Technology Replacement & Deployment Plan

2008-09

Description

The Technology Replacement & Deployment Plan (TRDP) describes the processes, procedures and authorities for the procurement and deployment of technology related systems.

Purpose

The purpose of the TRDP is to assure that the replacement and implementation of technology occurs in a planned, logical and organized fashion that supports the teaching and learning environment, which includes both academic and administrative computing.

The TRDP achieves the following goals:

- Reduce costs of acquisition and maintenance
- Maximize desktop computing support
- Refocus support time on higher-value work
- Improve sharing of centralized data
- Stabilize and centralize costs associated with technology
- Standardize equipment replacement cycle
- Replace out-of-date computers and software
- Provide competitive pricing
- Provide continual technology training programs

Roles and Responsibilities

The Technology Replacement Task Force (TRTF) is responsible for maintaining and implementing the elements of this plan, prioritizing expenditures related to technology, and communicating the plan to the AC community.

Members of the TRTF are appointed by the Dean of Finance and Administrative Services, the Vice President & Dean of Instruction, and the Dean of Information Systems & Technology/Chief Information Officer.

2008-09 Membership

Chair:	Terry Berg, Dean of Finance and Administrative Services
Co-Chair:	Laura Grandgenett, Acting CIO
Members:	Mark Hanna, Director of Library Services
	Jerry Moller, Associate Dean
	Jeff Gibson, Director of Technical Services
	Lynn Thornton, Director of Administrative Services/ Human Resources
	Duane Lintner, Chair of Computer Information Systems (CIS)

John Chaka, Instructor, Graphic Design

Delton Moore, Director of Institutional Research

Authority

The TRTF is authorized to prioritize technology related expenditure requests, to recommend policy to the IT Council, and to create and charge sub-teams to investigate technology related issues.

Inclusions

The technology based systems include:

1. All standard and enhanced computing systems used by AC employees to perform duties associated with the business operations and instructional activities of AC.

2. Computer labs for both instructional and open-lab environments.

3. Networked printers.

4. Audio-Video equipment including smart classrooms and video conferencing systems.

5. Electronic systems used to connect PC systems to the central network (switches, routers, wireless antenna).

6. Major network components such as servers, SANS, UPS, and backup systems.

7. Computer systems used for instructional and technical applications such as those in the CIS and electronic instructional programs.

8. Equipment inventory systems and processes.

Exclusions

1. Highly specialized equipment and systems used for television broadcasting, electronic and robotics academic programs, and other systems supported by third-party entities.

2. Small peripheral equipment such as desktop local printers, external storage devices and media, additional monitors, keyboards and mice, and other low cost (below $99) items covered by supply budgets of individual departments.

Parameters /Timelines

1. Computer systems will be replaced before the fourth year of operation after the warranty has expired, provided active operational constraints do not dictate delaying this process.

2. Systems that are part of, or connect to, the central network (switches, routers, UPS, servers, SAN components, etc.) and audio-video systems will be replaced on a schedule appropriate to typical equipment life span, which is generally five years.

Assumptions

1. The TRTF will serve as the focal point though which all technology related purchases will route (See Business Office Technology Purchasing Policy).

2. The TRTF will prioritize requests based upon what best meets the needs of the AC community as a whole and what makes the most efficient and wise use of available funds for technology while considering community professional standards and best practices for technology and training.

3. The TRTF will prioritize the new computer deployment sequence each year.

4. ITS may approve the purchase of computer systems or software for emergency situations and must inform the TRTF of such action and rationale in writing at the very next meeting following the purchase decision.

2008 -09 Projects

Project	Responsibility	Timeline	Status/date
1. Determine sequence for computer replacement	TRTF	Fall 2008	ongoing
2. Refine the inventory process	Inventory Task Force (ITF)	Summer & Fall 2008	Terry Kleffman is adapting Colleague to accommodate the necessary codes (Aug/Sept)
3. Code all computers for future replacement	TRTF	Summer/Fall 2008	Wrapping up faculty systems in Sept.
4. Approve Computer Deployment Plan	Created by Jeff G.; edited by TRTF	Sept 2008	Approved November 4, 2008
5. Monitor Deployment process and revise as necessary	TRTF and ITF	Ongoing	First phase purchasing occurs in Fall 2008 and proceeds through Spring 2009.

Subsequent Years

In April of each year, the Information Technology Services (ITS) division will send each department a report, sorted by replacement year, of all computers slated for replacement for verification. Verified reports results will serve as a basis for computer replacements for the subsequent fiscal year.

COMPUTER DEPLOYMENT PROCESS

Overview

This document explains the process used by ITS to deploy new technologies for Amarillo College. These new technologies include hardware/software updates and replacement. These collective initiatives are referred to as the Computer Deployment Process (CDP). The CDP is a College-wide process designed to control computing costs and to increase the efficiency and effectiveness of support for personal computing at the College.

CDP Process Steps

The following focus areas have been identified as definitive steps:

1. Logistics
2. Planning and Ordering
3. Deployment and Assignment
4. Data Migration
5. Installation
6. Training

1.0 Logistics

    a. Computer orders will be in blocks of 100 units. They will be delivered to Central Receiving who will then alert ITS User Support Services.

    b. ITS will request delivery of a certain number of systems to a convenient staging area where they will be tagged and inventoried.

    c. When configured for deployment, installations will be scheduled by ITS User Support with each recipient.

    d. POD will offer training on file management for recipients of new computers.

    e. Recipient of new systems must follow the instructions in the Data Migration section below.

2.0 Planning and Ordering

    a. Amarillo College has selected Dell as its Computer Vendor. If a different type of computer is required, the requestor must provide ITS with written justifications that reflect a compelling reason based upon either curriculum or job duties that merit the alternative (President's Cabinet decision, October 21, 2008).

    b. A controlled software/hardware platform for computers/laptops has been selected by ITS. This standard configuration promotes a level of stability and minimizes computing diversity which helps control cost. ITS will post the standard specifications on the ITS Website as they change.

    c. ITS will not support any specialized software associated with non-standard components, unless ITS staff have been included in support training.

    d. Users **may not add** internal components to the system, as this will void the factory warranty. ITS will not service or support these components. Hardware and software must meet specific compatibility with computer system and operating system to insure stability.

    e. ITS will assume ownership of computers that are replaced. Exceptions require written approval of the TRTF.

    f. Requests for exceptions to the College's standard configuration will require the approval of the appropriate Division Chair. The following procedure should be followed when requesting an exception:

        i. Meet with ITS personnel to discuss the non-standard configuration and provide documentation of the software specifications and/or curriculum based requirements that drive the need for the alternative system.

        ii. ITS will determine pricing for the alternative systems.

        iii. The requestor submits the request, the documentation, and the price quotes to any member of the Technology Replacement Task Force for consideration.

    iv. Upon approval from above step, standard operating procedures of the Technology Purchasing Policy state the requestor submit a Purchase Requisition with the three ITS Directors and the CIO as approvers. If the amount requires Board approval, either the CIO or the Dean of Finance and Administrative Services will present the request at the next Board meeting.

 3.0 <u>Deployment and Assignment</u>:

Russell Hall User Support facility will be used as staging area for recycled and new PC deployment unless the location is at another campus, in which case a room will be identified for staging at that location. Computer assignment will be based upon a detailed inventory conducted by the TRTF to determine which computers will be removed, replaced and reassigned.

 4.0 <u>Data Migration (</u>Preparing For Your New Computer**)**

To ensure the transition to a new computer is a smooth process, the following steps should be taken:

  a. Employees are responsible for backing up data files from old computers (See Training section below).
  b. The ITS department will notify recipients in advance of the delivery time and date of your new computer. It is important that employees be in their office to receive the new computer to help expedite the process.
  c. After the new computer has been set up, the old computer will be removed and all data erased from the old computer. It is critical that all employees back up their data prior to replacement since there will be no way of recovering data off the old computer once removed.

 5.0 <u>Installation of Computers</u>

The ITS Installation Team will provide or arrange for the following services:

 a. Delivery of new computer
 b. Set up new computer on desk
 c. Connect all cables and power on new computer
 d. Set up E-mail or network access as required
 e. Assure functionality with the user.
 f. Remove old computer
 g. Erase data from old computer

 6.0 <u>Training</u>

Information on how to back up files (such as documents and favorites) is available on the ITS website (www.actx.edu/its) in the FAQ section. POD offers training sessions on how to manage computer files prior to computer delivery.POD will also arrange open lab help sessions if requested. Extra help is also available through the HelpDesk.

Inventory Procedures

Established by the Inventory Task Force on 12-11-08

By: Theresa Rider, Carol Bevel, Chi Duong, Jeff Gibson, Fred Baldivia, Rose Dukes, and Laura Grandgenett

1. Before deployment of new computers to each area, Rose will ask department supervisors to verify the data, which will include the department names and primary GL department codes. New computers will not be deployed until this information is received.
2. Tom will tag all new computers before deployment.
3. Fred will include both Tom and Carol in the emails announcing the schedule for each deployment so that Tom can accompany the team and gather pertinent inventory information as appropriate.
4. Fred will continue to the process of recording the information of each new computer placed (names, room numbers, property control number, etc). Changes to the data can occur on site as discovered or addressed. This information will be given to Chi to record in a spreadsheet file, which will be shared with both Tom and Rose as appropriate.
5. Using data from Chi's spreadsheet, Tom will update the appropriate inventory records in Datatel. If questions arise, Tom will confirm information with Fred before changing any information received from Chi.
6. Old computers will be returned to the shop. ITS personnel will complete a computer equipment Transfer/Disposal form indicating whichever is appropriate for each computer.
7. Computers moved to 3200 will be changed in the Datatel database field "Tech Related" from YES to NO to remove them from the ITS inventory.
8. These procedures can be revised at any time