

**ucisa - SAMPLE PROCESS**

**COVID19 On Site Equipment Fix or Collection Service**

You will appreciate that it is imperative that we all adhere strictly to the advice given Government during this unprecedented period.

We have therefore devised a process which will allow us to operate an on-site equipment fix and /or collection service to support our staff and students as they continue to work from home.

This does not supersede the advice that all staff should work remotely if at all possible. Every attempt should be made to resolve issues without the need to attend site for everyone’s safety.

Therefore in the first instance , if you feel you need equipment or have an issue with equipment you are using at home, you should email xxxxxxxxxxxxxxxxx or call xxxxxxxxxxxxxxxxxxx and the service desk team will do their best to assist you.

In the case of new equipment being issued, wherever possible arrangements will be made to have the equipment delivered to you. Please ask any delivery person to leave the delivery at your door, wait for them to leave, bring in the equipment and disinfect any packaging as soon as you take it into your home. Wash your hands in warm soapy water for at least 20 seconds.

Wherever possible we will ensure that full instructions on how to set up equipment is included with the delivery or sent to you by email. If you encounter difficulties, please email: xxxx or call: xxxxxxx

On the rare occasions when equipment does need to be dropped off or collected from site the following process will apply during the period of time the site is closed during Covid19.

Before you travel, you will be issued with a letter from the institution so that you can evidence that you have been designated as a key worker and are therefore eligible to travel to and from work at this time of strict restricted measures to tackle the spread of the coronavirus. Please ensure that you have your institution ID card with you when travelling to and from site.

Arrangement for drop offs and collections will be scheduled for 1000 -1200hrs Monday, Wednesday and Friday only.

* IT Staff will attend site in accordance with the rota issued by xxxxxxxx or when notified by xxxxxx to fix issue/ rebuild. IT staff reporting for this work will also be issued with a letter from the institution to evidence their status as a key worker, must carry their institution ID card at all times and must report to security. Cleaning equipment and gloves will be provided and can be found/ collected from xxxxxxxxxx.
* IT Staff will coordinate the timing of drop off and collection within the windows detailed above and will keep security informed.
* Staff member/Student will report to security who can facilitate the dropping of equipment in Building x in the corridor outside the IT Department. Please ensure that you stay at least two metres away from any security/staff member at all times when visiting site. Unless you have been advised otherwise please leave site as soon as possible after dropping off/collecting equipment.
* IT staff will carry out the necessary work, notify you by email of your allocated collection time and advise security. They will label equipment and leave it at *(Insert collection point*) for Student/ staff member to come and collect at the designated time.
* Security staff are not required to handle any equipment and should not do so.
* IT staff are not required to meet staff member and should not do so
* Sufficient time should be left between drop off and collection appointments to ensure staff members/ students do not come into contact with others.

The wellbeing of our staff and students is of paramount importance to our institution and we thank you all in anticipation of your co-operation with these measures, which are implemented with your well-being in mind. We know that you will extend courtesy and patience to our Security and IT staff who are required to adhere to these procedures and are grateful to you for so doing.

Authority:

*INSERT NAME*

*INSERT ROLE*