

**DEPARTMENT OF PUBLIC SAFETY  
INFORMATION TECHNOLOGY SYSTEMS  
COMPUTER AND SOFTWARE DEPLOYMENT SUPPORT  
SCOPE OF WORK**

**OVERVIEW**

The Office of Information Technology Systems (ITS) currently supports all IT equipment for the Department. To improve the IT property management for the Department the current process needs to be modified. We are requesting a modification to the process of *purchasing computers and standard software* and sustaining the responsibilities of this process under our office. This request will alleviate many of the issues with inventory control, security, illegal software and maintenance.

**OBJECTIVE**

ITS will be responsible to streamline the computer process from purchasing to disposal. ITS will partner with the Program/Division to collect information on the number of computers required and implement a centralized management system to deploy and control the issuance of computers, software/hardware and maintain the computer inventory.

**SCOPE OF WORK**

The purpose of the scope of work is to ensure the computer requirements, associated support (software/hardware), and hardware upgrades are met and kept up-to-date. Computers will either be on a **four-year** or **five-year** refresh cycle – meaning that every four or five years such equipment will be replaced with a newer model. The ITS office's responsibilities are to budget for computers, repairs, replacements and account for the computer on ITS' State Asset Management Inventory.

**ITS Responsibilities:**

- Contact the respective Program/Division's inventory point of contact (or designee) to determine the current number of computers on-site. PSD/ITS representative(s) will work with the Program/Divisions.
- Partner with PSD Budget to request for funding to upgrade PSD server hardware and the purchase of computers (based on a four-year refresh cycle).
- Request PSD Fiscal establish an account code specifically for funding the PSD server hardware and computer purchases. The account code will be used to keep track of funding.

- Prepare the ETS-205 to request for server hardware and computers. Upon approval, centrally purchase computers. Computers purchased from ITS funds shall be chosen from models offered by vendors operating under a state contract. If the Program/Division states the computers will not meet their requirements, a justification will be made by the respective Program/Division. ITS will evaluate the need and approve exceptions on a case-by-case basis.
- Ensure computers are delivered directly to ITS.
- Obtain State asset tag from PSD Fiscal and tag the computers.
- Responsible to image the computers based on current standard software requirements.
- Notify the Program/Division and make arrangements for computer delivery and workstation set up.
- ITS will travel to the designated site(s) to:
  - Conduct login tests with user's credentials.
  - Assist user to install printers and peripherals.
  - Configure email account.
  - Test to make sure all software/hardware devices are correctly installed.
  - Provide training, as needed.
  - ITS will be on-site to cover all 24/7 shifts at all locations.
- Complete a Work Order (Attachment (A)) which indicates the facility, office location of the computer, State asset tag number, computer name, and computer service tag number. Attachment (A) will be filled out by the ITS representative who assisted in the workstation setup.
- Create a database to track computer distribution using Attachment (A) as reference.
- Attachment (A) will be given to ITS who will be responsible to maintain the inventory. ITS will use Attachment (A) add the computer to ITS' Asset Management Inventory and submit the proper paperwork to State Procurement Office (SPO).  
**\*\*A computer work station setup is typically scheduled for 1-hour to ensure all files are transferred and software/hardware are installed correctly.**

**Program/Division/User Responsibilities:**

- Be available during the scheduled deployment time.
- Ensure workstation is ready for new computer setup by appointed time.
- Provide cables for any local printers that need to be installed.
- Program/Division's inventory point of contact (or designee) will properly dispose of the computers, remove "old computers" from their Asset Management Inventory, and prepare/submit documentation to remove computers in accordance with SPO procedures. This will continue until all PCs are under ITS.

**Out of Scope Services:**

- ITS representative will determine if the older Central Processing Unit (CPU) can be redeployed.
- ITS will reimage any CPU that are salvageable for reuse.
- Redeploy CPU to Program/Division noted in Years 2, 3, or 4 that may require a "newer" CPU.

**PROJECT PHASING**

Four-Year and Five-Year Cycle were developed by ITS to determine the distribution of the computers based on a four or five years refresh cycle. The distribution listing may be revised if funding is not fully approved (or partially approved) to purchase computers to cover the various Program/Divisions during the cycle.

**Four-Year Cycle:**

Year 1:		Year 2:		Year 3:		Year 4:	
<b>OCCC</b>	Facility/Laumaka	<b>HCF</b>	Facility	<b>HCCC</b>	Facility	<b>AAFES</b>	ASO
	HCD		HCD		Hale Nani		CRC
	OISC		HCI		HCD		CPS
	CPS		CPS		CPS		Director's Office
<b>MCCC</b>	Facility	<b>KCCC</b>	Facility	<b>KCF</b>	Facility		FIS
	HCD		HCD		HCD		HCD
	CPS		CPS		CPS		HPA (Room 100)
<b>MAUI</b>	HPA	<b>KAUAI</b>	HPA	<b>HAWAII</b>	HCI		IIO
	KISC		MISC		HPA (Hilo/Kona)		IDA
	SD		SD		HISC (Hilo/Kona)		ISC
<b>WCF</b>	Facility	<b>WCCC</b>	Facility	<b>Mainland Branch</b>	SD (Hilo/Kona)		IAO
	HCD		HCD		Office		LCO
	CPS		CPS	<b>CVCC</b>	Office		ITS
	HCI		HCI	<b>NED</b>	Office		PER
				<b>HPA</b>	Alakea Street		Reentry Office
							<b>OAHU:</b>
						<b>Keoniana Bldg</b>	Sheriff Division
						<b>Keawe Street</b>	Sheriff Division
						<b>Airport</b>	Sheriff Division
						<b>Capitol</b>	Sheriff Division
						<b>Kapolei</b>	Sheriff Division
						<b>District Court</b>	Sheriff Division
						<b>Circuit Court</b>	Sheriff Division
						<b>TSD/HCI</b>	TSD
							HCI



**TECHNICAL ENVIRONMENT**

The below information provides the standard software and server hardware needed to perform daily activities.

<b>Use</b>	<b>Product</b>
Operating System	Microsoft Windows 7 or 10
Office	Microsoft Office 2016 Professional or Office 365
PDF Reader	Adobe Reader/Acrobat Document Cloud
Computer Antivirus	Symantec Endpoint Protection/Malwarebytes
<b>Server</b>	<b>Product</b>
Hardware Server	Upgrade various hardware

**Resource Requirements**

At an optimum, a computer's life cycle is normally four to five years. The cost of computers is based on today's prices as obtained from Dell. The cost includes Microsoft 2016/Office 365, 24" monitor, and peripherals.

	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>
Computer Equipment	≈\$2,000.00	≈\$2,000.00	≈\$2,000.00	≈\$2,000.00
Number of Computers	300	300	300	400
<b>Cost</b>	<b>≈\$600,000.00</b>	<b>\$600,000.00</b>	<b>\$600,000.00</b>	<b>≈\$800,000.00</b>
Hardware Server Cost				
Three Blades (1/)		≈\$60,000.00		≈ \$60,000.00
Storage Area Network (SAN) (2/)	≈\$20,000.00		≈\$20,000.00	
<b>Cost</b>	<b>≈\$20,000.00</b>		<b>≈\$20,000.00</b>	<b>≈\$60,000.00</b>
<b>TOTAL COST</b>	<b>≈\$620,000.00</b>	<b>≈\$660,000.00</b>	<b>≈\$620,000.00</b>	<b>≈\$860,000.00</b>

	Year 1	Year 2	Year 3	Year 4	Year 5
Computer Equipment	≈\$2,000.00	≈\$2,000.00	≈\$2,000.00	≈\$2,000.00	≈\$2,000.00
Number of Computers	250	250	250	250	300
<b>Cost</b>	<b>≈\$500,000.00</b>	<b>≈\$500,000.00</b>	<b>≈\$500,000.00</b>	<b>≈\$500,000.00</b>	<b>≈\$600,000.00</b>
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<b>Cost</b>	<b>≈\$20,000.00</b>	<b>≈\$60,000.00</b>	<b>≈\$20,000.00</b>	<b>≈\$60,000.00</b>	
<b>TOTAL COST</b>	<b>≈\$520,000.00</b>	<b>≈\$560,000.00</b>	<b>≈\$520,000.00</b>	<b>≈\$560,000.00</b>	<b>≈\$600,000.00</b>

1. A blade is a server architecture that houses multiple server modules in a single chassis. The blade is widely used to save space and improve system management. Either self-standing or rack mounted, the chassis provides the power supply and each blade has its own central processing unit (CPU), memory and hard disk.
2. Storage Area Network (SAN) is a high-speed network of storage devices that connects storage devices with the servers. The SAN provides block-level storage that can be accessed by the applications running on any networked servers. The SAN storage devices can include tape libraries and disk-based devices.

## REGULATORY COMPLIANCE

The following are advantages and disadvantages of implementing this process plan and centralizing the IT equipment with the ITS office.

### Performance and Metrics:

- Management of IT equipment will be centralized for the Department
- Department will have a single accounting code/budget to monitor the purchases of computers.
- Computer purchases will be centralized.
- Program/Division will no longer be authorized to obtain computer from other departments.
- Ensure only authorized operating system software is installed onto the computer.
- Manage software purchases, which will be standard throughout the department, reduce the number of illegal software being installed and lower the possibility of malware intrusion.
- Accountable for the computer inventory for the department.
- Maintain a four/five-year refresh cycle for issuance of computers based on available funding.
- Program/Division will all have the same computer model to better track in case equipment is not operable and needs replacing.

- ITS will be on-site to conduct training.
- Organize of IT staff to meet the deployment schedule, imaging of computers, assisting users when problems arise, and maintaining the inventory.

**Constraints if we cannot move forward:**

- Computer deployment will not be efficient if funding is not provided.
- Program/Division will continue to utilize computers that are not cost-effective, efficient and/or may not have updated software. non-compliant operating system.
- ITS will be ensuring an accurate IT inventory when computers are purchased by our office and thru the Program/Division section.
- Old equipment will be properly disposed of and not be reconnected to the domain, which creates security exposed issues.



