



KAAP AGULHAS MUNISIPALITEIT
CAPE AGULHAS MUNICIPALITY
U MASIPALA WASECAPE AGULHAS

COMPUTER REPLACEMENT AND UPGRADE POLICY

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COMPUTER EQUIPMENT REPLACEMENT AND UPGRADE POLICY

PURPOSE

To establish a Computer (PC) equipment replacement and upgrade policy for Cape Agulhas Municipality in order to utilize the benefits of next-generation office environments, simplify technical support issues, and increase CAM's ability to deploy new solutions to business problems.

STATEMENT

Guidelines and procedures are required to maintain a replacement cycle of personal computer equipment within the useful and expected lifetime of the equipment, while preventing a proliferation of aging, obsolete, out-of-warranty, unsupported, and incompatible systems.

CYCLE OF REPLACEMENT

It is CAM's policy to cycle replaced computers through the major classifications of technology users (see Section 6.0). PCs that have been replaced and are no longer appropriate for one classification of technology users should be used to upgrade and replace a PC with older technology within the municipality. In this manner, the PC with the oldest technology in the municipality is phased out and the municipality can continue to benefit from their investment in PCs.

REPLACEMENT RATIONALE

Desktop computers, by their nature are relatively inexpensive computing devices that have a limited life compared to other office equipment. ***The rule of thumb for obsolescence of desktop computers is 3-5 years.*** However, changing business practices, new technology, and new software applications can impose increased demands on computing power that can force a more frequent replacement cycle for employees affected by the changing business practices or those using the new technology or software.

REPLACEMENT VERSUS UPGRADE

It is CAM's policy to replace PCs with the latest technology rather than to apply major upgrades to existing PCs. Current research indicates that:

- Upgrading is expensive because, more often than not, multiple system components must be upgraded in order to achieve the intended performance improvement.
- The purchase price of the various hardware components needed to accomplish an upgrade will exceed the purchase price of a new computer.
- The cost of labor to install an upgrade to existing hardware will far exceed the cost of labor to install a new PC.
- Upgraded PCs have uncertain maintenance profiles and support costs.
- There is no increase in residual value of upgraded PCs.
- Upgrading PCs tend to increase the overall complexity in the installed hardware base.

CLASSIFICATIONS OF TECHNOLOGY USERS

There are four major classifications of technology users defined as:

- ***Leading Edge Technology Users***

Those individuals within the municipality who need to be at the forefront of technology. Those individuals carry out but not limited to the following functions:

- Heavy usage of the Municipal Information System (MIS) application (processing, programming, upgrading and maintenance)
- Heavy usage of database applications (Access; SQL, etc.)
- Heavy usage of the Internet (downloading virus fixes, programs, reporting, uploading data to various MIS, viewing reports, research & analysis)
- Moderate to heavy usage of the Microsoft Office suite (Excel, Word, Power Point, Publisher, Outlook)
- Moderate to heavy usage of various Windows applications (Adobe Acrobat, etc...)
- Previewing and testing various software, through demos or Web-casts, and regularly utilize CPU or memory intensive applications (CorelDraw, Paint Shop, Macromedia Flash, VM Ware etc...).

- ***Power Users***

Those individuals within the municipality whose daily business operations require heavy utilization of information technology. They have a standardized suite of applications on their desktops; customized applications beyond the standardized suite; may use servers for database and decision-support; and often have access to department-specific applications, e-mail, Intranets and the Internet. Functions performed by these users are (but not limited to) the following:

- Moderate to heavy usage of the Microsoft Office suite (Excel, Word, Power Point, Publisher, Outlook, Access)
- Moderate to heavy usage of Adobe Acrobat and other applications used to complete grants, reports and forms.
- Moderate to heavy usage of the Internet (uploading data, e-mailing, viewing reports, purchasing and reservations)
- Occasional to heavy usage of the MIS applications

- ***Mainstream Technology Users***

Those individuals within the municipality whose daily business operations require moderate utilization of technology for everyday office functions. They have a standardized suite of applications, access to file and print servers, and access to some host-based application using terminal emulation programs.

Functions performed by these users are (but not limited to) the following:

- Occasional to Moderate usage of the Microsoft Office suite (Excel, Word, Power Point, Publisher, Outlook, Access)
- Moderate usage of Acrobat
- Moderate usage of the Internet (Research, e-mail, etc...)
- Occasional to heavy usage of the MIS applications
- Occasional to moderate usage of third party applications (SAMRAS, CAT, etc...)

- ***Conservative Technology Users***

Those individuals within the municipality whose daily business operations require the utilization of technology for everyday office functions only. They have a standardized suite of applications, access to file and print servers, and access to some host-based application using terminal emulation programs.

Functions performed by these users (but are not limited to) are the following:

- Occasional to Moderate usage of the Microsoft Office suite (Excel, Word, Power Point, Publisher, Outlook, Access)
- Moderate usage of Acrobat Reader only
- Occasional to heavy usage of the MIS applications

REPLACEMENT SCHEDULE

The following is a general guideline for replacing PCs. Departments should consult with “ICT” for assistance in determining their specific replacement needs. Replacement schedules vary according to the four major classifications of technology users:

- *Leading Edge Technology Users*

1. Should maintain no more than two generations of technology.
2. Should consider replacing PCs every second or third year, depending on applications in use.

- *Power Users*

1. Should maintain no more than two generations of technology
2. Should consider replacing PCs every three to four years

- *Mainstream Technology Users*

1. Should maintain no more than two generations of technology.
2. Should consider replacing PCs every four to six years.

- *Conservative Technology Users*

1. Should maintain no more than two generations of technology.
2. Should consider replacing PCs every seven years.

NOTE: All computers taken from the conservative users that are not deemed obsolete will be passed on to the training room or can be donated with approval of the Municipal Manager to Educational institutions residing within the Municipal area.

REPLACEMENT PROCESS

- Once a computer is requested, “ICT” will:
 - Determine the classification level of the requestor
 - Determine if there is a higher classification person that his/her computer needs should be updated. If there is one, the higher classification person will get the new computer, and his/her computer will be handed down to the lower classification user. This is called a “Trickle Down” system and it ensures that the staff are always using the latest equipment and technology that is appropriate to their work.
 - Determine the specifications for the new computer.
- Upon arrival of the computers, an e-mail notification will be sent to the recipients informing them of the arrival and the date/time of the installation.
- Recipients must copy/move any data files and folders that they would like to be transferred over to their new computer to their “Network folder”. This includes bookmark and favorite files for Firefox, Google Chrome, Internet Explorer or any other IE. ***Users should not attempt to copy/move the entire contents of their C: drive and/or delete any files.*** Individuals who need help with this operation should contact “ICT”. An e-mail reminder will be sent to the recipients one day before their installation date.

- The new computers will include the following operating system and applications:
 - Microsoft Windows 10(professional edition)
 - Microsoft Office 2013/2016/2019 (Professional edition)
 - Microsoft Outlook
 - Google Chrome
 - Acrobat Reader
 - Antivirus Software
 - Internet Explorer

- Microsoft Skype for Business
- Local printer drivers
- Once the recipients receive their computers, “ICT” will perform the following steps:
 - Configure the computer to access CAM`s network
 - Configure Microsoft Outlook (create a user profile) for e-mail
 - Install Sophos Antivirus software
 - Install Google Chrome
 - Install Adobe Acrobat, either the Reader or the Professional edition, based on the user`s needs
 - Configure the computer to work with either a local or a network printer
- All computers being replaced will be returned to “ICT” to be cleaned and reallocated or retired in accordance with the replacement policy.
- “ICT” is not responsible for the installation and reconfiguration of “unsupported” software packages (BING, screen savers, games, etc.).
- “ICT” will NOT transfer the entire contents of a user`s hard drive. Users who have not properly prepared their machine before their scheduled “upgrade installation date/time” will automatically be placed on the waiting list for future installations.
- “ICT” will NOT be responsible for the installation and reconfiguration of “unsupported” peripheral devices or devices that were installed by users. Equipment originally installed by users will be the user`s responsibility to re-install on their new system.

APPROVED BY COUNCIL :