

**TECHNOLOGY SUPPORT CENTER**

<b>DAS Lifecycle Replacement Plan</b>		
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**PURPOSE**

The purpose of this document is to describe the guidelines for replacing workstations.

**INSTRUCTIONS**

- The primary PC standards are as follows:
  - No less than 2.0 GHz for CPU speed
  - No less than 2 GB (2 X 1GB) RAM for memory (4 GB for power users)
  - Microsoft Windows XP Professional or next operating system when adopted as standard by the TSC
 For a complete list of standards, see [PC Hardware Standards](#) and [PC Software Standards](#).

*(NOTE: These thresholds were based upon recommendations by the DAS PC Build Specialist.)*

- DAS PCs should generally be upgraded every 4 years. This is based upon industry recommended PC replacement cycles. It is recommended that each DAS Business Unit factor this timeframe as they are building their program budget. The standard above is based on the Smart Buy PC program as well.

DAS Business Unit Management should consider the following criteria to make the final approval regarding PC purchase or replacement:

- Is this a new PC required in order to support the function of a new position?
- How does the current PC compare against the current PC standards?
- How old is the PC?
- How many issues has the computer had? What are the problem metrics that isolate the issues to PC performance?
- What are the computing needs of the individual that may require an upgrade? Application upgrade? New function?
- Can this PC be transferred to another person with less computing needs? (For example: Power User computer can be transferred to a person that has basic to minimal computing needs like email or word processing only.)

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To determine which system best meets your needs, please review the following and if you still have questions, contact the TSC Helpdesk or 503.378.2135.

- **Standard User:** this desktop or laptop computer will run everyday applications such as email, MS Word, MS Excel and internet.
  - **Power User:** this desktop or laptop computer comes with a faster processor and an additional gigabyte of memory for users working with databases, Brio, MS Publisher and MS Project.
3. When ordering new computer equipment, select the configuration that best suits the needs of the user according to current [PC Hardware Standards](#) and go through the following steps:
- Complete the New Purchase/Non-Standard Software Form.
  - Email [tsc.provisioning@state.or.us](mailto:tsc.provisioning@state.or.us) with your equipment needs.
  - TSC will create a ticket for tracking purposes and will obtain an up-to-the-minute quote for the new system.
  - Requestor will be notified with cost information.
  - If a purchase is to be made, TSC will handle all the purchasing steps.
  - An email must be sent to TSC from a purchasing authority, including a PCA code.
  - When the new system is received, TSC will asset tag and assign a field technician for deployment per customer specifications.
  - When the invoice from the vendor is received, TSC will process the invoice using the client's PCA code. A copy of the PO, PR, Packing Slip, Invoice and Coding Block can be faxed upon request, or TSC will chargeback via invoice for desktops/laptops purchased from TSC inventory.
4. A TSC field technician will be deployed to configure and install the new purchase. The system will be deployed with the standard image (standard desktop applications). Additional applications unique to the business unit will also be installed given a valid license has been purchased (non-standard software). Any additional licensing issues will go through TSC purchasing process as defined above. Additional configuration specifications will also be deployed and tested by the field technician. If the new equipment is server, switch, hub or mainframe-related, the TSC will ensure that the appropriate technical personnel is involved with the configuration and deployment.

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5. In order for the TSC to effectively manage the IT Asset for DAS, the TSC will record the following information (see [Asset Policy](#)):

- Asset Tag #
- Asset Type: PC; Printer/Plotter; Network Router; Network Switch; Network Hub; Network Bridge; Network Gateway Mainframe; Mainframe Controller; Mainframe Tape Storage; Mainframe Disk Storage; Server)
- Asset Sub-Type: (i.e. PC-Desktop, Laptop, Thin Client; Printers-Inkjet, LaserJet, Combo; Servers-File, Print, Database, Firewall, Email)
- Manufacturer
- Model #
- Description
- CPU
- Location of the Asset – DAS Division and Unit
- Date of Purchase
- Purchase/Lease Cost
- Disposal Date
- Disposal Reason: End of Life; Theft; Loss; Damage

6. The Technology Support Center will provide central software management of all standard and non-standard software. Information to be tracked includes:

- DAS Vendor
- Vendor
- Division
- Unit
- User
- Asset Tag # / PC that the software is installed on
- Changes
- Agreement #
- Vendor Item #
- MFG Item #
- Description (new/upgrade/support)
- Cost
- Date of purchase

In addition to tracking software that is purchased, the TSC will also monitor the software updates that are due. It is still the responsibility of the business unit to approve the purchase of an upgrade or non-enterprise (section-specific) maintenance agreement.

Given the role of TSC in purchasing and asset tracking; we will notify customers of the need to replace PCs immediately, soon and/or in the future, at regular intervals.

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7. The TSC will surplus computers for those clients who are currently receiving desktop support. At the DAS customer request, the TSC will surplus computer equipment. When equipment is no longer needed, it will either:

- Be directly transferred to State Surplus when a charge may be incurred
- Be transferred to the TSC to use through the customer base

A TSC Technician will evaluate these computers to ensure that they are below the DAS minimum computer requirements. If the computer does not meet the hardware standards above, TSC will wipe the hard drive of all data and may remove any good hardware (hard drive, memory, sound card, network card, etc.) from the computers. Removal of surplus hardware may make this system inoperable and subject to hardware disposal costs from State Surplus. The TSC will pay this disposal cost when the equipment is co-mingled. The individual Division will pay these costs when the hardware is exclusively theirs. The salvaged parts will be used for other DAS computers that may need these parts at some point.

A Property Disposition Request (PDR) form will be filled out with DAS Asset Tag Number and/or Serial Numbers from the computers along with a description of these items. This form will be signed by the Technician and the Department Head or Divisional Representative of the computer items being transferred to DAS State Surplus or to the TSC. A copy of this will be kept at the TSC as well a copy will be given to the Department Head or Divisional Representative and DAS State Surplus. All electronic equipment sent to State Surplus should be sent in accordance with the [Disposition of Electronic Surplus Property Guidelines](#).

If the computer is above the DAS minimum computer requirements, then the hard drive will be wiped of all data and will have a fresh software rebuild placed. The equipment will be returned to the customer for use unless they would like to transfer the equipment to the TSC. Such computers will be used in the DAS customer base as swap boxes for those unexpected computer issues, to supply a computer quickly to a new user or intern, or to replace a computer that is below the DAS minimum.

The Technician will send an e-mail to the TSC with the DAS asset tag numbers of these computers that will be used as swap boxes. These computers will be marked as TSC property.

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