

Laptop Policy

Document ID: IT-HW-001 **Effective Date:** January 1, 2024 **Last Updated:** February 2024 **Owner:** IT Operations **Applies To:** All Employees

Overview

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

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

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
-

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

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
-

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

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.

Loss or Theft

Immediate Actions

1. **Report immediately** to IT: it@novatech.com or #it-help
2. Report to Security: 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)

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
-

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

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
-

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.

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
-

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.

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