
accenture
BRIDGING THE DIGITAL DIVIDE FOR COVID-19

AGENDA

1. DEVICE DISTRIBUTION
2. SAFETY CONSIDERATIONS
3. DEVICE REPAIRS
4. ASSET TRACKING

DEVICE DISTRIBUTION & SAFETY CONSIDERATIONS

DELIVERY & DISTRIBUTION OPTIONS

Setting up infrastructure for delivery, distribution, and recovery is an important consideration as LEAs begin to distribute a large number of technology devices.

Options:	Option 1: School Distribution Center	Option 2: Commercial Shipping Carrier	Option 3: LEA Delivery
Description	Schools can serve as centers for device distribution and repairs. Although this method might be the simplest to stand up, physical distancing and accessibility must be taken into account.	Using commercial shipping carriers such as FedEx, UPS, and USPS minimizes the need for physical interactions. Carriers have existing COVID-19 policies and procedures in place to ensure safety, but repairs will require multiple days for shipping.	For delivery of a large number of devices, using personal vehicles or vans to provide no-touch delivery might be the most efficient solution. A traveling IT Support Staff can distribute loaners, replacements, and assist with repairs.
Complexity	Low	Low	Medium
Cost Range	Low	High	Medium
Speed of Delivery / Repair	Fast	Slow	Fast
Time to Implement	1 Day	1 Day	Up to 1 Week
Best Practices	• Call ahead for pick-up and retrieve devices from designated IT tech team at distribution center • Segment pick-up times and locations (i.e. specific day / time for Last Name Initials of R-Z) • Frequently clean and provide sanitary devices (i.e. hand sanitizers) around high-touched services (i.e. door knobs)	• Collect household address while compiling information on student's device needs • Partner with organizations such as FedEx, UPS, or USPS to assist in delivery roll-out • Prioritize delivery and supply distribution to students in need (e.g. shelters, HS students) • Confirm delivery address and drop-off times with families	• Utilize existing personal vehicles and staff • Ensure no-touch delivery through visual confirmation of pick-up • For concierge IT services, call first to determine the best solution. Some devices can be repaired remotely and some will require one-site repairs
Benefits / Challenges	**Benefits:** • Fairly quick to stand up and monitor distribution • Cost-efficient **Challenges** • Does not promote physical distancing • Families might not feel comfortable leaving their homes or might not have means of transportation to distribution centers	**Benefits:** • Promotes physical distancing • Delivery / Shipping carriers have preexisting COVID-19 policies and procedures **Challenges:** • Devices might be lost, damaged, or stolen in transit, and/or delivery • Shipping costs might be expensive for high volume • Students might have significant wait times to attain devices	**Benefits:** • Utilizes existing transportation vehicles • Promotes physical distancing • Significantly decreases wait time for students as repairs are being conducted **Challenges:** • Additional time to coordinate and recruit volunteer staff for delivery and replacement • Need to ensure policies and procedures are in place for delivery

OPTION 1: SCHOOL DISTRIBUTION CENTER

Schools can serve as centers for device distribution and device repair drop-off and pick-up. Although this method might be the simplest to streamline and stand up, physical distance and accessibility precautions must be taken.

Best Practices:

- Call ahead for pick-up and retrieve devices from designated IT tech team at distribution center
- Segment pick-up times and locations by student characteristics (i.e. Mondays for Last Name Initials of R-Z)
- Frequently clean and provide sanitary devices (i.e. hand sanitizers) around high-touched services (i.e. door knobs)

Benefits and Challenges:

- ***Benefits***:
  - Fairly quick to stand up and monitor distribution
  - Cost-efficient
- ***Challenges***
  - Does not promote physical distancing
  - Families might not feel comfortable leaving their homes or might not have means of transportation to distribution centers

Case Studies

Crookston Public Schools (MN):

Crookston Public Schools are distributing their devices by creating a call-in procedure, where families call the schools to schedule a time for pick up. They provide an instruction video on their school's Facebook page.

Carver Public Schools (MA):

Carver Public Schools created a schedule based on student's last name to designate a pick-up time. Alternatively, students participating in "Grab and Go" lunch program did not need to follow the schedule.

OPTION 2: COMMERCIAL SHIPPING CARRIERS

Using delivery carriers such as FedEx, UPS , and USPS allows for quick delivery and minimizes the need for parties' physical interactions. These carriers have pre-existing policies in place for COVID-19 deliveries.

Best Practices:

- Collect families address while compiling information on student's device needs
- Partner with organizations such as FedEx or USPS to assist in delivery roll-out
- Prioritize delivery and supply distribution to students in need (e.g. shelters, high school students)
- Confirm delivery address and drop-off times with families

Benefits and Challenges:

- ***Benefits***:
  - Minimizes physical distancing
  - Delivery / Shipping carriers have pre-existing policies and procedures for COVID-19 deliveries
- ***Challenges***
  - Devices might be lost/damaged/stolen in transit
  - Shipping costs might be expensive for high volume
  - Students might have significant wait times to attain devices

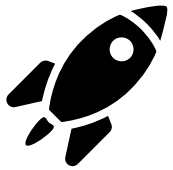
Case Studies

New York City's Department of Education:

With plans to lend 300,000 internet-enabled iPads to students, NYDOE receives shipments of approximately 50,000 iPads per week from Apple and then "stages" the iPad with necessary applications and content filtering with partners at a contracted technology firm. The iPads are then shipped to delivery addresses submitted on a Request Form NYDOE sent out to families to gauge internet and device needs. The courier reaches out to families to confirm the delivery address, and families must show confirmation email/text to the FedEx deliverer.

OPTION 3: LEA DELIVERY & CONCIERGE IT

For delivery of a large number of devices, using personal vehicles or vans to provide no-touch delivery might be the most efficient solution. A traveling IT Support Staff can distribute loaners, replacements, and assist with repairs.



Best Practices:

- Utilize existing school bus / vans and drivers for services
- Ensure no-touch delivery through visual confirmation of pick-up
- For concierge IT services, call first to determine the best solution. Some devices can be repaired remotely and some will require one-site repairs

Benefits and Challenges:

- ***Benefits:***
  - Utilizes existing transportation vehicles
  - Promotes physical distancing
  - Significantly decreases wait time for students as repairs are being conducted
- ***Challenges:***
  - Additional time to coordinate and recruit volunteer staff for delivery and replacement
  - Need to ensure policies and procedures are in place for delivery

Case Studies

Austin Independent School District (TX):

Austin Independent School District (AISD) is utilizing their existing fleet of school buses and drivers to provide “No Touch” delivery service of technology devices such as Chromebooks and hotspots. Drivers are instructed to leave devices on the doorstep of student residences and confirm that the student has picked up the device before leaving.

SAFETY CONSIDERATIONS

Work with your team to establish plan before devices are distributed. This plan should:

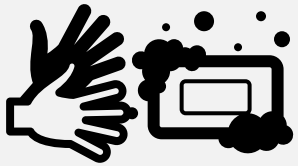
1. Encourage social and physical distancing
2. Minimize congregation in, and around, school grounds
3. Be shared with families, students, and agency partners
4. Be made available in multiple languages (as needed by your school community)

PHYSICAL DISTANCING

- Encourage families to limit the number of people that accompany students to pick-up locations.
- Place markers at the pick-up location to identify where, and how far apart, students and families should stand.
- Distribute multiple materials at once to minimize windows of exposure (e.g., distribute meals with learning devices, hotspots, and/or academic packets).

SANITARY PRECAUTIONS

- Ensure carriers or distributors wear protective gear at all times when delivering devices (e.g., masks, gloves, etc.)
- Communicate that students and families should follow all recommended sanitary guidelines including wearing masks and also wash hands after picking up devices and/or packages



STUDENT SAFETY

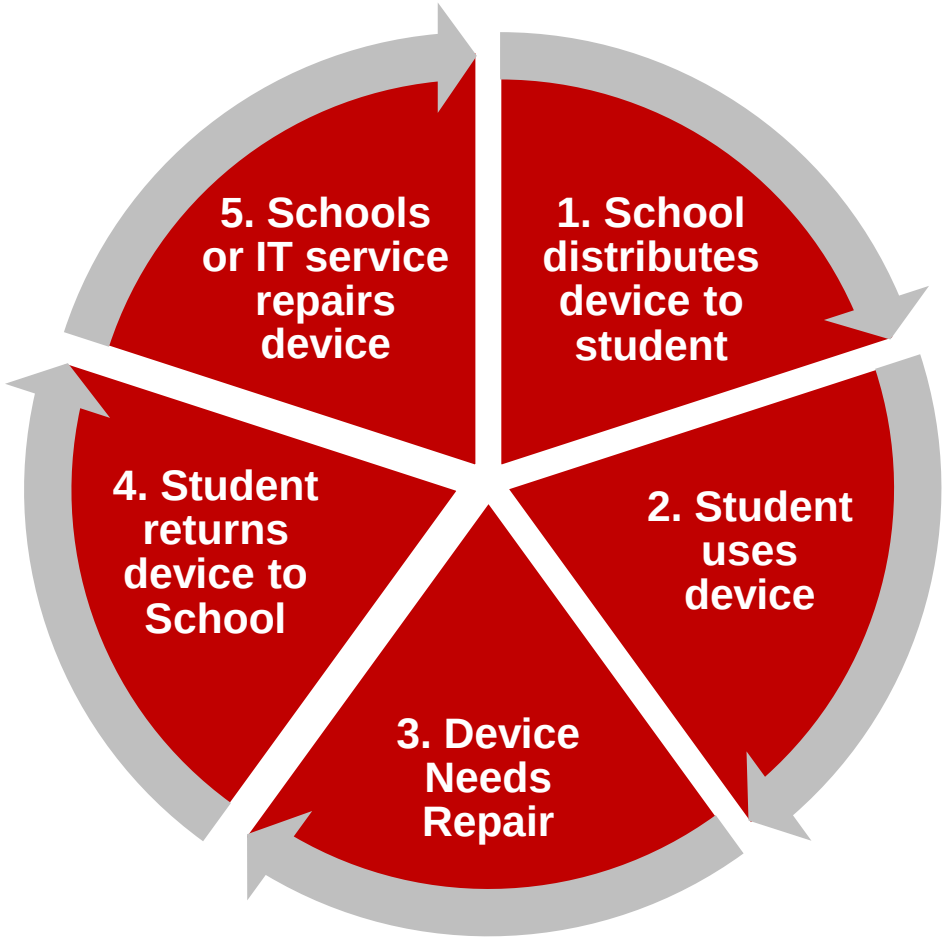
- Encourage families to bring a bag to school distribution centers as they minimize the attention a device may bring to a student while returning home.
- Families should be encouraged to go home directly after receiving their device.
- Encourage students and families to minimize public discussion about devices.

Please contact Laura.Harding@dc.gov and Jasmin.Benab@dc.gov to request additional support from agencies, or Safe Passage community partners to address safety concerns regarding travel to and from device distribution sites.

DEVICE REPAIRS & ASSET TRACKING OPTIONS

DEVICE REPAIRS

Technology devices loaned to students often require hardware / software repairs that cannot be completed remotely. More complex repairs may require a traveling IT Support Staff to distribute replacement devices or conduct repairs onsite. Otherwise, students may lose several days of learning to shipping times.



	Option 1: School Repair Center	Option 2: Shipping Carrier	Option 3: IT Concierge Service
Description	Students bring devices to schools for repairs. Although a simple solution, physical distancing and accessibility may be an issue.	Using commercial shipping carriers minimizes the need for physical interactions, but requires 1-2 days each for shipping to / from students	Concierge IT Support can be provided by a traveling IT Support Staff. Students should call first to try remote fixes first.
Minimize Downtime?	✓		✓
Promote Social Distancing?		✓	✓
Cost Efficient?	✓		
Accessible?		✓	✓

ASSET TRACKING

Asset Tracking is an important consideration as LEAs begin to distribute a large number of technology devices.

Objective:

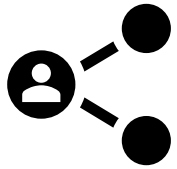
In order to ensure that every student has the tools necessary for their education access. Asset tracking will:

- Keep a detailed inventory of current and future supplies (e.g. computers, tablets, and hotspots)
- Centralize information on students who have devices and students that need devices

Current Methods Employed Across Charter Schools

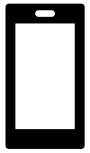
- Some charter schools currently assign devices a unique ID that pertains to each student's device
- Many charter schools are distributing Chromebooks that can be tracked and controlled at all times with administrators' remote access. (Remote access not available for all computers and personal devices)

Possible Ways to Track Distribution



- Leverage Excel / Tableau to build standardized database to collect the following:
  - Student Name
  - Student Address / Other Locations to build heat map
  - Device Description
  - Unique device identifier – IMSI (SIM card number) and IMEI (hotspot serial number)
  - Device Loaned Out Date
  - Scanning digital barcodes can help streamline transfer of information to a database

Name	Home Address	Device	ID (IMSI / IMEI)	LOAN DATE
John D.	***	Lenovo Chromebook	A102	4/1/2020



Questions for Mobile Carriers

- Can hotspots be configured with access / security protocols to ensure proper usage?
- Can wireless carriers provide data on usage and performance? We want to track areas of highest need / any potential violations.

APPENDIX

ASSET TRACKING / REMOTE SOFTWARE

Asset Tracking software can expedite the process for managing a large inventory of devices. Certain remote software platforms also have added features that can help with monitoring device usage and filtering content.

Gopher for Chrome

- **Description**: “Gopher for Chrome is an Add-on for Google Sheets that allows for Chrome device data to be imported, filtered, analyzed, and bulk-updated right from the sidebar of a Google Sheets.”
- **Features Included**: 1) Bulk load devices by serial or asset ID 2) Bulk enable / disable devices 3) Quick find and update single device and more
- **Pricing:** *Varies by size of school district*
  - *Basic: $250 a year (G Suite for EDU customers only)*
  - *Premium: $450 a year (G Suite for EDU Customers only)*

Asset Panda

- **Description: “**Going beyond fixed asset tracking, Asset Panda optimizes and streamlines everything from auditing to facilities management, equipment support ticketing, calibration tracking, and compliance.”
- **Features Included:** 1) Tracking by user 2) GPS Pin Drop 3) Ability to track repairs 4) iOs and Android app and more
- **Pricing:** *Request a Demo*

GoGuardian

- **Description**: “GoGuardian's flexible filtering solution makes it easy to manage all of your users, regardless of device type, operating system, or browser, including BYOD and guest network device.”
- **Features Included:** 1) Content Filtering 2) Integrated repair tracking 3) Bulk editing and more
- **Pricing:** *GoGuardian is making entire suite of products available for free through end of the school year*