Summary

- MPC/Gateway company fails, closes its doors permanently
  - Delivery delay of Gateway E-295C computers forces IMSA to provide more loaners at the beginning of the school year.
  - These additional loaners were made up of some computers provided by MPC/Gateway and older IMSA owned Tablet PCs slated to be retired.
Summary

• MPC/Gateway company fails, closes its doors permanently
  • The Inability to obtain replacement parts for MPC/Gateway computers also cause a strain on our Tablet PC Loaner fleet.

• Toshiba M400s had a high degree of failures this year
  • These are the oldest computers and have been plagued with overheating issues since day one
Summary

• The Toshiba M400 and M700 have been replaced by the M750
  • The M750 is showing significant improvement over the M400 and M700 models

• New Models for 2009-2010 school year
  • HP 2730P
  • Fujitsu T5010
  • Lenovo x200
  • Toshiba M750-S7212
ITS’s Role

• Continue to leverage resources to reduce repair time for hardware repairs of student owned systems
• Continue to provide loaner equipment while a student’s computer is being repaired
• Continue to leverage resources to provide faculty, staff, students and parents accurate information on the 1:1 Computing @ IMSA Initiative
What can you do?

• Contact us with any questions, we can help
  • E-Mail: 1to1questions@imsa.edu
  • Phone: 630-907-5012 (ITS Office)
  • Robert Houston, Executive Director of ITS
  • Scott Swanson, Strategic Technology Coordinator
  • Ralph A. Flickinger, IT HelpDesk Manager/Sr. IT Support Engineer

• Visit us in person: Monday – Friday, 8-4 by appointment
  • We have all the models offered in the Computer Purchase Program on-site

• Purchase your computer as early as possible to ensure it arrives on time
  • We recommend by no later than July 1
What can you do?

• Open your machine and get used to it before you come to IMSA
• Learn how to back up important files
• Learn how to keep your computer up-to-date with Windows Security Updates
• Take care of your computer
Overall break down of services performed

Service Categories

- Hardware Repairs: 30%
- Registration/Initial Setup: 35%
- Software/Internet Connectivity: 25%
- System Re-Load/Re-Image: 9%
- Short Term Loaners Provided: 1%
- Misc Service: 0%

1,935 recorded service requests for the school year
Overall break down of services performed

• 1,935 recorded service calls for the school year.
  • 671, Registration, Initial Setup (Performed on move-in days at the beginning of the school year)
  • 585, Hardware repairs, includes Accidental Damage repairs
  • 474, Software/Internet Connectivity issues
  • 175, System Re-Load/Re-Image requests, usually caused by spyware or virus infections
  • 28, Short Term Hardware loaners provided for various time periods
    • Loaner Computers provided while non-program computer was being serviced
    • Loaner power bricks and tablet styluses provided due to the student’s being lost, stolen, left at home, or broken.
  • 2, Misc Service (Does not fall into any of the other major categories)
Break down of hardware repairs by make/model

Note: The Toshiba M400 is the oldest and has the largest install base of any other model in the program
Hardware Repair Summary

- Toshiba M400: Repairs due to overheating and lockup issues.
  - Late in the year we discovered the third party repair vendor we were using to help manage the work load was not follow proper procedure while performing repairs. This caused repeat repairs to be necessary.
  - We are going to keep more repairs in-house as professional staff come up to speed on the necessary technical skills and proper procedures.

- MPC/Gateway: Due to the failure of the company replacement parts have been difficult to get. Many MPC/Gateway computers are still waiting for replacement parts.
  - We have three companies that we can get MPC/Gateway replacements part from, but at a cost.
  - We negotiated a service contracts with GovConnection to cover technical failures on the Gateway Tablet PC computers. This service contract was offered to all students who owned Gateway Tablet PCs.
    - **NOTE:** This service contract DOES NOT cover Accidental Damage
Hardware Repair Summary

• **Repair Times:**
  • Average repair time was 30 days due to back ordered replacement parts, staffing resources and work space limitations.
  • As more professional staff become certified we hope to reduce the repair time delays caused by staffing resources.
  • We have no control over delivery delays of replacement parts.
Hardware Repair Summary

- **Issue with students**
  - A continuing issue with students is their failure to pickup their repaired computer and return the loaner in a timely manor.
  - When a computer repair is completed we notify them via e-mail. We send notifications to their IMSA e-mail account only.
  - Even with repeated reminders it takes us charging some of them for the loaner equipment via PowerSchool before they respond.
Break down of Re-Images by make/model

System Re-Loads/Re-Images

- Gateway E-155C: 32%
- Toshiba M750: 3%
- Gateway M-285E: 1%
- Lenovo X61: 8%
- Toshiba M400: 25%
- Toshiba M4: 1%
- Toshiba M700: 19%
- Gateway E-2950: 17%
Re-Images Summary

- Most re-images were the result of spyware or computer virus infections
  - As a standard operating procedure (SOP) we re-image any computer infected with spyware or computer viruses. This guarantees the removal of the infection.
  - We had several cases of re-infection because the students frequent the same web sites that were propagating the malicious programs.
  - Some FaceBook, MySpace and YouTube content was the cause of most of the spyware and virus problems seen this year.
  - We have updated the master images to include additional protection to help prevent spyware and virus infections
For 2009-2010

• **New resellers**
  - B2B Computer providing Fujitsu
  - PDS providing HP
  - GovConnection providing Lenovo and Toshiba

• **New make and model computers**
  - HP 2730P, Fujitsu T5010, Lenovo x200, and Toshiba M750-S7212
• Continued support for previous makes/models
  • Gateway E-155C and E-295C, Lenovo x60 and x61, Toshiba M400 and M700
• Increase the size of our Student Computing Support (SCS) Team
• Increase the size of and depth of training of our SCS Hardware specialist
Thank you