



# IT Hardware Standards

## Overview

This document informs staff about policies regarding IT hardware standards and support lifecycle. The goal is to improve IT efficiency, reduce exposure to risk, and deliver lasting value to the business. This is an evolving policy and will be updated as needed. If you have any questions or concerns relating to this policy, please discuss them with your supervisor, manager, or director.

Hardware: in the context of this policy, hardware is defined as desktops, laptops, netbooks, mobile devices (including but not limited to iPads, Chromebooks, Android tablets, and smartphones), printers, projectors, document cameras, monitors, or any variation of computer equipment that the District uses for instructional or business purposes, with the exception of the copier fleet.

## Background

The IT Hardware Standards policy will enhance the performance in delivering, implementing, maintaining, and supporting hardware suitable to the educational and business needs of Portland Public Schools. A well-managed technical environment reduces the total cost of equipment ownership.

A task force has been developed to review the hardware standards on a regular cycle. The task force includes representatives from the User Experience, Instructional Technology, and the IT Service Desk.

## Hardware Standards Review Cycle

The task force reviews the hardware standards on a regular basis to; (1) align with department and District strategic framework; (2) ensure that vendor's still support the equipment; (3) determine or modify the end of life date for District support; (4) verify pricing; and (5) to update the model version if necessary.

The review timetable is as follows, or is reviewed as information becomes available from the vendor:

- Desktops / Laptops – every six (6) months
- Mobile Devices – every quarter
- Miscellaneous category (includes printers, cables, network equipment, etc.) – once a year
- Copier fleet – every five (5) years and is not covered as part of this policy.

## Average Life-Cycle of Common Hardware

- Cell Phones: 1-2 years
- Desktop PC: 4-5 years
- Laptop PC: 3-4 years
- Monitors: 8 years
- Networking gear: 5-10 years
- Printers (non-copier): 3-5 years depending on usage frequency
- Servers: 5 years

## Hardware Lifecycle, Decommissioning, and Disposal

A consistent and predictable lifecycle helps IT and the District plan for procurement and deployment of new devices.

Service Desk provides minimal technical support or maintenance for desktops or laptops beyond five years old. No technical support or maintenance will be provided for desktops or laptops beyond six years old.

PC and Mac Operating Systems should be the current version systems more than three versions earlier will receive minimal support.



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Equipment that has reached end of life will be stripped of reusable parts (harddrive, ram, videocard, etc.) and will be sent for decommissioning and recycling through a formally vetted vendor who completes a secure data wipe of the device. Additional information regarding the decommissioning of equipment can be found in the [IT Asset Management Policy](#).

The following considerations are factored into the determination of the lifecycle of equipment:

- Operating System end date
- Support and end of life from the manufacturer
- Applications that need to run
- Cost of the equipment
- Depreciation of equipment
- Build quality – durability of the equipment
- Feedback from end users, Service Desk, and Purchaser

## Managed Exceptions

Employees needing computer hardware other than what is stated on the IT Purchasing Standards must request such hardware from the IT Department. Each request will be considered on a case-by-case basis in conjunction with the educational or business need.