

# Personal Computing Solutions

FY '19 Selection



**Department of  
Education**

Chancellor Richard A. Carranza

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# Objective for Personal Computing Solutions (PCS)

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To empower the schools to make their own decision on the level of service that they need for their IT environments and to select the company that will provide that service.

# History of PCS

- The PCS Program was put in place in August 2009 with the conclusion of the Dell Managed Services contract. An RFP was issued and ASI System Integration and Dell Managed Services were selected to provide the required PCS services.
- This will be the 9<sup>th</sup> year that the PCS contract has been in effect.
- PCS provides schools a choice to select the level of IT service that they require and to select the vendor that would provide those services.
- For FY'18 – 2,000+ sites\* made a selection/had a PCS vendor and Plan assigned
  - 48% of the sites selected ASI System Integration - (Schools)
  - 52% of the sites selected Dell Managed Services – (Schools, and all Central locations)
  - For these sites:
    - 26% Selected a Basic Plan
    - 74% Selected a Standard Plan
- Over 540,000 assets were covered under the plans

\* This represents ALL NYCDOE sites, Central locations and Schools. Central sites contractually receive Dell Basic exclusively.

# Vendor Name Changes

- As of January 2018, ASI System Integration, Inc. or more simply known as ASI, has changed its name to **Agilant Solutions, Inc.** This is a NAME CHANGE only, NOT a new company. Same acronym. Same company.
- Also new this year, in November, 2016, Dell Managed Services was sold and became part of **NTT DATA, Inc.** Even though this transaction took place over a year-and-a-half ago, NTT DATA had continued to operate under the Dell name within the DOE while working with the DOE to have the Dell contract assigned to them. During this time, NTT DATA has made no significant changes to personnel, resources, and management, and has continued their role as a PCS vendor. However, we are now making the necessary changes in FAMIS and elsewhere to reflect that Dell Services is now NTT DATA, Inc.

# What are the different Service Plans?

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- PCS provides the schools with two different types of Service Packages:
  - **Basic Service:** Is less expensive for schools upfront. If the school needs additional services, they are available to them, but there are additional costs associated with any non basic service.
  - **Standard Service:** Offers schools more upfront services, and they will not have to pay for as many ala carte services.

## Service Plan Changes

- ❑ For last fiscal year (FY'18), due to a very large influx of new computer purchasing by schools during the FY'17 school year, the Computer Maintenance Allocation budget was not large enough to cover all assets up to 6 years of age. As such, to minimize the impact to all schools as much as possible, the PCS plan's coverage was reduced to only cover assets up to 5 years in age. Doing so meant that **all** school's received enough of an allocation to select either PCS vendor, and to select either the BASIC or STANDARD plan, without having to provide additional funds from other budget sources to cover the costs.
- ❑ This year, purchasing by schools still remained high, and our overall covered asset count increased by over 40,000. As such the Computer Maintenance Allocation has been increased by \$420,000, so that all schools can still receive enough of an allocation to select either PCS vendor, and either plan, without having to provide additional funds from other budget sources to cover the costs.

# What are the different Service Plans? (Cont.)

PCS Services		Basic	Standard
1	Hardware Repair (In-Warranty)	Included	Included
2	Asset Management	Included	Included
3	Hardware Disposal or Retirement	Included	Included
4	Hardware Repair (Out of Warranty – Up to 5 years old)	Ala carte service	Included
5	Third-party Coordination for Hardware Delivery	Ala carte service	Included
6	Hardware Installation and Integration	Ala carte service	Included
7	Moves, Adds and Changes (MACs)	Ala carte service (Hourly Charge)	Ala carte service (Hourly Charge)
8	Rent-a-Tech	Ala carte service (Hourly Charge)	Ala carte service (Hourly Charge)
9	Training	Ala carte service (Hourly Charge)	Ala carte service (Hourly Charge)



## What is “Covered” by the PCS Plans?

- PCS will cover the “Core Hardware” that is located at the schools and is in the NYCDOE’s Asset Inventory Database. Equipment that is over **5 years old**, are **not covered**.

- “Core Hardware” consists of:

- Desktops



- Servers  
(Instructional and Classroom)



- Laptops



- Printers



## What is “Covered” by the PCS Plans?

- Exceptions to the coverage include computer mice, keyboards, batteries, toner cartridges and other user consumable items or other such components unless provided for, or included in, the warranty package for the specific device.



- Equipment that is not covered by either PCS vendor are items such as Netbooks, low end Ink Jet Printers, iPads, Android tablets, Chromebooks purchased before 10/2014 and any other assets that do not have a normal 3 Year Warranty, or are not an approved DOE/DIIT device.
- Equipment, like Netbooks, and iPads, are bought by the Schools/DOE with 1 or 2 year Mail-In Warranties, and as such are not supported by the PCS Contract.
- Coverage is restricted to equipment 5 years old or less.

## Which PCS Plan should the school pick?

- The choice is totally up to the school, but there are some questions that you should ask yourself:
  - Is the majority of equipment at your school under 3 years old?
  - Is the IT equipment in your school adequate for your needs, and are you NOT planning on purchasing a large amount of IT equipment during the school year?
  - Do you have a technical support staff that can accept delivery and move IT equipment around within the school?
  - Do you have the facilities to store and secure IT equipment as it's delivered to you?
  - Do you have a technical support staff that can install IT equipment and integrate into the school's and the DOE's network?
  - Do you have the facilities to remove empty boxes, and other garbage that results from computer and IT installs?

## Which PCS Plan should the school pick? (Cont.)

- The choice is totally up to the school, but there are some questions that you should ask yourself (cont.):
  - ❑ Do you have a technical support staff that can test, diagnose and repair your equipment that is older than 3 years and/or out of warranty?
  - ❑ Can you, your staff, and your students wait a longer period of time for a technician to show up on site, when a hardware problem is reported?
- If you answered “**YES**” to most of the questions above, you can probably select a **Basic Plan**. But if you answered “**NO**” to some of those questions, the **Standard Plan** is probably the plan for you.

## Which PCS Plan should the school pick? (Cont.)

- Again, the choice is up to the school.
- Evaluate the performance of each PCS vendor in providing services to the DOE last year (See the following slides). Both PCS Vendors, **Agilant Solutions** and **NTT DATA**, have performed very well against their SLAs (Service Level Agreements). SLAs are minimum Service Level Agreements that the PCS Vendors have to meet to be in compliance with their contracts.
- Review with your staff or your technical team's how satisfied that you were with in your current PCS provider and plan.
- Talk to some of the other schools that you associate with.

## Vendor SLA Attainments

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- According to the PCS contracts, there are 20 SLAs that are tracked on a monthly basis.
- The SLAs for both PCS vendors are the same.
- The two major SLAs we'll show here are:
  - Hardware Repair - Break/Fix performance
  - Hardware Delivery/Installation performance
- We'll also report on the results of the End User Satisfaction Surveys for the break/fix activities.

# Agilant Solutions (ASI) Performance

- ASI has met or exceeded all of their SLAs from July 2017 to June 2018.
- SLA attainment is expected to be 90% or higher.
- Break/Fix for In-Warranty Hardware:
  - Basic – Complete Hardware Repair by the 5th school day: 100%
  - Standard – Complete Hardware Repair by the 2<sup>nd</sup> school day: 98%
- Hardware Delivery/Installation - Complete Delivery and Installation Services within 10 days of full order receipt from the manufacturers: 99%
- YTD Break/Fix Survey Result Average – 4.92 out of 5
- 60.5% of Schools (1001) selected ASI as their PCS provider for FY'18
  - 8.1% selected the Basic plan
  - 91.9% selected the Standard plan

# PCS Vendor Pricing

## ASI PCS FY'19 Pricing – cost per asset

Pricing				
	Desktop	Laptop	Printer	Server
Hardware Repair (In-Warranty) - Basic	\$5.00	\$5.52	\$5.28	\$7.68
Hardware Disposal or Retirement - Basic				
Asset Management - Basic				
Hardware Repair (In-Warranty) - Standard	\$24.00	\$24.98	\$24.98	\$20.00
Hardware Repair (Out-Of-Warranty) - Standard				
Hardware Disposal or Retirement - Standard				
Asset Management - Standard				
Coordination for Hardware Delivery - Standard				
Hardware Installation and Integration - Standard				

To see a comparison of the cost's for the different vendors and plans for your school, please log in to FAMIS and go to the PCS Selection screen.

ASI's cost have remained the same for the last 2 years.



## NTT DATA (Dell) Performance

- NTT has met or exceeded all of their SLAs from July 2017 to June 2018.
- SLA attainment is expected to be 90% or higher.
- Break/Fix for In-Warranty Hardware:
  - Basic – Complete Hardware Repair by the 5th school day: 99.1%
  - Standard – Complete Hardware Repair by the 2<sup>nd</sup> school day: 98.3%
- Hardware Delivery/Installation – Complete Delivery and Installation Services within 10 days of full order equipment receipt from the manufacturers: 99.1%
- YTD Break/Fix Survey Result Average – 4.95 out of 5
- 39.5% of Schools (653) and all of the Central locations\* (441) selected Dell (NTT) as their PCS provider for FY'17
  - 42.3% selected the Basic plan \*
  - 57.7% selected the Standard plan

\* - Central sites contractually receive Dell (NTT) Basic exclusively.



# PCS Vendor Pricing

## NTT Data PCS FY'19 Pricing – cost per asset

Pricing	Desktop	Laptop	Printer	Server
Hardware Repair (In-Warranty) - Basic	\$6.48	\$8.04	\$9.74	\$12.53
Hardware Disposal or Retirement - Basic				
Asset Management - Basic				
Hardware Repair (In-Warranty) - Standard	\$24.06	\$24.06	\$24.06	\$24.06
Hardware Repair (Out-Of-Warranty) - Standard				
Hardware Disposal or Retirement - Standard				
Asset Management - Standard				
Coordination for Hardware Delivery - Standard				
Hardware Installation and Integration - Standard				

To see a comparison of the cost's for the different vendors and plans for your school, please log in to FAMIS and go to the PCS Selection screen.

NTT significantly lowered their cost's this year, for the Standard plan.

# Frequently Asked PCS Questions

- **What's covered under the PCS contract?** *PCS will generally cover all of the Break/Fix services on the “Core Hardware” that is located at the schools. “Core Hardware” consists of: DESKTOPS, LAPTOPS, SERVERS, and PRINTERS. There will be some exceptions that will not be covered, and depending on which level of service the schools choose, there may be additional costs for some equipment and services. Examples of devices that are **NOT COVERED** are Netbooks, iPads, and Ink Jet Printers. In-Warranty assets are usually less than three years old, and have been purchased with a 3 year Manufacturer's Warranty. Assets that are over **5 years old** are **NOT COVERED** under either PCS plan.*
- **Do I contact my PCS Service Provider directly in order for them to provide service?** *No, the process for reporting IT issues at a school is to always report problems to the helpdesk at: (718) 935-5100, and they will assist you. You can also open up help desk tickets through the DIIT self-support website at: <http://servicecenter.nycenet.edu/selfsupport>.*
- **How do I dispose of old equipment at my school?** *Regardless if your school is a Standard school or a Basic school, you can put in Disposal Requests through the Helpdesk, at any time. However, if you're a Basic school, there are normally only two times a year that pickups will take place. Basic schools pickups will take place during the month of October and the month of April, unless the PCS Vendors have the availability to pick up equipment outside of those months, and must meet the minimum requirement of 20 assets. For Standard schools, as long as you meet the minimum requirement of 20 assets, you can submit requests throughout the year. Once the disposal request has been logged and assigned, a representative from your service provider will contact you to capture all the pertinent information and schedule a time for pickup.*

# Frequently Asked PCS Questions

- **My school selected the Basic Service plan and I have Out-of-Warranty(OOW) computers that need to be repaired, what do I do?** *Call the help desk at (718) 935-5100. If the age is less than five years old you can have the equipment repaired via a PO through FAMIS. Both Service Providers have different prices for OOW services for Core Hardware, and the Help Desk will inform you of what those costs are. Please check with your service provider if you have any other questions on the pricing. If the equipment is older than 5 years old, you can still get it repaired, but it is suggested that you purchase new equipment.*
- **I have equipment that is older than 5 years old, and I really need to get it repaired, what do I do?** *If equipment is older than 5 years old and not operational any more, it should be considered for Replacement/Disposal. The pricing on new equipment is comparable to the cost to repair equipment that is older than 5 years old plus the new equipment will come with a warranty and will be covered by the PCS program. But, if it absolutely needs to be repaired, the PCS vendor can do that at a T&M charge. Please open a Helpdesk ticket and the PCS vendor will provide a quote.*
- **Who maintains the inventory and how can I see what my school's inventory is?** *The schools have always been responsible for maintaining their inventory. Although the equipment manufacturers and PCS vendors provide the DOE with updates for new purchases and disposals, other status changes are not noted unless reported by the school. The principal can obtain a copy of and update the school's inventory by accessing: <http://servicecenter.nycenet.edu/selfsupport>.*
- **How do I make my PCS Selection?** *Schools will make their selections via FAMIS. When accessing FAMIS, the PCS Selection option will be on the left hand side of the screen.*
- **When do I have to make a choice?** *The PCS Selection will be available in FAMIS on xxx, and schools will have until xxx to make their selection.*

## What are the Next Steps?

- ❑ Take a look at your current assets. Principals can find this at: <http://servicecenter.nycenet.edu/selfsupport>
  - Login with your DOE credentials
  - Click on Asset Management, and select (AMS) Asset management System in the drop down
  - Enter the Security Code, and your credentials once again
  - Click on Site Inventory, and select Assets Summary Listing for a report
- ❑ Take a look at what your service records were for the last four quarters. Principals can also find this at: <http://servicecenter.nycenet.edu/selfsupport>
- ❑ Check your Budget Allocation status in [SAM #61](#)
- ❑ Know what your plans are for upcoming technology deployments within your school.
- ❑ Discuss the choice's among your technical people, your BTD's and your BFSC's.
- ❑ You can also send questions to [PCSQuestions@schools.nyc.gov](mailto:PCSQuestions@schools.nyc.gov)
- ❑ Please make your selection by

# Thank You!

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**Thank you for making your selection.**