Introducing

TAMP-o-matic

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A little background and history

- Technology Asset Management Program
- Launched in July 2011
- Centralized management of personal computing devices
- Proactive life-cycle management
- Cost savings for departments

What is TAMP?

- A *"vending machine"* which satisfies basic computing needs for all UCOP employees

- Standard laptop, desktop, thin client bundle and accessories

- A lending library of devices which are borrowed *and* returned

- *But wait, there's more . . .*

"Non standard" solutions

- Computing equipment which is different than the "standard" offerings
  - Apple Mac's or hardware configurations which, by the nature of the application, MUST be different than the "standard"
- Requests are substantiated by business justification, evaluated and approved (or not)
- *BUT WAIT, there's STILL more . . . .*

Additional offerings

- Loan pool
  - Available to all UCOP employees
  - No direct charge
  - Laptops available at Franklin and Kaiser
  - Other accessories, e.g., battery charger, adapters, etc
- Quote, order, receiving & installation assistance with other technology accessories
  - Additional monitors, memory or disk storage add-ons, replacement batteries
  - Items are recharged to requesting dept

Savings, savings, savings . . .

But only if you ACT NOW!

- Cost savings in the form of volume discounts
- Reduced number of supported models
- Standard equipment delivered from a managed stock – elimination of sourcing lead time
- Recharge represents a significant discounting of delivered hardware, licensing and services
- Planned re-use strategy and practice

What TAMP is not

- Tablets, phones are managed by the Telecom team

- Ergonomic needs should be discussed with the Ergo team before requesting quote help from Steve.

Looking at the numbers . . .

for the period 7/'11 thru 12/'15

- 1724 standard laptops, desktops and accessories acquired & deployed at a cost of $2.9M

- 156 non-standard laptops, desktops and accessories acquired & deployed at a cost of $331k

- Laptop loan pool -
    - Started with 10 but currently 18 standard laptops
    - Started with 0 but currently 4 non-standard laptops
    - Life to date - 1248 individual loan transactions and 11248 unit/days on loan

What is a refresh?

- An over-age device is returned to the pool and another newer one is deployed.

- "Over-age" definition evolves, current policy is 5 years

- No change in the number of supported devices

- Refresh policy is reviewed annually

Repair by swap

- Hardware failure is remediated by swapping for another identical model of comparable or younger age.

- Defective device is then serviced and returned to the pool

- No change in the number of supported devices

"nth" or "shared use" devices

- A device which is not assigned to a specific individual   OR   which is not the only device in use by a given employee

- Number of supported devices is increased

- Requests substantiated by business justification, evaluated and approved (or not)

- Requesting department pays acquisition cost – device is "owned" and managed by TAMP

Employee off-boarding

- Assets made idle as a result of exiting employees –

    - Equipment is *always* returned to the pool

    - Equipment is cleaned and hardware verified

    - Personal data is wiped

Internal Employee Transfers

- Employee retains currently issued equipment

    - *Only exception is if new assignment requires different equipment than that which is currently in use by the employee, e.g., employee has a laptop but will use a desktop in their new assignment*

Salvaged devices and residual value

- Storage media is removed and delivered to a data destruction service.

- Batteries are removed and sent to a recycler

- Residual recovery associated w/remaining components is managed by Cal Surplus and Salvage

- There _is_ value in these remaining components and it is Cal's job to recover that value

Q&A