

Computer Upgrade & Inventory Processes

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Overview

- Replacement Cycle
- Hardware & Software Standards
- Purchasing & Deployment Milestones
- Inventory

Replacement Cycle

- 3 year replacement cycle
- Categories updated for May inventory review
- **Obsolete**—just won't work; get rid of it
- **Functional**—is just hanging on for special purpose, but will break soon; be prepared
- **Adequate**—majority are from trickle down; redeployment provides little benefit
- **Current**—for start of trickle down cycle
- **High-Capacity**—will reach "adequate" in 18-24 months

Replacement Categories

- **Obsolete**—Any processor lower than a Pentium (i.e. 486)
- **Functional**—Pentium I - Pentium II 266
- **Adequate**—Pentium II 300 - Pentium III 450
- **Current**—Pentium III 500 - Pentium III 966
- **High-Capacity**—any Pentium IV



Standards—Budget

- Budget for hardware and software resides in divisions, offices, and projects
- SN-ITS has no budget for hardware and software
- SN-ITS maintains a modest cache of spare parts that needs to be replenished



Standards—PCs

- Personal PC's not supported
- Must be Dell Computer
- If purchasing through Stores SN-ITS team approval is not required
- If ordering from directly from Dell, SN-ITS team needs to review configuration
- SN-ITS is unequipped to support Macs
- All orders must be delivered to SN-ITS office, Room 4237



Standards—Laptops

- Personal laptops must be checked by SN-ITS for up-to-date virus & security patches
- Department laptops have standard load set
- Good for traveling, but...
 - Become obsolete sooner
 - Natural wear & tear
 - No backup




Standards—Printers

- Recommend HP Deskjets & Laserjets
- **NOT** recommended:
 - Any all-in-one printers
 - Lexmarks (driver problems)
 - HP Laserjet 1000 (older driver problem)
- SN-ITS can troubleshoot drivers, etc., but is unequipped to do hardware maintenance



Standards—Load set

- MS Office
- UM Internet Kit
- Virus
- Netware Client
- MeetingMaker
- IP configuration: Don't plug cable into jack without SN-ITS



Standards—Software per Request

- Citrix
- CCPD Interface
- Intellisync
- Paradigm
- Special drivers



Standards—Email

- Mulberry and web-based email are standard
- Outlook is strongly discouraged...
 - Use at your own risk
 - SN-ITS can offer *some* help for installation and troubleshooting
- SN-ITS unequipped to support other email clients
- Beware of using POP clients where mail is downloaded to workstation



Standards—Licensed Software

- Purchasing and managing licensed software is the responsibility of divisions, offices, projects & individuals
- SN-ITS will install software with proof of license and/or **original media**
- SN-ITS does not install software from local client copies



Standards—Common Licensed Software

- ⦿ SPSS
- ⦿ Adobe Photoshop, PageMaker, Acrobat Writer
- ⦿ Macromedia, Flash & Dreamweaver
- ⦿ MS Project, Visio
- ⦿ Endnote



Standards—Special Hardware & Software

- ⦿ Review with SN-ITS as soon as possible
- ⦿ Budget & arrange external support
- ⦿ Budget & arrange training for SN-ITS and project staff
- ⦿ Identify project contact person
- ⦿ Create project documentation & new project staff orientation (Offices/Projects)



Ordering Process & Inventory Improvements

- ⦿ Manages Time
- ⦿ Improves record-keeping/accounting
- ⦿ Supports development of standards
- ⦿ Provides flexibility of ordering computers when needed



Bulk Purchases

- ⦿ SON volume is not sufficient for price breaks
- ⦿ Minimal financial benefit from piggy-backing on large orders
- ⦿ Rule of thumb: don't order more than a month before deployment



Scheduling is Important for SN-ITS

- SN-ITS Notice is critical and required
- Batch purchases are helpful
- June, July, and mid-August are optimal months for ordering
- Avoid September, March, and April
- Volume affects turn-around time
- SN-ITS aims for 2 week turn around - Summer FY03 was an anomaly
- Installs are lower priority than urgent requests



Milestones—Decisions & Purchasing

- Update replacement categories for mid-May review (SN-ITS)
- Purchasing decisions (Divs./Offices, etc.)
- Pre-order review (SN-ITS, Divs./Offices)
- Place Orders (Divs./Offices)
- Orders should be delivered to SN-ITS office




Milestones—Deployment

- Computers delivered to SN-ITS
- Standard software loaded
- Pre-deployment interviews (SN-ITS, user)
- Individual licensed software loaded (SN-ITS)
- Deployment (SN-ITS)
- Post-Deployment Interview (SN-ITS)



Milestones—Individual Interviews & Data Protection

- These interviews are critical
- Identifies exceptions & problems early
- Ensures data is correctly backed-up
- Ensures data is correctly re-installed
- Back-up CDs returned
- Hard drives upon request (cost)



Milestones — Property Disposition

- Trickle down computers where appropriate
- Property Disposition
 - Removal of obsolete equipment **must** be handled by SN-ITS
 - Hard drive, removed & destroyed
 - Proper paperwork completed, including sign-off of data protection
 - Equipment delivered to Property Disposition



Inventory

- SN-ITS keeps workstation inventory as part of its deployment process
- Verification copies of the inventory will be sent to Divs., offices, projects in mid-January & mid-May
- Copies of the inventory are available upon request