ENTERPRISE-WIDE PROCUREMENT AND DEPLOYMENT OF FACULTY AND STAFF COMPUTERS: POSITIVELY IMPACTING COST, SPEED AND SERVICE

FOCUS ON EFFICIENCY

The Information Technology Services department at Cal Poly San Luis Obispo established a new program, Campus Computer Refresh, for replacing faculty and staff computers. The new program resulted in a $42,000 savings.

A new program, Campus Computer Refresh, at Cal Poly San Luis Obispo tackles the complexities of replacing faculty and staff computers. The previous program did not meet the general need to replace outdated equipment on campus, which negatively affected user experience, information security, and ultimately, educational outcomes.

Campus Computer Refresh is a partnership between the university's Information Technology Services and representatives from the colleges of Cal Poly. The team focuses on getting the right technology into the right hands at the right time.

Among the program's details:

- A scalable process based on the existing budget flexes with available funds.

- A distribution agreement with colleges is based on headcount.

- End-of-life criteria now determines when a machine leaves the system and whether it's disposed of or otherwise disbursed.

- Selection and imaging is conducted for laptops and desktops utilizing base-image selection (which means software is loaded one machine at a time, and a copy is created that can be used on all computers).

- Logistics are fine-tuned, such as determining order intervals and due dates for submitting requests.

- Three times a year, the campus conducts bulk computer purchases, which are scheduled for delivery when classes are not in session during the summer, the end of December, and over spring break.

- Funding is exclusively intended to procure computers on the selected systems list. - Information Technology Services facilitates the procurement process and distribution of inventory. Colleges are responsible for the delivery of computers to recipients and management of the computers, including redistribution decisions, until computer's end-of-life and surplus actions are complete. - Equipment is not leased.

PROJECT TEAM

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Program Facilitator

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QUANTIFICATION AND RESULTS

In the first year of the Campus Computer Refresh program, 339 faculty and staff computers were refreshed using a three-times-a-year, bulk-buy schedule. Buying a limited selection of models in bulk resulted in a six percent savings – $42,000 – which funded an additional 20 computers.

IMPACT AND BENEFITS

With the purchase of standardized computer models, the university saves money on the initial purchase, and the total cost of ownership is also reduced with the system's ability to use standard system images, which conform to campus security standards and increase the security profile of the entire campus.

LESSONS LEARNED

1 This program facilitates most of the campus's computer needs, but not all. It is important to handle exceptions as exceptions and to make sure the bulk purchase program meets the majority of needs.