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1    Q.    **Volume III, Tab 35 – Replace Personal Computers**

2            Why is there a one-year difference in the life cycle for laptops (4 years) versus  
3            desktops (5 years)?

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6    A.    Research published by Gartner states that notebooks (laptops) have higher failure  
7            rates than desktop personal computers. In that research, Gartner recommends that  
8            organizations plan on a three-year replacement cycle for notebooks while  
9            exercising the option to extend the life another six to 12 months provided warranty  
10           has been extended at time of purchase to match the anticipated extended lifetime  
11           of the notebook.

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13           Operational experience has shown that Hydro is able to achieve, on average, a life  
14           span of approximately five years for notebook computers (laptops). While Hydro is  
15           able to achieve a five year average life, published research from Gartner shows that  
16           extending the replacement cycle for notebook computers could lead to excessive  
17           downtime for workers. Therefore, Hydro plans for a useful life of four years for  
18           notebook computers (laptops). The performance and stability of notebook  
19           computers are evaluated at the end of four years and kept in service if deemed  
20           viable.