

General

What is the computer refresh and why is it necessary?

The Technology Services (TS) Department is centralizing all desktops, laptops, monitors and related devices. All city users will receive leased-devices every three years.

When is my computer being replaced?

The rollout of new machines begins July 2019.

A monthly **Deployment Schedule** is posted on TeamPlano.us/refresh. We estimate roughly 45 new machines will be installed per day. The rollout day might change based on the following factors:

- The contractor/installer has difficulty replacing computers because of personal items on the desk hindering the process.
- The installer has difficulty locating the machine. For example, the device may not be in the designated suite/office or the user forget to bring laptop to the office on the deployment date.
- The vendor has to wait for users to move the data files on the deployment day.

How long will the replacement process take?

On average, it should take 30-45 minutes to remove old machines and put new computers in place. Your readiness prior to the deployment is a major factor in how long the process takes to complete. This entire project will be completed by February 2020.

Can I keep my current computer instead of getting a new one?

No. You can keep all peripheral devices (special keyboards, card readers, etc.) purchased by the department. Installing external devices (like wireless mice and keyboards) on the new computers is not part of the deployment process. Do not use those devices for the **first week**, so TS can be sure the new system is working properly.

Who decides the kind of machine I get and can I change it? What am I getting?

Department directors helped determine if staff receive desktop or laptop computers. TS also worked with departments to identify non-standard computer needs. Selections cannot be modified, as machine lease agreements have already been signed.

If an employee's work requirements change, departments can purchase a different computer to meet those needs. However, these computers will ONLY be switched at the end of the current 3-year lease agreement. Only computers included on Technology Service's initial inventory list may be replaced.

Laptop and desktop users (*see device models and types below*) will have two 24-inch monitors. All-In-One (AIO) devices come with one additional monitor.

During the refresh project, which drives will lose files/documents if I don't move them?

Any data saved to local drives (C:\ or Desktop) will be lost. Information stored on L:\, Z:\, S:\, OneDrive and SharePoint are backed up and will be saved.

All manually mapped drives, such as M:/, need to be mapped again by the employee. Contact the Service Desk if assistance is needed.

What is the deadline for moving data to a designated safe drive?

MOVE THE DATA NOW. TS will send emails with instructions and computer rollout dates to each department. You can also find deployment schedules posted on the TeamPlano.us/refresh webpage. All users get at least a 3-week notice prior to their deployment date.

What if my device is being repaired at TS, do I get a new device on the deployment date?

Yes.

(See more...)

Team Plano COMPUTER REFRESH Project

FAQs

Is there anything else I should do to prepare besides move my files and documents?

Yes. Follow the **Clean.Move.Save.** instructions on TeamPlano.us/refresh and move your data.

Complete this checklist before your new machine is delivered:

1. Clean desk area to allow the installers easy access to devices and power cords.
2. Remove the department-owned items or peripherals like Bluetooth keyboards and mice, USB drives, card readers and more.
3. Lock up valuable belongings.
4. Save passwords and bookmarks separately; remove written passwords and sticky notes from your current device(s).
5. Put away work-related data and documents that comply with HIPPA, CJIS or other regulations.

Who can I contact about concerns related to the Computer Refresh Project?

Please email Computerrefresh@plano.gov for any concerns or project related questions.

Software

Does the computer refresh include software updates too?

TS will reinstalled all software – the newest versions – unless there is an application dependency on a previous version.

How do I coordinate the transfer of “special software” to the new computer?

The department delegates will work TS to identify the special software (i.e. CorelDRAW, Bootstrap, ArcGIS, SketchUp, etc.). These applications can be installed during deployment.

Will my emails be on my new computer?

Emails are saved on servers in Office 365, not on desktops. However, if you have PSTs or archived emails saved locally, moved them to your “L” drive. Contact the Help Desk (ext. #5306) if you need assistance with locating and moving your PST/Archive emails. Follow these instructions:

[1 Verify location of Outlook](#)

[2 How to export your PST file](#)

[3 How to open a PST file](#)

Will I need to set up my Outlook email again?

Yes. Outlook needs to be setup the first time it’s launched on the new computer. This process is simple and only requires login information to be entered and saved.

Will I need to set up the email signature again?

No. TS has established a process to create signature blocks. However, in some cases users may need to add signatures manually, depending on how the signature block was configured.

Will my internet favorites still be there? How do I back up internet browser bookmarks?

Yes. Technology Services takes care of transferring bookmarks for Firefox, Internet Explorer and Chrome. Microsoft Edge won’t be backed up. TS highly recommends users save a list of current bookmarks. [Watch these helpful videos.](#)

Will my PeopleSoft favorites need to be set up again?

The application stores this information and is available on any computer you log into.

Will passwords still be saved online?

Passwords are not saved and have to be re-entered the first time the application is opened.

Hardware

I don’t like my current computer; can I change to a different type of device?

Each department director determined what their respective staff receives as a replacement. Departments can reallocate deployed devices to different people, but they must put in a Service Desk ticket and include the device ID and the newly-assigned user’s full name.

I’d like a bigger monitor; how can I request one?

No changes can be made before or during the deployment. If a larger monitor is critical for your work, the department delegate must submit a service request ticket to Tech Services and must pay for the monitor.

My department just hired new staff. How can I request new computers for them?

A Help Desk ticket must be submitted and the department must pay for the additional device.

Can I use my Bluetooth mouse or keyboard with the new computers?

Yes, but not for the first two weeks of receiving your new machine. This ensures the new system works properly while under warranty. Users are free to reinstall any peripheral or Bluetooth devices after the two week period.

Will my printer connections be on the new machine?

“Follow-me printer” is installed on all computers as the default. You’ll need to set up additional printers again. [Click here for printer setup instructions.](#)

Are Yealink/Phones part of the Computer Refresh Project?

Phones are not part of this project. Everyone must set up the Yealink BTOE connection on the new computers. **For call centers**, the Telecommunication Team is providing support to ensure all phone lines work properly with the new machines.

Are tablets and cell phones included?

No.

What type of monitors come with new computers?

The standard workspace gets two 24-inch monitors. TS has identified users who need non-standard monitors.

I have 3 monitors now; will I get three new ones?

Yes. Tech Services is replacing monitors smaller than 23 inches – and you’ll have three monitors.

What if my PC or laptop are not on the list?

The Project contract only covers replacing computers on the Inventory List. Any computer not on the List can ONLY be upgraded when the requesting department buys a replacement through TS – but only after the citywide deployment is completed.

Training

Is training mandatory?

No. However, TS strongly recommends everyone take advantage of this 2-hour training class.

If I need more help after attending the class, can I sign up for a second in-person session?

No. Unfortunately, the contract with our 3rd-party instructors is for a specific number of sessions – one per employee. Space is limited per training session. Employees may use online [BrainStorm Training](#) for additional help.

- [Office 2016](#)
- [Windows 10](#)

Can I register for training after receiving my new computer?

Yes. But it’s a greater benefit if you attend the training session a week prior to or the week of your installation date. It helps Tech Services monitor training session quality and manage seating for staff during each phase of Computer Refresh Project.

Survey

Why should I do the survey?

It is important to track project successes. The **training survey** helps the project team monitor the instructors’ effectiveness. Receiving feedback after each class allows TS to make training adjustments with the contractor, if needed.

The **deployment survey** helps the project team address unforeseen issues and modify the computer replacement process quickly for better service. Employees can support the project by completing both surveys.

Is the survey anonymous?

Both training and deployment surveys are anonymous. You can provide your email address at the end of each survey, if you wish to enter the drawings for great prizes.

Thank you!