DoIT Computer Orders and Inventory Management FAQ's

In the spring of 2021, Administrative Information Management Services (AIMS) joined the Division of Information Technology (DoIT) as one reporting unit to the Deputy Chief Information Officer. With AIMS and DoIT merging, many questions about how these changes will impact FPM's computer management program have been asked. The frequently asked questions are listed below.

1. **When is this change effective?**
   - This change is effective July 1, 2023.

2. **Who should FP&M staff contact when they have computer problems?**
   - The DoIT Help Desk will support all our staff and students with computer hardware or network issues. DoIT can be contacted using the following methods:
     - Walk-in support is available from 7:45 am to 5 pm Monday-Friday, at 1210 W Dayton Street.
     - Call 608-265-6900
     - Email support@doit.wisc.edu
     - Chat with an Agent https://kb.wisc.edu/helpdesk/page.php?id=6454
     - DoIT will continue to remote into a machine to help customers troubleshoot.

   - DoIT Help Desk Service Levels:
     - Help Desk Level 1 provides general help desk support, which includes basic troubleshooting for staff. This service will be available after hours.
     - Help Desk Level 2 includes consultation with endpoint support technicians who provide an advanced level of support when specialized needs are identified.
     - Help Desk includes diagnosing and resolving issues related to hardware, operating systems, and campus-supported software.
     - DoIT will be responsible for maintaining endpoint security, including planning, implementing, securing, and maintaining in-scope endpoint compliance with UW-Madison cybersecurity policies and best practices.

   - AIMS specialized Infrastructure Management Services will transition to DoIT. This includes:
     - Server and storage management.
     - Supporting line of business applications.
     - Support for custom web applications.
     - Support for business projects previously managed by AIMS.

3. **Do we have to use DoIT to order computer equipment, or can we order what we want from ShopUW+?**
   - FPM mandates that all computer equipment is ordered using this process and coordinated through your assigned Computer Coordinator.

4. **Who are FPM's Computer Coordinators?**
    - Molly Lenz or Lexi Baslington – OAVC, Sustainability, Lakeshore Nature Preserve, Strategic & Capital Project Delivery, Campus Planning & Design, and Real Estate Development & Admin.
    - Pat Fargen – Environment, Health & Safety
    - Mat Gracz / Chou Yang – Physical Plant
    - Isaac Knoflicek – Transportation Services
    - Kathy Retz and Dawn Ness – back up to all units

5. **What happens with our existing computer equipment?**
    - Ownership of all equipment transfers from AIMS to FPM.

6. **How do I store inactive computer equipment?**
    - When an employee leaves FP&M, Supervisors will be required to take possession of laptops and physically deliver them to their assigned computer coordinator.
    - The assigned computer coordinator team will securely store the machines until they are repurposed for a new employee.
    - Desktop machines can remain in the cubicle/space the new employee will occupy.
    - Supervisors will be accountable for machines not being turned into Computer Coordinator staff if they are not located in the future.

7. **How are existing machines reimaged for new employees?**
    - Supervisors will submit an online form and assigned Computer Coordinators will work with DoIT to accomplish this based on the submitted information.
    - FP&M Employee Computer Request & Onboarding/Offboarding Request Form

8. **How will billing work?**
    - FP&M Finance will process the chargeback to departments based on usage and allocations.
    - Billing will be based on DoIT's "node" rate calculations.
        - The core node rate will be recalculated each year to recover the cost of delivering support to all customers.
        - The total number of supported nodes each fiscal year will be determined by calculating the average number of nodes reporting to DoIT's management system each quarter.
        - Tablet/Mobile Support Node Charges will be based on the support they require from DoIT/helpdesk. Support is defined as being registered with DoIT's management systems and having the expectation of having the ability to contact DoIT with support-related questions.

9. **Who will maintain an inventory listing?**
    - DoIT will be responsible for tracking hardware only if the hardware was purchased through the DoIT program and connected to the network. Any equipment purchased outside the program will not be supported by DoIT's help desk or tracked by DoIT.
    - It is extremely important that supervisors turn in hardware right away to ensure inventory is accurate and to avoid Node charges for inactive machines.

- Please note that purchasing computer-related equipment outside of this process is prohibited.

10. What about monitors and peripherals?

- Supervisors will indicate when submitting the new computer request form to select standard monitors, headsets, video cameras, keyboards, and mice.
- If standard-issued equipment does not meet employee needs, the supervisor may order peripherals on ShopUW+. This can be done only after confirmation that DoIT can't provide it.
- NOTE: Any monitor that is not standard issued must be approved by the departmental Director before ordering, and the Americans with Disabilities Act (ADA) accommodation requirements may apply.

11. What about iPads or Tablets?

- FPM supports the use of iPads for specific positions that have been pre-approved by unit Directors.
- iPads are ordered using ShopUW+ when cellular service is not required. The computer coordinators will order iPads requiring cellular services through DoIT.
- Other manufacturer tablets are only allowable after approval from the Associate Vice Chancellor.

12. Is there a replacement schedule for existing hardware?

- FPM will adhere to the campus standardized replacement schedules of a 5-year life.
- DoIT will determine when existing equipment is replaced by contacting the division partner.
- Computer Coordinators will work with supervisors to determine whether a machine needs to be replaced based on the employee's needs. Not all machines need to be replaced, even if they are at the end of their life.
- Computer Coordinators will double-check computer life before requesting replacement machines.
- Finance will be monitoring replacement schedules to include in budgets.

13. Are loaner machines available?

- Each Computer Coordinator will have one spare machine to use in an emergency.
- FPM will develop a checkout and return practice for those machines.

14. What if I have non-standard software needs?

- For software needs, departments will begin paying for non-standard software licenses outside of the node rate beginning July 1, 2023.
- DoIT will carry out the transaction and the installation, charging a separate fee for the cost of any non-standard software.

15. What do I do with an end-of-life machine?

- The inventory decommissioning process is a service DoIT will continue to provide.
- Machines will be turned over to DoIT, and they will coordinate disposal.
- Machines CANNOT be disposed of directly through Surplus With a Purpose (SWAP).