April 18, 2002

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 01-27

TO: ALL JOB CORPS NATIONAL OFFICE SENIOR STAFF
ALL JOB CORPS REGIONAL DIRECTORS
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: RICHARD C. TRIGG
National Director
Office of Job Corps

SUBJECT: Job Corps Center Computer Replacement Plan and Survey

1.   <u>Purpose</u>.   The national office will be replacing administrative (Office Automation (OA)/Center Information System (CIS)) workstations that have exceeded their 3-year life cycle and are no longer covered under warranty. In order to coordinate this activity, it is necessary to collect specific information from the center's point of contact (POC) for those workstations that have been identified for replacement. These workstations were assigned to administrative staff during Phase I and Phase II deployments. (Replacement plans for student computers are not addressed in this Program Instruction.)

2.   <u>Background</u>. A contract has been negotiated with a national vendor to offer deployment services for installing and replacing workstations. A specific number of workstations will be drop-shipped from the contractor to the centers. Workstation replacement counts are based on the number of administrative computers originally provided to each center during the OA/CIS Phase I installation.

       The original workstation count provided 16, 24, or 32 computers based on the On-Board Strength (OBS) of each center. The national office will replace the existing administrative computers at each center and provide an additional 8 computers to support the expansion of the LAN.

       The replacement workstations will be shipped 5 to 10 days prior to the arrival of the Installing Technician. The paragraphs below detail the responsibilities of the POC and the Installing Technician.

3. <u>Action</u>.

POC Responsibilities. The center POC is very important to the success of the deployment process. The POCs are responsible for the following:

a. Complete the attached pre-deployment survey form with the name and the physical location (building #, room #) of each person that will receive a new computer. The survey also requires that the POC verify that each person designated to receive a new computer has an active network data drop and a surge suppressor to support the new computer's power requirements. Surge suppressors must be provided by the centers.

   The survey form is critical, since it will be used to provide configuration information to the Installing Technician. Computer replacement will be scheduled after the JCDC has received a completed survey and has the information needed to install the equipment. Upon receipt of the completed form, the JCDC will verify the information and schedule the center for deployment.

b. Moving the new computer and monitor in the shipping box to the assigned user work area (office or cubicle) prior to the arrival of the technician. Each computer will be shipped with the designated user name on the shipping label. The POC will move the computer and monitor in the shipping box to the user work area. The user work area is defined as the office or cubical where the user resides. The POC should also make sure that each user receiving a new machine has adequate space in the work area for the installation of the new equipment.

c. Ensuring that all critical data residing on the old workstations is backed up to removable media (floppy disks, writeable CDs, or ZIP disks) or to the users' home directories on the network prior to the arrival of the Installing Technician. The Installing Technician assumes no responsibility for lost data. It is imperative that all critical data be backed-up prior to the Installing Technician's arrival.

d. Establishing a location, in advance, within each building where old workstations (as well as boxes and packing material associated with the new workstations) can be placed by the Installing Technician.

e. Removing old computers to a warehousing location, or for the redistribution of the old computers to alternate locations.

f. Removing and disposing of all packing materials associated with the new computers.

Installing Technician Responsibilities. It is important to note that the Installing Technician is not a JCDC employee. The Installing Technician has no access to servers or networking equipment. The scope of services for this activity is that the technician has been contracted to provide a very specific service and this service is only related to the replacement of computers. The POC should expect the following activities from the Installing Technician:

a. Note any network printers associated with the old computer that will need to be associated with the new computer.

b. Run the "winipcfg" utility and release the computer's IP address.

c. Uninstall the existing workstation from the user work area. This includes detaching peripheral equipment (printers, scanners, and other directly-connected equipment, etc.), detaching the computer from the network, removing power cords, and removing the computer from the user's desk.

d. Unpack and set up the new workstation at the user work area. This includes setting up the new CPU on the user's desk and attaching the monitor, keyboard, mouse and LAN cable.

e. Boot the system and configure the Windows 2000 user properties and Novell Client properties. User properties and Client properties will be configured according to the information provided by the JCDC.

f. Log the system into the Novell File Server using a test account to verify connectivity.

g. Launch a web browser (MS Internet Explorer or Netscape Navigator) to test IP connectivity.

h. Reattach and configure up to three directly connected peripherals. The installer will also re-map any network printers that may be associated with the computer.

i. Note a successful installation on a checklist. This checklist will be returned via fax to the JCDC once the installer has finished replacing all of the workstations.

If the installation is not successful, it is the responsibility of the Installing Technician to determine if the problem is related to the newly installed hardware or to a network issue. If the problem is related to the hardware, the Installing Technician will call the appropriate vendor support line. If the problem is determined to be network related, then the Installer will call the JCDC Technical Assistance Center (TAC) for resolution.

4. <u>Deployment Schedule</u>. The schedule for workstation replacement is based on the original date of the Phase I installation and the model of the computer deployed during Phase I. Those centers with the oldest-model computers will receive the replacement computers before those with later models. A schedule for replacement hardware will be provided once the surveys have been completed and sent to the JCDC.

Due to the large number of workstations to be replaced, the JCDC will divide the 118 centers and satellite centers into 4 groups of approximately thirty centers each. Deployment schedules will be published by group. The POC will be notified 10 days in advance of the arrival of the workstations. Installation dates must be coordinated with the vendor by the JCDC.

The JCDC will notify the POC at least 5 days in advance of the arrival of the Installing Technician.

5.   Replaced Computer Disposition. Due to the possibility of sensitive information residing on replaced computers, it is recommended that every replaced computer be re-imaged to ensure that critical data is removed. The JCDC will provide a copy of an image to the POC so that the computer(s) may be re-imaged. Once the new image has been applied to the computer, the POC has several options regarding the computer's disposition. For example, replaced computers can be:

- Reassigned to staff members who do not have computers;
- Used in a student lab environment;
- Used for student access in other locations; or
- Used in computer trades for demonstration and instruction purposes.

The oldest computers previously provided by the JCDC should not reside on the LAN. These models include the Compaq Deskpro 2000 100 Mhz systems, the IBM PC 340 133 Mhz systems, and the IBM 300GLs 166 Mhz to 300 Mhz systems. These systems retain no warranty, so service for these units is not available. However, the Compaq Deskpro EX 400 Mhz and Compaq Deskpro 733 Mhz systems can function adequately on the LAN.

6.   New Workstation Specifications.   Listed below are the new administrative workstation specifications:

- Small Form Factor Chassis
- Intel Pentium 1.5 Ghz CPU
- 128 MB non-ECC SDRAM
- 16 MB Video Card
- 20 GB/7200 RPM EIDE HD
- EIDE Controller
- Minimum I/O = 2 USB Ports, 1-Parallel, 2-Serial, 1-VGA
- Integrated 3COM 10/100 NIC w/ wake-on-lan support
- Integrated Audio Controller
- 1.44 MB Floppy Drive
- CD-RW Drive
- PS/2 Keyboard
- PS/2 2-button Mouse
- Internal Audio Speaker
- JCDC-Approved Image Windows 2000 Professional OS

- JCDC-Approved Image Recovery CD
- 3 year NBD Onsite Response Warranty
- 17" Monitor

7.   Pre-Deployment Survey. The pre-deployment survey is attached. Please complete all fields of the survey for each user that will be receiving a new computer. Please note that the individual receiving a new computer must have an active network data drop and adequate power to support the workstation.   If a network drop is not present for an individual listed on the survey, the POC will be asked to identify a suitable location with a network drop. Please type your responses to the surveys, Below is an example of how to complete the survey form:

First Name	Last Name	Building #	Room #	Network Drop (Y/N)	Power (Y/N)
John	Doe	Medical	Reception	Y	Y
Jane	Doe	A	122	Y	Y

Surveys should be emailed to workstation@jcdc.jobcorps.org or faxed to 512-393-7296, ATTN: Workstation. Upon receipt and verification of the survey, the JCDC will notify the POC via e-mail regarding schedules and other important information.

8.   Expiration Date. Until superseded.

9.   Inquiries. If you have questions or comments regarding this Program Instruction, please contact Linda Estep at estepl@jcdc.jobcorps.org or the JCDC Workstation Team at workstation@jcdc.jobcorps.org. If you are interested in obtaining the special pricing offered by the vendor for the workstations and installation, please email the workstation@jcdc.jobcorps.org account.

Attachment