**Desktop/Laptop Standardization Recommendation**

**Introduction**

Based on feedback with the Technology Advisory Group (TAG), and the Technology Operations and Customer Support Sub Committee of the ITGEC, and after a comprehensive evaluation of PC Desktop and Laptop brands in 2014, CSUSB decided to standardize on Dell desktops and laptops for University purchases. The recommendation allowed CSUSB Tech Staff members to get trained and certified on Dell products to provide better and timely technology support services to the Campus Community. Apple products and Microsoft Surface Pro were exempt from this recommendation.

**Challenge(s):**

* Lack of standard brand equipment across the Campus created inefficiency in the timely support of desktops and laptops of faculty and staff
* It was expensive and inefficient to stock parts and spares from different manufacturers
* The University could not take advantage of bulk purchases and cost savings
* Technicians needed to be certified in supporting desktops and laptops from multiple manufacturers

**Alternatives:**

* Continue allowing the purchase of desktops and laptops from different manufacturers in the marketspace
* Standardize on Dell Premier Contract Laptops and Desktops per the recommendation of the Technology Advisory Group

**Impact(s) if we do nothing**:

* Campus community will buy equipment that is more expensive to purchase and support, increasing the total cost of ownership (TCO) of desktops and laptops for the University

**Recommendation:**

We recommend that the University adopt Dell Premier Contract Desktops and Laptops as a standard for commodity purchases of computer equipment. An exception process has been established for laptops and desktops used for specialized research and innovation purposes. Apple products and Microsoft Surface Pro are exempt from this recommendation.

**Cost: $$ (One time or recurring):**

**Rationale:**

It is best practice to buy commodity level desktops and laptops from one vendor, allowing the technology support team to become experts in supporting the equipment. Vendors give preferential pricing and support to   
Campuses that standardize on their products and services. Vendors also share their roadmap for future technology equipment releases so the Campus Community can prepare for technological advancements.

Further, Dell enjoys the state of California contract, providing State agencies with preferred pricing and extended support agreements.

**Assessment Plan and Key Performance Indicators (KPI)**:

1. Improved satisfaction from faculty and staff in the support they receive from their technology support teams
2. Better performance and longer life of equipment
3. Less number of failures
4. Cost savings from bulk purchases and State contract pricing