

# Monitor Request Policy

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**Classification:** Internal

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## Overview

NovaTech provides external monitors to support employee productivity. This policy outlines the request process, eligibility, and available options.

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## Eligibility

All full-time employees are eligible for: - **Up to 2 external monitors** for their primary workspace - Additional monitors require manager approval and business justification

Contractors are eligible for: - **1 external monitor** for engagements >3 months  
- Must be returned at end of engagement

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## Available Options

### Standard Options (No approval needed)

Model	Size	Resolution	Best For
Dell U2722D	27"	4K UHD	General use
Dell U3423WE	34"	WQHD Ultrawide	Development, design
LG 27UK850-W	27"	4K UHD	Color-accurate work

### Premium Options (Manager approval required)

Model	Size	Resolution	Best For
Apple Studio Display	27"	5K	Design, video editing
Dell U4323QE	43"	4K UHD	Data visualization

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Model	Size	Resolution	Best For
LG 49WQ95C-W	49"	Dual QHD Ultrawide	Trading, monitoring

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## Request Process

### Step 1: Submit Request

1. Go to <https://help.novatech.com>
2. Select “Hardware Request” > “Monitor”
3. Choose your preferred model
4. Provide shipping address

### Step 2: Approval

- Standard monitors: Auto-approved for eligible employees
- Premium monitors: Routed to manager for approval
- Additional monitors (3+): Requires director approval

### Step 3: Fulfillment

- In-stock items ship within 3 business days
  - Backordered items: ETA provided in confirmation email
  - Office pickup available at Austin, Seattle, London, Bangalore
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## Setup and Support

### Included Accessories

- Power cable
- DisplayPort or USB-C cable (varies by model)
- Monitor stand

### Monitor Arms

Adjustable monitor arms available upon request:

- Single arm: Ergotron LX
- Dual arm: Ergotron LX Dual

Submit separate hardware request for monitor arms.

## **Technical Support**

For setup assistance or technical issues: - Slack: #it-help - Email: it-support@novatech.com

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## **Multi-Location Employees**

Employees who regularly work from multiple locations (home + office) may request: - One set of monitors for home office - Use of shared monitors in NovaTech offices

Document both locations in your request.

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## **Returning Equipment**

Monitors must be returned when: - Employee leaves NovaTech - Monitor is upgraded (return old monitor) - Monitor is defective (warranty replacement)

Return process: 1. Submit return request in ServiceNow 2. IT provides prepaid shipping label 3. Pack securely and ship within 7 days

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## **Repair and Replacement**

### **Warranty Issues**

- All monitors have 3-year manufacturer warranty
- Contact IT Support for warranty claims
- Replacement provided while repair is in progress

### **Accidental Damage**

- Report damage immediately to IT Support
  - First incident: Replacement provided at no cost
  - Subsequent incidents: May require manager review
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## **Inventory Management**

- Monitors are company property
  - Asset tags are applied by IT
  - Annual inventory verification required
  - Report lost or stolen equipment immediately
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## **Environmental Responsibility**

Defective or obsolete monitors are:  
- Recycled through certified e-waste partner  
- Data destruction not applicable (monitors don't store data)  
- Certificate of recycling maintained for compliance

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*Related Documents:* *Laptop Provisioning (IT-HW-001), Home Office Stipend (HR-WRK-003), Equipment Return Policy (IT-HW-010)*