

Frequently Asked Questions About Replacement of Agency Computers

Why are the computers at my agency being replaced?

The computers at your agency are being replaced, or “refreshed,” as part of a larger effort to transform the state’s information technology (IT) infrastructure. The overall transformation will make the IT infrastructure more reliable, secure, efficient and capable of supporting new technologies that will allow your agency to enhance its services to the citizens of the Commonwealth.

Updating personal computers – including desktops, laptops and tablets – is one part of the overall transformation. The benefits to you as an agency employee include common, up-to-date, industry-standard hardware and software, which will result in improved capabilities to share files internally and externally, increased speed and reliability, faster problem resolution and enhanced security. Benefits to your agency include a standardized computing environment, which will result in increased efficiencies and reduced costs.

In addition to updating personal computers, the overall transformation will address help desk services, e-mail and messaging, voice and data networks, information security, disaster recovery, mainframes, servers and data center facilities. The effort will occur in phases and is scheduled to be complete in 2009. Ultimately, this effort will affect nearly 80 government agencies and 68,000 employees and represent a \$270 million dollar investment in the Commonwealth of Virginia. The end result will be a reliable, high performance, state-wide IT infrastructure supporting improved delivery of government services.

Who will perform the replacements?

A team from the *Virginia IT Infrastructure Partnership* will be onsite at your agency to replace designated desktop, laptop and tablet computers. The Virginia IT Infrastructure Partnership is a public-private partnership between the Virginia Information Technologies Agency (VITA) and Northrop Grumman. The partnership is responsible for transforming the state government’s IT infrastructure and providing IT services to state government agencies.

Will all computers at my agency be replaced?

Not all computers at your agency will be replaced. Specific computers will be identified for replacement based on a set of criteria, including the age of the current equipment, the remaining warranty, future availability of parts, compliance with the partnership’s minimum standard hardware configuration, repair history and future usability in terms of meeting your agency’s business requirements (e.g., for performance, mobility, etc.)

How will information about my computer be collected?

To collect information on the age and configuration of your computer, a software tool called Altiris will be installed on your machine. Altiris is an asset data collection system. It will be installed manually by an onsite technician or automatically via remote delivery, depending on your agency's capabilities. Once installed, Altiris will collect and report technical information about the hardware and software currently in use on your computer. Altiris cannot access your personal files or data and will have no impact on the way you use your computer, though you may see a new icon in the system tray, usually located on the bottom right side of your screen.

Who will decide whether my computer is to be replaced?

The information collected by Altiris will be reviewed by the partnership team. The team will identify computers that fit the criteria for replacement and make recommendations to your agency management. Your agency management will consider your agency's business requirements and participate in the final decision on which computers to replace. If your computer is identified for replacement, you will be notified via e-mail.

For those computers that are replaced, what are the new models and standards?

Computers identified for replacement will be replaced with one of the following models:

- Hewlett Packard Compaq dc5700 Desktop, with an Intel Pentium D 915 processor, 80 GB hard drive, 1 GB memory, Hewlett Packard PS/2 Standard Keyboard, and Hewlett Packard PS/2 2-Button Scroll Mouse
- Hewlett Packard dc7700 vPro Desktop, with an Intel Core2 Duo E6600 processor, 250 GB hard drive, 2 GB memory, Hewlett Packard PS/2 Standard Keyboard, and Hewlett Packard PS/2 2-Button Scroll Mouse
- Hewlett Packard Compaq nc6400 Laptop, with an Intel Core Duo T2400 processor, 60 GB hard drive, 1024 MB of memory, DualPoint Keyboard, 14.1" display, wireless capability and laptop bag
- Hewlett Packard Compaq nc8430 Laptop, with an Intel Core Duo T2500 processor, 80 GB hard drive, 2048 MB of memory, DualPoint Keyboard, 15.4" display, wireless capability and laptop bag
- Hewlett Packard Compaq tc4400 Tablet, with an Intel Core Duo T2300E processor, 60 GB hard drive, 1024 MB of memory, DualPoint Keyboard, 12.1" display, wireless capability and carrying bag

For detailed specifications, please visit <http://www.hp.com/>.

All models come with the Microsoft Windows XP Professional operating system and Microsoft Office 2003, including Word, Excel, PowerPoint, Outlook and Access. If you currently use applications specific to your agency or to your work group, those will be installed as well.

Which model will I get if my computer is replaced?

In most cases, the specific model you receive will be based on what you have now. The partnership team and your agency management will review the hardware and software configuration of your current computer and select a model that matches or exceeds what you have now and what you need to do your job.

What's the process for replacing my computer and how long will it take?

If your computer is identified for replacement, you will be notified via e-mail. The subject line of the e-mail message will be "Your Computer is Scheduled for Replacement." Please follow the steps listed in the e-mail message, and repeated below in this FAQ document, to prepare for the replacement of your computer.

When the technician arrives to replace your computer, he or she will perform the following steps:

1. The technician will shut down and remove your old equipment. You can assist by removing personal and work items displayed on or around your computer and its cabling.
2. The technician will install and power up your new computer and connect it to your agency's local network.
3. Once the computer is connected, the technician will access a backup copy of the files and data from your old computer and move them to your new computer. The technician will verify that a current backup exists before arriving at your work area to perform the replacement.
4. The technician will then conduct a brief orientation with you to verify that you can log on successfully, access your files and data, and access the software applications you use to do your job. If you are licensed to use an application that is not already installed on your new computer, the technician will install it at this time. During the orientation, the technician will also answer any questions you may have.
5. After the orientation, the technician will ask you to sign a Customer Acceptance Form. This form is used to verify that your new computer was installed, your files and applications are accessible and you received the orientation. The form is also used to record any problems with your new computer that the technician could not fix immediately so that those issues can be tracked and resolved.

The process may vary based on your agency's needs and environment.

With your cooperation in completing the steps listed in the e-mail message, and repeated below in this FAQ document, it will take approximately an hour to replace your computer.

Some computers may take longer, depending on how much data you have, how many applications you use and local network speeds.

When the replacement process is complete, you may receive an e-mail message asking you to complete a brief questionnaire. Your participation would be greatly appreciated and will help the partnership continually improve the replacement process.

What steps should I take to prepare for the removal of my old computer and installation of my new one?

Your preparation for the removal of your old computer and installation of a new one will help in making the process successful and will permit you to get back to work as soon as possible. Please follow the steps listed below.

- *Make sure your work area will be accessible* to the technicians performing the replacements. If your workspace is in a locked or secure area, verify that someone at your site will be able to provide the technicians with access to your area.
- *Remove personal or work items* displayed or stored on or around your computer and its cabling (e.g., picture frames, post-it notes, coffee mugs, papers, folders, CDs, etc.) This will allow the technician to get to your computer more easily.
- *Centralize files stored on your computer's hard drive (usually the C: drive)* by moving them into the "My Documents" folder on your computer. This includes all Word, Excel, PowerPoint and text files, and any other files you've created. Moving these files to the "My Documents" folder will help reduce the time required to locate your files for transfer to the new computer. You do not need to move files or data stored on a network drive (usually letters G: or higher).
- *Have your computer available at your agency site.* This applies to laptops and tablets in particular. If you work from home or another site, plan to bring your computer equipment to the designated agency location.
- *Designate someone to sign your Customer Acceptance Form* if you will not be available during the replacement process. The authorized person could be your local IT support person or your agency's designated point-of-contact for the replacement effort.

Completing these steps will facilitate the replacement process and reduce the amount of time required to remove your old computer and install your new one.

Will all of my files and data be moved from my old computer to my new computer?

As part of the replacement process, all of your files and data will be copied from your old computer to your new one. To locate your files, the partnership team will use a software tool

to search your computer for pre-determined file extensions. Once all files with the specified extensions are located, a copy of these files will be created and moved to your new computer. The technician may also move some files manually, if necessary. After the move is complete, the technician will conduct a brief orientation to confirm that your files have been moved correctly and are accessible to you.

You can facilitate the process by moving the files and data stored on your computer's hard drive (usually the C: drive) to the "My Documents" folder before the technician arrives. This includes all Word, Excel, PowerPoint and text files, and any other files you've created. Taking this step in advance will not limit the files to be transferred to those in the "My Documents" folder only, but it will help reduce the time required to locate your files for transfer to the new computer.

To use my new computer, will I need a new user ID or login for my e-mail or other applications?

All user IDs and passwords will remain the same. When you use your new computer to access e-mail or other applications, you will enter the same user ID and password you used before your computer was replaced. If you currently access any applications with your user ID or password saved and pre-populated so that you don't have to enter it manually, you may need to enter it manually the first time you access the application using your new computer. So while your user IDs and passwords won't change, you will need to know what they are.

If I have applications on my old computer that are specific to my agency or my work group, how will these be handled?

If you currently use applications specific to your agency or to your work group, these will be installed on your new computer as part of the replacement process. These applications are identified ahead of time using a software tool called Altiris. Altiris is an asset data collection system that will be installed on your computer either manually by an onsite technician or automatically via remote delivery, depending on your agency's capabilities. Once installed, Altiris will collect and report technical information about the hardware and software currently in use on your computer, including all applications.

Once your new computer is installed, the technician will verify that applications specific to your agency or to your work group were loaded along with all standard applications. If you are licensed to use an application that was not identified ahead of time, or you use an application that is used by only a small number of people, this may be loaded by a technician after the rest of the replacement process is complete.

Will my administrative rights and privileges be impacted by the process?

Administrative rights for applications will not be impacted by the process. Administrative rights to your computer's operating system may be impacted. The partnership team will work with your agency management to determine who requires administrative access. Employees whose job responsibilities do not require administrative rights to the operating system will

default to a non-administrative level.

I currently have a desktop computer but prefer to have a laptop. Can I request this as part of the replacement process?

In most cases, the type of computer you receive will be similar to what you have now. The partnership team and your agency management will review the hardware and software configuration of your current computer and select a model that matches or exceeds what you have now and what you need to do your job.

If you currently have a desktop computer, and your job requirements are such that a laptop would better suit your needs, you can submit a request using your agency's current process for requesting new or upgraded computer equipment. If you are unfamiliar with your agency's process for requesting computer equipment, contact your manager or supervisor.

Once my new computer is installed, what will happen to my old computer?

The partnership team will store your old computer in a secure location for two weeks in case there is a need to recover any data. Then, the partnership team will follow standards set by the Department of General Services (DGS) to permanently remove all data and sensitive information and prepare the machine for disposal. Steps taken to comply with DGS standards include removing all Commonwealth of Virginia indicators, degaussing (or demagnetizing) the hard drive, and flashing the BIOS (basic input/output system). Once all data and sensitive information are removed, the computer will be categorized as surplus or it will be destroyed.

Can I purchase my old computer, or re-allocate it to a co-worker whose computer was not replaced?

You will not be allowed to purchase your old computer from your agency or re-allocate it to someone else within your agency. However, some surplus equipment may be put up for sale by the Department of General Services. For auction information, please visit the following Web site: http://vbo.dgs.state.va.us/VBO/Docs/Auction_Bid_Schedule.asp.

What resources are available to help me get started in using my new computer?

A number of resources are available to help you get started with your new computer. First, as part of the replacement process, the technician will provide you with a brief orientation to verify that you can log on and access your files, confirm that your applications are functioning and answer any questions you may have.

In addition, your new computer comes with locally installed computer based training (CBT). You can access this training by using a link on your desktop. This training provides an introduction to the Windows XP Operating System and Microsoft Office 2003.

FAQ

To assist you with the hardware layout of your new computer, including the location of the DVD drive, USB port, printer port, headphone jack and other common hardware elements, your new computer comes with a locally installed hardware diagram. Like the CBT, you can access this diagram by using a link on your desktop.

For additional assistance, you can access the Microsoft Web site for “tips and tricks” on operating in the Windows XP environment:

<http://www.microsoft.com/windowsxp/using/setup/tips/default.mspx>.

If I have IT-related problems I haven’t yet reported, can the technician who replaces my computer help with these as well?

The “refresh” technician assigned to replace your computer can fix only those issues directly related to your new machine. While it may seem reasonable to ask for the technician’s help with other issues, such as a problem with your phone or a printer, please refer all issues not directly related to the replacement process to your existing help desk or local IT support. Reporting these problems through the proper channel will allow the refresh technician to focus on your computer replacement and complete the job more quickly and accurately.

Who should I contact if I have problems with my new computer after it’s replaced?

For any problems with your computer discovered immediately after it’s replaced, please alert the technician. If there are problems the technician cannot address immediately, those issues should be recorded on your Customer Acceptance Form so that they can be tracked and resolved. For any questions or problems discovered after the process is complete and the technician leaves your work area, please contact your existing help desk or local IT support.

Where can I get for more information?

For more information on the overall IT infrastructure transformation, including the replacement of agency computers, please visit the VITA Web site at <http://www.vita.virginia.gov/itpartnership/index.cfm> or send your questions to questions@vita.virginia.gov. You may also contact your local IT support or your designated agency point-of-contact.

