

## Personal Computing Services FAQ's

- **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, Chromebooks purchased before 10/2014 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.

This year, due to a very large influx of new computer purchasing by schools during the FY'17 school year, the Computer Maintenance Allocation budget is 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 will be reduced to only cover assets up to 5 years in age. Doing so means that all school's will still receive 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.

- ***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.
- **How do I decide on what plan to pick?** In order to answer this, you need to ask yourself some questions:
  - Is the majority of the 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 onto 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?
  - 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 **ALL** of these questions, you **COULD** go with the BASIC plan. If you answered "**NO**" to **MOST** of these questions, you **SHOULD** consider going with the STANDARD plan, or you may have to pay for these services on a case by case basis, which might end up costing you more in the long run. Cost shouldn't be the only factor determining your selection. You and your staff's peace of mind and level of expectation for customer satisfaction should also play a role.

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- **What are the different Service Plans?** Along with two vendors to choose from, there are two service plans, **BASIC** and **STANDARD**, which each vendor offers. Both vendors will offer the same fundamental required services, along with some extended services
  - **Basic Plan** - There are only three fundamental services that the vendor will provide, under the agreement, at the basic cost: **In-Warranty Hardware Repair, Asset Management** and **Hardware Disposal/Retirement**. Any additional services that the schools need, such as installation or out of warranty repair, is available to be purchased from the vendor, through FAMIS, at an additional cost to the school on a case by case basis.
  - **Standard Plan** - In addition to the three fundamental services that are provided under the Basic Plan, the Standard Plan will also include: **Out-of-Warranty Hardware Repair, Third Party Coordination of Hardware Delivery**, and **Hardware Installation and Integration**.

	<b>PCS Services</b>	<b>Basic</b>	<b>Standard</b>
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)	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)

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- **Which Service Company should the school pick?** The choice is really up to the school Principal but there are some things that you can do to make a better and informed decision.
  - Evaluate the performance of each PCS vendor in providing services to the DOE last year, by reviewing the PCS-Selection Guide. PCS Vendors, ASI and Dell, 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 your current PCS provider and plan.
  - Talk to some of the other schools that you associate with.
- Your Borough Technology Directors will be available to help you if you have questions. Questions on the program can also be sent to: [PCSQuestions@schools.nyc.gov](mailto:PCSQuestions@schools.nyc.gov)
- ***Do we have to select a vendor?*** – Yes, you must select a vendor in order to receive ANY Break/Fix services, and to have the ability to order new IT equipment for your school. If you do not select a vendor and plan prior to the deadline, you will have the selection made for you of the vendor that you selected the previous year and the standard plan.
- ***What is the process by which you are to select a vendor? Is it going to be a PO in FAMIS? Where do you have to have the funds scheduled in Galaxy?*** – Vendors will be selected by the Principals within FAMIS. An allocation will be given to the schools to help pay for the PCS Selections, based on the inventory of the school. Funds will then be encumbered from the school's budget and a PO will be sent to the vendor of your choice.
- ***How will the costs for each school be established?*** – Prices for the services have been currently been set based on contract negotiations. Cost will be based upon asset levels within each school as per the Asset Management Database (ASM).
- ***Can we still call the ISC for applications support?*** - Calling the Helpdesk for software and Applications support is not changing.
- ***If you have a technician in the school, what would be the best plan?*** This depends on the skill level of your technician, and how much of a technical staff that you may have. If you have enough of a technical staff that can handle a wide variety of service issues, from break/fix to installations, the Basic Plan would most likely work out for you.
- ***Will equipment w/o Asset Tag's be supported?*** – Equipment without Asset Tag's, such as equipment that was donated to the school, or purchased outside of the DOE program, will be supported under a time and materials basis (e.g. school will have to pay extra) if the equipment does not appear in the school's inventory. To add an asset tag and have the equipment added to inventory will require the school to pay an additional fee.
- ***Will Asset Tags ship with the new equipment or will the stickers no longer be used?*** – Asset Tags will still be used and they will be installed by the OEMs (manufacturers) when equipment is newly purchased from them.

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- **Will Apple products be adequately supported by both vendors?** – Yes, both vendors will be certified to repair Apple equipment.
- **Will the help desk still be in working?** – Yes, the helpdesk stays the same, and can be reached at: (718) 935-5100.
- **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. 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.
- **Dell maintained the inventory in the past. Who will maintain the inventory in the future?** – The schools have always been responsible for their inventory, although Dell provided updates to the official DOE asset database in the past. The principal can obtain a copy of their asset list by accessing: <http://servicecenter.nycenet.edu/selfsupport>.
- **Will new equipment be put into the asset database?** – New equipment, when ordered through the normal DOE channels, will be fed into the database via the OEM.
- **Is there a PCS website as of yet?** – PCS information can be found at the Managed Services website: <http://www.managedservices.nycenet.edu/>.
- **Do you have records as to how many times a school called for technical support?** – Yes, this can be found at: <http://servicecenter.nycenet.edu/selfsupport>.
- **The Helpdesk will be the people who will determine whether or not the situation qualifies as a Break/Fix?** – Yes, the helpdesk staff determines if the problem reported is a Hardware Break/Fix issue, or if it is a Software, Applications or Network issue. The Help Desk will route the calls to the appropriate support personnel.
- **If we are dissatisfied with a selected vendor's level of service, what recourse do we have?** – You can escalate your dissatisfaction through the Helpdesk to DIIT Management.
- **Is a separate P.O. needed when contracting for a repair on an Out-of-Warranty item?** – If your school has enrolled in the Basic Plan, and there is a need to repair an Out-of-Warranty (OOW) item, a PO will be needed to be generated in FAMIS.
- **If there is a specific rent-a-tech that does a good job when they come to repair the equipment, can you request them specifically?** – Yes, you can make that request, but the service vendor may not be able to meet this request 100% of the time.
- **Does out of warranty repair include any hardware over 3 years of age?** – There are exceptions, but out of warranty repair generally applies to hardware that is over 3 years old and less than 5 years old.
- **Is there a means of holding the vendors to their Service Level Agreement (SLA)?** – The vendors will be centrally managed by DIIT and there are contractual means and monthly measurements that vendors will be held to, or else will be financially penalized.

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- ***We bought Netbooks under the old Dell contract. Who will they be covered by?*** – Netbooks are not covered under the PCS program (they are one of the few exceptions). You will have to follow the manufacturer's warranty that was purchased with the Netbook.
- ***Will plans cover non-computer equipment- especially SmartBoards?*** – No. Equipment such as SmartBoards, copiers, telecom equipment etc... will not be covered by the PCS program.
- ***If we purchase an ATS printer, who installs it?*** – If you have selected the Standard Plan, your service vendor would install it. If you have selected the Basic Plan, you would have the choice to pay to have it installed by your vendor, or if you have the technical staff that can install an ATS printer, you could go that route as well.
- ***Are you saying that purchasing hardware in the future will not include delivery from the vendor if we choose Basic?*** – Delivery and Installation are separate services that are offered separately and can be used as a "pay-as-needed" program, if you choose the Basic Plan.
- ***Will all the PCS services be available on FAMIS to purchase?*** – Yes.
- ***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.
- ***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>.