ICP Update

Hot Topics From Inventory

Creating Positive Changes: Inventory Goes Paperless

In an effort to bridge technology, customer needs and improve business processes, we implemented a “Paperless” process. This 1) eliminates the need to send completed inventory forms through campus mail, 2) provide an efficient method to collect, distribute and track incoming requests in a centralized inbox, and 3) enable completed requests to be digitally signed and returned back to our customers.

All Inventory Forms must be completed as outlined in the instructions on each form.

- Missing and Stolen Property Reports must be signed, reported to the applicable Police Department, pinged/searched by OIT, and include attachments of support documentation when scanned and emailed directly to Financial Services for negligence determination by the UTSA property manager. Include the type of report and tag number in the subject line; for example, Missing Report 176660 or Stolen Report 176661.
- All other Inventory Forms (Inventory Transaction, Certification of Departmental API, ICP Appointment Form, Equipment Cannibalization, and State Transfer Forms) should be scanned, along with any support documentation and emailed to the Inventory Department.

Partnering to Deliver Excellent Service: We Are Hyped for Skype!

We’re taking our commitment to “Excellent Customer Service” to the next level, and we hope that you’ll join us. We will introduce Skype for Business as another means of communicating directly with you.

• Here’s the benefits as we see them:
  - We can easily assist you with PeopleSoft navigation via our or your desktop through voice and video.
  - We’ll have more face time to integrate visual exchanges.
  - We’ll be able to visually walk you through scanner issues, troubleshoot the problem and get you back up and scanning.

Jay, Olinda, Mayra, Ryan and myself all hope that you’ll join and collaborate with us on this venture. We’re excited, to use this free tool provided by the university — it’s already included on your desktop. All you need is a web camera.
Respecting and Caring for Our Customers

We have a slew of exciting changes this fiscal year in the annual Physical Inventory process.

• We have a new Pre-Inventory Custody list that will be emailed prior to training or scanner pickup.

• We collaborated with OIT’s Customer Service & Operations Support on an electronic method to help decrease the number of desktops computers our ICPs have to locate and scan annually. We call it the “No Touch Desktop Computer Verification” approach. Desktop computers properly reporting to the network within 30 days prior to the start of your annual inventory, will be manually marked “found” by us for the fiscal year. Turn on all desktop computers or, if you’re not sure if they are on, reach out to the OIT Connect or your ITA reps to ensure all departmental desktop computers are reporting to InSight.

• We teamed up with OIT’s Enterprise Managed Customer Solutions to assist in the validation and accountability of all university-owned software ($100K and over). Since most tagged software is downloaded directly from the cloud, this concept will eliminate the need for ICPs to scan barcodes on blank pages just to account for it. With OIT’s verification, we also will manually mark those as “found” by us for the fiscal year.

• We teamed up with Safety and will resume communications on the best practice/method to account for assets in restricted labs, and perhaps look into the best practice/method with OIT’s Learning Technologies on a streamlined method to account for projectors in the classrooms.

Valuing and Empowering Our ICPs

Have you heard? Digital signatures work wherever you are.

The Office of Information Technology (OIT) recently announced that Adobe Creative Cloud suite is now available on campus. What that means is everyone can create their very own digital signature for electronic signing through Adobe Acrobat Reader Pro DC. Jump on board and begin digitally signing Inventory forms today!

Adobe Creative Cloud™

The pros:

• Tired of hunting down PIs? No more hunting them down users for signatures on the Custody Listing.

• Allows you to cut down time spent away from your desk. Now you can forward listings directly to your UTSA users to collect their digital signatures.

• Assets off campus? Staff geographically separated can be emailed listings for their signatures.

Visit the OIT website to get more information on Creative Cloud, system requirements and software installation. View this video to learn how to set up your digital signature.