

LITS's Device Support Cycle

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This article reviews LITS's **device support cycle** and **how support changes** throughout the lifetime of a device.

See also:

- [Common hardware issues](#)
- [LITS Computer Replacements](#)
- [Standard computers and accessories](#)

Support cycle

Every College-owned device (indicated by the presence of an asset tag sticker) is supported for a **predefined number of years** after its purchase, dependent on the device type:

- Primary computers (laptops and desktops): **4 years**
- Non-primary laptops: **4 years**
- Non-primary desktops: **6 years**

How are these support cycles decided?

Why are primary and non-primary desktops different?

Unsupported devices

Once a device has reached the end of its support cycle, it is considered **unsupported** and subject to [courtesy support](#).

When does this occur?

To determine when a device will be **unsupported**:

1. Find the **first two numbers** of its asset tag
 - These numbers indicate the **fiscal year** the device was purchased in.
2. **Subtract 1** from the fiscal year to get the calendar year (of purchase)
3. Add the device's **support cycle**
4. Voila! The device in-question will become **unsupported in the Summer** of that year

Need an example?

Replacement cycle

In order to ensure **unsupported** devices are cycled out of active use, College devices are **reviewed and replaced** as they reach the end of their support cycle.

To that end, LITS annually:

- reviews our [standard models and accessories](#) to ensure the configuration is suitable for average use
- contacts **individual users** to begin the [computer replacement process](#)
- contacts **department heads** and **academic administrative assistants** to review currently deployed assets

Courtesy support

When you [contact LITS](#) for an **unsupported** device, its period of courtesy support begins and **lasts for 6 months**. During this time:

- our inventory will be updated to reflect the device's **courtesy support status**
- a **new** ticket will be created to track, and assist with, the replacement of the device
- any **hardware repairs** must be funded by your department, as any warranty has since expired
- any support-related tickets will be limited to **two 30-minute appointments**

After this 6 month period has ended:

Why 6 months?

Exemptions

Devices that cannot upgrade to a **supported operating system** (defined by the manufacturer), are exempt from courtesy support. Thus, **no support will be rendered** besides assisting with the replacement process.

Current (un)supported operating systems can be seen here:

- Windows: <https://endoflife.date/windows> □
- macOS: <https://endoflife.date/macOS> □

Replacing a computer

LITS strives to make the computer replacement process as **straightforward yet robust** as possible. Our goal is to configure your new device as closely to your current one to help **minimize downtime** and frustration.

The process

To get started, simply [contact the Help Desk](#) and a technician will walk you through our process:

1. Consultation

During this step a technician will meet with you via **ticket**, **phone call**, or **in-person** appointment to discuss how you typically use your device. This includes what **software** you use day-to-day, any **hardware** requirements for intensive workloads, **budgeting** concerns, and more -- all to determine the ideal replacement computer.

2. Ordering

Once a device is selected, any necessary **budget codes** will be collected and the ticket will be reassigned to our **IT Purchasing team** for processing. This is also where you'll be provided with any ETAs.

3. Imaging

The technician will now meet with you **remotely** or **in-person** to review your current computer's configuration, including software, printers, settings, and more! It is also expected that **you'll back up any locally-stored data**; a process which the assigned technician can assist with! Afterwards the new device is prepped for deployment.

4. Deployment

A 1-hour appointment will be scheduled to **meet with you in your office** to set up your new device (including signing into everything) and retrieve your current one.

5. Retirement

Your old device will be **stored securely for two weeks** before it is wiped and either (A) retired and recycled or (B) returned to inventory for redeployment under certain circumstances.

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk!**

Phone: 610-526-7440 | [Library and Help Desk hours](#) ☐

Email: help@brynmawr.edu | [Service catalog](#) ☐

Location: Canaday Library 1st floor
