



Lamar State College-Orange

PC Life Cycle Replacement Strategy

The LSC-O student labs, faculty and staff computer replacement program was started in 1998, as a result of a recommendation from the Software/Hardware standards committee. The committee's charge was to evaluate the computing needs of the organization and set standards for software/hardware that would be used campus wide for business/mission processes. The setting of software/hardware standards brought out the need for computer replacement schedule in order for the standards to be established and maintained. The software/hardware standards have evolved through the years based on criteria from this campus committee and the academic industry program review committees. The academic review committee is in place to insure that curriculum keeps pace with industry. The curriculum needs drive the standards for the student lab computers. This has resulted in a three-year rotation for student lab computers. Based on the assessment of faculty and staff computing needs these replaced lab computers are then re-distributed to faculty/staff offices based on need and condition of computer. In 2000, the replacement cycle process was carried over into the faculty/staff computing environment. Based on needs assessment, an estimated 5% of faculty/staff computers are on a two-year replacement cycle. The remaining faculty/staff computers are on a three-year replacement cycle.

Student Computer Labs

Needs assessment: The computers located in student labs have the highest utilization of all computers on campus. In addition, it is necessary to maintain computers that will support the academic curriculum needs. The academic needs require the support of application suites ranging from basic office applications, such as Microsoft Word and WordPerfect, to processor and graphic intense applications used for desktop publishing and computer programming languages.

Assessment Review & Acquisition: Because of the high utilization in these labs the equipment requires replacement in approximately three years. The three-year replacement cycle is based on several criteria that include the number of work orders processed for the computers, the age of the computers, academic requirements and budget resources. Requisitions are prepared for the purchase of those computers requiring replacement. All computers are purchased with an extended three-year warranty.

Installation and Re-distribute/Remove: The student lab computers are normally installed during one of the semester breaks in early January, late May or early August. One of the computers is delivered to the Department of Information Technology (DoIT) after being received and tagged for inventory purposes. The DoIT staff develops the software image required for that particular model computer and lab requirements. DoIT staff and the faculty that will be teaching in lab then test the image. The image is then loaded onto a server for deployment during the installation cycle. The complete lab



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shipment is delivered to the designated room; computers are set up and imaged for use. All lab computers to be replaced, receive a software load and are put into service in a 2-week window through the efforts of the DoIT staff. Computers that are removed from service are evaluated to determine the viability of re-distribution elsewhere on campus, or if they have reached the end of their life cycle and should be salvaged.

Faculty & Staff computers

Needs assessment: Prior to purchase a review of specific computer requirements is performed involving the computer center staff and end users of the department. This assessment is to determine if requirements are necessary that are outside of the standard computer configuration.

Assessment Review: The Director of Information Services has signature authority for the computer configuration. During this process, the DoIT staff review the configuration to insure that they meet the needs of the campus technology user and the equipment is compatible with the college's technology infrastructure. A computer configuration is produced and returned to the department head. The department head has final approval over the process and if they concur, will forward all the paperwork to the college's purchasing office for acquisition.

Installation & Removal from Service: The shipping/receiving department inventories the shipment for completeness and tags computer for inventory purposes. The computer is then transferred from receiving to the DoIT. The DoIT staff performs the installation of the basic software configuration and installation of software and hardware unique to the specific user or department. The DoIT staff complete all required configurations to permit network accessibility, they then transfer files from replaced computer as necessary.

Re-distributed Computers: A minimum hardware configuration has been established for those computers that are to be re-distributed. If a recycled computer does not meet the minimum hardware configuration for memory, hard drive size, or presence of an auxiliary media drive, it is reviewed for cost of upgrading. If a recycled computer is upgraded to the minimum hardware configuration or already meets/exceeds the minimum hardware configuration, the computer will be "refurbished". This includes formatting the hard drive and installing the most current operating system the hardware will support. Application software will be installed per new user preference according to the capability of the computer and standard software load.