

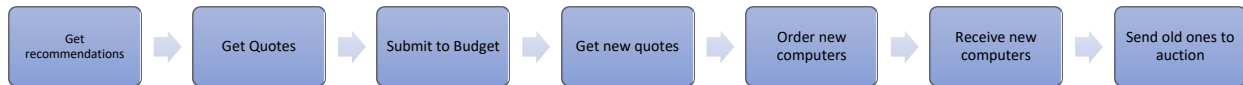
# Standardize and Centralize Ordering of Technology Items

## OVERVIEW

The proposal is to allow Technology Services to order technology items (computers, printers, software, etc.) on behalf of departments in order to save money, reduce operating costs, increase flexibility, all while maintaining department's control over their technology.

## PROBLEM STATEMENT

Currently, technology items are budgeted under each department. Every year, this process happens:



This process leads to many problems:

- Most departments overbudget as prices change between budgeting and ordering.
- Departments that didn't overbudget might be forced to substitute or forgo items
- There are many small orders placed throughout the year which is inefficient
- Lack of consolidated ordering means the County can't get bulk pricing
- Departments order at inconsistent times forcing delays in delivery and inconsistent workloads for staff
- There is no "closed loop" from recommended replacement to actual replacement leading to old equipment hanging around for many years when it should have been replaced

## PROPOSAL

Technology Services would place orders on behalf of departments for budgeted hardware, software, and IT services. During the budget process, departments would continue to work with IT and Budget to get information on the quantities of items to be replaced as well as any changes (e.g. desktop to be replaced with a laptop) or any additional requests (e.g. new implementation of iPads). Technology Services will recommend the budget dollars to the Budget based upon the quantities. This cost can be easily standardized and applied to budget, and it will be lower due to bulk ordering as well as much easier to plan for than the current method.

Technology Services would take existing technology budget items from many departments and create a single, bulk order for all of the equipment or software once early in the fiscal year. IT will negotiate pricing based on the total order and create one PO for all items from the supplier.

## BENEFITS TO THIS APPROACH

There are a number of benefits to streamlining the budgeting, procurement, and replacement of technology items. The biggest of these is the costs savings due to bulk ordering.

## BENEFITS TO DEPARTMENTS

- Easier budgeting – no need for individual quotes, just agreed-upon additions/changes with the Budget Office. That will also reduce the number of POs a department needs to create as well as the bills they pay.
- Consistent replacement timelines with standardized equipment.
- Departments still retain control over technology assets.

## BENEFITS TO IT

- Consolidated ordering process makes for predictable workloads (no scattered ordering).
- Simplified setup of computers because like-kind models can be scheduled and/or done all at once.
- Predictable replacement reduces older equipment to service.
- Bulk ordering will support standardization of equipment.

## BENEFITS TO BUDGET OFFICE

- Simplified budgeting with set pricing and consistent replacements.
- Lack of “padded” budgets will lower the operating costs for each department.
- No confusion during budget time for what still needs to be ordered during the current year vs. next year since it will all be ordered early in the year.

## BENEFITS TO PURCHASING & AUDITORS

- Reduction in number of requisitions, purchase orders and invoices processed as well as the number of contracts reviewed. This would eliminate a great deal of staff time and related expenses in several departments
- Time savings would be realized as there wouldn't need to be checking on approval of technology purchases by IT.

## EXAMPLE WORKFLOW

Early in the fiscal year, the IT department would work with each department to validate orders and release one solicitation (bids or on-contract competitive quotes) for the IT computers to be replaced across the County. The large, bulk order would result in a cost savings and arrive in a predictable time frame. IT would then work with departments to replace (or add) the computers purchased by the department. It would continue to be up to the department where and how those devices would be deployed.