COM IT
Covid-19 – Response Plan
March 16, 2020

COM IT will perform their normal job duties during regular work hours on-site to ensure adequate IT support. However, for high risk individuals or in the event that the University and/or the College of Medicine determine that some or all of the facilities on the Medical Center Campus should be shut down as a result of a serious escalation in the Covid-19 infection and transmission situation, the following action procedures will be expected to come into force.

The majority of COM IT support collaboration and customer engagement is handled through UC’s IT ticketing system and support portal https://uc.edu/ithelp. This is a web-based system that is available to any system with internet connectivity. This system supports the flexibility of COM IT support staff to operate independently of their physical office locations.

Other remote tools are utilized in addition to the ticketing system but aside from physically inspecting a piece of hardware, all other support functions can be easily carried out utilizing COM IT and UC support tools.

COM IT Desktop Support Roles
- UC VOIP Phones will be sent home and activated to allow for support calls to operate as usual – no difference will be noticeable to our customers.
- COM IT personnel will use their UC COM issued laptops and all relevant UC software and connections as needed to perform support functions.
- Ticketing queues will continue to be monitored and actions and communications tracked as usual – no difference will be noticeable to our customers.
- Remote tools including SCCM remote and Bomgar will be used to offer remote support solutions for UC owned devices – no difference will be noticeable to our customers.
- MS Teams, WebEx and Outlook 365 will be used for all Team and management collaborations and meetings.
- KPI’s will be tracked weekly and reviewed by COM IT management to confirm reasonable efforts in support functions are being completed by remote support personnel.

COM IT Purchasing Role
- Purchasing requests will continue to be requested and tracked via UC’s ticketing system – no difference will be noticeable to our customers.
• Purchasing agents working remotely will actively monitor and process equipment purchases via the ticketing system.
• MS Teams, WebEx, Outlook 365 and UC’s ticketing system will be used by remote agents to work collaboratively with onsite personnel.
• Daily activity reports will be completed and communicated to COM IT management offering a snapshot of purchasing activities per day. This will take the form of reports stored in MS Teams.

COM IT Application and Server Support
• Requests for service and or support will continue to be entered and monitored using UC’s ticketing system – no difference will be noticeable to our customers.
• Desk phones will be forwarded to remote phones or mobile phones.
• Server health and logs are monitored remotely for all servers in G95 and reported to management as needed. When physical server intervention is required COM IT system services will work on-site collaboratively with IT@UC personnel to address any physical hardware failures.

Staff Expectations
• Non-manager staff should touch base with their supervisor at least once a day (preferably first thing in the morning or the evening before) to confirm work tasks and projects for the day.
• Staff should carbon-copy supervisors on email communications.
• Staff should be available for contact based on availability expectations listed above.

Supervisor Expectations
• Supervisors should touch base with direct reports on a daily basis and confirm assigned work tasks and projects.
• Supervisors should have a listing of all cell phone numbers/contact information as well as normal working hours for staff.

Office Coverage

IT managers and above (on a rotating basis) are the designated office representatives and will be physically located in MSB. If the assigned manager is unable to be physically located due to illness, the assigned manager should contact their supervisor who will arrange alternate on-site coverage.

Specific Issues
COM Faculty and Staff should contact the HelpDesk 556-HELP (4357) as usual for any IT support. If faculty and staff do not receive a timely response based on the availability guidelines listed above, please reach out to one of the individuals listed below:

Steve Knost  
Executive Director  
Office: 558-2338  
Cell: 513-678-3431  
Steve.Knost@UC.Edu

Kent Norton  
Director of IT  
Office: 558-7775  
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