STATE OF ALABAMA
OFFICE OF INFORMATION TECHNOLOGY

KAY IVEY
Governor

POLICY 380: Computer Device Refresh

JIM PURCELL
Acting Secretary

VERSION NUMBER	Policy 380-01
VERSION DATE	August 10, 2018
POLICY TITLE	Computer Device Refresh
OBJECTIVE	The objective of this policy is to establish an effective approach to information technology (IT) lifecycle management by replacing aging IT equipment following a planned device upgrade strategy.
AUTHORITY	The authority of the Office of Information Technology (OIT) to create and enforce policies relating to the management and operation of IT by state agencies, and exceptions to such authority, are derived from:

Articles 8 and 11 of Chapter 4 of Title 41, and Chapter 28 of Title 41, Code of Alabama 1975 (Acts 2013-68 and 2017-282).

Policies of the OIT are approved and signed by the Governor

APPLICABILITY

The requirements and responsibilities defined in OIT policies apply to all departments, agencies, offices, boards, commissions, bureaus, and authorities (referred to generally as *agency* or *agencies*) and authorized individuals in the employment of the State of Alabama responsible for the management, operation, or use of state IT.

This policy applies to the following IT devices:
- Desktops, laptops, tablets, and smartphones
- Servers, mass-storage systems, and backup systems
- Peripheral devices such as printers and scanners
- Network communications and control equipment
- Security, access control systems, and logging devices
- IP-based voice communications equipment
- Software running on any of the devices listed above

STATEMENT
OF POLICY
It is imperative that agencies establish and implement policies to refresh (replace) or extend the useful life of IT equipment under their control. As IT equipment ages, the cost of maintenance increases and the likelihood of downtime (and lost productivity) increases. An effective IT refresh cycle ensures IT assets are compatible with the current technological environment and allows state agencies to maximize their service productivity.

The optimal age for replacing IT devices varies by device and is influenced by many factors including (but not limited to) the type of use, changes in technology, changes to user requirements, and the expected duration of vendor support.

This policy does not require a single standard schedule for refresh, but does require agencies to plan for system refresh based on the requirements and recommendations provided herein.

It is the policy of the OIT that:
- Agencies track the age of IT assets under their control.
- Agencies establish a device refresh policy for IT devices (as listed above) based on these recommended guidelines:
    o Portable devices: refresh every 2-4 years
    o Desktop PCs and peripheral devices: 3-5 years
    o Servers, network devices, appliances: 5-10 years
    o Software: follow vendor support dates
    o Include consideration of systems that may outlive their component parts (e.g., a mass-storage system lifespan may be 10 years or more, but individual hard drives may need to be replaced more frequently)

OIT
RESPONSIBILITIES
Advise agencies when widely utilized applications and major operating systems are approaching the end of vendor support.

Utilize available forums (user groups, State Security Council, or CIO Advisory Council) to encourage agencies to review annually their IT refresh policy.

When requested, provide advice to agencies for the establishment and implementation of an IT refresh policy.

AGENCY
RESPONSIBILITIES Develop an IT refresh policy for routine replacement of IT equipment that provides, within budgetary constraints, a complete refresh of IT within expected and supported system lifespans.

Include within IT expenditures, a line item on the annual budget for planned future replacement cost of computer hardware and software items.

Select IT equipment that can be reasonably expected to meet users' needs for at least 3 to 4 years (except for mobile devices which may have a shorter expected lifecycle).

For leased computers and other data processing equipment, ensure the replacement cycle is defined in the lease contract and that it complies with the requirements of this policy.

Enforce this policy through periodic compliance inspections of agency information systems with intent of identifying systems older than the recommended refresh age or no longer supported by the vendor (or by a third-party support provider).

When it is required that IT systems continue operation beyond life-expectancy or without vendor (or third-party) support, agency shall provide to OIT written documentation justifying continued use of unsupported systems and include a remediation plan and replacement or upgrade schedule.

Other than computer equipment kept for temporary replacement parts, all other computer equipment, upon warranty or support expiration, shall be decommissioned, sanitized, and sent to surplus or disposed of in accordance with applicable policies or procedures.

USER
RESPONSIBILITIES Inform supervisors when computer systems are suboptimal to properly fulfill their roles and responsibilities.

EFFECTIVE DATE This policy shall be effective upon its approval by the Secretary of Information Technology and the Governor of Alabama as evidenced by the signatures of the Secretary and Governor being affixed hereto.

SUPERSEDES This is the initial policy and does not supersede a previous version.

The undersigned, as Acting Secretary of Information Technology of the State of Alabama, exercising the power vested in that Office by the laws of this state, declares this policy to be adopted as of the date on which the Governor has approved and signed it.

Jim Purcell
Acting Secretary of Information Technology

ORDERED
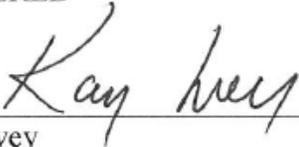
Kay Ivey
Governor

This __13__ day of __September__, 2018.

DOCUMENT CHANGE HISTORY

Version	Version Date	Comments
380-01	08/10/2018	Initial version