

# Employee Computer Evergreen Program

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<b>Document Owner:</b>	Information Technology Services
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## Version

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## Approval

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

Approvers	Role	Signed	Approval Date

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## 1.0 SCOPE

The scope of this program is defined for all personal productivity computers (PPC) for faculty and staff through an Employee computer evergreen program.

Out of scope are classroom technology, general access (kiosks), public display technology, research funded computers, ancillary departments or cost recovery operations, separate corporate entities (see Appendix D), and teaching computer labs. The provisioning of computers for new positions will be funded through the existing process. These university assets will be added to the Inventory Catalog – Evergreen (I.C.E.) and participate in the program.

## 2.0 BACKGROUND

As of September 2011, there are 1400+ faculty and staff PPC throughout the Wilfrid Laurier University community varying in ages from 1-12 years old. While some Departments / Faculties have a substantial budget others may have a more stringent approach when it comes to purchasing and replacing personal productivity computers. As a result, there is no consistency in terms of makes and models of hardware purchased.

## 3.0 EVERGREEN APPROACH

As part of our mission and vision, Information Technology Services (ITS) recognizes that technology is an integral part of teaching, research and administration at the University.

It is our intention to provide appropriate and current technology to Faculty and Staff on a regular basis.


As part of the ITS Evergreen Plan, ITS has secured funding university wide to implement a 4 year Employee Evergreen Program to replace faculty and staff's existing PPC for all campuses. The ICT Support team has defined a proposed deployment plan for implementation of this 4 year evergreen plan based on the age of the existing computers.

The approach will take the current inventory of PPC to be replaced over the course of the program and divide it into 4 separate years. Through each year, the number of computers to be replaced that year, will be broken down into multiple deployments phases and administered by the evergreen committee. If a PPC fails before the scheduled deployment for emergency reasons, the evergreen program will accommodate the early deployment. This will ensure that replacements are available for PPC that fail prior to their replacement period.

### 3.1 Academic Full Time Faculty:

[http://www.wlu.ca/documents/36333/2008-2011.Full-time\\_CA.final.pdf](http://www.wlu.ca/documents/36333/2008-2011.Full-time_CA.final.pdf)

All full-time employees will be provided one personal productivity computer. Under article 4: General Administration of the Collective Agreement for Full Time Faculty, paragraph 4.1.2 stipulates "To enable Members to fulfill their obligations under Articles 18 and 19, the University shall provide each Member for his/her exclusive use a furnished office equipped with a computer, and appropriate laboratory and studio space. In circumstances where there may be a shortage of office space, a Member may be required to share an office with another Member or Contract Academic Staff member

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under the following conditions: “ and section (e) “...a Member sharing an office shall be entitled to the exclusive use of a desk, computer and telephone;”

The standard hardware will be 1 (one) PC desktop base end model. The ITS Standard hardware configuration is posted at [http://www.wlu.ca/page.php?grp\\_id=47&p=20983](http://www.wlu.ca/page.php?grp_id=47&p=20983)

The upgrade path options are listed in Appendix C.

Should a staff request additional components not included as part of the base model configuration, it will be necessary for departments to purchase these at their own expense. Any upgrades from the base model to an upgraded model will be assumed by the department/faculty. The Evergreen program will provide base model funding for a desktop or laptop base model.

### 3.2 Part Time Contractual Academic Staff:

[http://www.wlu.ca/documents/47160/CAS\\_Collective\\_Agreement\\_2007-2010.pdf](http://www.wlu.ca/documents/47160/CAS_Collective_Agreement_2007-2010.pdf)

All part-time contractual academic staff will be provided access to one personal productivity computer that may be shared. Under article 4.2: Working environment of the Collective Agreement for Part Time Faculty, paragraph 4.2.2 stipulates

“4.2 Working Environment:

4.2.2 The University shall provide Members with reasonable access to facilities, services and equipment required to meet the Members’ contractual requirements including office space to provide Members with an opportunity for private meetings with students within reasonable working hours, work areas, office supplies, audio-visual resources, library services, telephone, photocopier, electronic mail, computer, and secretarial and technical support, and secure storage of confidential materials and person belongings”


All Part Time Contractual Academic Staff will be provided one personal productivity computer that is shared as per the collective agreement. The standard hardware will be 1 (one) PC desktop up to a maximum of 3 (three) users under the Evergreen Program. Any additional requirements will be covered by the department. The ITS Standard hardware configuration is posted at [http://www.wlu.ca/page.php?grp\\_id=47&p=20983](http://www.wlu.ca/page.php?grp_id=47&p=20983)

### 3.3 Full Time Staff:

The department manager will determine the need for a personal productivity computer for full time staff, and if determined appropriate, the full time staff will be provided with one personal productivity computer at which point this PPC will participate in the evergreen program.

The standard hardware will be 1 (one) PC desktop base end model. The ITS Standard hardware configuration is posted at [http://www.wlu.ca/page.php?grp\\_id=47&p=20983](http://www.wlu.ca/page.php?grp_id=47&p=20983)

The upgrade path options are listed in Appendix C.

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Should a staff request additional components not included as part of the base model configuration, it will be necessary for departments to purchase these at their own expense. Any upgrades from the base model to an upgraded model will be assumed by the department/faculty. The Evergreen program will provide base model funding for a desktop or laptop base model.

### 3.4 Part Time/Contractual/Occasional Staff:


All part-time employees will be provided one personal productivity computer as approved by their department manager.

The approach for the deployment plan consists of finalizing the deployment plan and arranging communication with the end-user 2 months in advance of their schedule replacement appointment.

## 4.0 EVERGREEN GUIDELINES

- ITS will procure all hardware required for the 4-year Employee Evergreen Program.
- All new PPC will be configured by the ITS department with a basic set of standard software applications according to the standard software list as published on the ITS website [http://www.wlu.ca/page.php?grp\\_id=47&p=20983](http://www.wlu.ca/page.php?grp_id=47&p=20983)
- Any software requirements outside of this will need to be licensed and procured by the individual department and installed by ITS personnel only.
- All PPC computers will be deployed by the ITS Department and will remain as assets of the ITS Department as part of the Evergreen Program.
- When a computer is replaced, the old computer will be removed by Information Technology Services and disposed of properly under section 6.5.
- The client will have a choice between a desktop or laptop according to hardware selection guidelines under section 3.
- ITS will provide the base standard hardware and any additional components or upgrades will be at a cost to the department outside of this Evergreen program.
- For clients wishing to upgrade to or replace their MAC; the evergreen program will provide the funding for the base model Windows 7 desktop or Windows 7 laptop and any additional costs will be the responsibility of the faculty or department.
- Exceptions to the standard computer hardware and software may be granted on a case by case basis which requires approval from the Employee Evergreen Committee.
- For new faculty/staff, procurement of hardware remains the responsibility of the individual Department / Faculty under the new faculty/staff provisioning process and hardware guidelines should be adhered to according to the listing on the ITS department website. [http://www.wlu.ca/page.php?grp\\_id=47&p=20983](http://www.wlu.ca/page.php?grp_id=47&p=20983)
- Departments / Faculties may have additional computers for auxiliary needs (research, testing) however these will not be considered part of the Employee Evergreen Program and the hardware purchased may incur additional support costs for support.

ITS will not support, redeploy, refurbish, cascade or re-purpose any existing computers that have been refreshed under the Employee Evergreen Program. They shall be disposed of under section 6.5.

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#### 4.1 Non-Standardized Hardware & Software

The ITS department encourages departments/ faculties to take advantage of the significant pricing structure by adhering to the standards listed on the ITS department website.

- Departments/Faculties who purchase hardware outside of the posted standards, will be quoted and charged an additional setup fee by the ITS department.
- Any additional personal productivity computers or peripherals that do not fall under the ITS standards must be pre-approved for support.
- Any software costs must be covered by the Department/Faculty and pre-approved by ITS for support. Additional charges may apply.

#### 5.0 BENEFITS

- Standardized hardware / Operating System / Personal productivity tools (Win7/MsOffice2010) will reduce trailing edge technology and decrease total cost of ownership.
- Administration performed by a department to manage hardware inventory will be absorbed under ITS.
- Reduced support effort and maintenance of hardware.
- New computers and monitors will come with a 4 year warranty.
- Reduce financial barriers for replacement of hardware throughout departments.
- The manufacturer will install the Laurier image prior to shipping to reduce the total cost of ownership.
- Every effort will be made to minimize the number of touches and the duration of support required to deploy a computer.

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## 6.0 PROGRAM EXECUTION PLAN:

The program shall be broken down into five phases.

### 1. Categorization Management

The process of determining the age of each PPC will allow the Evergreen Committee to assemble the Inventory Catalog - Evergreen (I.C.E.) into a 4-year cycle and determine priority for refreshing existing personal productivity computers.

### 2. Communication Management

The Employee Evergreen Committee will communicate the deployment schedule to facilitate knowledge transfer to the university community.

The Employee Evergreen Committee will email the client directly with the deployment date when deployments phases has been determined.

### 3. Procurement Management

The Evergreen Committee will provide a list of assets to be procured by the bookstore/Techshop on an annual/quarterly based as per the Inventory Catalog - Evergreen (I.C.E.). The Evergreen Committee will provide a forecasted budget each year during the budget building process based on the Central Budget Account Reserve Policy - Desktop PCs and Laptops Renewal Policy.

### 4. Deployment Management


The Evergreen Committee representative will contact and schedule appointments with each client on a monthly basis and enter service requests accordingly. The service request will be forwarded to the Employee Technical Support team for action.

The technician will install, configure and transfer all data from the old device to the new device immediately.

### 5. Disposal Management

Replaced computers will be held in quarantine for 30 days from the date of replacement. Once the date has expired, the equipment will be disposed of once verified and signed off by the customer.

As part of WLU's environmental citizenship and Electronic Waste Re-cycling program, ITS will endeavor to properly dispose of all assets as per OP-20: Electronic Waste Recycling Program.

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## **APPENDIX A:**

### **EVERGREEN COMMITTEE**

Manager, ICT Technical Support – Brantford  
Manager, ICT Employee Technical Support – Waterloo  
Director, ICT Support

### **IMAGING COMMITTEE**

Manager, ICT Technical Support – Brantford  
Manager, ICT Employee Technical Support – Waterloo  
2x ICT Technical Support Representatives

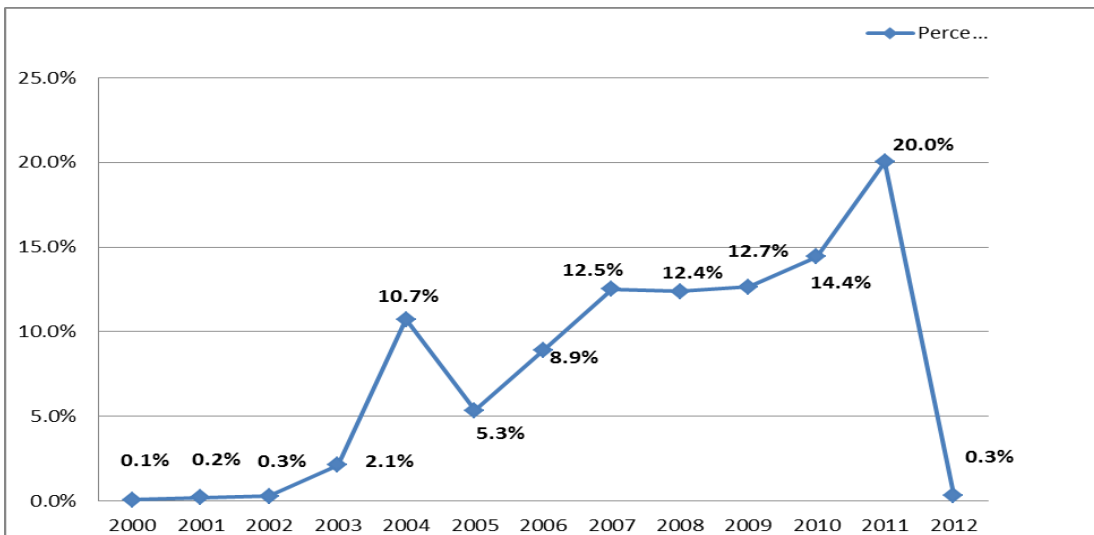
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## APPENDIX B: ROLLOUT SCHEDULE (TIME & COST)


Year	Total Qty	FY11/12	FY12/13	FY13/14	FY14/15
2000	1	1			
2001	3	3			
2002	4	4			
2003	31	31			
2004	157		157		
2005	78		78		
2006	130		130		
2007	183		140	43	
2008	181			181	
2009	185			185	
2010	211			100	111
2011	293				293
2012	5				5
<b>Total Qty</b>	1462	39	505	509	409
		\$37,791	\$489,345	\$493,221	\$396,321

NOTE: These figures represent approximately 80% accuracy as the inventory was completed manually.

The following chart illustrates a percentage based upon age of computers:






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## APPENDIX C: UPGRADE PATHS

<u>Old Computer</u>	<u>New Computer under Evergreen Program</u>	<u>Costing Model</u>
MAC Desktop	PC Desktop Base Model	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
MAC Desktop	MAC Desktop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
MAC Desktop	MAC Laptop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
MAC Desktop	PC Laptop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
MAC Laptop	PC Desktop Base Model	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
MAC Laptop	PC Laptop Base Model	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
MAC Laptop	MAC Desktop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
MAC Laptop	MAC Laptop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
PC Desktop	PC Laptop Base Model	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
PC Desktop	MAC Desktop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
PC Desktop	MAC Laptop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty
PC Laptop	MAC Laptop	Cost of Base model desktop provided by Evergreen Program, all other costs assumed by Department/Faculty


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## APPENDIX D: ANCILLARY DEPARTMENTS

<u>Department Name</u>
Residence Services
Parking Services
Athletic & Recreation Services
Book Store - Waterloo
Book Store - Brantford
Tech Shop - Waterloo
Tech Shop - Brantford
Food Services
Conference Services
OneCard Office
Laurier English and Academic Foundation (LEAF) Programs

## SEPARATE CORPORATE ENTITIES

<u>Corporate Entity Name</u>
WLUSU –Laurier Student Union
GSA – Graduate Student Association
LEDC – Laurier Executive Development Centre
Seminary

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## STANDARD CONFIGURATION AND COST

### Laptops:

SPECIFICATIONS	High End Model - Latitude E6420	Base End Model - Latitude E6420
CPU	Intel Core i7 2.7 GHz	Intel Core i3 2.2 GHz
RAM	8 GB	4 GB
Hard Drive	500 GB - 7200 RPM	320 GB - 7200 RPM
Video	nVidia® NVS™ 4200M 512 MB Discrete Graphics for Dual Core	nVidia® NVS™ 4200M 512 MB Discrete Graphics for Dual Core
DVD	DVD+/-RW	DVD+/-RW
Operating System	Windows 7 Pro - 64 bit	Windows 7 Pro - 64 bit
Warranty	Accidental damage, 4 yr. warranty	Accidental damage, 4 yr. warranty
Monitor	14.0" HD (1366 x 768) Anti-Glare LED Backlit	14.0" HD (1366 x 768) Anti-Glare LED Backlit
Wireless Card	Intel® Centrino® Ultimate-N 6300 802.11a/b/g/n	Intel® Centrino® Ultimate-N 6300 802.11a/b/g/n
Docking Station	Dual video output with keyboard and mouse	Dual video output with keyboard and mouse
Additional Monitor	E2210 22" wide monitor with DVI input and AX510PA sound bar	E2210 22" wide monitor with DVI input and AX510PA sound bar
<b>PRICE</b>	<b>\$1,749.<sup>00</sup></b>	<b>\$1,439.<sup>00</sup></b>

### Desktops:

SPECIFICATIONS	High End Model - OptiPlex 990	Base End Model - OptiPlex 990
CPU	Intel Core i7 3.4 GHz	Intel Core i3 3.3 GHz
RAM	8 GB	4 GB
Hard Drive	RAID 1 500 GB each (2.5")	RAID 1 320 GB each (2.5")
Video	1 GB AMD RADEON HD 6450 (1 DP, 1 DVI & DVI Adapter)	512 MB AMD RADEON HD 6350 (2 DVI)
DVD	6x Blu-ray Writer	DVD+/-RW
Operating System	Windows 7 Pro - 64 bit	Windows 7 Pro - 64 bit
Warranty	4 year extended warranty	4 year extended warranty
Monitor	E2210 22" wide monitor	E2210 22" wide monitor
Speakers	Dell AX510PA sound bar	Dell AX510PA sound bar
<b>PRICE</b>	<b>\$1,349.<sup>00</sup></b>	<b>\$969.<sup>00</sup></b>