I. Overview
Operating Procedures for standard support provided by the Device Support team working under the Service Level Agreement for Campus. If other arrangements are not made related to departments/colleges with IT Account Managers and individual SLAs, those areas defer to this SOP.

II. Applicability:
Device Support assistance is available to Faculty, Staff, and Students.

III. Procedure: Moderate Alert Protections in Place
A. Procedure/Process
   i. Equipment Drop Off
      1. Device drop off can be coordinated with Device Support staff via Help Desk Ticket.
      2. Devices will be placed in an IT selected drop off location at the coordinated time.
   ii. Office/Lab Support
      1. Limited office support will be available only as necessary, requested through a Help Desk Ticket, and at IT’s discretion.
      2. All issues that can be resolved using Virtual Assistance will be completed in that manner at the IT staff person’s discretion.
   iii. Virtual Assistance
      1. Virtual assistance will be utilized as much as possible to facilitate work being done, this will be coordinated by IT staff via Help Desk Ticket.
      2. Virtual assistance through remote support tools, telephone troubleshooting, and other means will be available.

B. Face Covering Requirements
   i. Face coverings will be required in the building, during equipment drop off, and office support.

C. Physical Distancing Parameters
   i. In the Device Support office, staff members will be physically distanced as much as possible.
ii. Where feasible virtual assistance can be provided from home at IT full time staff or student supervisor’s discretion, staff members will be given the opportunity to complete some work time via telecommute.

D. Hygiene
   i. Hand sanitizer will be used prior to handling of equipment and prior to departure from the Device Support Office

E. Disinfection
   i. Equipment Drop Off: Equipment will be disinfected after arrival and prior to departure.
   ii. Office Support: Equipment will be disinfected prior to and after use by IT staff.
   iii. Device Support office will have surfaces sanitized as needed.

IV. Procedure Modifications: Very High Alert
A. Procedure/Process
   i. Equipment Drop Off:
      1. Device drop off can be coordinated with Device Support staff via Help Desk Ticket.
      2. Devices will be placed in an IT selected drop off location at the coordinated time.
   ii. Office/Lab Support:
      1. Office Support will be provided on a very limited basis and at IT’s discretion
      2. End user should not be present in office at the time of work being completed unless necessary and at IT’s discretion, coordinated via Help Desk Ticket.
   iii. Virtual Assistance
      1. Virtual assistance will be utilized as much as possible to facilitate work being done, coordinated via Help Desk Ticket.
      2. Virtual assistance through remote support tools, telephone troubleshooting, and other means will be available.

B. Face Covering Requirements
   i. Face coverings will be required in the building, during equipment drop off, and office support.

C. Physical Distancing Parameters
   i. In the Device Support office, staff members will be physically distanced as much as possible.
   ii. All virtual assistance is provided from home, staff members will complete all work from home unless it is necessary to be in the office (e.g. Equipment Drop Off)

D. Hygiene
   i. Hand sanitizer will be used prior to handling of equipment and prior to departure from the Device Support Office

E. Disinfection
   i. Equipment Drop Off: Equipment will be disinfected after arrival and prior to departure.
   ii. Office/Lab Support: Equipment will be disinfected prior to and after use by IT staff.
   iii. Device Support office will have surfaces sanitized as needed.

V. Procedure Modifications: High Alert
A. Procedure/Process
i. Equipment Drop Off:
   1. Device drop off will be coordinated with Device Support staff via Help Desk Ticket.
   2. Devices will be placed in an IT selected drop off location at the coordinated time.

ii. Office/Lab Support:
   1. Office Support will be provided on a very limited basis and at IT’s discretion
   2. End user should not be present in office at the time of work being completed unless necessary and at IT’s discretion, coordinated via Help Desk Ticket.

iii. Virtual Assistance
   1. Virtual assistance will be utilized as much as possible to facilitate work being done, coordinated via Help Desk Ticket.
   2. Virtual assistance through remote support tools, telephone troubleshooting, and other means will be available.

B. Face Covering Requirements
   i. Face coverings will be required in the building, during equipment drop off, and office support.

C. Physical Distancing Parameters
   i. In the Device Support office, staff members will be physically distanced as much as possible.
   ii. All virtual assistance is provided from home, staff members will complete work from home unless it is necessary to be in the office (e.g. Equipment Drop Off)

D. Hygiene
   i. Hand sanitizer will be used prior to handling of equipment and prior to departure from the Device Support Office.

E. Disinfection
   i. Drop Off: Equipment will be disinfected after arrival and prior to departure.
   ii. Office Support: Equipment will be disinfected prior to and after use by IT staff.
   iii. Device Support office will have surfaces sanitized as needed.

VI. Procedure Modifications: Low Alert
A. Procedure/Process
   i. Equipment Drop Off:
      1. Device drop off will be coordinated with Device Support staff via Help Desk Ticket.
      2. Devices will be placed in an IT selected drop off location at the coordinated time.
   ii. Office/Lab Support:
      1. Office Support will be provided on a very limited basis and at IT’s discretion
      2. End user should not be present in office at the time of work being completed unless necessary and at IT’s discretion, coordinated via Help Desk Ticket.
   iii. Virtual Assistance
      1. Virtual assistance will be utilized as much as possible to facilitate work being done, coordinated via Help Desk Ticket.
      2. Virtual assistance through remote support tools, telephone troubleshooting, and other means will be available.
B. Face Covering Requirements
   i. Will follow Low Alert Face Covering recommendations

C. Physical Distancing Parameters
   i. In the Device Support office, staff members will be physically distanced as much as possible.
   ii. Where feasible virtual assistance can be provided from home at IT full time staff or student supervisor’s discretion, staff members will be given the opportunity to complete some work time via telecommute.

D. Hygiene
   i. Will follow Low Alert Hygiene recommendations.

E. Disinfection
   i. Will follow Low Alert Disinfection recommendations.

VII. Guidance Documents/Policy Links:

VIII. Templates/Forms:

IX. Definitions
   A. Device Support Office:
      i. Any location in which a member of the device support team regularly conducts business on behalf of IT.

X. Revision History:
   Created:
   Revised/Reviewed: