

Agenda item 7. Proposal Hardware Replacement Model UT work station

Introduction.

In the first quarterly meeting of IT & Research and Business Operations on 6 December 2012 initial steps were discussed for a Replacement Model for the hardware of UT work stations. The purpose of which is: Reaching joint agreements about the replacement of hardware for UT work stations (desktops, notebooks, monitors, accessories) will increase the scale of the process and make it more methodical, more efficient and more effective. The Faculties will benefit from the results. It will improve the quality/cost relationship right across the board, including European tenders, orders, installation, supplies, settling guarantees. It will even improve the conditions for unplanned, incidental orders and deliveries. ICTS has been asked to elaborate the model further into, a: a model for situations in which the faculties make purchases and b: a model in which ICTS makes purchases and releases/rents out equipment to the faculties.

NB: This Replacement Model only relates to the hardware and the operating system!

Work method.

The purchase of desktops, notebooks, monitors (including a license for the operating system) will take place within a framework agreement for European tender.

Specifications of configurations will be established/adjusted during Quarterly meetings on the basis of technical advice from ICTS.

FB Purchasing is responsible for European tenders. With ICTS 2.0, ICTS places the actual orders with suppliers.

ICTS draws up a product-price list based on specifications for desktops, notebooks and monitors and the purchasing prices that were obtained within the framework of European tenders. This contains a (limited) number of standard configurations and possible additions (options). The product-price list states the current purchase price of these standard configurations and additions. This purchase price will apply in the event that the Faculty takes ownership of the equipment (more information below). This purchase price also forms the basis for determining the annual costs of equipment in the event Faculties lease/rent the equipment from ICTS.

ICTS ensures that this product-price list is up-to-date and publishes it as part of the Products and Services Catalogue on the ICTS website.

Agreements.

ICTS enters into bilateral agreements with the Faculties. Which staff members within a Faculty are covered by this replacement arrangement. What is the existing release policy (example: a scientist is supplied with a notebook, supporting administrative personnel have access to a desktop). Which configurations apply within the framework of the replacement model. Agreements about the applicable replacement term. The basic replacement term is 3 years for a notebook, 4 years for a desktop, 5 years for a monitor. These terms were chosen based on current technical perceptions. The basic replacement term will be evaluated at least once a year. This evaluation will be on the agenda for the Quarterly meeting and adjusted as necessary. The same applies to what is hereafter referred to as the maximum value for the replacement term.

Arguments for the chosen basic values:

Notebooks: 3 years. This is the period covered by the supplier's guarantee. These systems suffer more because of their mobility. The specifications of notebooks are generally slightly behind those of desktops. This is the reason for replacement after 3 years.

Desktops: 4 years. Suppliers guarantee these for 3 years. Experience in practice over the last few years has taught that these systems are technically sound enough to be used for 4 years. In the event of regular use, the specifications are such that the systems can serve well for 4 years.

Monitors: 5 years. Suppliers guarantee these for 3 years. Experience in practice over the last few years has taught that these items are technically sound enough to be used for 5 years. In the event of regular use, the specifications are such that they can serve well for 5 years.

A shorter or longer replacement term may be chosen in consultation between the Faculties and ICTS. A replacement term longer than 6 years for notebooks and desktops is not possible. Argument: for security reasons linking such a system to the UTnet would be irresponsible. This is to do with the risk of security updates no longer being available or that the hardware is no longer suitable for implementing the necessary adjustments.

NB: If a Faculty opts for a longer replacement term than the agreed basic value, then once the replacement term has lapsed the system will be designated a Customised system: Support is provided based on time and materials.

Planning.

These agreements cover a period lasting several years. In principle, this results in a global plan for quantities of new equipment that need to be supplied. Exact agreements for a given year will always be made in November and December of the preceding year. This results in a detailed plan in terms of quantities, type of equipment, month-by-month planning. ICTS takes care of the necessary purchases based on the collected detailed plans. ICTS collects/coordinates orders. ICTS also takes care of the entire trajectory, in consultation with the Faculties, regarding: delivery, installation, placing, maintenance, guarantees, disposal.

Financial planning.

ICTS draws up financial plans based on the detailed plan and the product-price list that applies at the moment at which the detailed plan is drawn up. This is in detail for the coming year, and global for subsequent years. This will provide the Faculties with insight into the multi-annual financial consequences of agreements with ICTS. The assumption for determining costs is that purchases and deliveries will be evenly distributed over the calendar year.

Ownership of equipment and passing on costs.

There are two options: The Faculties take ownership of equipment. Or the Faculties rent/lease equipment from ICTS.

In both cases ICTS is the party that purchases and pays. Argument: this will facilitate coordinated ordering. As a result, purchases can be made under the best possible price conditions (large orders, special offers) within the provisions of European contracting.

If the Faculties take ownership of equipment, at the end of each quarter ICTS passes on the costs of equipment ordered for Faculties in that quarter.

If the Faculties lease/rent equipment, a full "lease month" exists if equipment that a Faculty leases/rents from ICTS was available to the Faculty during part of a month. At the end of

each quarter, ICTS determines the total number of “lease months” during that quarter and charges each Faculty the costs involved.

Premature termination of lease/rental.

A Faculty that wishes to prematurely terminate (part of) a lease/rental agreement is liable to pay ICTS the remaining lease/rent.

Transferred ownership of equipment.

Occasionally end-users inform the Faculty that they want to take over equipment from a UT work station (for example, upon termination of employment). The Faculty decides whether this request will be fulfilled and, if so, subject to which terms.

The following has been agreed with HR and is in keeping with UT agreements that ensure that this does not result in “wages in kind”.

After the basic replacement term for an item has lapsed, no costs are involved when an end-user wants to acquire ownership of equipment.

If the basic replacement term for an item has not yet lapsed, ownership may be acquired by paying the remaining book value (Faculty is owner of the equipment) or by paying the remaining lease/rental period.

In all cases, ICTS ensures that software and data are removed.

Unplanned orders.

ICTS keeps a very limited supply of equipment for covering guarantee settlements, repairs, etc. Where possible, ICTS uses this depot to supply an order for equipment that is not planned but which does appear on the product-price list. If ICTS feels that it would be irresponsible to do so, then the order will be added to the next planned order. If the Faculty feels this is unacceptable, then ICTS will place an individual order. This will, however, be subject to different (financial) conditions.

User Exchange.

ICTS's point of departure in designing user support is that only one person makes use of equipment during its replacement term.

The Faculties have emphatically expressed their desire that it should be possible to change users during the replacement term.

ICTS is facilitating this by including “User Exchange” as a separate product in the Catalogue of Products and Services, with a fixed price (based on two times the current hourly rate for Customised Support). The product includes all necessary time and materials.

Reporting.

ICTS reports to the holder of the IT Faculty Portfolio four times a year.

Each report includes:

- Data on the period that has lapsed since the last report;
- Cumulative data;
- Quantitative and qualitative aspects: numbers and types;
- Items purchased/leased as planned;
- Number and nature of unplanned purchases;
- Financial aspects.

During the discussion of the reports, the detailed plan for the following period will be updated and approved.