Workstation Replacement System

Proposed system of processes for replacement of HCC campus workstations

This proposal covers workstations for individual desktops, department shared resources as well as labs and classrooms. The term workstation refers to a desktop PC, Mac or any laptop/notebook/mobile device used by college employees as part of their roll within the organization. Printers are included as peripherals to the workstation. The processes rely on a combination of distributed decision making with central oversight and management. The system consists of a number of processes, each of which are somewhat independent and therefore can be modified and improved without changes to the entire system or other processes. The system is based on a replacement pool, which consists of all the machines that will require eventual replacement through the use of this system.

This system is only for the replacement of existing computers on campus. It does not address the issue of buying new machines for new labs, new projects or new hires. There will be another process that addresses new machines and that would in effect increase the size of the replacement pool.

Premise for Workstation Replacement System

1. Faculty, departments, programs, divisions or business operation centers have knowledge of their own needs as well as the state of their own computing resources.
2. Central IT management is in the best place to oversee the workstation replacement system.
3. A hierarchical reporting system is in place that can manage information flow from users and lab owners to central management.

The system consists of the following processes

1. Determining the size of the replacement pool
2. Determining an optimal average replacement cycle and average cost
3. Budgeting for and funding replacement
4. Allocating specific replacements annually
5. Purchasing, configuration and deployment

Process 1 – Determining the size of the pool

Not every computer physically located on the HCC campuses will be in the replacement pool. There may be computers that are purchased and replaced with their own funding sources, such as PCATT. There may be computers that are part of a program, or project that is being phased out and therefore will not need to be replaced. There may be programs that fund independently through their own grants, and elect not to be part of the replacement pool. This knowledge is located at the division or department level.

The division chair, dean, director, or other management authority is responsible for determining the size of their contribution to the replacement pool. This is done through contacting individual faculty and staff under them for a count of workstations they are responsible for that should be included in the replacement pool. The information on the size
of the replacement pool is submitted to the central IT management authority and aggregated into the total replacement pool.

**Process 2 – Determining an optimal average replacement cycle and average cost**
The Optimal average replacement and average cost is determined by the central IT management authority, and is approved by stakeholders through the designated approval body.

**Process 3 - Budgeting for and funding replacement**
Budgeting and funding is taken care of by the administration

**Process 4 – Allocating specific replacements**
The division chair, dean, director, or other management authority will poll their faculty, departments, programs, divisions or business operation centers for a list of those computers that should be replaced in the upcoming cycle. A set of campus guidelines will be provided. The total number should be close to the number they contributed to the pool divided by the optimal average recommended replacement cycle. There may be many factors affecting the submitted total. Some lab owners may be satisfied that the workstations are in good working order and that a change-out is not worth the trouble at this time. Others may be contemplating program changes that will require replacement. A program that currently has desktops may need to change their location in the near future and therefore wants to replace with laptops. Some faculty may want a new machine, others do not. These decisions need to be made at the individual, program or division level. The aggregated reports will be submitted to the central IT management authority for consolidation and approval. Any adjustments to the totals will be handled at the administrative level and the final replacement report for the upcoming cycle will be approved by the stakeholders through the designated approval body, and published.

**Process 5 - Purchasing hardware and software**
The approved replacement list for the upcoming cycle will submitted to the IT Service Center responsible for purchasing, configuration and deployment. This Service Center will oversee the actual replacement process. In some cases a department with sufficient resources, such as CENT, will prefer to handle the purchase, configuration and deployment on their own. In such a case funds will be transferred to the department account and the department does the rest. In some cases the department may wish to have everything handled for them. In this case the IT service unit will consult with the department on details of purchase and timeline for delivery. The IT unit will schedule ordering and deployment to maximize efficiency of operations. For example if there are 15 similar faculty workstations in the replacement list, these will be purchased at one time and configured in a batch. Labs will be scheduled for summer or other times that are opportune for the department. Any returns suitable for reuse can be managed by the IT Service Center.

**Risks associated with the Workstation Replacement System**
The size of the replacement pool grows beyond funding capabilities
Under funded or lack of resources allocated to IT Service Center
Unwillingness of stakeholders to participate
Individuals do not follow campus guidelines