IOT Desktop Refresh - 2022

Who We Are:
A 25-member team that refreshes IOT customer PCs on a regular basis. We are divided into four groups – PC Refresh, Deployment Room, PC Surplus and Delivery and Lead Install Techs.

Our Mission: As part of Desktop Services, refresh partner agencies’ PCs every four years and provide PCs for new hires.

Department: 493006
Manager: Carol Batzloff

What We Do:
The team manages the scheduling, ordering, build and deployment of more than 7,000 PCs each year to meet the IOT’s commitment of a new PC every four years. Provide PCs and PC Accessories to new hire employees. Provide loaner laptops to State Agencies. Work in partnership with IDOA to decommission old PCs by performing data sanitization and certification to provide for donation to Indiana Schools or de-manufacturing.

Our Products:
1001 Seat Charge
1001A PC Refresh Accessories
1001U PC Refresh Upgrades

Our Tools:
ASM VSM Ticket Management and SLA Measurement

Our Metrics: IOT’s Metrics

Our Customers: State Agencies that utilize seat services provided by IOT.

Our Budget: $32 Million

Our Growth:
# Non-Network SEAT: 2007 = 3,070 2017 = 10,081 2020 = N/A 2021=N/A

Major Accomplishments:
• 97% complete with round 3 refresh taking PCs from Windows 7 to Windows 10 OS
• Round 4 refresh well underway
• New Refresh Counter: 131,964 PCs
• Refreshed 7,491 PCs in 2021
• Deployment Room Production: 13,189 PCs in 2021
• Surplus/Transfer PCs: 9,439 in 2021
• IOT PCs returned: 10,777 in 2021
• Agency Drop-Off PCs: 1,256 in 2021
• DBAN PCs: 1,201 in 2021
• Recycle PCs: 9,486 in 2021

Recent Completed Refresh Projects:
• CHE
• CJI
• DFI
• IARA
• IBTR
• IDR
• Lottery
• IEERB
• ILEA
• INPRS

Current Refresh Projects:
• ATC
• DLGF
• DOG
• DOC
• DNR
• FSSA
• IEDC
• IDOI
• IFA
• OALP
• PDC
• WCB
• SBA
• SPD
• OUCC
• DCS
- IOT
- IVH
- ISP
- PAC
- PEN Offender
- PLA