

Current PC evaluation and distribution determination Process

Sr. VP BFHR Goal: To achieve 20 – 25% PC replacement per year.

Allows us to maintain a 3-5 year cycle for all employees.

- I. Evaluation
 - a. This is executed twice a year.
 - b. Key factors:
 - i. Type: Laptop or Desktop
 - ii. Age of Computer
 - iii. User level/job requirements
- II. Criteria
 - a. Laptop 3-4 year cycle;
 - b. Desktop 3-5
 - c. Three levels/tiers of users
 - i. Power Users and Managers – these are heavy spreadsheet/Powerpoint/developers users and utilize more client server applications than Web Applications
 - ii. Mid-level – users that have constant use of computer but focus is more on web data entry
 - iii. Casual users – utilize computer for email and some light processing; this includes students
- III. Distribution Determination
 - a. Tier I users
 - i. Laptops for tier I users should be replaced as close to three years as possible (this is our goal – funding does not always allow for this)
 - ii. Desktops for tier I should be replaced no later than three years
 - b. Tier II users
 - i. Laptops for Tier II will usually last four years (typically not assigned to Tier II users)
 - ii. Desktops for Tier II can replace up to five years without any major problems.
 - c. Tier III users
 - i. Typically Desktops previously utilized by the Tier 1 and Tier 2 users are recycled for this level of users.
- IV. Standard Configuration
 - a. A standard hardware configuration is maintained for ease of deployment to all users
 - b. The hardware standard is also evaluated and updated twice a year to take advantage of changing technology and improvements made for equal cost.
 - c. The standard configuration is updated for the Tier I users with either more memory or CPU processing power or both as necessary.
- V. Exceptions
 - a. Exceptions to the determination process above are required to facilitate an upgrade to an operating system where the existing departmental computers do not meet required standard specifications for the new product.
 - b. If there are special requirements related to some software or hardware, the standard configuration will be modified accordingly to meet the business need.
- VI. New Employees
 - a. Goal is for us is to have 3-5% of total machines used in BFHR as Spares for either new employees or emergency replacements (These can either be new or recycled computers). This has worked for us previously, but again is not always possible due to funding constraints.