District Support Services Center
PC Replacement Plan

Maricopa Community College District Support Services Center, (DSSC), has had many challenges in the desktop arena for the last several years. This is partially due to vendor changes and upgrades in administrative systems (CFS, HRS, MEMO, SIS) but more particularly the need for more comprehensive budget planning for desktop computing needs.

The DSSC is unique in its funding sources of all computer related desktop equipment (i.e., printers, workstations, laptops, PDA's, fax machines, etc.). Each Division funds and purchases their own equipment needs. A technology strategic plan should be included in each division for proper replacement planning based on a 3-5 year schedule (sooner in some cases). As part of an overall replacement plan, items replaced within the Division should have first right of refusal for other needs in said department. If the Division determines the replaced (older) equipment is not needed, the equipment should be provided to Desktop Support with appropriate inventory transfer paperwork completed.

As Desktop Support receives these items, a review will take place on what is being used in the building with a determination if there are older machines that may be upgraded or replace. DSSC IT Coordinator will work with other division management as well as Surplus Coordinator to advertise equipment for use within the building. If there are no needs within the building, determination (based on age, compatibility, etc.), will be made to advertise to other sites or submitted to Surplus for final MCCCD removal/sale by Surplus Coordinator.

This replacement plan will assist with cost savings utilizing the life of equipment as long as possible based on division need. Consideration should be given to replacement of high-level machines (power users if you will), while machines are "trickled" down in the environment.

Conclusion

While this proposal may take a full 1-2 years to fully implement, goals to accomplish are (in no particular order):

1. Implement plans and procedures to include automated inventory of hardware and software
2. Replace antiquated machines.
3. Upgrade all Windows based systems to WIN 2K at earliest possible time. (Window XP is currently under evaluation and testing)
4. Put into place the automated upgrades for standard products currently installed on individual machines, like MS Office, Corporate Time, Internet Explorer, etc. (Refer to http://www.dist.maricopa.edu/helpdesk/ for updated products)
5. Replace and upgrade future machines in a round robin approach (i.e., high priority to certain functions/organizations based on business need with current machines moved down in the organizations). Additional discussion is needed with each Division.
6. Cost savings to budget (hardware/software) and technical staff with common machine purchase.
7. Develop a five year plan for desktop computers.