



Covid's Impact on Infrastructure and how your ITAD Partner can Help

James Patrignelli

iaitam.org | Peace, Love & Asset Management | ACE 2022




1

LET'S TALK!

What has changed in your work life since March 2020?

- Is there a bed, couch or kid in your office? Bonus points for all 3
- How has your commute changed?
- Is your remote office a Starbucks or Panera?
- Do you never leave the house?
- For those of you that have been back in the office regularly, what's changed?
- Do you pass your time talking to yourself?

iaitam.org | Peace, Love & Asset Management | ACE 2022

2

KPMG: Cloud, networks, and modern infrastructure in the wake of COVID-19



Pain Points:

- Remote collaboration & working tools insufficient for Needs
- Inability to scale system capacity and network bandwidth
- Slow turnaround times to provision infrastructure components
- Inability to quickly pinpoint and resolve performance issues

Perspective:

- To keep operations running companies need to deploy additional digital capabilities
- Continue to build a digital backbone using cloud-native solutions

iaitam.org | Peace, Love & Asset Management | ACE 2022

3



McKinsey & Company: How COVID-19 has pushed companies over the technology tipping point – and transformed business forever

Did a survey of 899 C-level IT executives on the impact of the crisis and found that the top priorities were:

- Funding for digital initiatives has increased
- Filling gaps for technology talent
- Increasing use of advanced technologies in operations
- Increasing migration of assets to the cloud
- Increased spending on data security

iaitam.org | Peace, Love & Asset Management | ACE 2022

4



PWC: The global forces shaping the future of infrastructure Identified the global issue of sustainability & climate change

A more sustainable, circular-economy approach for all infrastructure assets will require a shift in procurement strategies.

iaitam.org | Peace, Love & Asset Management | ACE 2022

5



The Organization for Economic Co-operation and Development (OECD): COVID-19 and a new resilient infrastructure landscape

Data Protection & Digital Security:
There is evidence that the COVID-19 crisis has increased opportunities for cyber-criminals to exploit weaknesses... vigilance against cyber-attacks requires constant monitoring and secure data storage



Broader sustainability & inclusiveness considerations:
"Infrastructure is part of the future that younger generations will inherit - investment decisions made now will have lasting impact and strongly influence development pathways. Infrastructure investment that unlocks opportunities for growth and development, particularly for disadvantaged populations, can be supportive of resilient societies. Infrastructure that is transformative, particularly by revitalizing degraded or underutilized urban spaces can support greater social inclusion."

iaitam.org | Peace, Love & Asset Management | ACE 2022

6

Recurring Themes Related to COVID-19

- Physical tools are moving online in a push to become more mobile
- Firms are struggling with a lack of resources
- Increased spending coupled with hardware delays
- Increased migration of assets to the cloud
- Data Security Concerns
- Commitment to be more sustainable
- Heightened concern for inclusiveness

iaitam.org | Peace, Love & Asset Management | ACE 2022



7

Physical tools are moving online in a push to become more mobile

Traditional desk set ups with multiple LCDs, desk phones and wired KBMs are being replaced by hotel desks that allow for only laptops and BYO KBM. Physical & manual steps in everyday process that could be automated or moved online:

Firms are building a hybrid cloud environment or moving to the cloud entirely allowing them to move unused infrastructure capacity from on area to another more easily.

How your ITAD vendor can help:
Set up e-waste recycling stations on each floor of your building or in the data center so as employees begin cycling through again, they can quickly and easily clear desks and common areas of technology.

iaitam.org | Peace, Love & Asset Management | ACE 2022



8

Firms are struggling with a lack of resources

Many end user support teams are remote and don't have access to hardware each day.

How your ITAD vendor can help:

- Ship hardware directly to your ITAD vendor
- Depot your hardware for redeployment
- Site Surveys
- Manage International Projects
- De-installs at your office or data center






iaitam.org | Peace, Love & Asset Management | ACE 2022

9

Case Study - Laptop Return Program for a Chicago Based e-Commerce Firm

- 600+ laptops needed to be recycled or redeployed
- Employees were working remotely throughout North America
- The client needed boxes shipped to employees with return labels and instructions on how to return the laptops
- A shared Google sheet was used to track inbound & outbound tracking numbers
- Serial verification was done daily for all received laptops
- **The Biggest Challenge:** Getting unresponsive employees to drop off laptops. Create an incentive.

iaitam.org | Peace, Love & Asset Management | ACE 2022



10

Increased spending coupled with hardware delays

A recent survey of our clients indicated that technology spending is up, but hardware projects are delayed due to supply chain issues.

How your ITAD vendor can help:

- Keep your technology hardware on life support
- Providing components for necessary upgrades
- Moving dormant hardware from one location to another where it may be needed
- By using relationships in the secondary market to procure hard to come by hardware such as network gear

iaitam.org | Peace, Love & Asset Management | ACE 2022



11

Data Security Concerns

- Hardware in unattended offices:
 - Who has access to these assets?
 - Are assets being shipped back making it to your office space?
 - Are assets piling up in common areas?
- Laptops at employee's homes:
 - Challenge of tracking & retrieving assets
- Lack of resources:
 - Such as end user support teams to properly triage assets before redeployment

How your ITAD vendor can help:

- Provide Secure Hard Drive and e-waste recycling bins
- Recycle Assets Quickly
- Assist with remote wiping
- Point to Point Recycling Options





iaitam.org | Peace, Love & Asset Management | ACE 2022

12

If these methods are employed be sure to have a plan in place with your ITAD provider on when & how to remove these to allow for the proper wiping & resale of your hardware:

- **BIOS Passwords** – Unique to each manufacturer. Password required and typically needs to be done in person.
- **Apple DEP** - can be removed by accessing the Apple Business Manager account to which the devices are added. Serial Number Required.
- **Absolute Computrace** - can be removed by accessing the Absolute web portal with email address used to activate the account. Search for device & unenroll.
- **Encryption** – run encrypted erase command. This can only be done on run on hardware that supports encryption.






iaitam.org | Peace, Love & Asset Management | ACE 2022

13

Commitment to be more sustainable

How your ITAD vendor can help:

- Seek out vendors that are audited and certified for e-waste recycling
- Ensure that no e-waste is being exported or sent to landfills
 - Commit to R2 & e-Stewards certified vendors
- In addition to traditional inventory and media destruction reports request Environment Impact Reporting
 - GHG Emission Reduced
 - Toxic Metals Diverted

iaitam.org | Peace, Love & Asset Management | ACE 2022

14



Heightened concern for inclusiveness

David Neeman
 Founder & Chairman, Loyalty Foundation
 "By leveling the playing field and inspiring and instilling a love of technology, we help students develop the knowledge, skills and self-esteem they need to participate successfully in the digital economy. It can not only lead to steady employment and well-paying jobs that will uplift themselves and their families, but it also allows kids to think creatively, because they know they now have a real path to becoming the next entrepreneur, video producer, game creator, or whatever they dream of being."

How your ITAD vendor can help:

Hold aside a % of assets that flow through your ITAD program for donations

- PCs & Laptops can be reinstalled with Windows OS or they can be turned into Google devices
- Use the proceeds from our ITAD program to fund the purchase or technology hardware or fund technology educational programs

iaitam.org | Peace, Love & Asset Management | ACE 2022


15

IMPORTANT POINTS


COVID-19 has created numerous challenges and headaches for technology professionals who were already taxed with many responsibilities.

You probably have many great vendors and established relationships. Ask for help!

Questions?



iaitam.org
Peace, Love & Asset Management
ACE 2022




16

Connect with us




Facebook



Twitter



Instagram



iaitam.org | Peace, Love & Asset Management | ACE 2022



17
