

Laptop Provisioning

Document Number: IT-HW-001 **Effective Date:** January 1, 2020 **Last Updated:** January 15, 2024 **Owner:** IT Operations **Applies To:** All employees globally

Overview

All NovaTech employees receive a company-issued laptop for work. This document covers laptop selection, provisioning, setup, and replacement.

Laptop Options

Standard Options

Employees may choose between Mac and Windows laptops:

Apple MacBook Pro (14-inch) - Apple M3 Pro chip (11-core CPU, 14-core GPU) - 18GB unified memory - 512GB SSD storage - Ideal for: Engineering, Design, most roles

Apple MacBook Air (15-inch) - Apple M3 chip (8-core CPU, 10-core GPU) - 16GB unified memory - 512GB SSD storage - Ideal for: Non-engineering roles, lighter workloads

Dell XPS 15 - Intel Core i7 13th Gen - 16GB RAM - 512GB SSD - Windows 11 Pro - Ideal for: Roles requiring Windows-specific software

Role-Specific Configurations

Role	Default Configuration
Engineering	MacBook Pro 14"
Design	MacBook Pro 14"
Data Science	MacBook Pro 14" (24GB RAM upgrade available)
Sales	MacBook Air 15" or Dell XPS
Customer Success	MacBook Air 15" or Dell XPS
Finance	MacBook Air 15" or Dell XPS
HR/Operations	MacBook Air 15"

Upgrade Requests

Configuration upgrades (RAM, storage) may be approved for:

- Demonstrated business need
- Manager approval
- IT review

Submit upgrade requests via IT ticket before ordering.

New Hire Provisioning

Timeline

Event	Timeline
HR enters new hire in Workday	Start date - 2 weeks
IT receives notification	Automatic
Laptop ordered	Start date - 10 days
Laptop shipped	Start date - 5 days
Laptop arrives	Before start date

Shipping

Remote Employees - Shipped to home address - Signature required - Tracking provided via email

Office Employees - Delivered to office - Available at IT desk on Day 1

International Employees - Shipped via regional office - May have longer lead times - Local procurement in some regions

What's Included

Package contains: - Laptop with power adapter - Setup guide - Return shipping label (for future use) - IT welcome letter

Not included (order separately): - External monitor - Keyboard/mouse - Headset - Docking station

Setting Up Your Laptop

First-Time Setup

1. **Unbox and power on**
2. **Connect to WiFi**
3. **Follow setup wizard**
 - Select language and region
 - Connect to WiFi
 - Sign in with NovaTech Apple ID or Microsoft account
4. **Install MDM profile** (automatic prompt)

5. Run initial software installation (automatic)
6. Sign into Okta to complete setup

Required Software (Auto-Installed)

- Okta Verify (MFA)
- Slack
- Zoom
- Google Chrome
- 1Password
- CrowdStrike (security)
- Kolide (compliance)

Optional Software

Request additional software via IT: - Development tools - Design applications - Specialized applications

See Approved Software List (IT-SW-001) for pre-approved applications.

Laptop Security

Required Security Measures

- **Full disk encryption:** Enabled by default (FileVault/BitLocker)
- **Password login:** Required on wake
- **Automatic updates:** Must be enabled
- **Security software:** CrowdStrike must remain installed
- **Find My:** Enabled for Mac (for lost device recovery)

Security Best Practices

- Lock screen when away (keyboard shortcut: Cmd+Ctrl+Q on Mac, Win+L on Windows)
- Don't leave laptop unattended in public
- Use VPN on public WiFi
- Report lost/stolen devices immediately

Compliance Monitoring

Kolide monitors device compliance: - Encryption status - OS updates - Security software - Other security policies

Non-compliant devices may have limited access until issues are resolved.

Laptop Refresh

Standard Refresh Cycle

Device Type	Refresh Period
MacBook Pro	4 years
MacBook Air	4 years
Dell XPS	4 years

Requesting Early Refresh

Early replacement may be approved for:

- Hardware failure not covered by repair
- Business need for upgraded specs
- Performance issues affecting work

Submit request via IT ticket with justification.

Refresh Process

1. IT notifies you when refresh eligible
2. Choose new configuration
3. New laptop shipped
4. Transfer data using Migration Assistant or IT guidance
5. Return old laptop within 14 days

Repairs and Issues

Getting Support

Software Issues: - Slack: #it-help - Email: it-support@novatech.com

Hardware Issues: - Submit IT ticket with issue description - IT diagnoses remotely if possible - Repair or replacement arranged

AppleCare and Warranty

- All MacBooks include AppleCare+
- Dell laptops include ProSupport
- Accidental damage covered (2 incidents)
- Contact IT for repair process

Common Issues

Issue	Resolution
Slow performance	IT remote diagnosis, possible reinstall
Battery degradation	Battery replacement via AppleCare
Screen damage	AppleCare repair (accidental damage fee may apply)
Keyboard issues	Repair or replacement
Lost/stolen	Report immediately, remote wipe, replacement issued

Lost or Stolen Devices

Immediate Actions

1. **Report to IT immediately:** it-support@novatech.com or call IT emergency line
2. **Change your passwords** for critical accounts
3. **File police report** if stolen
4. **Notify your manager**

IT Actions

- Remote wipe initiated
- Account access reviewed
- Replacement device ordered
- Security team notified for investigation

Insurance

Lost/stolen devices are covered by company insurance. No out-of-pocket cost for replacement (unless negligence).

Returning Equipment

When to Return

- Leaving the company
- Laptop refresh (old device)
- Extended leave (optional)

Return Process

1. Backup any personal files (you won't have access after return)
2. Sign out of all accounts
3. Contact IT for shipping label (if not already provided)
4. Ship within 14 days of departure
5. IT will wipe and recycle or redeploy

What to Return

- Laptop
- Power adapter
- Any company-provided peripherals

Failure to Return

- Deducted from final paycheck (per policy)
- May impact future employment references
- Company property - return is required

International Considerations

Traveling with Your Laptop

- Keep laptop in carry-on luggage
- Be prepared for customs inspection
- Some countries may have import restrictions
- VPN may be required in certain countries

Relocating Internationally

Contact IT before international relocation: - Tax and legal implications - May need to swap for region-appropriate device - Keyboard layouts may differ

FAQ

Q: Can I choose Mac vs. Windows? A: Yes, either is available. Some roles have a default recommendation.

Q: Can I use my personal laptop for work? A: No, company data should only be on company devices.

Q: Can I install personal software? A: Yes, within reason. No illegal software or software that violates policy.

Q: What happens to my laptop if I'm on long-term leave? A: You may keep it. Contact IT if you prefer to return it.

Q: Can I buy my old laptop when I leave? A: Currently, no. Laptops are recycled or redeployed after secure wipe.

Contact

For laptop questions or issues: - **Slack:** #it-help - **Email:** it-support@novatech.com
- **Emergency (lost/stolen):** 1-800-555-0195

Related Documents: Equipment Return Policy (IT-HW-010), Approved Software List (IT-SW-001), Security Best Practices for Remote Workers (IT-SEC-010), Mobile Device Policy (IT-HW-002)