

IOT PC Refresh - 2021

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 6,000 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:

vFire 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:

SEAT Supported: 2007 = 22,461 2017 = 31,729 2020 = 39,106
Non-Network SEAT: 2007 = 3,070 2017 = 10,081 2020 = N/A

Major Accomplishments:

- 84% complete with round 3 refresh taking PCs from Windows 7 to Windows 10 OS
- Round 4 refresh started
- New Refresh Counter: **114,227 PCs**
- Refreshed **7,959 PCs** in **2020**
- Deployment Room Production: **14,427 PCs** in **2020**
- Surplus/Transfer PCs: **11,049** in **2020**
- IOT PCs returned: **9,236** in **2020**
- Agency Drop-Off PCs: **1,751** in **2020**
- DBAN PCs: **1,734** in **2020**
- Recycle PCs: **11,060** in **2020**

Recent Completed Refresh Projects:

- AOS
- ATG
- DOE
- IAC
- ISDA
- LG
- IWM
- DVA
- GCPD
- ISM

Current Refresh Projects:

- FSSA-DFR
- DOR
- DNR
- BMV
- DCS
- DWD
- INDOT
- IDOH
- IGC
- GOV