Operational Area Reopening Plan – Information Technology Services

Name of WU/WIT Academic or Administrative Operational Unit	Information Technology Services
Bldg/Room Location	All of BT; all of MO215, HC, Tech West, Petro
Name/Position Title of Reopening Plan Developer	Toney Flack, Director of Technology Projects & Enterprise Data
Date Reviewed	05/22/2020
Name/Position Title of Dean/Director Reviewer	Homer Manila, Director of InfoSec
Date Reviewed	05/22/2020
Area Head Name	Jim Tagliareni, Chief Information Officer (CIO) Chris Kuwitzky, VPAT
Date Reviewed and Approved	05/26/2020 and June 2, 2020
Date Approved to Return to Campus* (this date will need to be communicated to WU/WIT Facilities/WUPD)	Various Starting on 06/08/2020

Washburn University Information Technology - Plan for Employees Returning to Campus

The Washburn University Information Technology Services Department has determined to have a business need for a few (CIO Office & User Services) of its employees to work physically on campus during Washburn's Phase One. The Information Technology office has 42 full-time, permanent, direct employees, one full-time vacancy and 9 part-time Student Assistants.

- Jim Tagliareni – Chief Information Officer (Essential) – MO215B
- Mary Jordan – Administrative Assistant (Essential) – MO215C
- Toney Flack – Director of Technology Projects & Enterprise Data (Essential) - MO215
- Homer Manila – Director of Information Security – MO215
- Lynn Cress, Assistant Director of Systems & Networking – BT107A
- John Haverty, Assistant Director of User Services (Essential) – BT106
- Bob Stoller – Assistant Director of Application Services - BT100
- Brenda White- Assistant Director of Instructional Services (Essential)-HC 10A
- Toney Flack – Director of Technology Projects & Enterprise Data (Essential) - MO215
- Juan Barranco – Network Cabling Technician - HC Maint 001A
- Chad Beatty-Web Administrator (Essential)-HC 18B
- Eileen Brouddus – Application System Administrator – BT107
- Harlan Brown – Systems Administrator – BT107
- Erik Carlson, Technology Support Specialist – BT106
- Bryan Carney, Technology Support Technician (Essential) – BT106
- Erik Crouch, Technology Support Specialist (Essential) – BT106
- John Croze, Senior Technician– AE115 and Washburn Tech East
- Carl Dillman, Technology Support Technician – MO215
- Isaac Duryea – Network Administrator 1 – BT101B & BT101C
- Dave Edmonds, Technology Support Technician – HC212
- Lyall Ford-Surveillance & Production System Administrator (Essential)-HC 10C
- Jim Fosdick, Technology Support Technician – MO215

- Xavier Garcia-Online Education Support Specialist II-HC 3B
- Jason Gilbert – Application Analyst - BT100
- Rocky Goul – Network Cabling Technician - HC Maint 001A
- Linda Griffin – Application Analyst - BT100
- Aaron Hall – Senior Systems Administrator – BT107
- Cathy Heit - DBA and Banner Admin - BT100
- Sam Hopper – Database Manager - BT100
- Angie Hurla – Application Analyst - BT100
- Derek Kucharczyk, Manager User & Network Operations (Essential) – AE115
- Laura Lawrence – Database Integration & Automation Specialist - BT100
- Erin Manuel - Web Specialist-HC 18C
- Tony Mark – Network Administrator 2 – BT101B & BT101C
- Marc Routsong-Online Education Support Coordinator (Essential)-HC 3A
- Dale Rusche-Production Coordinator (Essential)-HC 10D
- Mohammad Salimi – Systems & Network Administrator - BT107
- Blaine Smith – Enterprise Application Specialist - BT100
- Jeff Stiles – Application Programmer - BT100
- Kassy Swain – Application Analyst - BT100
- Justin Torres – Systems & Network Administrator - BT107
- Anne Walbridge, Technology Support Technician – PC201N
- Colleen Woodruff, Administrative Assistant – BT101
- Empty Position, Senior Technician – HC212 [In Hiring Process]
- Bryn Aytes- Student Assistant Instructional Services Surveillance System - HC 1A
- Trevor Beaurman, Student Assistant User Services-- BT106
- Josh Cannon - Student Assistant Instructional Services Production - HC 10B
- Gavin Carr – Student Assistant Systems & Networking (Essential) – BT101B & BT101C
- Allison Cross, Student Assistant User Services – BT106
- Brady Holliday, Student Assistant User Services – BT106
- Joshua Isrik-Student Assistant Instructional Services Web - HC 18D
- Ashmita Mehra, Student Assistant User Services – BT106
- Valerie Payne, Student Assistant User Services (Essential) – Washburn Tech AE115

Office Description

Information Technology Services occupies office spaces in all of the buildings mentioned above. The primary locations are Bennett Computer Center, Henderson Learning Resource Center and Morgan Hall Suite 215. Layouts differ by building in terms of offices, cubicles, and other types of work spaces. We are making plans for all relevant buildings and specific regions/areas consistent with our overall return-to-work master plan (this document).

Proposed Reopening Process

1. The Chief Information Officer and his direct staff will return in-person AS NEEDED during Phase I. A subset of the User Services will return to BT104 during regular business hours in Phase I. The Systems & Networking, Application Services, and Instructional Services areas will continue to work remotely for phases I through IV. On occasion they will need to schedule a campus visit in

the event that new physical ITS hardware needs to be received, mounted, and/or physically initially configured for remote access or physical work in a classroom such as install or repair a microphone, speakers, install a web camera, repair or install a security camera, or work on productions in the TV studio and other campus locations.

a. The walk-up end-user support desk in MO215 will remain closed in Phase I. Walk-ups for physical system issues or to return or check-out ITS equipment will need to go to BT104 until further notice.

b. Visitors to MO215 will be limited to one at a time per employee and will be requested to maintain a distance of 6 feet from their host and others. Visitors will need to schedule a visit in advance for MO215. BT104 will be ad-hoc, walk-up service as usual, but visitors will be restricted in number (3 at a time maximum in queue) & must adhere to distancing guidelines.

c. Signage will be posted at entrances and within the department. Example signage can be found here (a PDF file).

d. Returning staff will be briefed on social distancing expectations, sanitation, hygiene and other safety measures. Staff who have concerns should report them to the CIO.

e. Hand sanitizer will be placed near the door to the offices. Example training can be found at here (a PDF file).

f. Cleaning and sanitizing of surfaces will be done in accordance with CDC Guidelines. Here and additional information is available here.

g. All cleaning chemicals should be requested through Campus Facilities by submitting a work order. No employees other than trained facilities staff should be mixing any special chemical cleaning solvents. Submit a work request to Facilities Services for products here.

Expectations from the Reopening Department – ITS

The Information Technology Services staff will abide by all criteria set up for operation during each phase of the reopening plan for WU. This includes the following:

1. The reopening plan will be sent via email to all IT employees by the CIO.
2. At no time will the entire staff be required to work on campus at the same time as each other, as is specified in phases 1-4 detailed descriptions.
3. IT will promote social distancing measures in the offices and in the buildings that we inhabit.
4. Staff will prohibit its employees from bringing non-essential items from home to the office and vice versa.
5. IT will encourage employees to wear face masks in shared areas, public settings, when interacting with others, or when in transit inside or near a building. PPE will be provided by Facility Services.
6. Any staff member who may need work assignment modification due to being in a "high risk" category for developing a severe illness from COVID-19 or an accommodation due to a disability will be directed to the Director of Human Resources, Teresa.lee@washburn.edu, promptly.
7. The CIO recognizes that this plan must remain congruent with guidelines from the Governor, SNCO Health Department, CDC, and Washburn University as those evolve.

Work-Schedule

All staff who consider themselves to be in an at-risk category and/or those with other challenges due to COVID-19 should contact HR.

CIO's Office

The Chief Information Officer and his direct reports located in Morgan 215 does not have a firm business requirement to be on campus during Phases 1, 2, 3, 4 or beyond. They will come to campus on a as needed basis during Phase 1,2,3 and 4.

- Jim Tagliareni – Chief Information Officer – MO215B - As needed Phase 1-4
- Mary Jordan – Administrative Assistant – MO215C (Essential) – As needed Phase 1-4
- Homer Manila – Director of InfoSec – MO215 - As needed Phase 1-4
- Toney Flack – Director of Technology Projects & Enterprise Data – As needed Phase 1-4

User Services

The ITS user Services area has a mixed need for some staff to be on campus during phases 1, 2, 3, and 4. Staff working on campus initially (Phase I) will be four individuals in Bennett Computer Center room 106, two full-time staff and one student worker at Washburn Tech, and other staff if/as needed.

User Services personnel are housed in Bennett Computer Center (rooms 101, 104, and 106), Morgan Hall (Suite 215), Henderson (room 212), Petro (room 201N), and Washburn Tech (Building A room AE115). Bennett 106 has four full-time staff and one student worker location; assistant director location located at the north end of the room has walls and will not need further separation. Three staff in cubicles located in Bennett 106 and a student location will need further separation measures where plexiglass would work to provide appropriate separation between cubicles. The only other location where separation will be needed is Washburn Tech (AE115) as outlined below.

- Bennett Computer Center
  - John Haverty, Assistant Director of User Services – BT106 (office with walls, essential)
  - Erik Crouch, Technology Support Specialist – BT106 (cubicle, essential) [Divider Needed]
  - Erik Carlson, Technology Support Specialist – BT106 (cubicle, as needed) [Divider Needed]
  - Bryan Carney, Technology Support Technician – BT106 (cubicle, essential) [Divider Needed]
  - Colleen Woodruff, Administrative Assistant – BT101 (cubicle)
- Morgan Hall
  - Carl Dillman, Technology Support Technician – MO215 (cubicle)
  - Jim Fosdick, Technology Support Technician – MO215 (cubicle)
- Henderson
  - Dave Edmonds, Technology Support Technician – HC212 (office with walls)
  - Empty Position, Senior Technician – HC212 (office with walls) [In Hiring Process]
- Petro
  - Anne Walbridge, Technology Support Technician – PC201N (office with walls)

- Washburn Tech
  - Derek Kucharczyk, Manager User & Network Operations – AE115 (office with walls, essential)
  - John Croze, Senior Technician – AE115 and Washburn Tech East (roaming office, essential)
- Student Workers
  - Allison Cross, Student Worker – BT106 (as needed, working remotely)
  - Trevor Beaurman, Student Worker -- BT106 (as needed, working remotely)
  - Brady Holliday, Student Worker – BT106 (as needed)
  - Ashmita Mehra, Student Worker – BT106 (as needed)
  - Valerie Payne, Student Worker – Washburn Tech AE115 (essential)

Bennett Computer lab (108) will remain closed through all phases (1 – 4) and be reopened on approximately August 1. Access to this lab will be restricted at the discretion of staff in Bennett 106.

Equipment checkout and return will be conducted in Bennett 104 at the service window. Equipment will be checked in and sanitized. We will also be holding equipment returned from being used for a minimum of 72 hours for equipment with metal and 5 days for items with glass (i.e. laptops). In addition to sanitization of returned equipment, the extra time before checking out again will help to ensure the equipment is clean and ready for the next use.

Systems & Networking

The ITS Systems & Networking Services (SysNet) group does not have a firm business requirement to be on campus during Phases 1, 2, 3, 4 or beyond, with minor exceptions (primarily the two Cable Technicians). Work will continue from home as it has been for the past 2 months.

SysNet personnel are housed in BT107 and BT101 B&C. BT107 is populated with cubicles for the admins and has an office for the Asst. Dir. The cubicles have 4 walls and should provide sufficient separation. BT101 B&C has a workspace area for the two network admins. The two workspaces are separated by a single cubicle wall. BT101 B&C also contains a workspace for the student worker that has no wall to provide separation but provides an air gap of 8 feet from the nearest network admin.

- Lynn Cress, Assistant Director of Systems & Networking – BT107A
- Isaac Duryea – Network Administrator 1 – BT101B & BT101C
- Tony Mark – Network Administrator 2 – BT101B & BT101C
- Gavin Carr – Student Assistant – BT101B & BT101C
- Justin Torres – Systems & Network Administrator - BT107
- Harlan Brown – Systems Administrator – BT107
- Aaron Hall – Senior Systems Administrator – BT107
- Eileen Brouddus – Application System Administrator – BT107
- Mohammad Salimi – Systems & Network Administrator - BT107
- Juan Barranco – Network Cabling Technician - HC Maint 001A
- Rocky Goul – Network Cabling Technician - HC Maint 001A

Application Services

The ITS Applications Services group does not have a business need to be on campus during Phase 1, 2, 3, 4, or beyond.

Applications staff (All in BT100) are:

- Bob Stoller – Assistant Director - BT100
- Sam Hopper – Database Manager - BT100
- Cathy Heit - DBA and Banner Admin - BT100
- Jeff Stiles – Application Programmer - BT100
- Laura Lawrence – Database Integration & Automation Specialist - BT100
- Angie Hurla – Application Analyst - BT100
- Kassy Swain – Application Analyst - BT100
- Linda Griffin – Application Analyst - BT100
- Jason Gilbert – Application Analyst - BT100
- Blaine Smith – Enterprise Application Specialist - BT100

The department occupies office space in Bennett 100. 8 of 10 staff have individual offices with doors that can be shut. The other 2 are in cubicles more than 10 feet from any other worker.

Instructional Services

ITS Instructional Services staff primarily support the online environment for faculty, staff, and students. All university courses are online for the summer 2020 sessions. Instructional Services staff have all been working from home successfully since late March supporting all our tools/systems for faculty, staff, and students. Essential staff were identified for various systems to return to campus as needed for any physical work on the campus. Instructional Services will remain working remotely from home until **August 1st, 2020** when their physical presence on the campus will be needed more. Instructional Services has 7 fulltime employees and 3 student workers currently.

- Brenda White-Instructional Services Assistant Director (Essential)-HC 10A
- Marc Routsong-Online Education Support Coordinator (Essential)-HC 3A
- Xavier Garcia-Online Education Support Specialist II-HC 3B
- Chad Beatty-Web Administrator (Essential)-HC 18B
- Erin Manuel-Web Specialist-HC 18C
- Dale Rusche-Production Coordinator (Essential)-HC 10D
- Lyall Ford-Surveillance & Production System Administrator (Essential)-HC 10C
- Student workers-Josh Cannon-HC 10B, Joshua Isrik-HC 18D, Bryn Aytes-HC 1A (working in Production, Web, and Surveillance System areas)

ITS Instructional Services has offices and lab areas in the Henderson Learning Resource Center building on campus. All individual offices in Henderson 3, 10, & 18 have doors that can be shut. In addition, two of the individual editing lab areas have doors that can also be shut. These editing labs are primarily used by student workers and production staff. (HC 18A & 18D). The TV studio (HC 2) is a shared space with the Mass Media department who uses the facility for classes and will not be used this summer.

Henderson 1B is a shared space with a conference table, mail drop, break room (with refrigerator & microwave), and access to the switch area for the building. Henderson 1A is a shared space for storage of production equipment, classroom equipment, and surveillance system equipment, as well as cubicle areas and shop work area for the cable technicians.

Shared Work Spaces

Lobby Areas

1. Drinking cups and related utensils will be removed from lobby areas.
2. Wipe down used spaces after each visit using the appropriate cleanings supplies as provided by Facilities staff.
3. Clean hands regularly using hand sanitizer and encourage wash hands in the nearest rest room with soap and water

Break-Rooms

1. Encouraged to wear facemask when entering.
2. All areas must be wiped down after each use.
3. Social distancing etiquette required.
4. All lunch storage receptacles must be sanitized before putting in refrigerator.

Restrooms (All are shared, many open to the public)

1. Encouraged to wear facemask when entering.
2. Wash hands well after using
3. Social distancing etiquette expected as much as possible.
4. Facilities to thoroughly clean once daily

Multi-Function Devices (printers, copiers)

1. Since MFD are used frequently by many employees, it is important to sanitize your hands after each use and before picking up printed materials.
2. Social distancing measures are expected to be maintained.
3. Do not wipe down machine after each use. The frequent use of liquid based cleaning products could damage the machine.

Conference Rooms

1. Social distancing measures are expected to be maintained.
2. Capacity limited to the ability to follow rule #1 immediately above

Equipment Storage Areas/Loading Docks

1. Sanitize hands after use and before picking up equipment.
2. Social distancing measures are expected to be maintained.
3. Equipment cleaning will be done after each use.

TV Studio/Control Room

1. Groups working in facility should wear masks.
2. Sanitize hands.
3. Social distancing measures are expected to be maintained in studio.
4. Equipment cleaning will be done after each use

Bennett Computer Center room 104 (Service Window and Entry)

1. Plexiglass needed for Service Window.
2. Limit access to Bennett 104 room to three visitors maximum at one time
   a. Use hallway to stage people
   b. Sign on door to limit access of service window
   c. Staff working at service window will direct people in/out of the Bennett 104 area
3. Wear masks and gloves at all times.
4. Sanitize hands.
5. Clean service window, equipment, etc. after each use

Facilities

1. Cleaning Supplies needed for Bennett, Morgan 215, Henderson basement offices/labs
2. Plexiglass shield needed at BT104 counters
3. Plexiglass shield needed between cubicles in Bennett 106
4. Tape for distancing markers where appropriate (service counters in BT104 and hallway to BT104)
5. Disposable Gloves as needed

Note: Protective items requested from facilities should be on-hand for use upon re-opening.

Date requested to (partial) re-open: Monday, June 1st (Tail end of Phase 1/Beginning of Phase II)