



# MEMORANDUM

**TO: IMT Support Desk**

**FROM:**

**SUBJECT: REQUEST FOR LAPTOP REFRESH – FROM DESKTOP TO LAPTOP PLATFORM**

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I have identified that \_\_\_\_\_ in the school or department of \_\_\_\_\_ has a business need that justifies them having a laptop computer. I recognize that a laptop has 3-4 times the cost of a desktop computer and has the following characteristics associated with it:

- Laptops are significantly more expensive in terms of Total Cost of Ownership than a desktop (50% - 75% are industry figures).
- Laptops are usually 6-12 months behind technical capabilities of desktops.
- Laptops are 2-3 times more expensive to upgrade and have a limited capacity to be upgraded.
- Maintenance and upgrade processes requires 2-3 times the time of a desktop, which means you will be without a computer during maintenance or repair periods (calls to the Support Desk are 100% more than desktop calls)
- Due to their portable nature, configuration parameters and user data are more prone to loss than a desktop. In addition, data on laptops is only backed up when synchronized with the server via the network connection.
- The laptop will not be replaced within a 24-month period and will be budgeted for replacement based on a 3-year life.
- Telecommuting does not necessarily imply a laptop purchase, a business PC at home is a preferred investment

Please consider the following

- Is the request for a laptop appropriate for the amount of travel planned for the user (more than 10%)?
  - Laptops are not suitable for telecommuters, a second desktop is a better investment
  - Pool Laptops are available for occasional travel from the IMT Support Desk
- Is the user required to stay in “real-time” communication by electronic mail, or could telephones/faxes be used?
- Is the use of the laptop beyond e-mail? Required to write extensively, access Web, Groupware etc. while traveling?
- Is decision making and university responsiveness of an urgent nature that it cannot be accomplished by other communication methods?

Please complete the chart below with one response for each question/column.

Factor	Frequent Traveler (more than 10% of year)	Real Time decision making by E-Mail required	Extensive use of other tools while on trip	Real Time communications/ responses by e-mail required
Yes				
Possibly				
No				



This request also serves notice that the above person is liable for any damage or loss of data and is responsible to cover all costs associated with the repair and maintenance of the laptop that are not covered under the laptop's warranty.

**Consideration for transition from a desktop to a laptop will only be given if the identified staff is going to be refreshed within the fiscal year the request is submitted.**

I have reviewed this request in conjunction with the IMT Refresh Policy (<http://www.apu.edu/imt/refresh.php>).

**Vice President/Dean**

**Approval:**

\_\_\_\_\_

Signature

Date

**Please return this form to the IMT Support Desk after Vice President/Dean approval.**

**IMT Customer Services/Network & Operations (initial):** \_\_\_\_\_

**Chief Information Officer**

**Approval:**

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_