

Laptop Refresh: Plan, Swap-Day Checklist & User Emails

The documents that go with the Laptop Refresh Rollout Tracker. Sample project with a fictional company; the numbers match the tracker as of October 30, 2026.

1 • Rollout plan

Goal: replace 96 aging Windows 10 laptops (out of warranty and past Microsoft's end of support) with new Windows 11 laptops, with no lost files, every user on multi-factor sign-in (MFA), and every old laptop returned and wiped.

In scope

- Order, image (set up) and tag 96 new laptops
- Move each user's files to OneDrive before the swap
- MFA enrollment and BitLocker disk encryption on every new laptop
- 30-minute swap appointment per user
- Collect, wipe and retire every old laptop; update the asset list

Out of scope

- New software or app upgrades (apps move as-is)
- Phones and desk phones
- Monitors (reused; docks replaced only where needed)

Waves

Wave	Who	Dates	Laptops
Wave 1	Pilot: Finance & HR	Oct 19–Oct 20	12
Wave 2	Operations	Oct 26–Nov 6	40
Wave 3	Sales & Client Services	Nov 9–Nov 20	44

The pilot goes first on purpose: a small, friendly group finds the problems (in this project, old docking stations and an MFA sign-in quirk) before 84 more people are affected.

Who does what

Person	Responsible for
IT Lead	Laptop image, security settings, technical decisions; final call at each go/no-go meeting
Project Coordinator	Schedule, user emails and appointments, the tracker, issue log, vendor follow-up, weekly status, chasing old laptops
Deployment Technicians	Imaging, swap appointments, data checks, user sign-off
Department managers	Pick swap times that don't clash with busy periods; make sure their team backs up
Software vendors / reseller	License activation, hardware replacements

Go / no-go gate (before each wave)

- Previous wave is **95%+** signed off
- **No Sev1** (blocking) issue is open
- **95%+** of the wave's users are ready: backup confirmed and MFA enrolled

A laptop is "done" when

- The user signed off that everything works
- BitLocker is on
- The old laptop is returned **and** wiped
- The asset record is updated

2 • Swap-day checklist

One copy per appointment. The technician checks each box; the coordinator updates the tracker the same day.

Before the appointment

- ☐ New laptop imaged, asset tag recorded in the tracker
- ☐ User shows **Ready** (backup confirmed + MFA enrolled).
If not: reschedule, don't swap
- ☐ User's app list checked against the image (special apps installed?)

During (30 minutes)

- ☐ User signs in; MFA prompt works on their phone
- ☐ OneDrive shows their files; spot-check 3 recent ones
- ☐ Outlook, Teams and every app on their list open
- ☐ Printer and docking station / monitors work
- ☐ Quick Teams call to test camera and mic
- ☐ BitLocker confirmed on

Sign-off

- ☐ User confirms: "My files, apps and printer all work"
- ☐ Sign-off date entered in the tracker

After

- ☐ Old laptop collected, labeled with its asset tag, placed in the wipe queue
- ☐ If the user needs a day to check something: set a return date (the tracker flags it after 3 days)
- ☐ Old laptop wiped; asset record updated to "Retired"
- ☐ Any problem logged in the issue log with a severity

If something blocks the swap (an app won't activate, the laptop is faulty): the user keeps their old laptop, the device is marked **Blocked** with a note, and an issue is logged. Nobody leaves without a working computer.

3 • User emails

5 business days before • Subject: Your new laptop is coming on [date]

Hi [first name],

You're getting a new Windows 11 laptop on **[date]**. A technician will meet you at your desk at **[time]** for a 30-minute swap. You'll keep working on your old laptop until then.

Before then, please do two things (5 minutes each): **save your files to OneDrive** and **make sure the Microsoft Authenticator sign-in works on your phone**. You'll get a reminder with a checklist in two days.

Questions? Reply to this email.

Project Coordinator, Laptop Refresh

3 business days before • Subject: Reminder: 2 quick things before your laptop swap on [date]

Hi [first name], your swap is on **[date] at [time]**. Two things before then:

1. **Back up:** move anything saved on your desktop or in "Downloads" into OneDrive. If it's not in OneDrive, it won't be on the new laptop.
2. **Check sign-in:** open Microsoft Authenticator on your phone and approve a test sign-in. If it doesn't work, reply and we'll fix it before swap day.

On the day, bring your old laptop and charger to your desk. Thanks!

4 • Weekly status email

To: IT Director **Cc:** IT Lead **Date:** Friday, Oct 30

Subject: Laptop refresh status: AMBER, 26 of 96 done, Wave 3 decision on Nov 5

Overall: Amber. 26 of 96 laptops are signed off against 32 planned by today (6 behind). Wave 1 (pilot) is complete. Wave 2 is in progress: 14 of 40 signed off.

Why we're behind: 4 laptops are blocked. Three Operations users can't use the dispatch scheduling app on the new laptops because its license won't activate (Sev1, with the vendor since Oct 27). They're working on their old laptops, so nobody is down. One new laptop arrived with a dead screen; the replacement is ordered.

Wave 3 (starts Nov 9): as of today it's a **NO-GO**. Prior wave 35% done (need 95%). 1 Sev1 issue open. Users ready 41% (need 95%). The go/no-go meeting is Nov 5. User reminders go out Nov 2 to raise readiness.

Follow-ups: 6 old laptops haven't been returned yet; reminders are going out. 65% of signed-off laptops have passed all four security and asset checks.

Need from you: help escalating the dispatch-app license with the vendor if it isn't fixed by Monday.

Project Coordinator

Sample documents written by Adam Asifo for a fictional company. They go with the Laptop Refresh Rollout Tracker.