RMU Version 2.2 Release Notes

Where did the changes in version 2.2 come from?

All enhancement requests for RMU come from a wide range of end-users. A large number of the improvements within this new release have originated from school-based and Regional TSOs.

The DER-NSW Program encourages all users of RMU to continue suggesting improvements.

Where can I reference the release notes later?

Release Notes are communicated to all users via the DER-NSW Regional teams. However, they are always available via the Release Notes link on the ‘homepage’ of RMU.
**Release Summary**

This is just a summary of the Version 2.2 Release. For further details of functionality, click the Find out more link. Each RMU screen also has online help and a Quick Reference Guide (QRG) to assist further.

**Some status names and workflow have been improved**
In order to better describe the status of a laptop and improve the management of them within RMU, some changes have been made to the terminology and workflow. Find out more

**Quick ‘on device’ assignment**
A common request has been to make it quicker to carry out ‘on device’ assignments. RMU now defaults to the Device Assignment screen with NO pre-load of all school laptop data. Find out more

**Managing Replacement DER-NSW Laptops**
There are three reasons why a laptop displays in RMU. It is either supplied as part of the school’s original allocation, a replacement laptop, or an additional laptop.

During 2010 it is expected that additional laptops will be delivered to schools and as a result RMU can now differentiate between these. Find out more

**Warning Message for Written Off Status**
When a laptop status is moved to ‘Written Off’ in RMU, it means that the laptop is no longer considered an asset that needs to be tracked. Most importantly, it can never be used again. To avoid writing off a laptop by mistake, a new warning message has been added to alert TSOs when selecting this status. Find out more

**Laptop Loans to students outside of the DER-NSW Program**
Students outside of the DER-NSW Program must sign a [Laptop Loan Charter for students outside the 1:1 Laptop Program](#) document, prior to being loaned a laptop. When a laptop is Loaned, TSOs can now set a ‘Loan Return’ date and time to assist in laptop management. Find out more

**Vintage Control**
Over the life of the DER-NSW Program there will be a number of different laptop models released. To manage the evolution of the technology and its assignment to students and teachers, a number of enhancements have been made to track ‘Vintage’. Find out more

**Regional Enquiry**
To assist with managing the laptop fleet across multiple schools, there is a new enquiry for DER-NSW Regional Managers and DER-NSW Regional TSOs, which displays a summary of laptops across the region. The details are displayed by Vintage, with the ability to drill down for a school breakdown. Find out more
RMU Status names and workflow improvements

In order to better describe the status of a laptop and improve the management of them within RMU, some changes have been made to the terminology and workflow. These changes will also be used to assist in the 2010 Term1 DER-NSW Stocktake.

The Status “Broken” has now been replaced with:

- Inoperable (Hardware)
- Inoperable (Software)

All existing laptops marked as Broken will be converted to Inoperable (Hardware).

The Status “Retired” has now been replaced with:

- Written Off (Lost)
- Written Off (Stolen)
- Written Off (Hardware)

A new status has been introduced to allow the transition of a laptop accidently written off, to be reinstated. This status is:

- Written Off (In Error)

*Broken replaced with Inoperable (Hardware) and Inoperable (Software)*

Where a laptop is inoperable it can be moved from its current status, to either inoperable status:

- **Inoperable (Software)** for any laptop that is inoperable due to a software/operating fault, or where the laptop encountered a problem during commission

- **Inoperable (Hardware)** where a hardware fault prevents its use

When either status is selected, a Kinetic Form will open for you to complete the incident (as it did previously for Broken).

It is possible to move a laptop from Inoperable (Hardware) to Inoperable (Software) and from Inoperable (Software) to Inoperable (Hardware).

An Inoperable status can later transition back to its previous status (if the issue is resolved).

Only Inoperable (Hardware) can be ‘Written Off’.

Instructions and procedures on dealing with laptops with an Inoperable (Software) or Inoperable (Hardware) status will be communicated by the program as part of the Stocktake.

*Terminology change, Retired now called Written Off*
The existing term of ‘Retired’ has been replaced with ‘Written Off’ to indicate the impact of moving a laptop to this status; as a Written Off laptop can never be re-used. It is actively disabled from ever participating in our fleet again.

To overcome the problem of laptops being accidently “Written Off” there is also a new status called Written Off (in error), used to reverse the status. Instructions on how to use this status will be part of a future communication.

As part of this release, a new warning message (link to warning message text) will help prevent Written Off errors from occurring in the future.

RMU Status Workflow Summary

**Status Storyboard**

Lenovo send DER-NSW RMU a shipment file containing all the laptops for a given school. These are loaded into RMU as Unknown. Typically these laptops are then commissioned and become either Pool, Allocated or Loaned.

During commissioning it may be discovered a laptop is inoperable (or lost or stolen) and as such the laptop can be moved to Lost, Stolen, Inoperable (Hardware) or Inoperable (Software). An attempt is made to repair, retrieve or find the laptop, should this succeed the laptop can be returned to its previous Pre-commissioned state. Equally a laptop that has been commissioned can become inoperable and be marked as Lost, Stolen Inoperable (Hardware) or Inoperable (Software). Again these laptops can (should they be repaired, retrieved or found) be returned to their original Assigned Status.
Where an Inoperable laptop cannot be repaired, retrieved or found it must be written off. This is a very serious step and removes that laptop from DER-NSW asset register. This laptop cannot be used again. Lost laptops are written off as Written Off (Lost), Stolen laptops are written off as Written Off (Stolen) and Inoperable (Hardware) are written off as Written Off (Hardware). It is not possible to write off an Inoperable (Software) laptop. However, you can move Inoperable (Software) to Inoperable (Hardware) and vice-versa (as diagnosis may change the initial status).

Where a devise is written off by mistake then any Written Off status can be moved to Written Off (in Error). In some cases (or as part of the DOA process) laptops can be marked as Inaugural. This status behaves exactly the same as Unknown.
**Quick ‘on device’ assignment**

When you select Device Management, RMU now defaults to the ‘On Device Management’ screen.

This replaces the need to click the ‘Manage Me’ button to perform on-device assignment.

If you want to see all laptops at your school, click the ‘Go’ button.

If you are using this function on a machine that IS NOT a DER-NSW laptop the following error message will be displayed:

“The machine you are using this function on is **not** a DER laptop. If this is a DER laptop this means the laptop did not commission properly.”
Managing Replacement DER-NSW laptops

There are three reasons why a laptop appears in RMU:

1. Supplied as part of the original school allocation
2. Replacement laptop
3. Additional laptop

You can now differentiate between these laptops in RMU via the ‘Purchase Reason’ flag:

- **PP** – Program Purchased – part of the Standard DER-NSW program
- **SR** – School Replacement – school has paid for a replacement laptop
- **SE** – School Enhancement – school has elected to buy additional laptops

Note: School Enhancement (SR) laptops will not be subject to Vintage Control (see vintage control information).

For more information on managing the ‘Pool’ please refer to:

Warning Message on Written Off

When a laptop is marked as ‘Written Off’ within RMU it means that the laptop is no longer considered an asset that needs to be tracked.

Once a laptop is ‘Written Off’ it can never be used again.

To avoid you selecting this status by mistake, a new warning message will display to alert you of the impact, so you can confirm it should be ‘Written Off’.

TSOs should only undertake this action following consultation and discussion from their DER-NSW Regional TSO or DER-NSW Regional Manager.
**Student Loan Laptops**

There is a new Loan Charter for students who are being loaned laptops, but have not signed the standard 1:1 consent form (e.g., students in year 7).

Capturing data about who has signed the loan charter is simply an extension of the existing Student DER details. You can see if the student has signed the Loan Charter via the Loan Charter Checkbox (Yes or No).

An online copy of the Loan Charter (for students not in the 1:1 program) can be found here: [https://www.det.nsw.edu.au/policies/technology/computers/l4l/loan_charter.doc](https://www.det.nsw.edu.au/policies/technology/computers/l4l/loan_charter.doc)


Once a laptop has been loaned (only if Loan Charter is checked Yes) it is then possible, via the Device Assignment page to set a Return Date (and time) using Calendar.
Use the calendar to set the return date.

To set the time, click into the hour or minute field and simply drag the mouse left or right.
Viewing Loaned Laptops
If you filter by ‘Loaned’ status on the ‘Device Assignment’ screen, laptops that are past their loan return date are highlighted in orange (same day) or red (late).
**Vintage Control**

Throughout the life of the DER-NSW Program there will be a number of different laptop models released. To manage the evolution of the technology and laptop assignment to students and teachers, a number of enhancements have been made to RMU.

See section 6.3 of the DER-NSW Implementation Procedures: https://www.det.nsw.edu.au/policies/technology/computers/l4l/Proc.doc provides more details regarding the DER-NSW procedures associated with this change.

As different laptop models appear within RMU, an automatic model change function detects a new type of learning device. Each model must be designated as either a Student or Teacher laptop.

Vintage control has been introduced to ensure that all students in the same cohort (eg Year 10 – 2010) have the same laptop (wherever possible) irrespective of when they joined the school or were allocated their laptop. Laptops that are ‘out of vintage’ are highlighted in orange or red, to visually identify the variance.

Select the ‘Vintage Check’ option on the Student Assignment screen to display the vintage details.

* Note: School Enhancement Laptops are not managed via Vintage control.
* Note: Vintage control does not apply for Teacher laptops
Regional Enquiry

With the introduction of ‘vintage control’ to support new models of hardware being deployed into schools, DER-NSW Regional Managers and Regional TSOs can now view or filter counts by ‘vintage’.

This makes fleet management faster across multiple schools, and provides a rapid summary of laptops across the region.

A new menu option called ‘Regional Enquiry’ will default to your Region (State Managers can view all Regions), so you can view the information by Vintage, with a further drill-down option to display any given count for a school breakdown.
Clicking on any row in the table displays a further breakdown of that information (Vintage/Status), by school:

<table>
<thead>
<tr>
<th>Organisational Unit</th>
<th>Vintage</th>
<th>Device Status</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alstonville High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>23</td>
</tr>
<tr>
<td>Ballina High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>19</td>
</tr>
<tr>
<td>Banora Point High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>19</td>
</tr>
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<td>Bellinger High School</td>
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<td>1</td>
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<td>Bonalbo Central School</td>
<td>Student 10</td>
<td>Pool</td>
<td>6</td>
</tr>
<tr>
<td>Bowavilla Central School</td>
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<td>Bulahdelah Central School</td>
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<td>Pool</td>
<td>14</td>
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<td>Byron Bay High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>11</td>
</tr>
<tr>
<td>Camden Haven High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>41</td>
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<tr>
<td>Casino High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>25</td>
</tr>
<tr>
<td>Chatham High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>23</td>
</tr>
<tr>
<td>Coffs Harbour High School</td>
<td>Student 10</td>
<td>Pool</td>
<td>21</td>
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<tr>
<td>Coffs Harbour Senior College</td>
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<td>Pool</td>
<td>10</td>
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<tr>
<td>Dorrigo High School</td>
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