



MEMORANDUM OF INFORMATION

TO: CHAIR AND MEMBERS
FINANCIAL MANAGEMENT COMMITTEE

DATE: 2018 May 11

FROM: CHIEF INFORMATION OFFICER

FILE: 1910-01

SUBJECT: RECYCLING AND REUSE OF CITY DESKTOP EQUIPMENT

PURPOSE: To provide additional information on the potential re-use/re-assignment of end of life City desktop equipment to non-profit groups.

At the Financial Management Committee meeting on 2018 April 17, Councillor Calendino requested additional information about opportunities for donating used City computers to schools or non-profit organizations in the Lower Mainland. Following is an overview of the City's current approach to equipment that is no longer suitable for City use.

The City utilizes a wide range of desktop computer equipment to provide citizen-facing services across Burnaby, in-person at City facilities and on-line. On average, a desktop computer is retained at the City for five years and a laptop for three years. This lifespan can be extended or reduced based on the business functions the equipment performs: e.g., some staff require high performance desktops to process significant amount of data or graphics, and all City computers must be able to inter-operate and run fully supported versions of commercial software.

The need to manage the full life cycle of computer devices responsibly – from sourcing to decommissioning – is a key tenet of the IT Infrastructure Asset Management Plan (AMP). While there is some residual value in end-of-life desktop devices, this is outstripped by the cost of safe data deletion and equipment disposal. Environmentally-responsible salvage services are an important requirement in all Requests for Proposals for hardware providers to the City. The City's current desktop supplier is Microserve (a Burnaby based company) which offers three potential disposal routes for end-of-life hardware. These include donations to Computers for Schools through the BC Technology Learning Society, recycling through local organizations like Encorp, and resale through computer remarketers. Over the past four years, the split between the three disposal methods has been roughly equal. The City's decision to extend the useful life of devices is also likely to result in more equipment being diverted to ethical recycling rather than re-use or re-sale based on the remaining capability of the hardware. It should also be noted that computers diverted to schools require additional

charitable investment from third parties to cover the cost of software and extended maintenance and support for students.

Before any hardware is removed from City facilities and repurposed, City staff works with Microserve to ensure that no City data is exposed inappropriately. This process includes removal of data and full sanitization of the device, as well as destruction of any physical media (e.g., the hard drive) for highly sensitive data. Microserve's security measures are considered best practice and have been audited and approved by the BC Provincial Government's Office of the CIO and by the City's Internal Audit division.

A handwritten signature in black ink, appearing to read 'Shari Wallace', with a horizontal line underneath.

Shari Wallace,
Chief Information Officer.

Copied to: City Manager
Director Corporate Services
Director Finance