



City of Edmonton Device Standards

For use on all City of Edmonton owned devices

This standard falls under the [Information Technology Hardware & Software Non-Standard Request Administrative Directive \(A1442A\)](#)

Program Impacted	Technology & Data
Approved By	Mike Meraw, Program Manager, Vendor & Asset Enablement
Date of Approval	December 8, 2022
Approval History	N/A
Next Scheduled Review	December 9, 2024

These standards provide general information regarding the devices provided and supported by the Open City and Technology branch. These standards are published regularly through consultation with subject matter experts. Questions regarding these standards should be directed to the [CoE Asset Management Office](#).

Section A - Standards that Apply to All CoE Owned Devices

These standards apply to all CoE owned and supported devices.

Device Options for Workplace Profiles

A device appropriate to the position and justified by the business requirements will be selected by the immediate supervisor or delegate of the user. Device reuse and the use of underused devices should be reviewed [before ordering a new device](#). When software or hardware requests are made that do not match the user's Workplace Profile, Inside Information and Asset Management will direct the user to speak to their manager and decide if a profile change is required. If a profile change is approved, the Manager can submit an update using the [Computer Account Request Form](#).

Profile Name	Standard Device Options (Choice of one upon approval)					Additional Device Options for User with Non-Mobile Primary Device (Choice of one upon approval)	
	Windows Desktop	Windows Laptop	Chromebook	Tablet	No Device	Chromebook	Tablet
Resident - Advanced/Intermediate	✓	✓				✓	✓
Resident - Standard	✓	✓ ¹	✓			✓	✓
Resident - Basic	✓		✓				
Resident Connector - Advanced/Intermediate	✓ ²	✓				✓	✓
Resident Connector - Standard	✓ ²	✓ ¹	✓			✓	✓
Resident Connector - Basic	✓ ²		✓	✓			
Internally Mobile - Advanced/Intermediate		✓					
Internally Mobile - Standard		✓ ¹	✓	✓			
Internally Mobile - Basic			✓	✓	✓		
Externally Mobile - Advanced/Intermediate		✓					
Externally Mobile - Standard			✓	✓			
Externally Mobile - Basic			✓	✓	✓		

¹ Must have a software dependency that requires Windows OS

² Shared Desktop

Links:

- City of Edmonton [Information Technology Hardware & Software Non-Standard Request Administrative Directive \(A1442A\)](#)
- City of Edmonton [Online Hardware Catalog](#)
- City of Edmonton [Digital Workplace Software Catalog](#)
- Information on [Before You Order a Computing Device](#)

1. Smartphones

Smartphones There are several supported standard smartphones and two supported smartphone platforms.

- Android OS
- Apple iOS

The current models that are available to order can be found in the Hardware section in [Digital Workplace](#)

Refresh Rate	<ul style="list-style-type: none">• 3 years - smartphones• 4 years - cellular phones
User Profile	<ul style="list-style-type: none">• Basic• Standard• Intermediate• Advanced
Repair Process	Mobile Phone & Tablet Repairs

2. Non-Windows Tablets

Non-Windows Tablets There are several supported standard non-Windows tablets and two supported tablet platforms.

- Samsung tablets with Android OS
- Apple iPads with iPadOS

The current models that are available to order can be found on the [COE Hardware Catalog](#)

Refresh Rate	<ul style="list-style-type: none">• 4 years minimum (purchased)
User Profile	<ul style="list-style-type: none">• Basic• Standard
Repair Process	Mobile Phone & Tablet Repairs

3. Chromebooks

Chromebooks There is one supported Chromebook platform:

- ChromeOS

The current models that are available to order can be found on the [COE Hardware Catalog](#)

Refresh Rate	<ul style="list-style-type: none">• 4 years minimum (purchased)
User Profile	<ul style="list-style-type: none">• Basic

- Standard
- Intermediate

Repair Process	Report a Technology Issue
----------------	---

4. Windows Tablets

Windows Tablets There is one supported standard Windows tablet and one supported platform.

- Windows 10

The current models that are available to order can be found on the [COE Hardware Catalog](#)

Refresh Rate	<ul style="list-style-type: none"> • 4 years minimum (leased)
--------------	--

User Profile

- Basic
- Standard

Repair Process	Report a Technology Issue
----------------	---

5. Windows Laptops

Windows Laptops There are several supported Windows laptops and one supported platform.

- Windows 10 (64-bit)

The current models that are available to order can be found on the [COE Hardware Catalog](#)

Refresh Rate	<ul style="list-style-type: none"> • 4 years (leased)
--------------	--

User Profile

- Standard
- Intermediate
- Advanced

Repair Process	Report a Technology Issue
----------------	---

6. Windows Desktops

Windows Desktops There are two supported standard Windows desktops and one supported platform.

- Windows 10 (64-bit)

Windows 10	<ul style="list-style-type: none"> • Standard: Lenovo Tiny PC • Advanced: Graphics and Engineering Tiny Workstation
------------	---

	The current models that are available to order can be found on the COE Hardware Catalog
Refresh Rate	<ul style="list-style-type: none"> • 4 years (leased)
User Profile	<ul style="list-style-type: none"> • Basic (Shared device) • Standard • Intermediate • Advanced
Repair Process	Report a Technology Issue

7. Monitors

Monitors

There are two supported monitors.

- 24-inch standard monitor (no camera)
- 24-inch docking hub monitor (no camera)

The current models that are available to order can be found on the [COE Hardware Catalog](#)

Refresh Rate	<ul style="list-style-type: none"> • Standard: No Refresh (purchased)
User Profile	<ul style="list-style-type: none"> • Basic • Standard • Intermediate • Advanced
Repair Process	Report a Technology Issue

8. Apple Laptops and Desktops

Apple Devices

Apple devices are non-standard and approved on a case by case basis supported by business requirements.

- Submit a non-standard request via Inside Information with a business case on use

Repair Process	Report a Technology Issue
----------------	---