

## **Request for Determination from Umstead Review Panel**

### **Proposed Activity: Provide access to the Computer Repair Center of the University of North Carolina at Chapel Hill for Local K-12 School Systems**

#### **Contact Information**

David Eckert, Manager of the Computer Repair Center  
UNC-Chapel Hill  
111 Airport Road, CB# 1120  
Chapel Hill, NC 27599-1120  
Phone: (919) 843-8772  
Email: [David\\_Eckert@unc.edu](mailto:David_Eckert@unc.edu)

#### **Umstead Exception Relating to Proposed Activity**

N.C.G.S. §66-58(b)(8)o. "Activities that enable the community in which the constituent institution or other University entity is located, or the people of the State to utilize the University's facilities, equipment, or expertise."

#### **Overview of the Computer Repair Center at UNC Chapel Hill**

The Computer Repair Center (CRC) of the University of North Carolina at Chapel Hill (UNC Chapel Hill) is a Lenovo and Apple certified warranty repair center that supports faculty, staff, students and departments at UNC Chapel Hill. Established as part of the Carolina Computing Initiative, the CRC has been providing warranty certified computer repairs for the UNC Chapel Hill community since 1997. It is the largest Lenovo certified warranty repair center in the Southeast and has multiple distinguished service awards in its 15 year history.

Originally established as an IBM certified warranty repair center, the CRC became Lenovo certified in 2005 and Apple certified in 2010 when the Carolina Computing Initiative expanded the laptop packages offered to UNC Chapel Hill students to include Apple MacBook Pros. Since its establishment, the CRC has completed warranty covered repairs on behalf of the computer manufacturers as well as repairs for accidental damage and parts failures not covered by warranty. As an auxiliary service at UNC Chapel Hill, the CRC performs all repairs that are not covered by manufacturer's warranty or accidental damage coverage on a cost recovery basis.

The CRC's goal in supporting the Carolina Computing Initiative is to help maximize the availability of the UNC Chapel Hill community's computing resources so that this technology can be reliably and consistently integrated into the educational efforts and plans of the faculty, staff and students at UNC Chapel Hill. In order to achieve this goal, the CRC stocks parts for all of the computer models repaired at its facility and works closely with other UNC Chapel Hill IT support personnel to minimize the personnel and productivity costs associated with computer hardware failures. The CRC provides fast and consistently correct computer repairs.

### **Proposed access to the Computer Repair Center for Local School Systems**

The CRC is proposing to provide access to its computer repair facilities, expertise and services to the local K-12 school systems proximate to UNC Chapel Hill. Initially this access would include both the Chapel Hill-Carrboro City Schools and Orange County Schools. This would allow the students, teachers, staff and administrators in these school systems to enjoy the benefits of the same expedited, warranty certified, computer hardware repair services available to the UNC Chapel Hill community.

In the Spring of 2012 both Chapel Hill-Carrboro City Schools and Orange County Schools awarded competitively bid contracts to Lenovo for laptop computers to be used in the education of their students. At Lenovo's suggestion, the Chapel Hill-Carrboro School system approached the CRC about leveraging its warranty certified repair facilities and expertise while also suggesting that Orange County Schools may want to do the same given the geographic proximity of both school systems to the CRC. When approached by Lenovo about the possibility of leveraging the CRC's facilities and expertise for the repair of their computers, Orange County Schools did express its wish to work directly with the CRC. Representatives from the CRC and from both local school systems expect that the schools will save the personnel costs and inconvenience often associated with seeking repair assistance directly from computer manufacturers by accessing the facilities, expertise and services that the CRC provides.

Under this proposed activity, the CRC will invoice and receive payments from Lenovo and Apple for warranty repair work on the laptop computers belonging to these local K-12 school systems. The CRC will invoice and receive payments directly from these local K-12 school systems for post-warranty repair work on the laptops. CRC is not proposing to provide its services to the general public. This proposed activity is limited to local k-12 school systems proximate to UNC Chapel Hill.

The CRC has been providing computer repair support in an education environment where students are the primary users of the computing technology for 15 years. The educational computing environment and student use of computers can present some challenges that other computing environments do not. By leveraging the facilities and expertise of the CRC, the local school systems stand to benefit from those years of experience and lessons learned in both computer repair and computer maintenance/failure prevention. The result of which is expected to be increased availability of the computing technology for educational purposes and reliability for the educators in both of these school systems.



Orange County Schools  
200 East King Street  
Hillsborough, NC 27278

G. Patrick Rhodes  
Superintendent

919.732.8126 Telephone  
919.732.8120 Fax  
[www.orange.k12.nc.us](http://www.orange.k12.nc.us)

To Whom It May Concern:

Orange County Schools (OCS) supports the proposal by the Computer Repair Center (CRC) of the University of North Carolina at Chapel Hill to provide access to its computer repair facilities, expertise and services to local school systems. If this proposal is approved, we expect a reduction in the amount of time OCS personnel spend having hardware failures repaired by the manufacturer. We also anticipate reduced repair times and costs due to the geographic proximity of the CRC.

Please feel free to contact me if you have any questions regarding our support of this proposal.

Sincerely,

Patrick Rhodes  
Superintendent



October 23, 2012

To whom it may concern,

Please consider this a letter of support for approving access for the Computer Repair Center (CRC) of the University of North Carolina at Chapel Hill (University).

The Chapel Hill-Carrboro City School District (CHCCS) has recently reached an agreement with Lenovo to provide all student, faculty, and administrative computers for the district. This new partnership came about as a direct result of having the CRC as a resource for CHCCS to use. Both the University and CHCCS have strived for a solid relationship with respect to supporting the community and the educational environment. In these economic times, it's imperative to use the most cost-effective resources available for supporting education. The ability for CHCCS to utilize the CRC facility will have a great impact in reducing the repair costs for post-warranty computing equipment.

There are currently 8300+ devices, both Apple and Lenovo, which are supported by CHCCS staff. Of these, approximately 5000 are past the warranty period covered by the manufacturer. There's a well-known fact that the likelihood of a device needing repair increases with its age. The cost savings in productivity with readily available parts, speedy and reliable service, and being both Apple and Lenovo certified would allow CHCCS to focus those dollars directly back to our schools.

In closing, the familiarity with the needs of education, lower overall cost, and increased productivity for the District makes the CRC the logical choice as the facility to use for post-warranty repair.

Thank you for your time,

David Ekstrom  
IT Customer Support Manager  
Chapel Hill-Carrboro City Schools  
750 S. Merritt Rd.  
Chapel Hill, NC 27516  
e: [dekstrom@chccs.k12.nc.us](mailto:dekstrom@chccs.k12.nc.us)  
p: (919) 967-8211 x28313

cc: Ray Reitz, CTO

October 18, 2012

To whom it may concern:

It is Lenovo's understanding that the Computer Repair Center (CRC) of the University of North Carolina is proposing to provide access to its computer repair facilities, expertise, and services to the local K-12 school systems proximate to the University. The CRC is an award winning certified Lenovo warranty repair center and is in fact one of the largest repair centers (by volume) in the Southeast. Lenovo whole heartedly supports this initiative as it will provide the best possible service levels to our customers. Please feel to contact me if you have any questions regarding this initiative.

Sincerely,



**Jamie Royster**  
Regional Sales Executive  
Lenovo (United States) Inc.  
[jroyster@lenovo.com](mailto:jroyster@lenovo.com)