IOT Desktop Refresh - 2023

Who We Are:
A 27-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	1001U	PC Refresh Upgrades
1001A	PC Refresh Accessories	1001RC	PC Refresh Credit

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: $9 Million

Our Growth:

# SEAT Supported:	2007 = 22,461	2017 = 31,729	2020 = 39,106	2021=38,957	2022= 36,287
# Non-Network SEAT:	2007 = 3,070	2017 = 10,081	2020 = N/A	2021=N/A	2022=N/A

Major Accomplishments:
- 99% complete with round 3 refresh taking PCs from Windows 7 to Windows 10 OS
- Round 4 refresh starting year 4 in 2023
- New Refresh Counter: **143,776 PCs**
- Refreshed **8,262 PCs** in **2022**
- Deployment Room Production: **14,773 PCs** in **2022**
- Surplus/Transfer PCs: **8,425** in **2022**
- IOT PCs returned: **10,255** in **2022**
- Agency Drop-Off PCs: **982** in **2022**
- DBAN PCs: **251** in **2022**
- Recycle PCs: **8,711** in **2022**

Recent Completed Refresh Projects:
- Lottery
- PAC
- IFA
- ATC
- ICSB
- DLGF
- OED
- SEAC
- DCS
- IEDC
- OIG
- CRC
- HRC
- IOT
- ISL
- IPSC
- PLA
- RDA
- WRSP
- IHCDA
- SOS

Current Refresh Projects:
- DOC
- DNR
- FSSA
- DOR
- ISP
- PEN Offender
- DFR
- INDOT
- BOAH
- IDOA