

LITS's Device Replacement Cycle

Last Modified on 07/10/2024 2:02 pm EDT

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.

- Wiped, retired, and [recycled responsibly by Elemental Inc.](#) ☐
- Wiped and returned to inventory for redeployment

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!**

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

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

Location: Canaday Library 1st floor

