

## City of Waukesha IT Technical Assessment

### Requesting Department Use

Fiscal Year: 2019 Requester: Chris Pofahl Title: Director Dept: IT

The replacement schedule aligns with two Strategic Plan focus areas: Well Managed/Financially Sound, and Customer Focused.

Customer Focused: PCs and Notebooks 3-5 year lifecycle, and are replaced using a needs assessment. The common criteria used in determining replacement are: performance issues, reliability, or compatibility issues. The age of the device may also determine its replacement. Peripherals and accessories are ancillary, and include: monitors, keyboards, docking stations, cables, etc. Reliable computing equipment provides a positive user experience through better computer performance and reliability, and helps to keep daily operations of all departments running efficiently.

Well Managed/Financially Sound: The replacement schedule prior to 2017 was done solely based on the age of the device. By switching to a needs assessment for replacement we can get the most out of each device. Additionally, this methodology allows for better budget planning and forecasting.

### Proposed Project / Technology

Check one:  Replacement  New  Upgrade  Other:

**Will any of the following need to be purchased: PCs, Handheld devices, Laptops, printers, scanners, etc.**

N/A  Yes  No

If yes, please explain: