

DSNY leverages NEWCOM for physical inventory of all IT equipment

BACKGROUND

The New York City Department of Sanitation (DSNY) faced a critical need to conduct a comprehensive physical inventory of all IT equipment valued at \$100 or more. Given the expansive scope of their operations, which encompassed over 100 buildings across the city, the department was under a tight timeline of just three weeks to complete this project. Recognizing the complexity and logistical challenges involved, the DSNY team sought assistance from NEWCOM to implement a solution tailored to their specific needs and constraints.

THE CHALLENGE

Completing a physical inventory can be approached in two primary ways, each with its own set of challenges and implications:

1. Comparative audit - While this can be a streamlined approach when records are accurate, it becomes significantly more complex when dealing with outdated or incomplete documentation, as was the case with the New York City Department of Sanitation (DSNY). The process can become cumbersome, requiring extensive verification and potentially leading to discrepancies that complicate asset management.
2. Comprehensive inventory - This method, while potentially more labor-intensive, provides a fresh and accurate snapshot of assets, which is essential for effective resource management.



CUSTOMER PROFILE

The New York Department of Sanitation (DSNY) is the department of the government of New York City responsible for garbage collection, recycling collection, street cleaning, and snow removal. The DSNY is the primary operator of the New York City waste management system.

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INDUSTRY

Public Safety, Business Consulting & Services

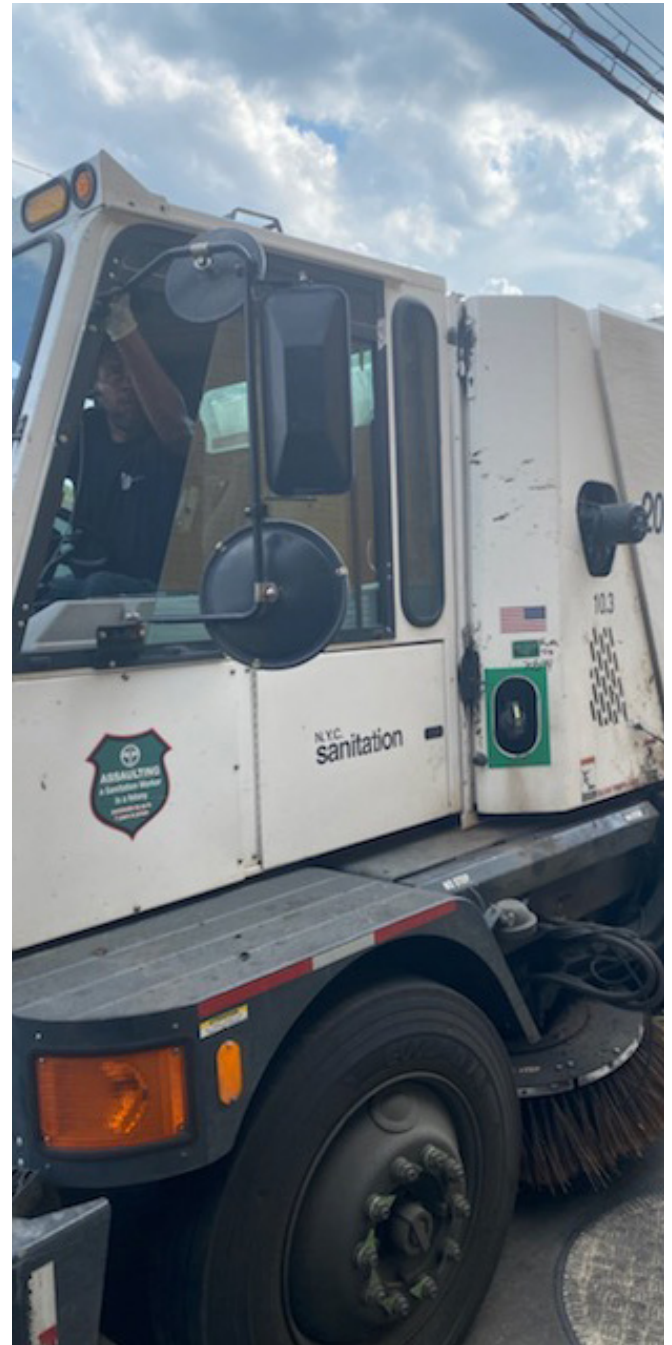
CHALLENGES

- Comparative audit: This method involves meticulously comparing existing inventory records with findings from a discovery process.
- Comprehensive inventory: This entails conducting a completely new inventory from the ground up, ensuring that every piece of equipment is accounted for and accurately documented.

For DSNY, the challenge was particularly painful. Having not conducted a physical inventory in several years, their records were not only incomplete but also unreliable. This necessitated the decision to undertake a comprehensive inventory rather than a comparative audit, as the latter would have been excessively time-consuming and full of inaccuracies.

One of the significant hurdles was the requirement to affix asset tags to any equipment lacking them, as well as to verify the presence of existing tags. This aspect of the inventory process demanded meticulous attention to detail, as each piece of equipment had to be assessed individually to ensure accurate tracking. Additionally, DSNY mandated the generation of daily inventory reports that compiled all collected data, allowing for ongoing progress tracking and facilitating transparent communication between NEWCOM and DSNY leadership.

Access to over 100 buildings across the city presented another formidable challenge. Our teams required entry into every room, necessitating the presence of DSNY supervisors to escort us through each location. This arrangement added logistical complexity, as the supervisors had to manage their own schedules while ensuring that our teams could work efficiently. Coordinating the pace of our inventory efforts with the availability of DSNY staff required careful planning and constant communication.



Overall, the multifaceted nature of this project demanded not only meticulous planning and resource allocation but also a high degree of adaptability and collaboration to navigate the unique challenges posed by DSNY's operational environment. By fostering strong communication and maintaining a flexible approach, NEWCOM aimed to ensure a successful outcome for the inventory process, ultimately providing DSNY with a comprehensive and accurate assessment of their IT assets.

PROPOSED SOLUTION

To address the challenges faced by the New York City Department of Sanitation (DSNY), NEWCOM assembled a dedicated team of inventory asset management professionals with extensive experience in large-scale inventory projects. This expert team brought together both the necessary manpower and advanced technology to efficiently capture the required data and produce the daily reports that DSNY expected.

A detailed plan was formulated to outline the scope of the project, including timelines, resource allocation, and specific roles for each team member. We organized our teams into specialized units to focus on various aspects of the inventory process, ensuring that every detail was managed effectively. Before rolling out the full inventory, we conducted a pilot program in two select buildings. This initial phase allowed us to test our strategies and tools in real-world conditions, ensuring that the processes were functioning as intended.

During the pilot, we closely monitored the workflow and gathered feedback from our team members and DSNY supervisors. This collaborative approach enabled us to identify a few areas for improvement, allowing us to make necessary adjustments in our methodology and technology. Armed with these insights, we quickly scaled the program to encompass all buildings, ensuring a smooth transition and maintaining operational efficiency throughout the process.



BENEFITS OF THE PROJECT

The successful implementation of this comprehensive inventory project yielded numerous benefits for DSNY:

- 1. Accurate Asset Tracking:** By conducting a fresh inventory, DSNY now possesses a reliable and up-to-date record of all IT equipment, enhancing their ability to manage and allocate resources effectively.
- 2. Streamlined Operations:** The deployment of advanced inventory management technology facilitated faster data capture and reporting, allowing DSNY to make informed decisions with real-time information at their fingertips.
- 3. Improved Accountability:** With asset tags affixed to every piece of equipment, the department has enhanced accountability and traceability, reducing the risk of loss or mismanagement of assets.
- 4. Efficient Reporting:** The daily reports provided by NEWCOM not only kept DSNY informed of progress but also supported strategic planning and budgeting efforts, aligning asset management with departmental goals.
- 5. Enhanced Collaboration:** The close partnership between NEWCOM and DSNY fostered improved communication and collaboration, establishing a framework for ongoing support and future inventory initiatives.
- 6. Foundation for Future Improvements:** The insights gained from this project can inform future asset management practices, enabling DSNY to implement more effective processes and technologies as their needs evolve.

SUMMARY

The collaboration between NEWCOM and DSNY not only resolved immediate inventory challenges but also set the stage for more effective asset management and operational efficiency in the long term.

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