

P2020 - Computer Hardware Refresh Policy

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Purpose:

This policy aims to ensure the organization's computer hardware remains reliable, secure, and capable of supporting the latest software and operating systems, while optimizing costs through strategic bulk purchasing and standardization.

Scope:

This policy applies to all computer hardware assets within the organization. It encompasses the evaluation, replacement, and disposal of outdated hardware to ensure optimal performance, security, and compliance with industry standards.

Statement:

Standard Builds and Tiers

- **Tier 1:** Standard laptops for general office use.
- **Tier 2:** Lightweight laptops for travel-intensive users.
- **Tier 3:** High-performance laptops for power users (e.g., developers, designers, and data analysts).
- **Desktop:** Available only where performance and business justifications exist.

By standardizing on these tiers, we ensure consistency in hardware acquisition, streamline support and maintenance processes, and leverage bulk purchasing discounts to achieve cost efficiencies.

Lifecycle Management

- **Lifecycle Duration:** 4-5 years from deployment, not acquisition.
- **Deployment Timing:** Bulk purchases can be deployed over time without the lifecycle clock starting at the time of purchase.

Factors Influencing Replacement Timing

- **Early Replacement:**
 - - Hardware failures or reliability issues.
 - Incompatibility with critical software updates or new operating systems.
 - Performance degradation impacting productivity.
- **Extended Lifecycle:**
 - - Continued reliability and performance.
 - Compatibility with current software and security patches.

- Cost-benefit analysis favoring extended use.

Justification for 5-Year Lifecycle

- **Reliability:** Modern hardware is designed to last longer with fewer failures.
- **Performance:** Advances in technology ensure that even older machines can handle typical workloads efficiently.
- **Cost Efficiency:** Extending the lifecycle reduces the frequency of replacements, optimizing budget allocation.

Historical Context and Refresh Strategy

- **Varied Ages:** Due to mergers and acquisitions (M&A), the environment includes machines of different ages.
- **COVID-19 Impact:** A significant refresh occurred in 2020 to support remote work, affecting both the enterprise and acquired entities.
- **Phased Refresh:** We have the flexibility to refresh hardware in phases rather than all at once, ensuring a balanced approach to maintaining up-to-date and reliable equipment.

Business Continuity and Disaster Recovery (BCDR)

- **Laptop Purchases:** Laptops are prioritized to support BCDR efforts, providing greater flexibility in the event of incidents impacting office operations. This includes physical issues such as power failures, fire, or weather-related travel impediments, as well as environmental concerns like those experienced during the COVID-19 pandemic, which necessitated remote work.

Key Considerations

- **Reliability:** Ensuring hardware does not have reliability issues in the field.
- **Security:** Supporting the latest operating systems and software patches to prevent vulnerabilities.
- **Cost Management:** Taking advantage of bulk purchasing discounts and spreading deployments over time.

By adhering to this policy, we can maintain a robust and secure IT infrastructure that supports the organization's needs while optimizing costs and ensuring consistency across the hardware landscape.

Policy Sections:

Policy References:

Related Procedure References:

Related Regulatory Information:

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Document Author	Name: Title: Email:	Sumit Dhawan Manager Cybersecurity Compliance Sumit.Dhawan@integrity.com
Document Owner	Name: Title: Email: Approved Date:	Matt Williams Senior Director Cybersecurity & Cloud Engineering CISO matthew.williams@integrity.com 2/24/2026
Legal Management Approval	Name: Title: Email: Approved Date:	Duncan McQueen Assistant General Counsel Duncan.McQueen@integrity.com 3/16/2026
Executive Management Approval	Name: Title: Email: Approved Date:	Harsh Singla Chief Product and Technology Officer Harsh.Singla@integrity.com 3/30/2026

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