

## **Secretary of State Information Technology Replacement Strategy**

Lifecycle Management is the process by which the life of information technology equipment is determined and managed. Replacement costs are paid for from individual Division base budgets.

**Desktops** - Each unit purchased comes with a standard 3-yr warranty. Our current practice is at the end of the standard warranty period Information Systems Division (ISD) will do an evaluation of the equipment based on helpdesk calls and technical staff expertise to determine if the need exists to replace the equipment. The evaluation is presented to the individual Division Director and at that time, they will determine, based on the evaluation that is presented and budget constraints which machines, if any will be replaced.

**Laptops** – Each unit purchased comes with a standard 3-year warranty. Our current practice is at the end of the standard warranty period ISD will do an evaluation of the equipment to determine if the need exists to replace. The evaluation is presented to the individual Division Director and at that time they will determine based on the evaluation that is presented and budget constraints which machines, if any will be replaced.

**Monitors** – Our Agency only replaces monitors when they no longer function or changes in technology. ISD is able to have loner monitors available to accommodate our customers until a new monitor can be purchased and installed.

**Printers** - Each unit purchased comes with a 1-year standard warranty. We purchase an addition 2-year maintenance contract through the statewide contract with Cascade Computer Services for the period after the first year. At the end of each 2-year contract, an evaluation of service calls and usage on each printer is made. A recommendation is made to see if there is a cost benefit to extend the maintenance or to replace the machine depending on overall maintenance costs or changing business needs.

**Network Architecture** – Each unit purchased comes with a standard warranty of 1 to 3 years depending on the equipment. Our current practice is at the end of the standard warranty period ISD will do an evaluation of the equipment to determine if the need exists to replace or should additional support or maintenance be purchased on the equipment.

Network servers and infrastructure equipment usually come with a 1 to 3-year warranty. Switches, routers, firewalls and network appliances may come with a 1 year warranty. Additional warranties are purchased on a yearly basis for support on these units. Several factors determine the need to replace these units such as changing business needs from the divisions, new technology in architecture, storage, security, etc. Our normal practice on network equipment is to renew the warranty agreement until the cost benefit is such that we need to replace the equipment. On average, network servers and infrastructure equipment is replaced every 5 years but can be longer depending on business needs.