

Policy	Computer Replacement Process
Impact	Data, Technology, and IT Resources
Responsible Office	IT Services
Created	February 7, 2024
Reviewed	May 5, 2026; June 23, 2025; June 24, 2026
Approved by	Provost and Vice President of Academic Affairs
Version	26.1

Computer Replacement and Assignment Process

Employee Computer Replacements and Assignments

IT will make every effort to maintain a replacement cycle that provides for computer replacement every five to six years, budget permitting. Some adjustments to the schedule may be made based on special circumstances and should be requested through the individual department head and IT Services. The replacement cycle will provide one computer for each full-time employee.

Computers will be purchased in bulk orders, which provides a significant cost savings and allows for better planning and smoother deployment. Individual quotes and orders will only be done on an emergency basis. IT will work with the ELT and Associate Provost to approve all employee computer replacements.

To request a computer, please submit the following information.

1. Recipient: If the person is a new hire, please specify whether they are filling a new or existing position.
2. Specify Apple or Windows, laptop or all-in-one.
3. The standard configuration has a 512GB drive and 16GB RAM. If a non-standard configuration is needed, the department may be asked to fund the additional cost.
4. If the recipient has specific software requirements, beyond the standard image, please indicate that as well so we can ensure the computer meets specifications.
5. Indicate whether a new mouse, keyboard, or monitor is needed.
6. Printers are not part of the computer replacement process.

New Employees

If a new hire is replacing a former employee, then they will be assigned the computer that was previously provided for that position. An exception may be made if the computer is due for a replacement.

If the new employee is filling a new position, then a computer will be provided.

Departments should notify IT at least one month in advance of a new hire in order to ensure that there is adequate time to prepare a computer. IT will make every effort to keep a small number of computers on-hand to account for new hires and emergencies, budget permitting.

Existing Employees

Computers will be replaced for all full-time faculty and staff every five to six years, budget permitting. Replacements will be made based on device age, barring extenuating circumstances.

Departments should consult with IT to facilitate orders for computers for adjuncts and part-time employees.

Computer Lab Replacements

Computer lab replacements are coordinated through the Office of the Associate Provost and IT Services. Requests should be made to IT Services no later than March 1 each year for fall semester deployment.

Please include the following in your request.

1. Building and room
2. Lab purpose
3. Specify Windows or Apple
4. Number of computers, including instructor station.
5. Indicate whether the machines require a non-standard configuration. Standard is 16GB RAM and 512GB drive.
6. Indicate what software is required to run in the lab.

Deployment Process

IT will coordinate with the recipient to deploy the new computer and retrieve the old device. In most cases, the old device will be held for a short time and then erased and prepared for surplus. Replaced devices are typically not re-deployed due to security and reliability concerns.

If you need further assistance with this process, please contact the IT Services Desk by submitting a work order to itworkorder@shepherd.edu or call at 304-876-5457.

Updated May 5, 2026, May 14, 2025