Device Disposal and Replacement SOP

Purpose

To define a standardized process for securely disposing of or replacing issued IT devices. This includes ensuring data is irretrievably wiped, e-waste disposal meets compliance standards, and asset records are properly updated. This SOP applies to all organization-issued laptops, desktops, tablets, mobile phones, and peripheral devices (monitors, printer, accessories) that are being retired, replaced, or disposed of.

1. Identification of devices for disposal or replacement is triggered by end-of-life evaluations, repeated hardware failures, or upgrades or operational needs.
2. IT reviews the device’s age and warranty status, performance issues, software/hardware compatibility, and repair history.
3. Document IT decision in the internal ticketing system with justification. Obtain IT Lead approval before proceeding.
4. Update the asset record in inventory system to reflect “Pending Disposal” or “Pending Replacement”
5. Back up necessary data or transfer to a replacement device.
6. If needed, perform a full data wipe using IT-approved tools. Verify wipe success and log certificate of data destruction, if available.
7. Use a certified e-waste recycling vendor that meets California e-waste compliance laws.
8. For donations, ensure no sensitive data remains, only donate fully functional equipment, and record recipient organization and obtain acknowledgement receipt.
9. For e-waste pick-up or donations, record date of pickup or shipment, Certificate of Destruction or Donation Receipt, and final inventory update and disposal status.
10. For devices needing replacement, initiate procurement of replacement device (see IT Procurement SOP), configure the device per the Device Setup and Configuration SOP, and assign and document the new asset in InvGate or other inventory system.
11. Retain all disposal and replacement records for 3-5 years.
12. Conduct semi-annual audits of decommissioned assets to verify proper handling. Non-compliance must be documented and escalated.

This SOP must be reviewed annually or upon major updates to inventory systems, compliance laws, or disposal vendors.