Hardware Repair and Replacement SOP

Purpose

To establish a standardized procedure for diagnosing, repairing, or replacing organized-issued hardware, ensuring continuity of operations, data protection, and cost-effective asset management. This SOP applies to all employees, interns, and contractors using organization-issued laptops, desktops, tablets, and peripherals.

1. User submits a support ticket detailing the hardware issue. IT Support performs remote or in-person troubleshooting (if applicable) within one business day. Log all findings in the IT ticketing system.
2. Determine severity and priority.

* *Critical* – Device is essential for day-to-day operations.
* *Moderate* – Device is partially functional or non-essential.
* *Low* – Cosmetic or non-urgent issues.

1. Search for the device serial number in vendor support and document warranty status in the asset inventory system.

* *If in-warranty*: Contact vendor for parts or service (see step 4 on Vendor RMA Process).
* *If out-of-warranty*: Check if the repair is cost-effective (compare repair cost vs. replacement). If yes, proceed with repair using approved local vendors. If no, initiate replacement request (see step 5 on Replacement Procedure).

1. Vendor RMA (Return Merchandise Authorization) Process
   1. Access vendor portal and file an RMA using device details and warranty status. Ship the device using vendor-provided instructions or schedule on-site service.
   2. Update IT ticket with tracking number and expected return/service date. Confirm that replacement parts or devices meet original specs or approved alternates.
   3. Upon return, inspect and test the device thoroughly. Reconfigure and setup the device as needed (see SOP on Device Setup and Configuration).
2. Replacement Procedure
   1. If the device is beyond repair or unserviceable, document approval from IT Lead, select replacement model from pre-approved hardware list, and update asset database to reflect decommissioning of old device.
   2. Configure replacement device using standard onboarding procedures.
   3. Transfer necessary data from backup or cloud storage.
   4. Ensure user receives device with proper documentation and confirmation.
3. Wipe data from irreparable devices using secure methods. Label device as decommissioned and store securely until e-waste disposal. Schedule disposal via certified e-waste vendor and record Certificate of Destruction, if applicable.
4. Main records for all repairs, replacements, RMA tickets, and vendor communications as well as device lifecycle history in the asset management system. Review logs quarterly for hardware failure trends and budget planning.

This SOP should be reviewed annually or after major vendor/policy changes.