

**Document Title:** ICT Knowledgebase – AKU Laptop & Desktop Support

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## **ICT Knowledgebase – Topic 5: AKU Laptop & Desktop Support**

### **Q: Who owns the laptops and desktops at AKU?**

A: All laptops and desktops provided at AKU are property of the institution, regardless of funding source. ICT and the University reserve the right to access or delete data and uninstall software at any time.

### **Q: Can I use my AKU-issued laptop or desktop for personal use?**

A: No. All equipment is intended strictly for institutional use in line with AKU's Acceptable Use Policy.

### **Q: Who is responsible for budgeting new laptops or desktops?**

A: Departments are responsible for budgeting all new and additional laptops/desktops. ICT manages replacement only for devices procured through institutional funds.

### **Q: Who is responsible for budgeting printers, scanners, or multimedia equipment?**

A: All end-user ICT accessories must be budgeted by departments — including printers, projectors, and scanners.

### **Q: Who maintains the record of issued laptops and desktops?**

A: The Finance Division maintains all asset records in the official Asset Register.

### **Q: Who ensures the physical security of my assigned laptop or desktop?**

A: You, as the user, and your department are jointly responsible for the device's physical safety.

### **Q: What operating system and software come preinstalled?**

A: ICT provides Windows Operating System, Microsoft Office, and other standard software. Specialized software must be purchased by the department using its own budget.

### **Q: What is the lifecycle or refresh period for laptops and desktops?**

A: The standard lifecycle is three (3) years. After 3 years, ICT will prioritize replacement based on evaluation and budget availability.

### **Q: Can I have both a laptop and a desktop?**

A: No. ICT enforces a single-device policy. You can have either a laptop or a desktop based on your job function.

### **Q: Who is eligible to receive a laptop instead of a desktop?**

A: Laptops are approved only if:

- The job requires 24/7 access or remote support

- You travel for work at least 3 times a year
- You work frequently in the field or from home

**Q: How is laptop entitlement classified at AKU?**

A:

- Executive Committee Members category users are entitled for laptop of user's choice
- CEO, Dean, Registrar, Directors, Professors Category users are entitled for Business Class laptop
- Managers, Faculty, Senior Staff and Laptop Entitlement category users are entitled for Standard Class

Note: MacBooks are only allowed if replacing an existing Mac or required for job-specific tasks (with Entity Head approval).

**Q: Who approves new ICT hardware purchases?**

A: ICT handles technical evaluation, while PSCMD handles pricing and procurement.

**Q: Where can I find the official AKU IT Purchase Catalog?**

A: It's available at:

<https://one.aku.edu/PK/it/Documents/Important%20Documents/IT%20Purchase%20Catalogue.pdf>

**Q: Who is responsible for backing up data?**

A: You and your department are responsible. Back up important files to OneDrive or your assigned ICT workspace.

**Q: Will my laptop be encrypted?**

A: Yes. ICT will encrypt all newly issued laptops. If your laptop is not yet encrypted, notify ICT immediately.

**Q: What happens if my laptop is lost, damaged, or stolen?**

A: Immediately file an Incident Report Form (IRF) with Safety & Security via [https://vaems.aku.edu/aems\\_prod/user\\_login.aspx](https://vaems.aku.edu/aems_prod/user_login.aspx). ICT will consider replacement only after their recommendation.

**Q: What should I do when transferring to another department?**

A: The device stays with the original department. Finance must be informed using the Asset Transfer Form to update the Asset Register.

**Q: What happens to the device when I resign?**

A: You must return the laptop/desktop and data to your department before your last working day. The department is responsible for collecting the device.

**Q: Can I buy my AKU-issued laptop or desktop when leaving the University?**

A: Yes, if you meet all buyback conditions:

- Device must be assigned to you (not shared)
- It must be over 3 years old
- ICT must complete technical evaluation
- Device must not be purchased via Restricted Funds or Grants or imported by AKU

**Q: What is the cost for buyback of a laptop or desktop?**

A:

- **3–4 years old:** Buyback price is **1/5 of the purchase price**
- **Over 4 years old:** Buyback price is **1/10 of the purchase price**

**Q: What is the buyback process?**

A:

1. Raise a buyback request with ICT
2. Finance verifies purchase date and price
3. ICT & Finance approve the request
4. You make payment (payroll or direct)
5. ICT removes AKU-licensed software
6. You fill Asset Write-off Form
7. Department Head and ICT sign off
8. Finance removes it from Asset Register

**Q: What happens to the device after I get a replacement?**

A: ICT gives you 5 working days to transfer your data. Afterward:

- The old device is removed from the domain
- Hard drive is destroyed by ICT
- Device is formally written off

**Q: Who do I contact for device disposal or write-off?**

A: ICT will initiate the write-off process, coordinate with the Disposal Department, and send required documentation to Finance.

**Q: Can I request a new laptop if my current one is still working?**

A: No. Devices are only eligible for replacement after 3 years or if deemed non-functional by ICT following evaluation.

**Q: My laptop is slow or freezing frequently. Can I request a replacement?**

A: First, raise a ticket with ICT Service Desk to evaluate the issue. A replacement may only be considered if the device is beyond repair or meets lifecycle criteria.

**Q: Can I transfer my laptop to another colleague in the same department?**

A: Yes, but only with formal approval. The Asset Transfer Form must be filled out and submitted to Finance and ICT for record updates.

**Q: Can I use my AKU laptop at home or while traveling?**

A: Yes, but you must follow AKU's Acceptable Use Policy and ensure the physical safety and security of the device at all times.

**Q: What if my laptop charger, mouse, or bag is lost or damaged?**

A: These accessories are not replaced automatically. Submit a request to department head. Replacements are subject to availability and asset status.

**Q: Can I install additional software on my AKU-issued laptop?**

A: Only ICT-approved or licensed software may be installed. Unauthorized software installations may violate policy and pose a security risk.

**Q: Is it mandatory to return the laptop on the last day of employment?**

A: Yes. All ICT devices must be returned to the department and ICT before your exit clearance is processed.

**Q: What happens if I fail to return my assigned laptop upon resignation?**

A: The department will be responsible for retrieving the device. Final clearance may be delayed, and recovery may be escalated to HR or Security.

**Q: What if I forget to back up my data before returning the laptop?**

A: Once returned, the device is formatted and wiped as per policy. ICT is not responsible for lost personal or institutional data.

**Q: Can I extend the return period of my old laptop after getting a new one?**

A: No. Users are given a maximum of 5 working days to complete data transfer after receiving a replacement. Delays must be pre-approved by ICT.

**Q: Can I buy a laptop that belongs to my colleague?**

A: No. Buyback is only permitted for the original assigned user and must follow the formal process through ICT and Finance.

**Q: Can I keep the official software (e.g., MS Office) on my device after buyback?**

A: No. All AKU-licensed software will be removed by ICT before handing over the device through the buyback program.

**Q: What if I need a MacBook for a design-related project?**

A: MacBook requests are considered only with Entity Head approval and valid business justification — e.g., academic design, development, or platform compatibility.

**Q: Is there a standard model of laptop assigned at AKU?**

A: Yes. ICT provides standard business or executive-class laptops based on job function and entitlement. Specific brand or model preferences are not accommodated unless functionally justified.

**Q: What do I do if my laptop has been stolen while off-campus?**

A: File an FIR with the local police, then immediately report the AEMS incident via [https://vaems.aku.edu/aems\\_prod/user\\_login.aspx](https://vaems.aku.edu/aems_prod/user_login.aspx) to Safety & Security and ICT along with a completed Incident Report Form (IRF). ICT will initiate evaluation and replacement if appropriate.

**Q: Can I delay replacement of my 3-year-old device if it's working fine?**

A: Yes, if your department agrees. ICT recommends replacement after 3 years but does not enforce it unless performance issues exist.

**Q: Is there a disposal process for very old or damaged laptops?**

A: Yes. ICT oversees secure disposal in coordination with the Disposal Department and Finance, ensuring hard drives are destroyed before write-off.