

Roundtable Talking Points: Managing the K-12 Device Lifecycle

Framing the Discussion: Lifecycle as a Continuous Cycle

“Device management shouldn’t be seen as a one-time deployment — it’s a year-round, circular process.”

“How are districts aligning procurement, usage, and retirement into a single strategy rather than siloed efforts?”

“What cost savings or risk reductions have you seen from treating device lifecycle as an ongoing loop?”

Procurement & Pre-Deployment (Spring)

Standardization

“How much standardization is realistic for your district without limiting flexibility for specialized programs?”

“What impact has hardware standardization had on support costs and teacher training?”

Auto-Enrollment

“What challenges have you faced adopting zero-touch or auto-enrollment?”

“How do you balance vendor dependency with internal control of device provisioning?”

Asset Tagging & Kitting

“How granular is your asset tracking today—are you at the serial/device level?”

“What systems or tools have improved your inventory accuracy?”

Deployment & Distribution (Summer/Fall)

Testing & Imaging

“What’s your process for testing images before full-scale deployment?”

“Have you experienced large-scale deployment failures, and what did you learn from them?”

Centralized Rollout

“Do you centralize deployments or distribute responsibility to campuses?”

“What coordination challenges arise between IT and school staff during rollout?”

Policies & Insurance

“How do you communicate device use policies to students and families?”

“What’s been your experience with student device insurance—worth it or not?”

Active Management & Maintenance (School Year)

Repair Triage

“What does your repair SLA look like, and how does it impact classroom continuity?”

“Do you handle repairs in-house, outsource, or use a hybrid model?”

Hot Swap Programs

“How are you managing spare devices—what’s the right inventory level?”

“What’s the instructional impact of immediate replacements vs. repair wait times?”

Telemetry & Monitoring

“What data are you actively monitoring—battery health, usage, AUE?”

“How predictive is your current approach? Are you preventing issues or reacting to them?”

Collection & End-of-Life Planning (Spring/Summer)

AUE & Lifecycle Planning

“How far in advance are you planning for device end-of-life, especially Macbooks?”

“How does AUE tracking influence your budgeting discussions?”

Collection Logistics

“What are the biggest pain points during device collection?”

“How do you engage non-IT staff or volunteers effectively in this process?”

Data Sanitization

“What standards or processes do you follow for data erasure?”

“How do you ensure compliance and build trust with stakeholders around data security?”

Retirement, Resale & Recycling

Vendor Selection

“What criteria matter most when selecting an ITAD partner—certifications, price, transparency?”

“How do you validate that vendors meet R2v3 or NAID AAA standards?”

Value Recovery

“Are you successfully capturing residual value from old devices?”

“How are trade-in credits or resale funds being reinvested?”

eCycling & Sustainability

“How important is environmental impact in your device retirement strategy?”

“Are sustainability initiatives influencing purchasing decisions?”

Bonus Questions to Spark Discussion

“Where are the biggest risks to student data across the lifecycle?”

“Which phase offers the biggest opportunity for savings?”

“How does device lifecycle management impact equitable access for students?”

“What parts of this lifecycle strain IT teams the most?”

“Where do external partners add the most value—or complexity?”