

# Laptop Policy

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## Overview

NovaTech provides laptops to all employees. This policy covers laptop provisioning, acceptable use, maintenance, and return procedures.

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## Laptop Provisioning

### New Employees

- Laptop ordered during onboarding
- Shipped to home address (remote) or office
- Typically arrives before start date
- Pre-configured with required software

### Standard Configurations

**Engineering/Technical:** - MacBook Pro 14" or 16" - Apple M3 Pro/Max chip - 32GB RAM (minimum) - 512GB SSD (minimum) - macOS (latest)

**Non-Technical:** - MacBook Air 13" or MacBook Pro 14" - Apple M3 chip - 16GB RAM - 256GB SSD (minimum) - macOS (latest)

**Windows Option (upon request):** - Dell XPS 15 or Lenovo ThinkPad - Intel i7 or equivalent - 16-32GB RAM - 512GB SSD - Windows 11 Pro

### Special Requirements

For specialized needs (more RAM, GPU, etc.): 1. Manager approval 2. IT evaluation 3. Business justification required 4. May take additional time

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## **Ownership**

### **Company Property**

- Laptops remain NovaTech property
- Must be returned upon termination
- Subject to IT management and monitoring
- May be audited for compliance

### **Your Responsibilities**

- Maintain laptop in good condition
  - Protect from damage, theft, loss
  - Report issues promptly
  - Follow security policies
  - Return upon termination
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## **Acceptable Use**

### **Permitted Use**

- Business activities
- Limited personal use (reasonable)
- Professional development
- Travel for work

### **Not Permitted**

- Illegal activities
- Storing illegal content
- Mining cryptocurrency
- Running unauthorized servers
- Commercial activities for other businesses
- Lending to others
- Removing security software

## **Software Installation**

**Approved without approval:** - Apps from company software catalog - Standard development tools - Business productivity apps

**Requires IT approval:** - Admin/root access software - Network tools - Virtualization software - Non-standard applications

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## Security Requirements

### Mandatory Security

All laptops must have: - **Full disk encryption** (FileVault/BitLocker) - **MDM enrollment** (company management) - **CrowdStrike Falcon** (endpoint protection) - **Automatic updates enabled** - **Screen lock** (5-minute timeout) - **Strong password/biometric**

### Your Security Duties

- Never disable security software
  - Use VPN on public networks
  - Don't share login credentials
  - Lock screen when away
  - Report lost/stolen devices immediately
  - Complete security training
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## Maintenance

### Software Updates

- OS updates: Applied automatically (may defer up to 7 days)
- Security patches: Applied automatically (no deferral)
- Application updates: Apply promptly

### Hardware Issues

**If you have hardware problems:** 1. Contact IT Service Desk (#it-help)  
2. Describe the issue 3. IT will troubleshoot remotely if possible 4. If needed, repair or replacement arranged

## **AppleCare**

All Mac laptops include:

- 3-year AppleCare+ coverage
- Accidental damage coverage (2 incidents)
- Battery service

**For repairs:**

- IT coordinates with Apple
- Loaner laptop provided if needed
- Data backed up before service

## **Self-Service Repairs**

**Do NOT:**

- Open the laptop case
- Attempt hardware repairs
- Take to unauthorized repair shops

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## **Refresh Cycle**

### **Standard Refresh**

- Laptops refreshed every **4 years**
- Automatic notification before refresh
- New laptop shipped, old one returned

### **Early Refresh**

May be approved for:

- Significant performance issues
- Business need change
- Damage beyond repair
- Role change requiring different specs

Request through IT Service Desk with justification.

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## **Loss or Theft**

### **Immediate Actions**

1. **Report immediately** to IT: [it@novatech.com](mailto:it@novatech.com) or #it-help
2. Report to Security: [security@novatech.com](mailto:security@novatech.com)
3. File police report (for theft)
4. IT will remotely wipe the device

## **Investigation**

- IT Security investigates all losses
- Insurance claim filed if applicable
- Replacement issued after investigation

## **Negligence**

Repeated or negligent loss may result in: - Disciplinary action - Responsibility for cost (extreme cases)

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## **Travel**

### **Domestic Travel**

- Laptop approved for domestic travel
- Use VPN on hotel/public WiFi
- Never check laptop in luggage
- Keep laptop secured

### **International Travel**

- Notify IT before international travel
- Some countries have special requirements
- May need temporary configuration changes
- Avoid leaving laptop unattended

### **Customs and Searches**

- Border agents may request access
  - Contact Legal if concerned about search
  - Report any required disclosure to Security
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## **Termination**

### **Return Process**

Upon termination: 1. IT schedules return pickup/drop-off 2. Backup any personal files (you're responsible) 3. Return laptop with charger and accessories 4. Return within **5 business days**

### **Data**

- Company data remains company property
- IT will wipe device after return
- Personal data: Back up before return
- No expectation of privacy on company device

### **Unreturned Equipment**

Failure to return may result in:  
- Deduction from final paycheck (where legal)  
- Collection action - Legal action

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## **Personal Use**

### **Limited Personal Use**

Reasonable personal use is permitted:  
- Personal email/web browsing  
- Personal productivity  
- Personal files (limited)

### **Limitations**

- Don't store excessive personal media
- Don't install pirated software
- Don't use for personal business
- Company reserves right to access device

### **Personal Data**

- No expectation of privacy
- Back up personal data separately
- Company may access device for:

- Security investigations
  - Compliance audits
  - Legal holds
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## Remote Management

### What IT Can Do

- Push software updates
- Install required software
- View installed applications
- Remote wipe (if lost/stolen)
- Check compliance status

### What IT Cannot Do

- Read personal files
- Monitor keystrokes
- Access without legitimate purpose
- Share information without cause

### Privacy Note

While IT doesn't actively monitor personal activity, no expectation of privacy on company device.

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## Support

### IT Service Desk

- **Slack:** #it-help
- **Email:** it@novatech.com
- **Portal:** it.novatech.com

## **Self-Service**

- Software installation: Self-Service app
  - Password reset: Okta
  - Common issues: IT knowledge base
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## **FAQs**

**Q: Can I use my personal laptop for work?** A: No. Work must be done on company devices for security reasons.

**Q: Can I connect personal devices to my laptop?** A: External drives require IT approval. Keyboards, mice, monitors are fine.

**Q: What if my laptop is too slow?** A: Contact IT. We'll troubleshoot and may approve early refresh if needed.

**Q: Can I choose a Windows laptop?** A: Yes, upon request and with business justification.

**Q: What happens to my laptop after I leave?** A: Wiped and reassigned or recycled.

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*Related Documents: Acceptable Use Policy (IT-SEC-015), Equipment Return Policy (IT-HW-010), Security Best Practices (IT-SEC-001)*