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OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
DOC No: 306

PC ACQUISITION GUIDELINES

PURPOSE

This document provides a common decision model for the State of Hawaii to standardize Personal Computer (PC) procurement decisions and reduce PC lifecycle and deployment cost.

SCOPE

This applies to State of Hawaii Executive Branch departments and their attached agencies, except for exempt entities.

STATEMENT

This policy provides decision makers in the executive branch with a common framework to evaluate PC procurement plans and funding request for their respective agency the policy establishes the preferred solutions for the key aspects of sizable PC procurements that influence the total life cycle cost of ownership.

1. Departments should be applying these guidelines for its life cycle management practices to decisions on PC procurements that is undertaken
   - 1.1. Agencies should attempt to stay within the Standard recommendations as provided by Attachment A- ETS Recommended PC Specifications.
   - 1.2. If a business or technology requirement requires deviation from the standard configurations provided, decision makers must ensure proper IT budget and spend request support documentation is submitted, which lists each alternate PC configuration along with the users and the roles they perform.
   - 1.3. Executive branch agencies should be using Windows 11 Professional along with Microsoft Office 365 which includes the latest version of Office.
     - 1.3.1. Devices shall also support full disk encryption which may also require a Trusted Platform Module (TPM) version 2.0.
   - 1.4. Agencies who wish to “future-proof” purchases for Standard/Mobile users should not assume that having “Power-User” specifications are necessary. Due to the advent of using web apps and cloud solutions, future-proofing may not necessarily be needed anymore.
   - 1.5. Considerations for purchasing a PC to support AI functions, workloads or development should be made as this area of computing will be rapidly developing. Advanced hardware may be required to improve the performance of AI processing.

1.5.1. A Neural Processing Unit (NPU) is a specialized processor designed to manage AI-intensive processes. Unlike GPUs, which can be power-hungry, NPUs are more energy efficient.

1.5.2. Copilot+ PCs are a class of Windows 11 devices that are powered by a neural processing unit (NPU) capable of performing 40+ trillion operations pers second (TOPS) to support functions such as real-time translations and image generation.

2. Replacement Cycle
   2.1. It is recommended that agencies follow a 4-year replacement cycle replacing roughly 25% of the PCs in the agency every fiscal year.
      2.1.1. Agencies that follow a different replacement cycle should have a replacement plan for each PC's that is deployed within its organization.
   2.2. At the end of the replacement cycle, the agency must destroy or securely delete its data as part of the decommissioning before the PC leaves the agency. Please contact the Security Operations Center via email at soc@hawaii.gov for assistance or guidance if necessary.
3. Competitive Purchase Prices
   3.1. Agencies must comply with the requirements for competitive procurements according to HRS §103D.
4. Alignment of Procurement with Agency Budget
   4.1. Agencies should include the cost for systematic PC replacement and acquisitions in the agency base operating budget. This avoids large variations in expenses and the need to make special legislative budget requests.

Users Type Specifications

- **Standard Desktop (Office-based):** These users work mostly in the office, under mainstream working conditions that require little more than the state's applications such as Microsoft Office & Adobe Acrobat. Usage may include basic tasks such as word processing, email, web browsing, and spreadsheet management. This configuration should meet the needs of the greatest number of users in various agencies
- **Standard Laptop (Office/Mobile):** These users are mobile professionals or remote workers that are like standard desktop users, but with the need for portability. Devices used for this purpose at times may be a mix of power and office-based users. Usage typically requires support for video conferencing.
- **Power:** Users of computer-intensive or graphics-intensive applications that require high performance processing and storage. Power user examples include software developers, graphic designers, GIS architects, engineers, scientists, analysts with large databases, video editors, etc.
- **High-End Power:** For some specialized job functions, it may be necessary to provide PCs with capabilities that exceed those specified for typical power users. In these cases, it may be necessary to acquire PCs with high-power processors, higher end graphics cards, and large amounts of storage space.
- **Specialized:** In some cases, it may be necessary to equip mobile users with laptops with specialized capabilities. Exceptions to the mobile user could be devices that are hardened/ruggedized or include an LTE modem that can perform specialized functions for users in the field.
    - Based on the type and nature of the work, some employees may require smaller form factor devices such as tablets to be most efficient in their business function.

Revision History

Date:	Action taken
June 20, 2018	Adopted for FY19 and beyond
June 19, 2024	Updated references to WIN11, AI PCs, and user type specifications.

Approving Authority

Jul 2, 2024

Tom Ku
Chief Information Officer
State of Hawaii

Date:

Attachments

Attachment A: ETS Recommended PC Specifications – DOC No: 306.1