LITS's Device Replacement Cycle

Last Modified on 12/17/2024 3:20 pm EST

This article reviews the **replacement process** for College-provided computers and **how to prepare** your device!

See also:

- LITS Computer Replacements policy 🔗
- LITS's Device Support Cycle
- New College computer? Start here!

The process

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.

| Consultation | Purchase | Configuration | Deployment | Retirement |

Step 1: **Consultation**

A technician will meet you via **ticket**, **phone call**, or **in-person** appointment to discuss your **ideal replacement device**.

- Budgeting concerns
- Hardware requirements
- Software

Step 2: **Purchase**

Any necessary **budget codes** will be collected and the ticket reassigned to our **IT Purchasing team** for processing.

> **Attention:** Estimated delivery dates will be provided once the device has been ordered.

Step 3: **Configuration**

The technician will meet with you **remotely** or **in-person** to review your **current computer**.

- Connected accessories
- Device settings
- Locally-stored data (including browser data)
- Printers
- Software

> **Attention:** Due to time constraints, we are **unable to back up data** for you **during the replacement appointment**.
>
> If you require assistance, *please inform the technician* at this step.

Step 4: **Deployment**

A 1-hour appointment, **at your office**, will be scheduled to **set up your new device** and **collect your current one**.

> **See more:** The new device deployment process can be found in New College computer? Start here!

> **Warning:** The assigned LITS technician **must leave with your current device**.

Step 5: **Retirement**

Your previous device will be **securely stored for two weeks** before it is processed. Depending on its age and condition, LITS will delete all data on the device and then:

- Return it to inventory for redeployment
- Donate it to a local non-profit to be redistributed to the community
- Responsibly recycle it with Elemental Inc. ⬈

If your workstation comes with a new **monitor**, LITS will take your old monitor and:

- Donate it to a local non-profit to be redistributed to the community
- Responsibly recycle it with Elemental Inc. ⬈

If LITS is replacing your other peripherals (**mouse, keyboard, speakers**), you can:

- Keep the old set of peripherals and redistribute them within your department
- Give the old set of peripherals to LITS to be responsibly recycled with Elemental Inc. ⬈

Preparing for the appointment

What's going to happen?

Review the replacement process above. Please be aware that **we must leave with your current device**.

Locally-stored data

Ensure all **local data** is backed up. **If you require assistance, please inform the technician ASAP**.

- Desktop, Documents, Downloads, etc.
- Browser Bookmarks
- Passwords saved in a browser

Prepare your office space

Clean your workspace and clear any **tripping hazards**. Gather all **hardware** that came with your device.

- Computer
- Power adapter
- Docking station (if applicable)

Questions?

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

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