

Service Proposal

Basic Concept:

Collect used computers from businesses to ship to public schools and the Church's CES institutes in South American countries.

Introduction:

The CES already has some computer classes in place as part of its Institute and Seminary program, yet much of the demand for this service continues to go unmet. Likewise, many high schools in South America lack the computer resources to adequately train their students and prepare them for a profitable career. We can help change this.

Computer technology changes rapidly, making products only a few years old obsolete. When upgrading to new technology, some businesses actually have to pay someone to remove the old computers. These wasted computers can be used to in the South American Institutes and public schools. Businesses will be attracted to donating their used computers for a number of reasons, some of which include:

- ◆ Fulfillment of public service requirements
- ◆ Tax write-off
- ◆ They don't have to pay to get rid of the computers
- ◆ Good PR

Outline of Plan:

1. During September, addresses of business have to be obtained. Possible ways of doing this are contacting staffing/employment agencies, contacting chambers of commerce, using the BYU alumni database, etc.
2. A form letter is written and sent to all businesses during October. Said letters explain the project and the uses for the computer. The businesses are told that we will pay for postage and that recognition will be given them in school newspaper.
3. Computers begin to arrive in November. These are put into storage until February when groups of volunteers will prepare the computers for shipping. Preparation will include
 - ◆ cleaning
 - ◆ making sure the computers functions properly
 - ◆ repairing faulty computers
 - ◆ reconfiguring computers by taking a hard-drive from one, a modem from another, etc., and combining them to produce a better computer
 - ◆ cleaning the hard-drives of previous files

Although computers could be worked on and sent out as they are received, holding them in storage, then preparing and shipping them at one time will be much simpler and easier.

4. As computers arrive, Thank-You letters are sent to the donating companies.

5. Central Institute Offices in the South American countries are asked to determine demand for computers and prioritize their placement.
6. In March the computers are shipped.
7. Not all companies will upgrade or have old computers to donate during this time. As such, a longer-term relationship will be created with these companies so that whenever they have computers to donate, they can ship them to us. The computers will then be prepared and shipped to South America the following year when the project repeats.

Issues to Consider:

1. Computers could be sent to only Institutes the first year, and then to public schools the following years. However, since not all companies will be interested in donating computers for Church-related use, perhaps computers should be shipped to both Institutes and public schools each year. When computers are sent to public schools, local Institutes can still be our points of contact and will determine which schools will receive computers.
2. Peripherals (e.g., printers, mice, modems, keyboards) may be needed alongside the computers. The businesses could also be asked to donate these.
3. Different computers will have different software and configurations (e.g., microprocessor speed, memory, etc.). Organizing computers based on configuration and software will be too complicated and time-consuming. Therefore computers will be randomly shipped to locations.
4. Shipping will be expensive. While storage and letters will cost money, the real expense of this project is shipping. Possible ways of meeting this expense include
 - ◆ asking businesses to pay
 - ◆ asking UPS to give a discount or to donate the full cost
 - ◆ using Church distribution system
 - ◆ finding private donors
 - ◆ using the funds set aside for service-learning projects.

Composition of Team:

During the initial phase of the project, the team of eight will develop the database of business addresses and send the letters. Once computers have arrived, they will act mainly as coordinators, managing and organizing the volunteers who will prepare and package the computers.

Skills Learned:

- ◆ written and oral communication skills
- ◆ logistical coordination
- ◆ technical skills in upgrading computers
- ◆ geography
- ◆ leadership
- ◆ knowledge of Church Educational System in South America

◆ cultural awareness

Costs:

$1000*(.33+.10)+45*.60+1000*\$30+750*\$40+12*\$50+\$200 = \$61,257.00$
<p>1000 Businesses contacted (initial and follow-up letter) at \$.33 postage and \$.10 for paper and printing per letter 15 SA Institute offices contacted three times at an average \$.60/letter 1000 computers shipped to BYU at \$30/computer 750 computers shipped to SA at \$40/computer \$50 storage/month times twelve months \$200 cleaning supplies and repair materials</p>

Timeline:

September	write letters; obtain addresses
October	send letters to businesses
Nov-Jan	send thank-you letters to business for receipt of computers
February	Cleaning and tweaking
March	Packaging and Sending

packing
 cleaning
 clean harddrives

1000 businesses * (.10 + .33) + 45 * .60 + 1000 computers (US) * \$30 + 750 computers (SA)* \$40 + \$30/month storage

Option: Contact Institutes in all South American countries to determine need
 Demo versions of software

1. Who is the target customer of your service?

Schools in South American countries

2. Where will the service be performed?

Computers collected here and sent to South American countries

3. What is the service you will provide?

Relocation of used computers

4. What resources will you need for this project?

Funding for postage, letters, tweaking

5. Who will you partner with to complete this project?

Institute reps to coordinate with local schools; staffing agencies—chamber of commerce; someone who know how to fix computers

6. What skills will you learn and develop while doing this activity?

written and oral communication skills; logistical coordination; technical skills in upgrading computers; geography; leadership; knowledge of Church Educational System in South America; cultural awareness