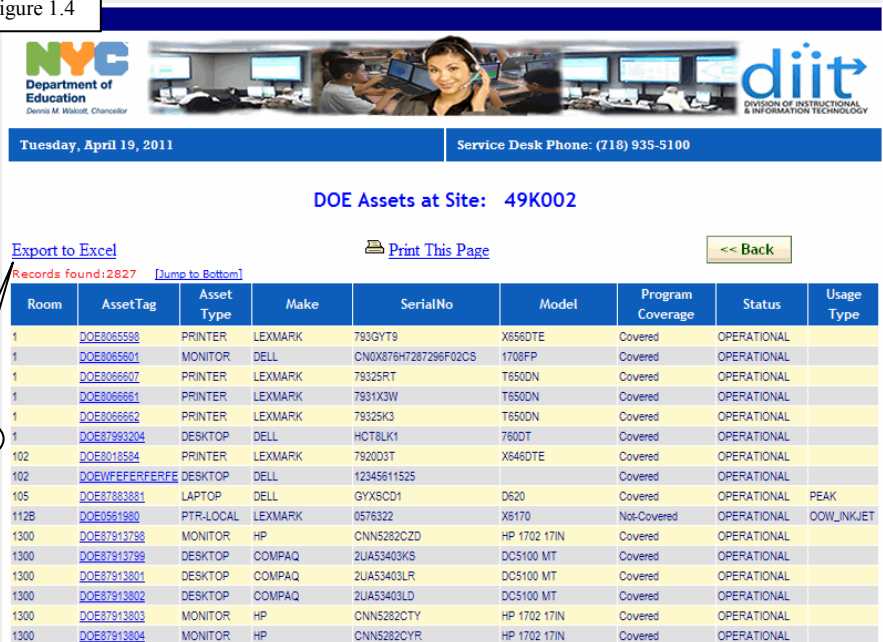
The listing displays the current assets that are on file for your site. You can use this screen to view, print, or export data to Excel.

Note: Clicking on the Asset Tag number will open the Asset Tag Details screen (Figure 1.8).

Click **Export to Excel** to export the site assets file to Excel.

You will be presented with the **File Download - Security Warning** screen (**Figure 1.5**).

Figure 1.4



A-2 Asset Summary Listing (continued)

Before you can view or save data, Excel will display a **File Download – Security Warning** dialog (Figure 1.5).

Click **Open** if you want to view the file in an Excel spreadsheet (Figure 1.6).

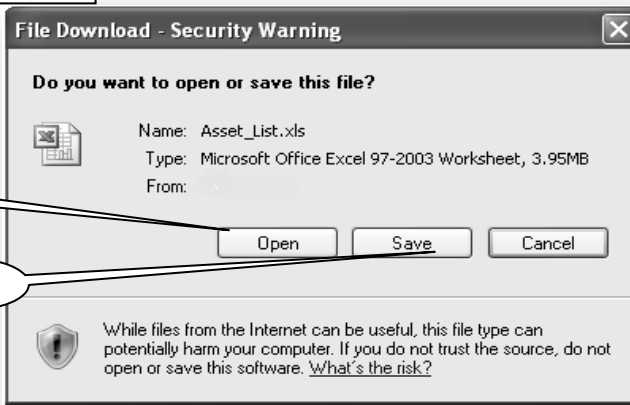
Here

Click the **Save** command if you want to save the file to your hard drive.

Here

Note: You may receive an additional warning dialog when opening the file in Excel 2007/2010. Simply click 'Yes' to the message.

Figure 1.5



A-3 Asset Summary Listing (continued)

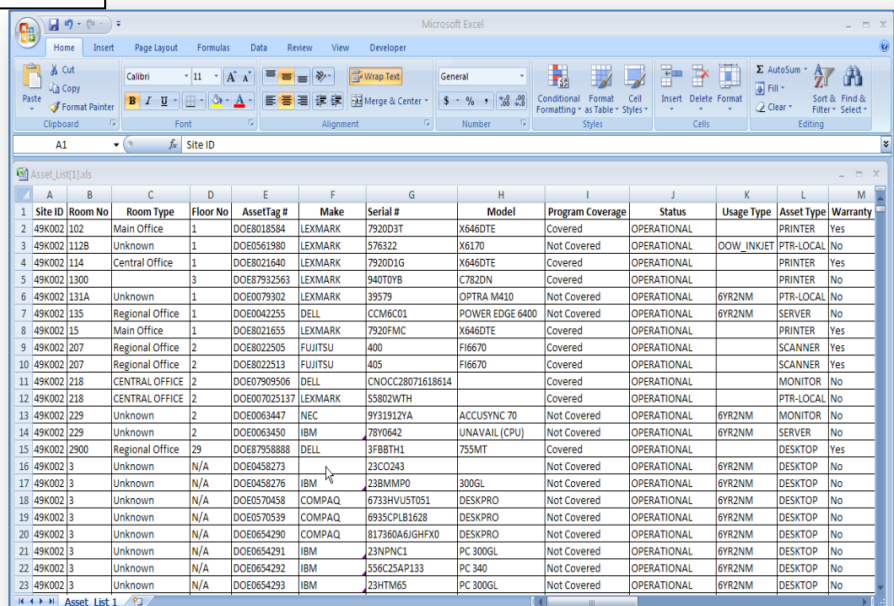
Figure 1.6 is a sample of an Excel spreadsheet and some of the data elements that can be viewed.

Using the tools available in Excel (sorting, filtering, grouping, etc.) you can organize your downloaded inventory data according to your needs. You can also use this worksheet to keep track of other types of assets that are not part of the Asset Database. Please note that any changes made to the spreadsheet cannot be automatically uploaded via Excel. Any updates to the existing inventory data have to be made via the Asset Inventory tool as described later in this document.

Note: While the screenshot shows inventory data in the Microsoft Excel 2007 worksheet, the program will download the data and display it in whatever version of Excel that is currently installed on your computer.

This completes the process of viewing, exporting, or printing your assets to an Excel spreadsheet. If you need to begin a new process, refer back to the [Asset Inventory Menu \(Figure 1.3\)](#).

Figure 1.6



Option 2: Assets Summary by Room

This option lists the total number of assets for your school broken down by room number.

B-1 Assets Summary by Room

Clicking **Assets Summary by Room** (Figure 1.3) will present you with the screen shot in **Figure 1.7**.

To see the details for the school, click the plus sign to the left of the **Site ID**. This screen will display a listing by room number.

To view assets in a particular room, click the plus sign to the left of the room number. Clicking the minus sign will close the section you used the plus sign to open.

Clicking on the Asset Tag number will open the **Asset Tag details** screen shown in **Figure 1.8**.

Figure 1.7

Site ID	School Name	Total Rooms	Grand Total # of Assets
49K002	DIV OF INSTR & INFO TECH METRO	76	2827

Room No	Floor No	Total Assets
1	3	6
102	1	1
102	2	1
105	1	1
112B	1	1
1300	13	17
1300	3	1

Asset Type	AssetTag #	Make	Model	Serial #	Inventory Date
PRINTER	DOE87932693	LEXMARK	C782DN	940T0YB	9/12/2008
	131A		1		1
	135		1		1
	136		1		0
	15		1		1
	207		2		2
Asset Type	AssetTag #	Make	Model	Serial #	Inventory Date
SCANNER	DOE8022505	FUJITSU	FI6670	400	4/30/2009
SCANNER	DOE8022513	FUJITSU	FI6670	405	4/30/2009

Here

Here

Here

B-2 Assets Summary by Room (continued)

Figure 1.8 shows all asset details that are currently on record. This screen can be accessed from any screen that has an Asset Tag number hyperlinked.

This completes the process of viewing and/or printing your asset summary. If you need to begin a new process, refer back to the [Asset Inventory Menu \(Figure 1.3\)](#).

Figure 1.8

Asset Information	
AssetTag #	DOE8021640
Make	LEXMARK
Serial #	7920D1G
Model	X646DTE
Asset Type	PRINTER
Status	OPERATIONAL
Program Coverage	Covered
Usage Type	
Warranty Flag	Yes
Std_Warranty_Start_Date	10/11/2008
Std_Warranty_End_Date	10/11/2009
Std_Warranty_Provider	LEXMARK
Ext_Warranty_Start_Date	10/11/2009
Ext_Warranty_End_Date	10/11/2011
Ext_Warranty_Provider	LEXMARK
Purchase OrderNo	800249
Purchase Date	07/25/2008
Ship Date	09/12/2008
Install Date	12/11/2008
Inventory Date	12/11/2008
Site ID	49K002
Name	DIV OF INSTR & INFO TECH METRO
Address	2 METROTECH CENTER
City	BROOKLYN
State	NY
Zip	11201-3838
School Contact	SCHEPIS, NICK
Contact Phone	7189355513
Room No	114
Room Type	Central Office
Floor No	1
Project Name	DFS Printers Phase 2

Option 3: Search/Edit/Remove Assets

Use this option to locate assets according to specific search criteria such as Asset Tag #, Asset Type, Room No, Serial #, Model, or Make. Additionally, you can use this option to request updates or removal of assets.

C-1 Searching for Assets

Clicking **Search/Edit/Remove Assets** from (Figure 1.3) will present you with the **DOE Asset Lookup** screen (Figure 1.9).

There are three different dropdown fields on this screen.

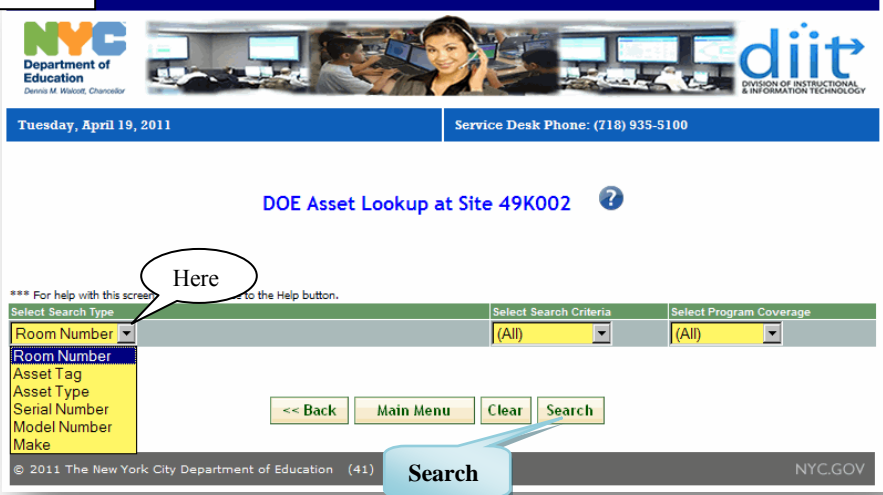
They are:

- **Select Search Type**
- **Select Search Criteria**
- **Select Program Coverage**

To begin your search, click the down arrow in the **Select Search Type** field. You will be presented with six search types. Each search type will be explained in detail in the following pages.

Note: To quickly find all assets organized by Room number, simply click the Search button.

Figure 1.9



C-1a Search by Room Number

To search for assets in a particular room, highlight **Room Number** from the **Select Search Type** drop down list. Then go to the **Select Search Criteria** field, and select the room number in which the asset is located.

You can further limit the search by choosing 'Covered' or 'Not Covered' in the **Select Program Coverage** drop down list.

Click **Search** (Figure 1.9). You will now be presented with your search results (Figure 1.26).

Figure 1.10

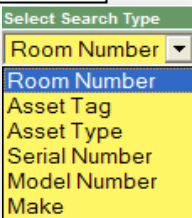


Figure 1.11

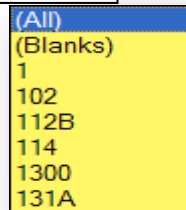
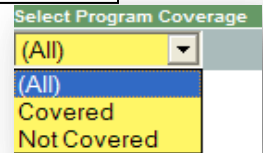


Figure 1.12



C-1b Search by Asset Tag

To find a particular asset by its Asset Tag #, choose **Asset Tag** from the **Select Search Type** drop down list. Then go to the **Enter Search Criteria** field and type in the Asset Tag number.

Click **Search** (Figure 1.9). You will now be presented with your search results (Figure 1.26).

Figure 1.13

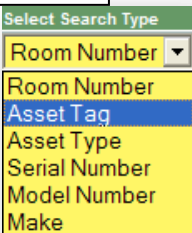
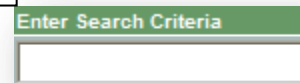
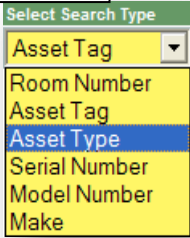
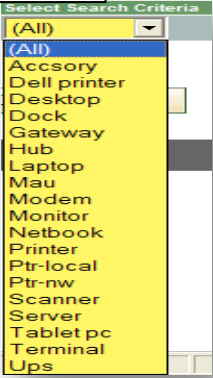
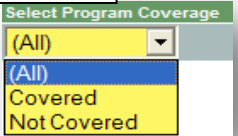
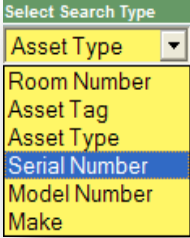
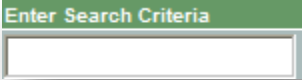
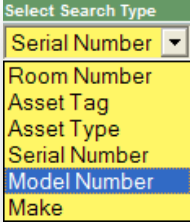
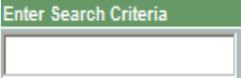
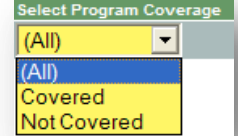


Figure 1.14



***If you do not know the exact Asset Tag #, you can search for a specific string of characters by typing the percent sign for the characters you do not know. For example, to find all asset tags containing "023" in the string anywhere within the Asset Tag #, type %023% in the Enter Search Criteria field.**

<p>C-1c <i>Search By Asset Type</i></p> <p>To search for assets of a particular type, choose Asset Type from the Select Search Type drop down list. Then go to the Select Search Criteria field, and select the asset type such as DESKTOP, MONITOR, PRINTER, etc. from the drop down list.</p> <p>You can further limit the search by choosing ‘Covered’ or ‘Not Covered’ in the Select Program Coverage drop down list.</p> <p>Click Search (Figure 1.9). You will now be presented with your search results (Figure 1.26).</p>	<p>Figure 1.15</p> 	<p>Figure 1.16</p> 	<p>Figure 1.17</p> 
<p>C-1d <i>Search by Serial Number</i></p> <p>To search for an asset by a Serial Number, choose Serial Number from the Select Search Type drop down list. Then go to the Enter Search Criteria field, and type in the serial number.</p> <p>Click Search. (Figure 1.9). You will now be presented with your search results (Figure 1.26).</p>	<p>Figure 1.18</p> 	<p>Figure 1.19</p>  <p>*If you do not know the exact serial number, you can type as many characters as you know to begin your search. You can also search for a specific string of characters by typing the percent sign in front of the string you want to find. For example, to find all serial numbers containing “HT” in the string anywhere within the Serial Number, type %HT in the Enter Search Criteria field.</p>	
<p>C-1e <i>Search by Model Number</i></p> <p>To search for an asset by a Model Number, choose Model Number from the Select Search Type drop down list, and type the model number of the asset in the Enter Search Criteria box.</p> <p>You can further limit the search by choosing ‘Covered’ or ‘Not Covered’ in the Select Program Coverage drop down list.</p> <p>Click Search. (Figure 1.9). You will now be presented with your search results (Figure 1.26).</p>	<p>Figure 1.20</p> 	<p>Figure 1.21</p>  <p>* If you do not know the exact model number you can type as many characters as you know, to begin your search. You can also search for a specific string of characters, by typing the percent sign in front of the string you want to find. For example, to find all model numbers containing the letter “U” anywhere within the Model Number, type %U in the Enter Search Criteria box.</p>	<p>Figure 1.22</p> 

C-1f Search by Make of Asset

To search for an asset by its make, choose **Make** from the **Select Search Type** drop down list. Then go to the **Select Search Criteria** field and select the vendor name. For example: **IBM, DELL, APPLE**, etc.

You can further limit the search by choosing **'Covered'** or **'Not Covered'** in the **Select Program Coverage** drop down list.

Click **Search**. (Figure 1.9). You will now be presented with your search results (Figure 1.26).

Figure 1.23

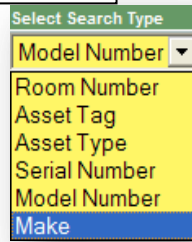


Figure 1.24

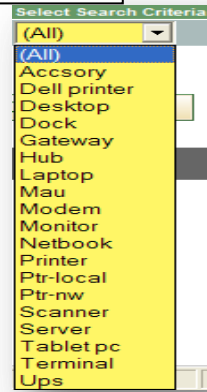
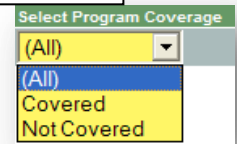


Figure 1.25



C-2 Edit/Remove

Figure 1.26 shows the results of a typical search.

You may edit or remove an asset by clicking **Edit/Remove** under the **Action** column.

To edit an asset, click the **Edit** button in the **Action** column. You will be presented with the **Equipment Change Request** screen (Figure 1.27).

To remove an asset from your database, click **Remove** in the **Action** column. You will be presented with the **Equipment Removal Request** screen (Figure 1.29).

Note: You can change your asset search criteria at any time by using the search boxes at the bottom of the screen.

Figure 1.26

Room No	AssetTag #	Asset_Type	Serial #	Make	Model #	Action	Request ID
MINI LAB	DOE0453281	MONITOR	KR032DVX4780211JAZL	DELL	17 INCH	Edit Remove	
MINI LAB	DOE0458252	MONITOR	11JA301	DELL	UNAVAIL	Edit Remove	
MINI LAB	DOE0570496	MONITOR	275C0VB	DELL	17 INCH	Edit Remove	
MINI LAB	DOE0585131	MONITOR	0C9AEZH	DELL	1503FP	Edit Remove	
MINI LAB	DOE0641184	MONITOR	4780211JA2ZM	DELL	UNAVAIL (MONITOR)	Edit Remove	
MINI LAB	DOE0653460	MONITOR	4788211CA1FW	DELL	1503FP	Edit Remove	
MINI LAB	DOE0654021	MONITOR	11JA2ZP	DELL	1503FP	Edit Remove	
MINI LAB	DOE0654026	MONITOR	11JA2ZN	DELL	1503FP	Edit Remove	
MINI LAB	DOE0668731	MONITOR	KR032DVX4780211JA2ZK	DELL	1503FP	Edit Remove	
MINI LAB	DOE0668734	MONITOR	KR032DVX4780211JA300	DELL	1503FP	Edit Remove	
MINI LAB	DOE0676692	MONITOR	11JA302	DELL	1503FP	Edit Remove	

Search Criteria: RoomNo=MINI LAB Program Coverage=Covered Print This Page << Back

Records found: 11

*** For help with this screen, point the mouse to the Help button.

Select Search Type: Room Number Select Search Criteria: MINI LAB Select Program Coverage: Covered

<< Back Main Menu Clear Search

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C-2a1 Equipment Change Request Screen

Clicking the **Edit** link in **Figure 1.26** will present with the screen shot in **Figure 1.27**.

This screen allows you to make changes to the asset location (i.e.. room, room type, and/or floor number).

To change the location, enter the new asset location in the green shaded text boxes and click **Submit Change Request**.

Your requests will be processed and will reflect in your inventory within 2-3 days.

If you notice any discrepancies with the asset details, you may report these by clicking **'here'** located in the orange bar. You will be presented with the **Request to Change Asset Details** screen (**Figure 1.28**).

Figure 1.27

Client ID: JDOE
Email Address: * JDoe@schools.nyc.gov i.e. User@schools.nyc.gov
Phone: * 718 - 935 - 5100 i.e. ###-###-####

Asset Details (Click here to report the discrepancy in the Asset)

Asset Tag #: DOE0453281
Asset Type: MONITOR
Make: DELL
Serial #: KR032DVX4760211JAZL
Model #: 17 INCH

Asset Location (Make the required corrections below)

Site ID: 49K002
Room #: MINI LAB
Room Type: Computer Lab
Floor #: 3

Submit Change Request

C-2a2 Request to Change Asset Details Screen

Clicking **'here'** on the **Equipment Change Request** screen in **Figure 1.27** will present with the screen shot in **Figure 1.28**.

This screen allows you to report a discrepancy by creating a Magic incident. Simply enter the revised asset information in each of the green shaded text boxes that are in dispute.

In the **Problem Description** field, provide a detailed description of the discrepancy you've found with this asset.

Click **Submit The Change Request** to create a Magic ticket. You may be contacted if additional information is necessary. To track this request, use the **Search Existing Incident** link on in the **DIIT Service Desk Main Menu** (**Figure 1.2**).

This completes the process of submitting a request to change the details of an asset. If you need to begin a new process, refer back to the **Asset Inventory Menu** (**Figure 1.3**).

Figure 1.28

Client ID: JDOE
Email Address: * JDoe@schools.nyc.gov i.e. User@schools.nyc.gov
Phone: * 718 - 935 - 5100 i.e. ###-###-####

AssetTag #: DOE0570496
Serial #: 275COVB
Asset Type: MONITOR
Make: DELL
Model #: 17 INCH
Site ID: 49K002
Room No: MINI LAB
Room Type: Computer Lab
Floor #: 3

Problem Description:
(Please describe any discrepancies you see with the asset information above.)

Submit This Change Request

C-2b Equipment Removal Request Screen

Clicking on the **Remove** link in **Figure 1.26** will present you with the screen shot in **Figure 1.29**.

Your name should come up beside **Client Id** on this screen. Enter your **Email Address** and **Phone Number** if not already populated.

Click on the down arrow in the **Reason for Removal** field. You have four options to select from. Each option is discussed in the following pages.

Here

Figure 1.29

NYC Department of Education
diit
Tuesday, April 19, 2011 Service Desk Phone: (718) 935-5100

Equipment Removal Request
Asset Tag # DOE8065598

Important Note: This form should be used only for equipment that has been physically removed from your site. Please allow 2-3 days for the requested change to be reflected in your inventory.

All fields marked with an asterisk (*) are required.

Client ID: JDOE

Email Address: * JDoe@schools.nyc.gov i.e. User@schools.nyc.gov

Phone: * 718 - 935 - 5100

Reason for Removal: *

Comments:

(Maximum characters: 200) You have 200 characters left.

Cancel Submit

C-2b1 Equipment Removal Request - Disposed

To remove an asset from your inventory because it was disposed, click on the down arrow beside **Reason for Removal** and select **Disposed**. A box will appear requiring you to enter the date of disposal.

Enter the date of disposal, provide comments (optional), and click **Submit**.

Your request will be processed and will reflect in your inventory within 2-3 days.

Note: Assets picked up by a managed service vendor will be removed from your inventory within 30 days. If the asset still appears on your inventory after 30 days, please contact the helpdesk at (718)935-5100.

This completes the process of submitting an equipment removal request for an item that has been disposed of. If you need to begin a new process, refer back to the [Asset Inventory Menu \(Figure 1.3\)](#).

Figure 1.30

NYC Department of Education
diit
Tuesday, April 19, 2011 Service Desk Phone: (718) 935-5100

Equipment Removal Request
Asset Tag # DOE8065598

Important Note: This form should be used only for equipment that has been physically removed from your site. Please allow 2-3 days for the requested change to be reflected in your inventory.

All fields marked with an asterisk (*) are required.

Client ID: JDOE

Email Address: * JDoe@schools.nyc.gov i.e. User@schools.nyc.gov

Phone: * 718 - 935 - 5100

Reason for Removal: * Disposed

Date Disposed: * i.e. MM/DD/YYYY

Comments:

(Maximum characters: 200) You have 200 characters left.

Cancel Submit

Submit

C-2b2 Equipment Removal Request - Not Found

If an asset appears on your inventory but you cannot locate it, nor have any recollection of its existence at your site, you may remove it from your inventory by classifying the asset as **Not Found**.

To remove an asset from your inventory because it is Not Found, click on the down arrow beside **Reason for Removal** and select **Not Found**.

Here

Note: Inventories are subject to audit and schools may be held accountable for assets not found.

Provide comments (optional) and click **Submit**.

Your requests will be processed and will reflect in your inventory with 2-3 days.

This completes the process of submitting an equipment removal request for an item that is not found in your inventory. If you need to begin a new process, refer back to the [Asset Inventory Menu \(Figure 1.3\)](#).

Figure 1.31

The screenshot shows the 'Equipment Removal Request' form for Asset Tag # DOE8065598. The form is titled 'Equipment Removal Request' and 'Asset Tag # DOE8065598'. It includes a header with the NYC Department of Education logo and the DIIT logo. The date is Tuesday, April 19, 2011, and the Service Desk Phone is (718) 935-5100. An important note states: 'Important Note: This form should be used only for equipment that has been physically removed from your site. Please allow 2-3 days for the requested change to be reflected in your inventory.' Below the note, it says 'All fields marked with an asterisk (*) are required.' The form fields are: Client ID: JDOE; Email Address: * JDoe@schools.nyc.gov (i.e. User@schools.nyc.gov); Phone: * 718 - 935 - 5100; Reason for Removal: * Not Found (selected from a dropdown menu); and Comments: (with a character count of 200). There are 'Cancel' and 'Submit' buttons at the bottom.

C-2b3 Equipment Removal Request - Stolen

If an asset has been stolen but it is still appearing on your inventory, you may remove it by classifying it as **Stolen** providing you have a police report number.

Here

To remove an asset from your inventory because it was stolen, click on the down arrow beside **Reason for Disposal** and select **Stolen**.

Enter the **Police Report number** in the corresponding space, provide comments (optional) and click **Submit**. Fax the report to: **718-935-2682** (Attn: Asset Management Team).

Here

Note: A Magic Ticket will be created to process this request. You may be contacted, if additional information is needed.

This completes the process of submitting an equipment removal request for an item that has been stolen. If you need to begin a new process, refer back to the [Asset Inventory Menu \(Figure 1.3\)](#).

Figure 1.32

The screenshot shows the 'Equipment Removal Request' form for Asset Tag # DOE8065598. The form is titled 'Equipment Removal Request' and 'Asset Tag # DOE8065598'. It includes a header with the NYC Department of Education logo and the DIIT logo. The date is Tuesday, April 19, 2011, and the Service Desk Phone is (718) 935-5100. An important note states: 'Important Note: This form should be used only for equipment that has been physically removed from your site. Please allow 2-3 days for the requested change to be reflected in your inventory.' Below the note, it says 'All fields marked with an asterisk (*) are required.' The form fields are: Client ID: JDOE; Email Address: * JDoe@schools.nyc.gov (i.e. User@schools.nyc.gov); Phone: * 718 - 935 - 5100; Reason for Removal: * Stolen (selected from a dropdown menu); Police Report #: (empty field); and Comments: (with a character count of 200). There are 'Cancel' and 'Submit' buttons at the bottom. A note in the form states: 'Please note that a Magic ticket will be created to process this request. You may be contacted, if additional information is needed. In order for this asset to be removed from your inventory, please enter the police report number below and fax the report to: 718-935-2682 (Attn: Asset Management Team).'

C-2b4 *Equipment Removal Request- Transferred*

If an asset has been transferred to another site but it is still appearing on your inventory, you may remove it by classifying it as **Transferred**.

Here

To remove an asset from your inventory because it was transferred, click on the down arrow beside **Reason for Disposal** and select **Transferred**.

Click **Select the Site ID / School Name** link.

Here

You will be presented with the **Advanced School Search** screen (Figure 1.35).

Figure 1.33

C-2b6 *Equipment Removal- transferred (continued)*

Clicking the **Select Site ID / School Name** link (Figure 1.33) will present you with the screen shot in Figure 1.34.

Enter as much information about the school you transferred the asset to and click **Search**.

You will be presented with a list of schools that match your search criteria. (Figure 1.35)

Note: You do not need to enter information for all fields. You can perform a partial search using the *School Name* and *Street Address* fields. For example, to find only schools with number 50 in the school address, type 50 in the *Street Address* field.

Figure 1.34

Search

C-2b7 Equipment Removal – Transferred
(continued)

Clicking the **Search** button (Figure 1.34) will present you with the list of schools that match your search criteria.

Click the desired **Site ID** button to transfer your school selection to the data entry screen.

You will be presented with the **Equipment Removal Request** screen (Figure 1.36).



Figure 1.35

Advanced School Search

School Name: Zip Code (5-digit):

Street Address:

Borough: Site Type: District Code:

Records Found: 16 Please click on the Site ID button to transfer your school selection to the data entry screen.

Site ID	School Name	Street Address	Zip Code	Phone #	OPC ID
00000	NO SITE IN MAGIC	-	00000-0000	() - -	-
00006	REGION 6	5619 FLATLANDS AVENUE	11234-2501	(718)968-6100	R
00008	REGION 8	131 LIVINGSTON STREET	11201-5105	(718)935-3900	K

C-2b8 Equipment Removal – Transferred
(continued)

Clicking the **Site ID** button (Figure 1.35) will present you with the screen shot in Figure 1.36. The site Id and the site name you selected in your search will appear in the shaded area.

Provide comments in the space provided (optional).

Verify the information on the screen is correct and click **Submit**. If the information is incorrect, click the **Select Site ID/School Name** link to start a new search.

Your requests will be processed and will reflect in your inventory within 2-3 days.

This completes the process of submitting a request to remove an asset that has been transferred to another DOE site. If you need to begin a new process, refer back to the [Asset Inventory Menu \(Figure 1.3\)](#).

Figure 1.36

Equipment Removal Request
Asset Tag # DOE87993204

Important Note: This form should be used only for equipment that has been physically removed from your site. Please allow 2-3 days for the requested change to be reflected in your inventory.

All fields marked with an asterisk (*) are required.

Client ID:

Email Address: i.e. User@schools.nyc.gov

Phone: - -

Reason for Removal:

Please select the DOE Site this asset was transferred to: [Select Site ID / School Name](#)
DIV OF INSTR & INFO TECH METRO

Comments:

(Maximum characters: 200) You have characters left.



Option 4: Request to Add Tagged Assets

This option is used in those cases when there is a tagged asset physically located at your site but is not displayed on your inventory.

D-1 Request to Add Tagged Assets

Clicking **Request to Add Tagged Assets** (Figure 1.3) will present you with the screen shot in Figure 1.37.

To add a tagged asset to your inventory, simply fill in all the fields. A check will be performed to validate if the asset tag or serial number you entered matches an asset that is already in the database. Based on the results of the check performed, various scenarios can arise.

They are:

- Asset tag number is found at another site. (Figure 1.38)
- Asset tag number is already in your inventory. (Figure 1.40)
- Serial number is attached to an asset found at another site. (Figure 1.41)
- Serial number is attached to an asset already in your inventory. (Figure 1.42)
- The Asset tag and serial number are not found in the database. (Read directly below)

If the asset tag number or serial number is not found in the system, continue filling in the required fields and click **Submit This Asset**.

You will be presented with a confirmation page. Please allow 2-3 days for this asset to appear on your inventory.

Figure 1.37

Client ID: * JDOE
Email Address: JDoe@schools.nyc.gov i.e. User@schools.nyc.gov
Phone: * 718 - 935 - 5100 i.e. ###-###-####
Asset Tag #: DOEVGFREGRT
Serial #: * gtgrgtg
Asset Type: * LAPTOP
Make: * hp Make Lookup...
Model #: * egwerver
Site ID: * 49K002
Room No: * 122
Room Type: * STORAGE ROOM
Floor No: * 2 Floor Lookup...
Cancel Submit This Asset

D-1a Request to Add Tagged Assets (continued)

If the Asset Tag number you have entered (Figure 1.37) is found in another school's inventory, the asset's current location will be displayed in a yellow shaded table (Figure 1.38).

If the information in this table matches that of the asset at your site and you wish to transfer this asset into your inventory, click 'here' and proceed to D-1b. If the asset does not match, click **Cancel** to exit the screen.

Clicking 'here' will present you with the **Request to Transfer Asset** screen (Figure 1.39).

Note: The 'Submit This Asset' button on this screen will be disabled.

Figure 1.38

Client ID: * JDOE
Email Address: JDoe@schools.nyc.gov i.e. User@schools.nyc.gov
Phone: * 718 - 935 - 5100 i.e. ###-###-####
Asset Tag #: * DOE87949704
This asset is currently listed in another site's inventory. Please verify that the Asset Tag number you entered is correct. If you would like to request the transfer of this asset to your inventory, please click here.
Asset Tag # DOE87949704
Make DELL
Serial # 6M9VDH1
Model # 7330T
Site ID 17KS44
Room No 143
Floor No 1
Cancel Submit This Asset

D-1b Request to Add Tagged Assets
(continued)

Clicking 'here' (Figure 1.38) will present you with the screen shot in Figure 1.39.

Fill in the required fields and click **Submit This Transfer Request**.

You will be presented with a confirmation page. Please allow 2-3 days for this asset to appear on your inventory.

Figure 1.39

NYC Department of Education
Dennis M. Walcott, Chancellor

diit DIVISION OF INSTRUCTIONAL & INFORMATION TECHNOLOGY

Tuesday, April 19, 2011 Service Desk Phone: (718) 935-5100

Request to Transfer Asset ?

AssetTag #: DOE87949704

*** For Help with this screen, point the mouse to the Help button.

All fields marked with an asterisk (*) are required. [Print This Page](#)

Client ID:	* JDOE
Email Address:	* JDoe@schools.nyc.gov i.e. User@schools.nyc.gov
Phone:	* 718 - 935 - 5100 i.e. ###-###-####
AssetTag #:	DOE87949704
Serial #:	6M9VDH1
Asset Type:	DESKTOP
Make:	DELL
Model #:	755DT
Current Site ID:	17K544
Transfer to Site ID:	49K002
Room No.:	* 132
Room Type:	* STORAGE ROOM
Floor No.:	* 2 Lookup...

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Submit This Transfer Request

D-2a Request to Add Tagged Assets
(continued)

If the Asset Tag number you have entered (Figure 1.37) is already in your inventory, the asset's current location will be displayed in a yellow shaded table (Figure 1.40). Click 'here' to request changes to this asset.

You will be presented with the **Equipment Change Request** screen (Figure 1.27).

Click **Cancel** if you don't want to make any corrections at this time.

Note: The 'Submit This Asset' button on this screen will be disabled.

Figure 1.40

NYC Department of Education
Gailleen P. Block, Chancellor

diit DIVISION OF INSTRUCTIONAL & INFORMATION TECHNOLOGY

Thursday, February 17, 2011 Service Desk Phone: (718) 935-5100

Request to Add Tagged Asset ?

Important Note: You should use this form to submit information about an asset that is tagged but does not appear on your inventory. If the equipment you want to add to your inventory does not have a DOE Asset tag, please [Create a New Incident](#).

*** For Help with this screen, point the mouse to the Help button.
*** Please allow 2-3 days for the requested addition to be reflected in your inventory.

All fields marked with an asterisk (*) are required. [Print This Page](#)

Client ID:	* JDoe
Email Address:	* jdoe@schools.nyc.gov i.e. User@schools.nyc.gov
Phone:	* 718 - 935 - 5100 i.e. ###-###-####
AssetTag #:	* doe87913555

This asset is already listed in your inventory. Please click [here](#) to request changes to this asset.

AssetTag #	DOE87913555
Make	HP
Serial #	2UA3403LP
Model #	CDHPAQ
Site ID	49K002
Room No.	N/A
Floor No.	N/A

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D-2b Request to Add Tagged Assets
(continued)

If the Serial number you have entered (**Figure 1.37**) belongs to a different asset tag that is in another site's inventory, the asset's current location will be displayed in a yellow shaded table (**Figure 1.41**).

If the asset tag on the unit does not match the asset tag in the yellow table but all the other asset information is correct, click 'here' to submit an incident. This request will be reviewed and processed by the Inventory Team. You can track this request via Self-Support incidents (see the first option on the [DIIT Service Desk Main Menu – Figure 1.2](#)).

Click **Cancel** if you don't want to make any corrections at this time.

Note: The 'Submit This Asset' button on this screen will be disabled.

Figure 1.41

D-2c Request to Add Tagged Assets
(continued)

If the Serial number you have entered (**Figure 1.37**) belongs to a different asset tag that is already in your inventory, the asset's current location will be displayed in a yellow shaded table (**Figure 1.42**).

If the asset tag on the unit does not match the asset tag in the yellow table but all the other asset information is correct, click 'here' to submit an incident. This request will be reviewed and processed by the Inventory Team. You can track this request via Self-Support incidents (see the first option on the [DIIT Service Desk Main Menu – Figure 1.2](#)).

Click **Cancel** if you don't want to make any corrections at this time.

Note: The 'Submit This Asset' button on this screen will be disabled.

Figure 1.42

**Option 5: Request to Tag Assets
(Create Incident)**

This option is used to request tagging or retagging of assets.

E-1 Request to Tag Assets

Clicking **Request to Tag Assets (Create Incident)** (Figure 1.3) will present you with the screen shot in **Figure 1.43**.

Enter data in the required fields. All fields marked with an asterisk (*) are required. The subject field will automatically display **Request to Tag Assets**. Click **Next** to go to the next screen (Figure 1.44).

Figure 1.43

Tuesday, April 19, 2011 Service Desk Phone: (718) 935-5100

Submit a Request to Tag Assets

Important Note: Once the necessary information is submitted, you will receive an automated response documenting your incident number, which can then be used to track and monitor the status of your incident at any time via this self-support application.

All fields marked with an asterisk (*) are required.

Name: **JDOE**
 Email Address: JDoe@schools.nyc.gov i.e. User@schools.nyc.gov
 Work Phone: 718 - 935 - 5100 Ext:
 Cellular Phone: - - -
 Borough: K (Brooklyn)
 Site ID: 49K002
 Please check the days of the week that you are available for a callback:
 Sun Mon Tue Wed Thu Fri Sat
 Please select the hours you are available for a callback:
 6:00AM To 6:00PM
 Subject: Request to Tag Assets

Previous Next

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E-2 Request to Tag Assets (continued)

Clicking **Next** (Figure 1.43), will present you with the screen shot in **Figure 1.44**.

Enter the asset information in the required fields. Depending on your **Source** selection, you may be asked to provide additional information:

*If you select **Donation**, you will be required to enter the donation source in the Description box.

*If you select **FAMIS Purchases**, you will be required to provide the approximate date of purchase in the description box. Include the purchase order number if available.

*If you select **Retag**, you may be required to include your comments in the description box.

*If you select **Other**, you will be required to enter the source type in the description box.

If you have additional assets that need to be tagged, click **Add Row**. This will create a new row of fields where you can enter details for an additional asset.

Once you have chosen and completed the transaction, click **Submit**. This will create a self-support incident which you can track by choosing the **Search Existing Incidents** link in the **Incident Management** in the **DIIT Service Desk Main Menu** (Figure 1.3).

This completes to process of submitting a request to tag an asset. If you need to begin a new process, refer back to the [Asset Inventory Menu](#) (Figure 1.3).

Figure 1.44

Tuesday, April 19, 2011 Service Desk Phone: (718) 935-5100

Contact Information		School Information	
Name:	JOHN DOE	Borough:	K (Brooklyn)
Email Address:	JDoe@schools.nyc.gov	Site ID:	49K002
Phone:	(718)935-5100 Ext:		
Cell Phone:	N/A		
CallBack Days:	Mon, Tue, Wed, Thu, Fri		
CallBack Hours:	6:00AM - 6:00PM		

Request to Tag Assets Form

All fields marked with an asterisk (*) are required.
 Please enter the Serial #, Model #, Make, Room/Floor #, and Source/Description for each asset.

#	Serial #	Model #	Make	Room #	Floor #	Source	Description
1							

Add Row Copy Last Row

2nd Contact Person Name and Phone #: * 2nd Contact Phone:

Back Submit

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Option 6: Move Assets to Different Rooms

This option allows you to move multiple assets to another room/floor.

F-1 *Move Assets to Different Rooms*

Clicking **Move Assets to Different Rooms** (Figure 1.3) will present you with the screen shot in Figure 1.45.

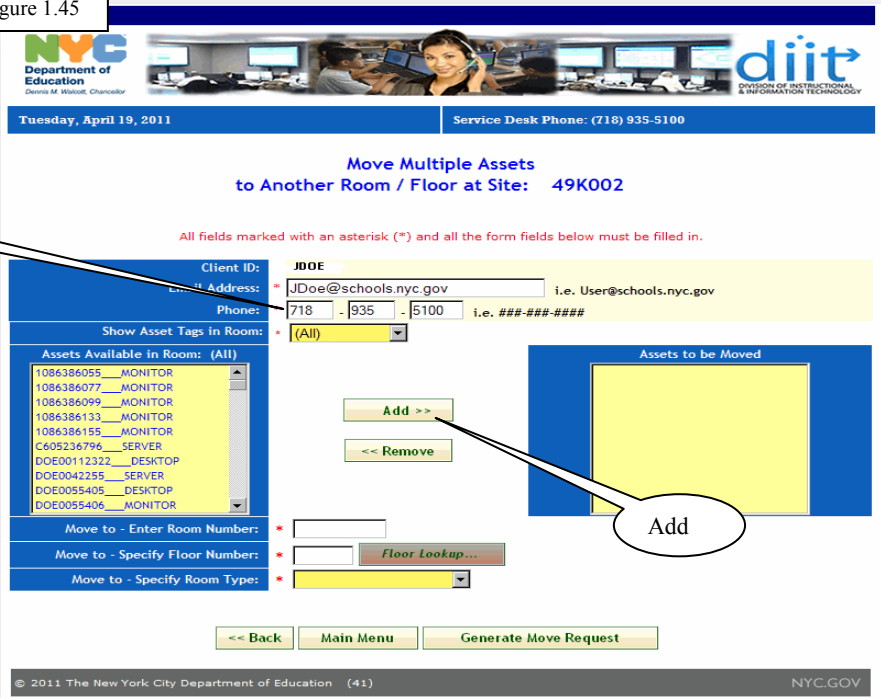
Enter your phone and email address in the fields provided if they are not already populated

Here

Search the asset you are looking to move in the **Assets Available in Room** box. Once you have found the asset, highlight the asset by clicking on it. Then click **Add**. To select more than one asset at a time, hold down the CTRL key and click on the 1st item you want to move. Then, with the CTRL key still pressed, click the additional assets you want to move. If you CTRL+click an item that has already been highlighted it becomes unselected.

If you want to select a contiguous range of assets, you can click and drag to select the range. You can also click on the 1st asset tag you want, and hold down the SHIFT key and click on the last asset in the contiguous range.

Figure 1.45



F-2 *Move Assets to Different Rooms(continued)*

By clicking **Add** (Figure 1.45), the selected assets will appear in the **Assets To Be Moved** box. Review the **Assets To Be Moved** box to ensure assets were not moved in error. If any assets were moved into the **Assets to be moved** box in error, select the asset you don't want to move and click **Remove**.

Enter the new asset location (**Room Number**, **Floor Number** and **Room Type**) in the fields provided.

Click **Generate Move Request** to submit your request.

Please allow 2-3 days for the changes to appear on your inventory.

You will now be presented with the **Asset(s) Move Request Submitted** screen (Figure 1.47).

Figure 1.46



F-3 Move Requests (Verification Screen)

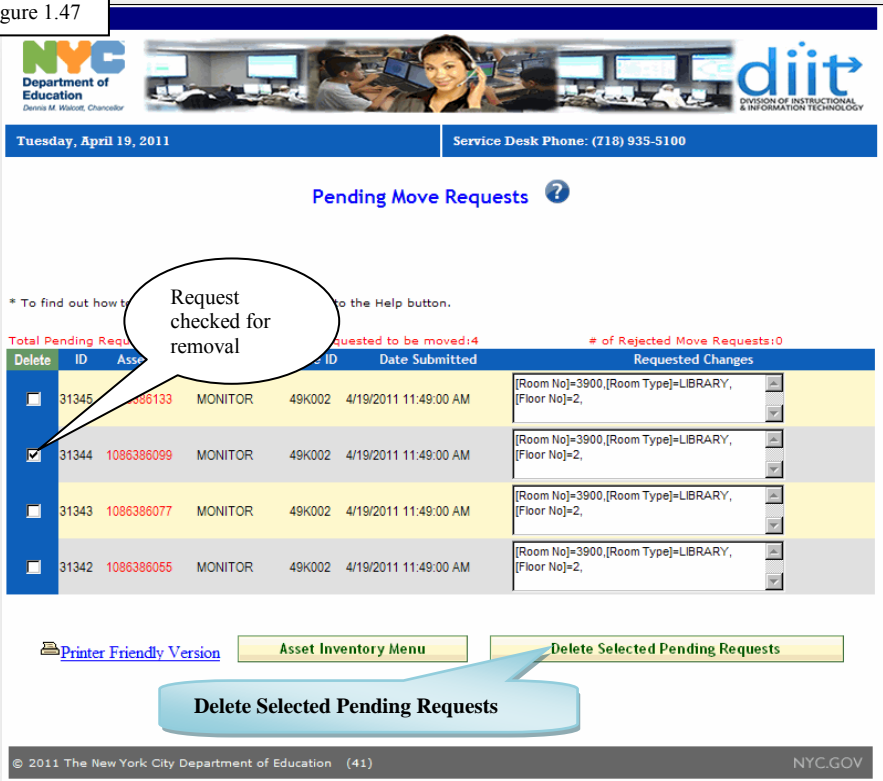
Clicking **Generate Move Request (Figure 1.46)** will present you with the screen shot in **Figure 1.47**.

This screen will list all pending requests that the site has submitted. All pending move requests that have not yet been processed will be listed in a detailed table. The asset tags in red are those you have just requested to be moved. You don't need to do anything in order for these to be processed, however you may choose to cancel a request if it was submitted in error or no longer applies.

Selecting a checkbox in the **Delete** column will mark an asset request for removal. Clicking the **Delete Selected Pending Requests** button will remove all of your selected requests.

This completes the process of submitting a request to move assets to a different room. Click **Asset Inventory Menu** to exit this page. This will bring you back to **Figure 1.3**.

Figure 1.47



Option 7: View Asset Requests

This option allows you to check the status of your asset requests (additions, removals or edits).

G-1 Asset Web Requests

Clicking **View Asset Requests (Figure 1.3)** will present you with the screen shot in **Figure 1.48**. Here you will be able to review the status of all prior asset requests (additions, removals, and edits).

Clicking **Run Report** will present you with the results of your search (**Figure 1.51**).

You can narrow your search by generating a report by **Request Type (Figure 1.49)** and/or **Request Status (Figure 1.50)**.

Figure 1.48

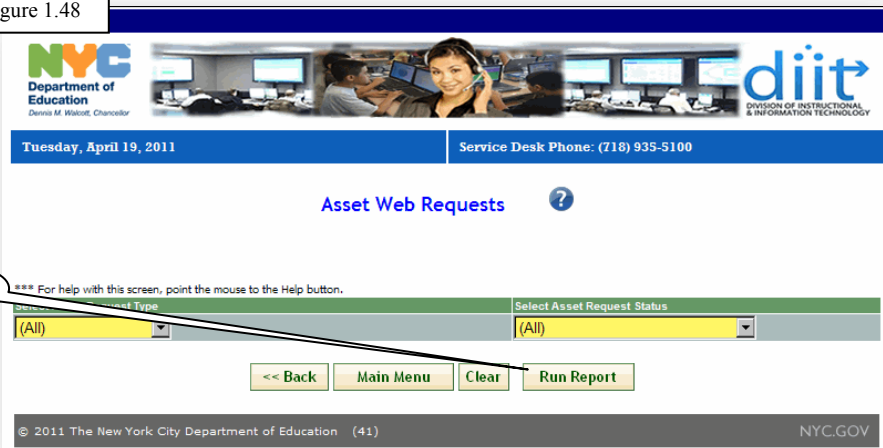


Figure 1.49

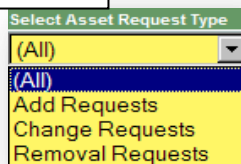
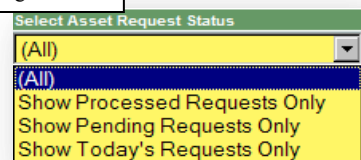


Figure 1.50



G-2 Asset Web Requests (Search Results)

Clicking the **Run Report** button (Figure 1.48) while leaving the defaults set to **All** in the **Request Type** and **Request Status** boxes, will present you with a summary of all your asset activity (Figure 1.51).

The **ID** column displays the internal sequence number to identify the request.

The **Org_Asset Tag#** column displays the asset tag number of the item associated with the transaction.

The **Site ID** column displays the site that requested the transaction.

The **Subject** column specifies the type of request (**Change, Removal, Transfer, or Add**).

The **Notes** column displays the details of each asset request such as reason for removal, location the asset is to be transferred to or fields that were modified or added.

The **Date Submitted** column displays the date the transaction request was submitted.

The **Date Processed** column will show one of three entries: the **Date** the asset request was processed, **'Pending'** or **'Self-Support Ticket'**. **Pending** status denotes a request that has not yet been processed. **Self-Support Ticket** status denotes that the request required the opening of a Magic incident. These can be checked by selecting the **'Search Existing Incidents'** link on the [DIIT Service Desk Main Menu](#) (Figure 1.2).

Figure 1.51

The screenshot shows the 'Asset Web Requests' search results page. At the top, there are logos for NYC Department of Education and DIIT. The page header includes the date 'Tuesday, April 19, 2011' and 'Service Desk Phone: (718) 935-5100'. The main title is 'Asset Web Requests' with a help icon. Below the title, the report criteria are 'Request Type=(All)' and 'Request Status=(All)'. There is a 'PRINT THIS PAGE' button and a '<< Back' button. The table below shows 10 records found. The first record is highlighted in yellow.

ID	Org_AssetTag #	Site ID	Subject	Notes	Date Submitted	Date Processed
27385	DOEWFEFERFERFE	49K002	Add Request	Changed Fields:[New_AssetTag]=DOEWFEFERFERFE.[Asset Type]=DESKTOP.[Make]=DELL.[Serial#]	11/22/2010 12:56:34 PM	11/23/2010
10745	DOE87663286	49K002	Removal Request	Disposed	4/28/2009 10:24:08 AM	04/30/2009
10744	DOE87913517	49K002	Removal Request	Disposed	4/28/2009 10:22:10 AM	04/30/2009
10743	DOE0453315	49K002	Removal Request	Disposed	4/28/2009 10:12:30 AM	04/30/2009
10742	DOE0672417	49K002	Removal Request	Disposed	4/28/2009 10:07:37 AM	04/30/2009
10741	DOE0654272	49K002	Removal Request	Disposed	4/28/2009 10:05:46 AM	04/30/2009
10740	DOE87663298	49K002	Removal Request	Disposed	4/28/2009 10:03:04 AM	04/30/2009
10739	DOE0654098	49K002	Removal Request	Disposed	4/28/2009 10:02:27 AM	04/30/2009
10738	DOE0643201	49K002	Removal Request	Disposed	4/28/2009 10:00:31 AM	04/30/2009
10737	DOE0654227	49K002	Removal Request	Disposed	4/28/2009 9:59:43 AM	04/30/2009

Below the table, there are filters for 'Select Asset Request Type' and 'Select Asset Request Status', both set to '(All)'. There are buttons for '<< Back', 'Main Menu', 'Clear', and 'Run Report'. At the bottom, there is a footer with '© 2011 The New York City Department of Education (41)' and 'NYC.GOV'.