

## **IT Addendum**

This addendum will cover the following items:

1. Remote assistance
2. Site Visits
3. Telecommuting
4. PPE Requirements
5. Work Log
6. Cleaning Electronic Equipment

### **Remote assistance**

In every possible instance IT will fix tech issues via remote means such as telephone instruction, remote control software or both.

### **Site Visits**

When a technology issue can not be resolved using remote access software, by telephone or email and a site visit becomes necessary by IT staff:

- The site visit will be planned and scheduled in advance.
  - All AEOA staff at the site should be notified IT staff will be on site.
  - If there are additional AEOA staff that need technical support, they need to contact the IT person to notify them of their specific technology needs and schedule time.
  - IT staff will only visit the AEOA staff that have pre-scheduled time prior to the actual site visit.
- IT will mark the site visit on their AEOA electronic calendar.
- Site and IT staff will discuss if anyone is symptomatic prior to the site visit.
- IT staff will wash their hands and use hand sanitizer prior to working on any IT equipment.
- Site staff will disinfect their work area, computer, keyboard and mouse prior to IT performing work.
  - IT staff may disinfect the work area, computer, keyboard and mouse prior to IT performing work if they are not sure proper disinfection has taken place.
- IT will disinfect the work area, computer, keyboard and mouse after performing the necessary IT work.
- Staff wear a mask when we are in their area/desk.

### **Telecommuting**

- Special equipment purchased specifically to enable an AEOA staff person to telecommute from home will be returned to IT inventory upon the AEOA staff person returning to their normal work site.
- Special equipment purchases returned will be stored for future Covid-19 situations where AEOA staff may need to go back to telecommuting.

### **PPE Requirements**

IT staff will follow the AEOA guidance for wearing PPE during regular work and site visits. PPE items IT staff should bring on all site visits includes:

- Disinfecting wipes (for work area, keyboard, mice)
- Masks
- Gloves
- Hand sanitizer. (masks and hand sanitizer in central stores)
- Staff wear a mask when we are in their area/desk.

How/where do we get this?

### **Work Log**

IT staff should maintain a log (ticket system, electronic calendar, Excel file) of any IT work performed on another AEOA staff persons system, printer, throughout the work day when they are at their regular work site (not scheduled site visits).

- The work log would provide the Emergency Team information about AEOA staff and systems they have been in contact with should the need arise.
- IT staff would follow the same protective cleaning measures used for site visits when working on an AEOA system at their regular work site.

### **Cleaning Electronic Equipment**

Do not spray cleaner directly on electronic equipment, spray sparingly on a cloth. Use the cloth to wipe over the electronic you wish to sanitize. Be sure there is no moisture left to leak into the crevices.