I. **Overview**

Help Desk function are necessary for assisting the campus community with their IT needs. This area must remain available and functioning during business hours.

II. **Applicability:**

These procedures apply to every member of our campus community.

III. **Procedure: Moderate Alert Protections in Place**

   A. Procedure/Process
      1. Trained employees will work from home.
      2. No one will be in Dempsey 207.
   
   B. Face Covering Requirements
      1. n/a
   
   C. Physical Distancing Parameters
      1. n/a
   
   D. Hygiene
      1. n/a
   
   E. Disinfection
      1. n/a

IV. **Procedure Modifications: Very High Alert**

   A. Procedure/Process
      1. Trained employees will work from home.
      2. No one will be in Dempsey 207.
   
   B. Face Covering Requirements
      1. n/a
   
   C. Physical Distancing Parameters
      1. n/a
   
   D. Hygiene
1. n/a
E. Disinfection
   1. n/a

V. Procedure Modifications: High Alert
   A. Procedure/Process
      1. Trained employees will work from home.
      2. No one will be in Dempsey 207.
   B. Face Covering Requirements
      1. n/a
   C. Physical Distancing Parameters
      1. n/a
   D. Hygiene
      1. n/a
   E. Disinfection
      1. n/a

VI. Procedure Modifications: Low Alert
   A. Procedure/Process
      1. Dempsey 207 will be available to take calls 7:30am-4:30pm. Walk-ins may be permitted at IT’s discretion.
   B. Face Covering Requirements
      1. Face covering decision will be made at IT’s discretion
   C. Physical Distancing Parameters
      1. Will attempt to follow social distancing recommendations with employees 6 feet apart.
   D. Hygiene
      1. Require hand sanitizer upon entry and exit
   E. Disinfection
      1. Student workstations and headsets will be cleaned after each shift.

VII. Guidance Documents/Policy Links:

VIII. Templates/Forms:

IX. Definitions

X. Revision History:
   Created: 7/08/2020
   Revised/Reviewed: