COVID-19 Guidelines for In-Person IT Support at FSU

Guidelines for Faculty, Staff and IT Professionals

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University Coronavirus (COVID-19) News and Guidelines

Visit **fsu.edu/coronavirus** for details on Florida State University's coronavirus response.

- To adhere to social distancing recommendations, FSU is **strongly encouraging** all faculty and staff that can perform work remotely to do so during this emergency situation.
- On campus functions should be limited to duties that cannot be performed remotely beginning March 20, 2020. For additional information on working remotely, visit **its.fsu.edu/remote-work**.

Departments and supervisors should show flexibility to employees who are not able to perform their essential job functions remotely. Human Resources advises developing temporary work schedules to rotate shifts for employees who need to be on campus to perform their duties or keep the department operational to promote social distancing.

Faculty and Staff Guidelines

All university employees should adhere to the FSU COVID-19 Workplace Guidance protocols as well as the prescribed safety tips to limit the spread of COVID-19 to members of the FSU community.

On-Campus COVID-19 Safety Tips

Faculty and staff unable to work remotely are encouraged to take the following steps to protect themselves and others from possible COVID-19 exposure. This information has been compiled from Centers for Disease Control and Prevention (CDC) COVID-19 guidelines on How to Protect Yourself and Institutes of Higher Education.

- Avoid close contact with others; maintain a 6-foot distance from others when possible.

- Avoid shaking hands or physical contact with others.

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.

- Wash your hands often with soap and water for at least 20 seconds (especially after you have been in a public place or after blowing your nose, coughing or sneezing).

- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.

- Avoid touching your eyes, nose and mouth with unwashed hands.

- Clean surfaces that are frequently touched, such as shared desks, countertops, kitchen areas, electronics and doorknobs.

- Limit events and meetings that require close contact.

- Stay home if you are feeling sick (except to get medical care) and encourage others to do so as well.

Interacting with University IT Professionals during COVID-19

FSU faculty and staff who need to take home university equipment in order to work remotely must first complete and submit to their supervisor the Off-Site Technology Equipment Use Form. Be sure to sign, share and submit documentation electronically to reduce the physical handling of paperwork (See FSU DocuSign).

University employees needing assistance with their university desktop/laptop computers, tablets or other electronic equipment are to do the following to reduce potential exposure to and spread of COVID-19:

- **Do Not Visit IT Staff without an Appointment** – Contact your IT professional and ask for an available time to deliver or set up your equipment. Do not stop by the offices or work areas of IT professionals for assistance without prior scheduled approval.

- **Bring Equipment to Designated Locations** – When scheduling your appointment, your IT professional will designate a location on campus where you may drop off or pick up equipment. This is to ensure IT professionals can practice safe social distancing and proper sanitation.

- **Clean Your Workspace** – If your IT professional will be setting up or configuring technology within your workspace, clean surfaces that are frequently touched (e.g., desks, countertops, electronics, doorknobs) just prior to your appointment. A recent study found that the COVID-19 coronavirus can survive up to four hours on copper, up to 24 hours on cardboard and up to three days on plastic and stainless steel.

- **Avoid Close Contact** – When scheduling IT support, identify a time when you will not be present in your workspace and arrange appropriate access with your technician. If you have to be present, allow for a distance of at least six feet between you and your IT professional at all times.

- **Avoid Handing or Taking Equipment Directly**– When dropping off or picking up, avoid handing and taking equipment directly from IT professionals. Instead, allow technicians to pick up, install or remove equipment without physical contact.

- **Please Be Patient** – Our university IT professionals are working diligently and taking extra precautions to ensure they are adhering to CDC safety and social distancing guidelines and all technology and equipment are properly sanitized. Technicians may need additional time to properly address the safe delivery and support of their users' IT needs.

Sanitizing Your Smartphone, Tablet or Office Electronics

FSU IT professionals are following recommended CDC guidelines when it comes to sanitizing any electronics or equipment they handle.

However, all employees that need their university-owned electronic devices or equipment cleaned **must** first consult their IT support technician to ensure the FSU property is sanitized according to both manufacturer and CDC specifications.

If given approval by your IT support staff, and along as their recommendations do not contradict the following, use these tips to clean your electronic devices to ensure the safety of you and others and to mitigate the spread of COVID-19:

- Unplug all external power sources, devices and cables. Remove batteries from items like wireless keyboards. Never clean a device that is powered on or plugged in.

- Use a microfiber or soft, lint-free cloth moistened (damp, not dripping wet) with a mixture of 70% isopropyl alcohol and 30% water.

- Use only a soft, lint-free cloth. Avoid abrasive cloths, towels, paper towels or similar items.

- Gently wipe the hard, nonporous surfaces (such as display, keyboard or other exterior surfaces). Avoid excessive wiping, which may cause damage.

- Keep liquids away from the product unless otherwise noted for specific products or recommended by your IT technician.

- Do not use aerosol sprays, bleaches, abrasives or cleaners containing ammonia.

- Do not get moisture into any openings, submerge the unit in cleaning agents or spray cleaners directly onto the item.

IT Professionals Guidelines

IT professionals should adhere to the FSU COVID-19 Workplace Guidance protocols as well as the prescribed safety tips to limit the spread of COVID-19 to members of the FSU community.

Equipment and Work Area Sanitization Recommendations and Guidance

In addition to the outlined hygienic measures for all faculty and staff, IT professionals should use the tips and resources below to ensure all facilities, work-areas and technology equipment are sanitized according to manufacturer and CDC guidelines.

- For cleaning and disinfecting your office, workspace or equipment drop-off areas, please follow CDC guidelines. For cleaning and disinfecting technology equipment, we recommend all IT support technicians follow the best-practice suggestions from Dell.
- Equipment such as microphones and headphones that will have contact with the head and face area should be cleaned with greater detail.
- Make sure cleaning agents are EPA Registered, compatible with sensitive technology equipment and that you follow the application and contact time instructions.

Creating and Identifying Drop-Off Equipment Sites for Customers

Department IT technicians or their teams should designate a drop-off and pick-up location for faculty and staff to receive or return equipment (e.g., a computer lab, departmental reception desk).

When faculty and staff contact IT professionals to schedule an appointment, technicians should provide clear directions to the drop-off and pick-up location, as well as the instructions to follow—where to leave equipment, where to pick up equipment, to remain in their vehicle if at a drive-by location or whichever scenario is most appropriate for that department to limit physical interaction or close contact.

Furthermore, in addition to sanitizing equipment, technicians should clean surfaces that are frequently touched between customer visits, such as shared desks, countertops, kitchen areas, electronics and doorknobs.

Providing IT Support Remotely

IT professionals are encouraged to provide IT support remotely whenever possible, especially for basic troubleshooting and software or application installation and configuration.

For IT professional or support units who need a remote assistance solution, ITS recommends using BeyondTrust. To request access to BeyondTrust, please submit a support request.

Promoting Social Distancing to Lessen the Spread of COVID-19

As all employees are encouraged to limit close contact or physical interactions to lessen the spread of COVID-19, IT professionals should relay to their users that they are to:

- Schedule an appointment and await confirmation and additional instructions from IT support staff.

- Not visit or come by the offices or support locations for IT staff unless given prior permission after an appointment has been scheduled.

- Be aware of how they are feeling and remain home if feeling sick.

- Not clean or sanitize university electronics or equipment without first consulting their IT staff.