



Washburn University ITS Plan for Re-Opening

Rev. 1.9 28 July 2020



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, ITS Project Manager
Date Reviewed	08/19/2020
Name/Position Title of Dean/Director Reviewer	Homer Manila, Director of InfoSec
Date Reviewed	08/19/2020
Area Head Name	Jim Tagliareni, Chief Information Officer (CIO)
Date Reviewed and Approved	08/19/2020
Date Approved to Return to Campus* (this date will need to be communicated to WU/WIT Facilities/WUPD)	Various Starting on 06/01/2020

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 its employees to work physically on campus during Washburn's Phase One. The Information Technology office has 42 full-time, permanent, direct employees, three full-time vacancy and 9 part-time Student Assistants.

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 Information Security, Technology Projects, Systems & Networking, Application Services, and Instructional Services areas will work remotely or on campus as directed by the CIO.
 - 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).



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- 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 and updates will be sent via email to all IT employees by the CIO.
2. IT will promote social distancing measures in the offices and in the buildings that we inhabit.
3. Staff will prohibit its employees from bringing non-essential items from home to the office and vice versa.
4. IT will require that employees 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. <https://washburn.edu/student-life/health-safety/files/Mask-regulations.pdf>
5. Staff members 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.
6. 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

The CIO will direct the on-campus and off-campus work schedule during all phases. Employees are encouraged to work remotely if possible. The CIO will notify employees 5 business days before they need to return to campus.

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 do have a firm business requirement to be on campus during Phase 1, 2, 3, 4. They will come to campus on an as needed basis as directed by the CIO during Phase 1,2,3 and 4.



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User Services

The ITS user Services area has a mixed need for some staff to be on campus during phase 1. Staff working on campus initially (Phase I) will be in Bennett Computer Center room 106, and other staff if/as needed. ITS user Services staff will come to campus on an as needed basis as directed by the CIO during Phase 1,2,3 and 4.

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
- Morgan Hall
- Henderson
- Petro
- Washburn Tech
- Student Workers

Bennett Computer lab (108) be reopened for phase 3 and 4 or when deemed appropriate by the CIO. 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.



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Systems & Networking

The ITS Systems & Networking Services (SysNet) area has a mixed need for some staff to be on campus during phase 1. The Systems & Networking Services staff will come to campus on an as needed basis as directed by the CIO during Phase 1,2,3 and 4.

SysNet personnel are housed in BT107 and BT101. 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.

Application Services

The ITS Applications Services area has a mixed need for some staff to be on campus during phase 1. The ITS Applications Services staff will come to campus on an as needed basis as directed by the CIO during Phase 1,2,3 and 4.

The department occupies office space in Bennett 100/101. 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 area has a mixed need for some staff to be on campus during phase 1. The ITS Instructional Services staff will come to campus on an as needed basis as directed by the CIO during Phase 1,2,3 and 4.

Instructional Services has 7 fulltime employees and 3 student workers currently.

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.



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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. Require wearing 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. Require wearing 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.



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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 shields needed at BT104 counters
3. Plexiglass shields 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 2)