WSU Tri-Cities PC Replacement Workflow

**Issue:**

PC Replacement Program workflow for standard PC, upgraded PC, and Mac devices.

**Solution:**

**Standard PC**

1. Spec out Optiplex 50** Desktop computer with i5, 16gb memory, and 256gb+ M.2 SSD
2. Spec out 15” Latitude 55** Laptop with i5, 16GB memory, and 256gb+ M.2 SSD
3. Set the Dell cart to 5 desktops, 15 laptops and 15 WD19 TB docking stations
4. Create an EQuote with the hardware list
5. Send EQuote to Bridge Data
6. Submit the Bridge Data quote in Workday
7. When the computers come in
   a. Config BIOS to
      i. Net boot
      ii. Wake on LAN
      iii. Secure Boot - OFF
      iv. Asset Tag info
8. Put a sticky note on each computer with "Unassigned"
9. In Kace, search the "Old PCs" label to find all replaceable Windows computers (This excludes Macs and MS Surfaces, check them manually)
   a. Kace should provide a list of all computers older than 6 years
10. Contact the end user and schedule a replacement with the desired device (laptop or desktop)
    a. If they ask for an upgraded PC or Mac, have them submit a PC Replacement Request ticket and move on to the next person
    b. Update KACE labels with Replacement Requested and Replacement Complete as needed
    c. Purge old systems from Kace

**Non-Standard PCs (Upgraded Desktop, iMacs)**

1. Have the person submit a PC Replacement Request ticket
   a. Contact the Supervisor for upgrade budget
   b. Contact Aaron if they want an iMac
2. Spec out the requested PC on Dell/Apple
3. Create an EQuote/Apple Requisition
4. Create a Purchase Request with the PC Replacement budget info
   a. PC Replacement Budget is: PG00019731
   b. Desktops get $850 applied to the Replacement Program budget
   c. Laptops get $1180
   d. Each monitor is $130
   e. The rest comes from the Department budget
5. Provide the Purchase Request to the supervisor so they can add their budget info
6. Once it’s signed by them and Ray, P-Card the computer from Dell/Apple
7. When the computer shows up, follow the standard deployment for the new device
8. Purge the old computer form Kace

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