



IT Life Cycle Services At A Glance

Mission

Create, preserve, and prolong IT equipment value, offer flexibility of when to move to newer technology. Provide exceptional equipment uptime for complex IT infrastructures. Serve all stages of the technology life cycle from acquisition through disposal. Supply single point of contact coverage of most technology products.

- **Asset Acquisition: sale or lease of IT products**
 - Evaluation: assessment of best product fit for budget and need
 - Products: 1st and 2nd tier servers, storage, communications products
- **Deployment: outsourced resources to reduce expense and risk**
 - Assessment: industry best practices, independent evaluation
 - Development: Cisco, create network designs and implement
 - Staging: warehousing, burn-in, configuration, shipping
 - Implementation: project management, site surveys, installation, testing
- **Maintenance: life cycle support from purchase through disposal**
 - Problem Management Framework: Identify nature of the problem, separate hardware failure from a software issue, troubleshoot, diagnose
 - Hardware Support: onsite, remote, parts only, depot
 - Software Support: patch support, download assistance
- **Asset Management: gain better control IT assets**
 - Administration Activities: inventory audits, relocation, space allocation
 - Status Activities: assess operational status, remote monitor, onsite assessment
- **Data Destruction: remove data from storage by appropriate process**
 - Methods: shred, degauss, software based sanitization; disk drives, optical disk platters, tapes, cell phones, solid state devices
 - Compliance: NIST 800-88, DoD/NISPOM 5022.22M, individual client standards
- **Equipment Disposal: re-marketing, re-purposing, recycling, donate**
 - Assessment: analyze, recommend, when and how to dispose
 - Compliance: Responsible Recycling (R2), ISO 14001, OSHAS 18001, Large Quantity Universal Waster Handler (DEP NJR986657062), NJAC 7:26-7-5, NJSA 13:1E-99-94