Device Lifecycle and Warranty Management SOP

Purpose

To ensure all IT hardware assets are tracked, maintained, and replaced in a timely and cost-effective manner. This SOP outlines the lifecycle process for devices, from acquisition to retirement, to minimize downtime and support operational efficiency. Applies to all issued laptops, desktops, tablets, monitors, printers, and peripheral IT equipment.

1. Device Lifecycle Stages
2. Procurement and Inventory Entry

* Devices are purchased through approved vendors with standard warranties.
* Record device details in inventory tracking system, tag each device with a unique asset tag, and store a digital copy of the purchase inventory and warranty certificate in a central, access-controlled location.

1. Deployment and Active Use

* Devices are configured and assigned per the Device Setup and Configuration SOP.
* Assigned users are informed of basic care practices and warranty coverage at onboarding.

1. Maintenance and Support

* Routine maintenance checks every six months. Log all repairs, updates, or incidents in internal ticketing system. Use InvGate to track hardware health and usage.

1. Warranty Tracking

* Maintain a centralized warranty tracker or system with device name, serial number, purchase and expiration date, warranty type (standard or extended), and vendor contact information.
* Automate reminders 30-60 days before warranties expire to allow time for extension or proactive replacement planning.

1. End-of-Life (EOL) Evaluation

* Evaluate devices for replacement every:

|  |  |
| --- | --- |
| Laptops and tablets | 3-4 years |
| Desktops and monitors | 5 years |
| High-use mobile or field equipment | 2-3 years |

* Criteria for replacement include out of warranty, performance degradation, incompatibility with required software or security policies, or frequent support incidents.

1. Decommissioning

* Wipe all data securely using certified tools.
* Remove device from InvGate.
* Update asset inventory to reflect decommissioned status.
* Dispose of the device via a certified e-waste recycler or donation partner. Record disposal method, date, and confirmation in asset logs.

1. Reporting and Review

* Generate quarterly reports summarizing devices nearing warranty expiration, assets over EOL threshold, and frequent repair devices for root cause analysis.
* Conduct annual review of lifecycle policies and update based on vendor performance, organizational needs, and security and compliance changes.

1. Best Practices

* Standardize vendors and models to streamline support and replacements.
* Use lifecycle planning tools.
* Encourage users to report performance issues early to avoid critical downtime.
* Budget for 10-15% annual hardware refresh rate based on device population.

This SOP should be reviewed at least annually.