

IT Data Policy

When having your laptop reimaged the following policy is in effect:

- You are responsible for the data on your laptop.
- All school data needs to be moved to your One Drive or a USB drive.
- Any non-academic data IE: music, pictures must be moved to a personal drive not to the One Drive location.
- You will be asked if you have any data that needs to be moved prior to the reimage.
- Mr. Hansen is NOT responsible for lost data

Loaner Laptop Policy

When being issued a loaner laptop the following policy is in effect:

- When your laptop comes back from repair, I will email you letting you know to come and pick it up.
- You will have 48 hours to pick up your repaired laptop
- If you fail to pick it up after 48 hours, you will be disabled from the BMHS network until you pick up your laptop
- When you are disabled from the BMHS network you will have no access to the following:
 - BMHS resources
 - Internet access
 - Printers
- Any damages to the loaner laptop will be assessed a \$25.00 fee and the cost of the replacement parts. See parts list below

	Price	Description
Tier 1	\$275	Keyboard, Reseat cards, SW Reloads
Tier 2	\$375	Replace Plastic covers, Hard drive, DVD, CD-Rom, Misc. cards
Tier 3	\$675	CPU, LCD, System Boards (only one, two or three is tier 4)
Tier 4	\$775	Multiple Tier repairs (2 - 3) or more than one part in Tier 3

IT Repair Policy-only applies to IBM x-series laptops

If you laptop is having any of the following issues:

- Blue screen of death
- Applications no longer respond
- Laptop no longer boots to the login screen
- Overall slow response of any application

Mr. Hansen will make an attempt to repair your issue within a 20 minute time slot. If he is unable to fix your issue, he will recommend to reimage the laptop. This will wipe the laptop of any and all data, you will be required to move your data to One Drive or to a USB drive.

BYOD loaner laptop policy

Due to the nature of BYOD (bring your own device) Mr. Hansen is limited on the process he can do to fix issues. Mr. Hansen will make recommendations on how to remedy the issue you are facing, but will not remove, delete or modify the laptop in any way.

Mr. Hansen will ask that your return the laptop to the place of purchase for trouble shooting if he is unable to resolve your issue.

If you have a laptop in for repair Bishop McNamara can give out a loaner laptop (currently X200) until the time you receive your laptop back from repair.

The first week is free, each week after the first week will be \$25 per week incrementally IE: \$25 second week, \$50 third week, \$75 forth week.