Mass General Brigham

HOW TO CHOOSE A LAPTOP

Mass General Brigham offers several laptop models available to purchase for use on the network. Orders are placed by department purchasers in the IS Service Hub ordering portal.

There is a defined process with established standards for **Mass General Brigham central employees**. Learn more in IS Service Desk article KB0014662 HOWTO: Request / Return IS Equipment

Before placing an order, check with your manager to confirm if there is a specific model or price constraint used within your department.

LAPTOP STANDARDS

- Windows 10 Operating System
- Applications and Utilities menus
- Microsoft 365 applications
- Tested and certified for network use

- Asset Tag
- Control Number
- 3-year Manufacturer Warranty and 2-year extended support by site technical team

ITEMS TO CONSIDER WHEN PURCHASING A LAPTOP

Screen Size	**Typical screen sizes are 13", 14", 15" and 17".** A 14-inch laptop offer the best balance between usability and portability. Larger screens are fine if you don't travel much. Models with 17" inch screens are typically ordered for WOW carts.
Weight	**Laptops weigh between 3 - 8 lbs.** If a user frequently travels from one location to another or uses public transportation, they may prefer a lighter weight model. • 14" laptops weigh approximately 3 lbs. • 15" laptops weigh approximately 4 - 5 lbs. • 17" laptops weigh approximately 6 – 7 lbs.
System Configuration	**RAM** – This is computer memory and systems are usually built with 8, 16 or 32GB. The minimum standard for network use is 8 GB. **Hard Drive Size** – Hard drives range from 128, 256 or 512 GB. The minimum standard for network use is 256 GB.
Price	Take into consideration your department budget and the system requirements needed for job performance.

Accessories	**Mouse** – wired or wireless. Some people work more efficiently or have a preference to use a mouse rather than the laptop touchpad. **Docking Station** – These allow you to connect a laptop to a full size or dual monitor, power, and other accessories. They also provide an ethernet port to connect to a wired network. **Monitor** – 24-inch monitors are recommended to run Epic. Smaller monitor sizes are 19" and 22". Always consider the physical area of the workspace when purchasing monitors.
What is a Laptop Bundle?	The standard device bundle includes a wired mouse and keyboard, 24" monitor and docking station.
Other Considerations	• **Ports** - Laptops typically have 2 USB ports to connect mouse, headphones and other accessories. Today, many laptops do not have an ethernet port to connect to a wired network -- docking stations or adapters can enable a wired connection. • A **numeric keypad** is useful for those that work in finance or data entry. Smaller laptops usually do not have a numeric keypad. o USB numeric keypads or connecting a full-sized keyboard via USB can be an alternative for a built-in numeric keypad.
Standard vs. Special Order	• **Standard Items** offer the best value and fastest delivery. Expect delivery of standard items in approximately 5 weeks. • **Special Order Items** are generally more robust systems that are needed to meet a specific business purpose or application requirement. Delivery is approximately 6-8 weeks from date of order.
	Helpful Resources KB0038522 INFO: Dell Ordering - Purchasing a Computer – Information on order Dell products KB0027968 INFO: Ergonomics Online Ordering System – Information on ordering printers and non-Dell computer products

Contact Us

- For assistance, please contact the **IS Service Desk at 857-282-4357.**
- Visit the **IS Service Hub** at www.massgeneralbrigham.org/isservicehub to open a ticket.