

Develop hardware standards and purchase hardware equipment across the UW institutions

DESCRIPTION OF THE SERVICE

UW-Shared Services will establish standards for hardware and technology equipment, informed by guidance from UW System Administration and the institutional IT departments. UW-Shared Services will also purchase hardware for institutions based on perceived demand and ad-hoc requests. This service will eliminate duplicate services on the comprehensive campuses and ensure that hardware and technology standards integrate with the overall UW System/Campus IT architectures.

UW-Shared Services will consult institutional IT departments to understand their current buying practices and hardware specifications. UW-Shared Services will then develop standards for hardware configurations and specifications, including customization options and exceptions.

UW-Shared Services will establish standard processes for customers to submit purchasing requests, process these purchase requests, and ensure hardware is distributed to the institutions. Institutions will provide funding for the hardware purchases to simplify financial transactions and ensure they appropriately budget for their hardware needs. UW-Shared Services will establish regular and recurring buying cycles (e.g., monthly, quarterly) to ensure up-to-date hardware inventory is available for the institutions.

SOURCE OF THE SERVICE

Institutional visits, e-mail suggestions, and feedback from: Chief Information Officers/IT Directors and UW System Administration

FORMS OF THE SERVICE

ACTIONS



- On-Demand** Customers may request to purchase standard hardware and equipment from UW-Shared Services via established processes.
- Ongoing** UW-Shared Services will purchase hardware and equipment for institutions on established cycles.
- Monitoring** There is not a need for UW-Shared Services to monitor hardware after it has been purchased and received by the UW institutions.

STANDARDS



- Practices** UW-Shared Services will establish standard hardware configurations including customizable options and standard request processes.
- Trainings** UW-Shared Services will provide online training on how to request new hardware for employees of the UW institutions.
- Systems** UW-Shared Services will maintain enterprise systems to support hardware purchase tickets and publish standards for customers.

SUPPORT



- Passive** UW-Shared Services will provide guidance on hardware purchases and request processes through the Resource Center on its website.
- Distance** Customers will be able to ask for support and guidance on hardware purchases by calling or contacting the UW-Shared Services IT help desk.
- In-Person** UW-Shared Services only plans on providing hardware purchase support remotely; institutional IT departments will need to manage on-site support.

ANALYSIS

BENEFITS	RISKS
<ul style="list-style-type: none"> • Reduces costs of managing hardware inventory across the institutions by centralizing inventory • Reduces effort required by institutional IT departments to manage configurations and options • Reduces security risk due to standardization and consistency in hardware and configurations • Maximizes buying power and leverage 	<ul style="list-style-type: none"> • May reduce options for faculty, staff, and students from the current offerings at their institutions • May not permit faculty, staff, and students to use platforms and hardware that they prefer depending on the options selected

PARTICIPATION MODEL

The *Hardware Purchasing* service should be mandatory for all comprehensive institutions given the benefits of reducing cost and effort across the UW institutions by standardizing hardware options and configurations. Institutional IT departments should help identify the hardware options that are required to meet the needs of their constituents to ensure this service is responsive to all customers across the UW System.

RECOMMENDATION
<p>MANDATORY PARTICIPATION For UW System comprehensive institutions and UW System Administration</p>

Implementing this service should have a relatively low fixed cost but would require some upfront effort to standardize options and configurations across the UW institutions. Also, given the scale that UW-Shared Services can achieve from offering these purchasing options and the relatively low costs of processing purchase requests, it would be reasonably inexpensive to implement this service across all UW institutions. Given the financial benefits that the UW System can achieve through combined buying power across the UW System, this service should be mandatory for all UW institutions.

FUNDING MODEL

The *Hardware Purchasing* service should be funded by UW-Shared Services base funding. Institutions should not be charged directly for this service, given the need to incentivize the use of these security operations and eliminate any potential barriers. Institutions would be responsible for providing funding directly for the hardware and equipment they request, but the administration of hardware standards should be base funded.

RECOMMENDATION	
<p>TRANSACTIONAL CHARGEBACKS</p>	<p>BASE FUNDING + CHARGEBACKS</p>
<p>CAMPUS ASSESSMENT</p>	<p>BASE FUNDING This service should be funded by UW-Shared Services base funding</p>

Given the high financial benefits associated with central hardware standards and purchasing processes, UW-Shared Services should ensure that institutions use this service as much as possible. Charging the institutions through fees or chargebacks could create disincentives to using the standard hardware options, which would limit the benefits of this service.

Also, the administrative effort and cost of monitoring the use of the standards would likely be prohibitively high. Allocating base funding for this service should establish the appropriate incentives across the institutions to fully utilize these hardware options and configurations and should limit the administrative effort required to manage the funding model. Institutions would be charged for hardware using their existing fund codes to ensure streamlined billing and customers are appropriately funding the hardware they request.