



FITCHBURG STATE UNIVERSITY

User Device Refresh Policy

Version 1.2	Last Updated: 1/30/2026
Security Level: Public	Issued: 8/17/2022

Purpose

This policy establishes the formal procedures and requirements governing the refresh of desktops, laptops, tablet computers, and mobile phones at Fitchburg State University.

Scope

This policy applies to all desktops, laptops, tablet computers, and mobile phones purchased with Fitchburg State funds or grant funds, regardless of their actual location of use.

Policy

Standardization

Fitchburg State currently supports specific device makes and models. These systems were chosen to enable diversity across brands, capabilities, and operating systems, while providing sufficient commonality to maintain adequate stock, support, and knowledge. Standardization also significantly reduces costs through bulk purchasing discounts.

General Policy

- Only one computer per full-time faculty or staff member will be refreshed using University funds.
- Laptops will be issued to all full-time personnel.
- Phones and Tablets may be purchased and refreshed with departmental funds.
- The department to which the equipment is assigned will be fiscally responsible for purchasing a replacement for computers or accessories that are lost, stolen, or exhibit signs of abnormal wear and tear.

Refresh of Existing Systems

- Computer systems will be refreshed within the fiscal year in which they are determined to be end of life.
- Departmental funds may be used to purchase tablet computers and mobile phones, as the Technology Department will not refresh these devices. These devices may remain in

use until the manufacturer ceases to provide security updates, or they may be refreshed using departmental funds. All retired devices must be returned to the Technology Department for proper disposal.

- A computer will be refreshed on a one-to-one basis only. Any old system must be returned to the Technology Department for proper disposal.
- Full-time employees shall have the following options when replacing their existing system. These options may include an external monitor if they do not already have one:
 1. A Windows laptop.
 2. A Mac laptop.
- If additional computer specifications or peripherals are needed, the request will be evaluated based on the business need and may require the user's department to cover the cost.
- Users will be notified by email when their device is due for a refresh and can schedule an appointment and select their preferred device.

Lost, Damaged, or Stolen Items

- Any computers or accessories that stop functioning within their normal life cycle, excluding misuse, will be replaced by the Technology Department.
- Any computers or accessories that are lost, stolen, or damaged during their normal life cycle must be replaced using the employee department's funds. These items will not be refreshed until replaced.

Adjunct Faculty

Adjunct faculty will not be supplied with a computer. Shared systems are available within each department for their use.

Roles

- University Staff: Understand the policy and coordinate with the Technology Department regarding device requirements.
- Technology Staff: Responsible for maintaining the refresh cycle and notifying end users of equipment replacements.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including loss of access rights and/or termination of employment under adherence to their respective collective bargaining agreement. Students found to have violated this policy may have their access removed and may have additional actions taken as directed by the Student Code of Conduct.

Revision History

Date of Change	Revision	Responsible	Summary of Change
8/17/2022	1	Steve Swartz, CIO Sherry Horeanopoulos, CISO	Creation of Policy, Start of Revision Tracking, Formatting of Document
5/29/2024	1.1	Eric Boughton, CISO	Formatting. Matched wording for scope and purpose.
1/30/2026	1.2	Eric Boughton, CISO Cheryl Johnston, Business Manager Stefan Dodd, CIO	Added Roles, wording for who is fiscally responsible