

Office of Technology and Digital Innovation - Device End of Life and End of Support Guideline

Application

University owned devices managed by the Office of Technology and Digital Innovation (OTDI) that fall outside of the scope of the refresh process as part of their Managed IT services (MITS) contract. Examples of these devices include but are not limited to custom funded (grant funded, e.g.) devices, custom devices, secondary devices, and iPads.

Purpose

The purpose of this guideline is to set standards and processes for MITS partners around device end of life and device end of support. This guideline is also intended to issue options that comply with the three [ISCR Policies](#) related to this topic:

IT17.1.1 Asset inventory

IT10.5.1 Client system software and firmware support verification

IT11.5.1 Mobile device or application software and firmware support verification

Background

As part of a units MITS contract, OTDI supports a wide range of devices for faculty, staff, and students to be used to complete their necessary job functions assigned to them by the university. These devices include Windows desktops and laptops along with Apple MacOS products and iOS Products.

OTDI's standard support model is to refresh the devices in our environment every 4 years to align with the end of the device warranty. There are reasons however, that a device may fall outside of the refresh policy. When a device is older than 4 years, it is subject to risk of falling into an End of Life scenario.

Device End of Life Exceptions

There may be instances that an end of life/end of support device needs to remain in the environment, these devices would require a security exception. Exceptions would run through the enterprise security exception process and built into OTDI's risk process. The decision to apply for an exception would be collaborative effort between the leadership of the unit, the risk

management team, the endpoint management team, and the IT service desk (ITSD) team. The decision owner is the risk management team.

Definitions

What is Device End of Life?

"End-of-life" ("EOL") is a term used with respect to a product supplied to customers, indicating that the product is in the end of its useful life (from the vendor's point of view), and a vendor stops marketing, selling, or sustaining it (the vendor may simply intend to limit or end support for the product.)¹. Devices will have a designated end to their product life cycle for several different reasons. These reasons are driven by the device manufacturer and is an established part of a product's life cycle. Apple ² and Microsoft³ have different schedules for device end of life. Once the device reaches the end of life, the devices in our environment will need to be replaced, retired, or transferred out of responsibility.

What is Device End of Support?

For us to properly support our user's devices, OTDI has identified a set date to end support of a device. This date would not be driven by the manufacturers, the end of support date is set by the viability of the product and our ability to support it outside of the product warranty. Our recommendation is that devices within our environment need to be replaced, retired, or transferred out of OTDI's responsibility after 6 years for computers, 5 years for iPads. This would be considered the End of Support date and the device would be registered as End of Life.

After 6 years for computers, 5 years for iPads, the ITSD would no longer provide support to the device. This would result in the device being removed from the domain (which would remove access to file shares and printers), removing OTDI managed software, removing OTDI managed licenses, and OTDI ITSD would no longer provide technical support for this device. Users with devices in this scenario would still have access to Enterprise-wide licenses. If the device is to extend outside of the 6-year deadline, which is uncommon and should only be used in extenuating circumstances, the unit leadership would be asked to accept the risk for the device, and it would be transferred to the department. The responsibility for managing, tracking, and patching is on the department.

¹ Definition Source: [https://en.wikipedia.org/wiki/End-of-life_\(product\)](https://en.wikipedia.org/wiki/End-of-life_(product))

² Apple determines every year, generally around the release of iOS and MacOS which products will be continued to be supported by the OS. After a device is no longer supported by the most recent OS provided by Apple that device will no longer receive any updates. The updates include feature and security updates. Once a product is no longer supported by Apple, it is end of life.

³ Microsoft has a less regular end of life cycle. Most recently we saw device end of life take place as Microsoft released Windows 7 in October of 2009 and was committed to 10 years of support for the OS. They released Windows 10 in July of 2015. Windows 10 and its various build versions will continue to be the supported OS for the foreseeable future. Microsoft will continue to provide Windows 7 Enterprise support for a fee. Machines that applications/attached hardware that are not supported on Windows 10 will continue to get security updates for the next 2 years if they are enrolled prior to the January 2020 EOL date. <https://support.microsoft.com/en-us/help/4057281/windows-7-support-will-end-on-january-14-2020>

Procedure

1. Devices will be monitored by SACM CMDB through OTDI.
2. After the end of life is announced by Apple or Windows, customers will be given notice (see communications at the end of document) and a communication timeline will be established depending on the length of time between the announcement and end of life.
3. Users and unit leadership will be notified of devices outside of the refresh policy of the device's End of Support date. Communications will be sent to users at 4 years, 5 years, 5 and a half years, and 6 years of device ownership.
4. If the end of life/end of support device is not returned, there will be a 3-month grace period and then OTDI will disable access.
5. If additional end of life device support is paid for by the manufacturer, the unit will be responsible for the cost.

Summary of Options

	Option 1 -Replace	Option 2-Retire	Option 3-Transfer Risk and Responsibility
Description	User returns the end of life/end of support device to OTDI and receives a replacement device.	User returns the end of life/end of support device to OTDI and does not receive a replacement device.	Department leadership accepts risk and responsibility on behalf of the user. The user would be able to leave aged hardware in place. Unit is responsible for IT policies , asset management and support on the device.
End User Benefits	User gets an updated device that is a faster machine with a more secure operating environment and support	User is no longer responsible for secondary device.	User does not need to return or replace their current device.

	Option 1 -Replace	Option 2-Retire	Option 3-Transfer Risk and Responsibility
Benefit(s)	<ul style="list-style-type: none"> • No risk from hardware failure • Devices can be managed properly by MDM solutions. • Secure operating environment 	<ul style="list-style-type: none"> • Additional devices no longer need managed • Departments save money for additional devices 	The department or unit does not need to explore additional funding mechanisms
Drawback(s)	Additional cost for departments	Users with secondary devices may be unhappy	<ul style="list-style-type: none"> • High risk of hardware failure • Device is no longer able to be updated • Newer software will not work on device • Personal and University data could be compromised • University does not allow users to purchase the device.
Impact(s)	Any users with secondary devices outside of their SLA	Any users with secondary devices outside of their SLA	<ul style="list-style-type: none"> • Any users with secondary devices outside of their SLA • IT support