Device lifecycle and buy-out policy

How hardware is issued, tracked, refreshed and retired, and how staff can buy their device at the end of its life.

DOCUMENT	VERSION	REVIEW CYCLE
ASM-POL-05	1.0	Annual, or on material change
OWNER	APPROVER	CLASSIFICATION
IT Manager (asset management)	Head of IT / Finance	Public reference copy

CONTROLS ADDRESSED
SOC 2 CC6.5, CC6.7 · ISO/IEC 27001:2022 A.5.9, A.5.10, A.5.11, A.7.9, A.7.14, A.8.1 · NIST SP 800-53 CM-8, MP-6

Policy

The statements below are the policy. Everything after the procedure heading describes how the policy is carried out, and can change without the policy changing.

P1. Every organisational device is recorded in the asset register from purchase to disposal, with an accountable person named at all times.

P2. No device holds organisational data unless it is enrolled in device management, encrypted, and meeting the security baseline.

P3. Software licences are assigned to people, recorded against them, and reclaimed when the person leaves or no longer requires the tool.

P4. Devices are refreshed on a three-year cycle, adjusted for role and condition.

P5. Staff may purchase the device they hold, subject to the buy-out terms in this document. Buy-out is discretionary on both sides and is never automatic.

P6. No device leaves the organisation, by any route, until it has been wiped, unenrolled from management, and closed on the asset register.

P7. Deviations require the approval of the policy owner and are recorded with an end date.

Procedure

Principle

Every device has a person, a state and a date attached to it. A register that records only what was purchased is an inventory. A register that records who holds it, what condition it is in and when it is due is an asset management system, and only the second one is useful during an audit or an offboarding.

The register

One record per asset, covering laptops, desktops, monitors, phones, tablets, docks, peripherals and meeting room hardware. Each record carries:

FIELD	NOTES
Serial number	The identity of the asset
Category and model	Refresh planning and bulk support
Assigned person	Blank means in stock, not unknown
Status	In stock, deployed, in repair, retired, bought out
Purchase date and cost	Drives the refresh clock and any buy-out value
Location	Region and site
Warranty end	Repair or replace decisions
Linked licences	Software attached to the person or the device

Licences belong in the same register as hardware. They are issued to people, they cost money every month, and they are reclaimed on the same triggers.

Issue

- The device is registered against the person **at the point of shipping**, not on arrival.
- It ships enrolled in device management, encrypted, and with the baseline policy applied.
- Accessories go on the record too. Docks and monitors are the items that quietly fail to come back.
- The person acknowledges receipt, which establishes custody.

In service

- Compliance is enforced by policy rather than by reminder: encryption, patch level, screen lock, management agent present.
- Repairs move the record to in repair with a loan device issued and recorded against the same person.
- Role changes are checked for licence implications. Somebody moving team usually needs something new, and almost always stops needing something old.

Refresh

A three-year cycle is the working assumption for laptops, adjusted for role and for the condition of the individual machine. Plan refreshes from the register rather than from complaints, so budget is predictable and the fleet does not age into a single expensive year.

Recovery

On departure, hardware is recovered, wiped and either returned to stock or retired, and the register is updated. Licences are reclaimed and returned to the pool at the same time. See Runbook 02.

Buy-out

Staff may purchase the device they have been using once it reaches the end of its planned life, which keeps a serviceable machine with the person who is used to it and avoids the cost of disposal.

- **At or after three years:** the device is eligible for buy-out at a nominal residual value, or transfers to the employee where the residual value is negligible.

- **Leaving before the three-year point:** the employee may still buy the device or devices they hold, at a value based on age and condition rather than on original cost.
- Buy-out is **optional in both directions.** IT may withhold a device that is needed as stock or is not appropriate to release.

Conditions

1. The sale is approved and recorded before the device leaves, with the amount and the date on the asset record.
2. The device is **wiped and unenrolled from management** before transfer. It leaves as personal hardware with no organisational profile, no certificates and no residual access.
3. **Licensed software does not transfer.** Licences are reclaimed regardless of who owns the hardware.
4. Any organisational data is removed, and the transfer is recorded for the data inventory.
5. The asset record is closed as bought out, with the recipient and the amount, rather than deleted. Deleting the record loses the audit trail for a device that existed and held data.
6. The device is sold as it stands, with no ongoing support and no warranty transferred beyond what the manufacturer provides.

Service levels

STEP	TARGET
Asset recorded against the person	At the point of shipping
Device recovered after departure	5 business days
Recovered device wiped and returned to stock	3 business days
Buy-out approved, recorded and device wiped	Before the last working day
Licences reclaimed	1 business day after departure or role change
Register reconciled against the management console	Quarterly

Measure

METRIC	TARGET
Register accuracy against management console reality	Above 98 per cent
Devices recovered on departure	Above 95 per cent
Accessories recovered on departure	Above 80 per cent
Devices in service past their refresh date	Below 10 per cent of fleet
Licences assigned to leavers, sampled at each access review	Zero

Accessories will be the weak number, and the target should say so.