1. **Will my new computer be faster than my current one?**

   Yes - Moore's law describes it best - "The complexity for minimum component costs has increased at a rate of roughly a factor of two per year ... Certainly over the short term this rate can be expected to continue, if not to increase. Over the longer term, the rate of increase is a bit more uncertain, although there is no reason to believe it will not remain nearly constant for at least 10 years. That means by 1975, the number of components per integrated circuit for minimum cost will be 65,000. I believe that such a large circuit can be built on a single wafer". [Web link: Moore's Law]. Since we currently use a four-year replacement cycle the new system will certainly be more efficient then the old system.

2. **Who decides what makes up the standard software list?**

   DAT or the Desktop Administration Team creates the standard software list. This list consists largely of site-licensed productivity software.

3. **If I have requested software from the helpdesk and it was subsequently installed, how could it be an invalid license?**

   Valid license availability information was not verified prior to the software deployment. An important step was missed, the purchase of a license, therefore when the request was made and the work order was placed no software license was purchased.

4. **How is the equipment selected?**

   The Replacement Team selects the Hardware, prior to project kick-off a list of all the models is created and suitable replacements are identified for each model scheduled for replacement.

5. **What is the replacement cycle?**

   Currently, the replacement cycle is 4 years from date of purchase for Laptops/Tablets/Desktops and 8 years from date of purchase for Flat Panel Monitors.
6. What is Connected and why should I use it?

Connected Client is an automated secure backup system that resides on all of the College's Administrative workstations. This system enables users to scheduled automatic backups of their documents and data. The information is sent to a server farm in the North East United States via 164bit-encryption technology. The servers are redundant therefore; it is always available to the creator/owner 24x7. This information is secured through various levels of security and only the owner can view or recover documents in the event their local workstation experiences a failure. Please view the following presentation at:
http://www.ironmountain.com/

7. Why should I save my data/documents to 'My Documents' or 'OneDrive'?

Saving your document to central location on your HDD ensure not only that all of your data/documents get transferred to your new equipment but enable you as the user the ability to quickly locate the information you seek without expansive searches. Utilizing your ‘OneDrive’ will not only speed your hardware transition, it will allow you access to your data anywhere you have internet access.

8. My computer works fine, why are you replacing it?

These replacement costs not only are aimed at improving overall productivity by providing the latest in technology to our users, they are aimed at reducing operating costs and avoiding system downtime. TCO or total cost of ownership drives these replacement schedules. TCO is the combine costs of purchase of hardware, software licensing cost, and on-going support - such as the operation of the IT Helpdesk and other support costs. This TCO cost is divided over the life of the equipment depending on the equipment. When the equipment expires, the costs of maintaining the equipmentskyrockets, primarily because on-going support cost becomes unrealized costs or cost not budgeted for. Think of it much like you would a car warranty. When the warranty expires on your vehicle, the costs of the repairs to you the owner can be expensive, since they are no longer covered under your purchase agreement. The amount can be significant when each year hundreds of pieces of equipment expires College wide. In addition, as newer technologies become available a minimal capacity standard becomes required. Many newer operating systems and productivity software packages require additional memory and processor speeds. Often times it is cheaper to replace the machine then to attempt an upgrade, as the components often are more expensive when needed to work with older chipsets. This is in every way a cost effective process focused on reducing operating costs and delivering high quality systems and technologies to the College community.