University-Wide Hardware Refresh & Cybersecurity Governance

Employer: California Baptist University (CBU)

Role: IT Project Analyst

Project Date: Sept 2020 – Oct 2021

I. 📌 Project Overview

California Baptist University launched a university-wide hardware refresh initiative to modernize its computing infrastructure and enhance cybersecurity governance. The initiative covered 450+ faculty and staff machines across 10+ departments, aligning with FERPA requirements and security best practices.

By introducing Agile project management methods, the refresh lifecycle was streamlined from 3 deployments per week to 12 per week, ultimately delivering over 450 fully configured, security-compliant PCs with minimal downtime to academic and administrative units.

II. 🎯 Objectives

- Replace aging endpoints to reduce security vulnerabilities and support modern applications
- Standardize PC deployment across departments for consistency and efficiency
- Ensure compliance with FERPA and internal cybersecurity governance requirements
- Minimize downtime and disruption to faculty and staff during rollout
- Build repeatable lifecycle management practices for ongoing refresh cycles

III. 🔑 Key Contributions

- Agile Deployment Scaling: Designed sprint-based deployment cycles, enabling the refresh rate to quadruple (from 3 → 12 devices per week)
- Governance Integration: Ensured all devices were compliant with FERPA regulations, standardized university policies, and endpoint security baselines
- Cross-Department Coordination: Collaborated with IT, procurement, and 10+ departmental leads to coordinate schedules, testing, and user acceptance
- Lifecycle Management: Established documentation and process flows for future PC refresh initiatives, aligning with NIST/FERPA-aligned governance
- Change Management & Training: Delivered faculty/staff training on new devices, ensuring smooth adoption and reduced helpdesk escalations

IV. 🛠️ Challenges & Solutions

Challenges	Solution
Aging devices with high failure rates and outdated OS	Standardized rollout of modern PCs with pre-configured OS and applications
Limited IT resources and time constraints	Adopted Agile methodology, used sprint planning to accelerate deployment
FERPA compliance and cybersecurity governance	Implemented data handling policies, encryption, and secured decommissioning of old devices
Downtime concerns for faculty and staff	Scheduled evening/weekend deployments; performed pre-deployment integration and testing

V. 📊 Impact & Outcomes

- 450+ devices refreshed across academic and administrative units
- 300%+ increase in weekly deployment rate (from 3 → 12)
- Zero major downtime incidents reported during rollout
- FERPA-aligned governance documentation and security policies established
- Institutionalized repeatable lifecycle process for ongoing refreshes

VI. 📚 Alignment with Industry Best Practices

The project reflects principles highlighted in Insight's Managed PC Refresh whitepaper:

- Standardization: Streamlined device rollout processes across multiple departments
- Governance: Integrated regulatory requirements (FERPA) and security hardening
- Efficiency: Leveraged Agile to improve speed and reduce costs
- Lifecycle Management: Created documentation and repeatable processes for future refreshes

VII. ✅ Portfolio Takeaway

This project demonstrates the ability to bridge IT operations with governance and compliance, delivering measurable efficiency gains, regulatory alignment, and a repeatable model for institutional IT lifecycle management.

VIII. 📖 Reference / Citation for Insight Whitepaper

- Insight. (2005). *Managed PC Refresh: The clear path to enterprise PC refresh* (White paper)