CAS IT Replacement Device Policy

Policy for CAS IT-funded computing devices requiring repair or replacement before the normal four-year lifecycle

Policy Owner	CAS Information Technology
Applies To	Eligible faculty and staff with a CAS IT-funded device
Effective Date	September 1, 2026
Policy Review Cycle	Annual or as device standards/funding practices change

Policy intent

CAS IT will maintain a predictable replacement standard while recognizing that devices can fail, be damaged, or be lost or stolen before the end of the normal four-year lifecycle. This policy distinguishes ordinary repair from loss/damage replacement and establishes clear CAS IT funding limits for standard and advanced devices.

1. Purpose

This policy establishes how CAS IT will fund repairs and replacements for computing devices that were originally purchased or funded by CAS IT and are still assigned to eligible faculty or staff. The intent is to provide equitable, sustainable support while preserving departmental and grant responsibility for costs above the CAS IT standard contribution.

2. Scope

This policy applies to CAS IT-funded standard and advanced computing devices assigned to eligible faculty and staff, including devices that require service before they reach the normal four-year replacement point. The policy applies only to devices that were originally funded by CAS IT under the CAS IT workstation/device program and that can be verified in CAS IT asset records.

3. Policy

The normal CAS IT lifecycle for standard workstations is four years. A device may, however, need repair or replacement before four years because of hardware failure, accidental damage, loss, or theft. CAS IT will apply the following rules:

- Repairable hardware failure: CAS IT will cover the cost of repair for a CAS IT-funded device when the device stops working because of hardware failure, regardless of how many repair events occur during the life of the device.
- Damage to a standard device: CAS IT will fund one replacement of the standard device when the device is damaged and replacement is required. Once that single replacement entitlement has been used, any subsequent damage-related replacement is the responsibility of the individual department or grant, unless an exception is approved.

- Loss or theft of a standard device: CAS IT will fund one replacement of the standard device when the device is lost or stolen. Once that single replacement entitlement has been used, any subsequent loss/theft-related replacement is the responsibility of the individual department or grant, unless an exception is approved by the Divisional Dean and funds are available.
- Advanced device damage, loss, or theft: For an advanced device for which CAS IT originally contributed $1,500, CAS IT will contribute up to $1,500 toward a replacement advanced device. Any amount above $1,500 must be funded by the individual department or grant.
- Advanced device repair: If an advanced device can be repaired for less than $1,500, CAS IT will pay fully for the repair. If the repair is $1,500 or more, CAS IT funding will be limited to $1,500, with the remaining amount funded by the department or grant, unless the issue is determined to be a covered hardware failure.
- Hardware failure: When a device has a qualifying hardware failure, CAS IT will fully cover the cost of the repair. This hardware-failure provision is not counted against the single damage/loss/theft replacement entitlement for standard devices.
- Devices 3+ years old: When a device is at least three years old and requires a repair, CAS IT will generally choose replacement rather than repair when replacement is operationally and financially reasonable. The replacement will follow the funding rules for the device category (standard or advanced).

Key principle

A repair caused by hardware failure is treated differently from a replacement caused by damage, loss, or theft. Hardware-failure repairs are covered by CAS IT; the one-time pre-four-year replacement allowance for standard devices applies to damage, loss, or theft.

4. Funding Decision Matrix

Device	Event	Resolution	CAS IT funding	Notes
Standard device	Hardware failure	Repair	CAS IT pays full repair cost	No limit on number of hardware-failure repairs.
Standard device	Accidental/physical damage	Repair, if appropriate; otherwise replacement	CAS IT pays the repair. If replacement is required, CAS IT funds **one** replacement.	One damage-related replacement before the four-year cycle.
Standard device	Lost	Replacement	CAS IT funds **one** replacement standard device.	After the one-time entitlement, department/grant funds the replacement unless exception approved.
Standard device	Stolen	Replacement	CAS IT funds **one** replacement standard device.	After the one-time entitlement, department/grant funds the replacement unless exception approved.
Advanced device	Hardware failure	Repair	CAS IT pays full repair cost when determined to be a hardware failure.	No repair-count limit for covered hardware failures.
Advanced device	Damage	Repair or replacement	Repair: CAS IT pays up to $1,500. Replacement: CAS IT contributes $1,500; department/grant pays balance. CAS IT funds **one** repair/replacement credit for advanced devices.	After the one-time entitlement, department/grant funds the replacement unless exception approved.
Advanced device	Lost or stolen	Replacement	CAS IT contributes $1,500; department/grant pays balance. CAS IT funds **one** repair/replacement credit for advanced devices.	After the one-time entitlement, department/grant funds the replacement unless exception approved.

Device	Event	Resolution	CAS IT funding	Notes
Any CAS IT-funded device	Repair need at age 3+ years	Generally replace	CAS IT will generally choose replacement rather than repair when reasonable.	Replacement follows the funding rules for the device category, Standard VS. Advanced Devices. CAS IT will also re-verify faculty/staff eligibility upon recommending replacement.

5. Device Categories

5.1 Standard Devices

CAS IT maintains three standard device configurations for eligible faculty and staff. The specific models and specifications may change as vendors and UW standards change. The current standard devices are maintained on the CAS IT Recommended Standard Equipment webpage and are fully funded for eligible positions.

- Dell desktop
- Dell laptop
- Apple MacBook Air 13-inch

5.2 Advanced Devices

Advanced devices are systems that exceed the capabilities of the CAS IT standard configurations and are listed on the CAS IT Recommended Standard Equipment webpage. CAS IT originally contributes $1,500 toward an eligible advanced device; the remaining purchase cost is funded by the department or grant. Device models and prices are subject to change.

Current source of truth

See the CAS IT Recommended Standard Equipment page for the current standard and advanced device lists, specifications, and current pricing. https://admin.artsci.washington.edu/information-technology/cas-it-recommended-standard-equipment

6. Eligibility and Verification

- The device must have been originally purchased or funded by CAS IT through the CAS IT device/workstation program.
- The device must be assigned to an eligible faculty or staff position and recorded in CAS IT asset/inventory records, where applicable. Eligibility guidelines can be found her: https://admin.artsci.washington.edu/computing/workstation-replacement-process
- CAS IT will determine the device category, age, event type, repairability, and applicable funding rule.
- For a replacement request, related to theft or loss, CAS IT will require a police report before proceeding with the replacement.

7. Replacement and Repair Process

Action	Description
Report the issue via cas-ithelp@uw.edu	The user or department contacts CAS IT and identifies the device, problem, and circumstances.
CAS IT Desktop Support assess the device	CAS IT confirms asset ownership/funding, age, device category, and whether the issue is hardware failure, damage, loss, or theft.

Action	Description
Determine repair vs. replacement	CAS IT determines whether a repair is appropriate. For devices age 3+ years, CAS IT will generally favor replacement where reasonable.
Confirm funding	CAS IT determines its funding commitment. Any department/grant share must be identified before a replacement advanced device or over-limit repair is ordered.
Complete replacement or repair	CAS IT coordinates the repair or replacement and updates asset records as appropriate.

8. Examples

Standard device, damaged at 18 months

The laptop is damaged and cannot reasonably be repaired. CAS IT provides one replacement standard device at no charge to the department. This uses the user's one-time standard-device damage replacement entitlement.

Standard device, hardware failure at 20 months

The laptop fails because of a hardware problem. CAS IT pays the repair. This does not use the one-time damage/loss/theft replacement entitlement.

Standard device, lost after prior damage replacement

A standard laptop was previously replaced because of damage. The replacement is later lost. The one-time standard-device replacement entitlement has already been used, so the department or grant funds the subsequent replacement.

Advanced device, stolen at 14 months

The original advanced device was partially funded by CAS IT with a $1,500 contribution. CAS IT contributes $1,500 toward the replacement advanced device; the department or grant pays the remaining amount.

Advanced device, repairable damage at 2 years

The repair is estimated at $900. CAS IT pays the $900 repair cost.

Advanced device, hardware failure at 2 years

The device has a qualifying hardware failure and the repair costs $1,850. CAS IT covers the repair cost under the hardware-failure provision.

Device age 3 years 4 months, repair needed

CAS IT evaluates the device and determines replacement is more appropriate than repair. The replacement follows the standard or advanced funding rules for the new device.

9. Responsibilities

Role	Responsibility
CAS IT	Assess issues; determine repair/replacement path; administer CAS IT funding; maintain asset records; coordinate repairs/replacements; maintain current standard and advanced device lists.
Department / Grant	Provide funding for amounts outside CAS IT's commitment; support any required documentation; report lost or stolen equipment promptly; ensure departmental/grant purchasing rules are followed.
Device User	Report problems promptly; take reasonable care of assigned equipment; promptly report loss/theft/damage; cooperate with CAS IT during repair or replacement.

10. Exceptions

Exceptions may be considered when unusual circumstances materially affect the application of this policy, including documented mission-critical needs, special accessibility requirements, vendor warranty issues, or circumstances where applying the standard funding rule would create a significant operational problem. CAS IT leadership will determine whether an exception is warranted and may require department, grant, or College leadership concurrence.

11. Related CAS IT Guidance

This policy should be read with CAS IT's current workstation replacement/refresh guidance and the CAS IT Recommended Standard Equipment page. The workstation replacement guidance states that devices may be eligible for replacement when they are four years or older, broken, lost, or stolen, and that CAS IT maintains inventory records for network-connected equipment.

Reference pages: CAS IT Recommended Standard Equipment (last updated 06/29/2026); CAS IT Workstation Replacement/Refresh General Information (last updated 08/20/2026).

12. Approval

Policy Owner	CAS Information Technology
CAS IT Approving Authority	Director of Information Technology – Helen Øland
Approval Date	September 23, 2026
Next Review	September 1, 2027
CAS Approving Authority	Associate Dean for Personnel and IT – Peter Denis
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