

Remote support procedures for McMaster-owned devices

Overview

IT support personnel are required to support their customers from home with their McMaster-owned computers and devices as part of their duties. This may include the need to fix McMaster-owned computers and devices, provide new computers or transfer computers among staff. Each Faculty or Department may have their specific needs however the following processes are suggested guidelines for providing this Work-From-Home support service.

Each scenario will take the safety of both customer and IT support personnel into consideration, and will rely on both the IT support personnel and the person being supported to undertake standard measures including, ensuring that the device is wiped with sanitary wipes, washing hands, and letting the device sit untouched for a day before and after deployment if preferred as an extra precaution. The following processes have been vetted by Human Resources and EOHS.

Work from home support process

If faculty or staff are experiencing issues with their McMaster-owned computer, require a new device or a loaner device, they will contact their regular IT support team for assistance. IT support personnel across the University can engage with University Technology Services (UTS) if needed for assistance in purchasing, imaging, and providing loaners where possible.

1. If the device is experiencing issues:

- The IT support personnel will exhaust all means of fixing the system using remote tools.
- As part of this customer support, IT support personnel will assist with storing their files and bookmarks, should a replacement device be required.

2. If it is determined that the system cannot be fixed remotely, and/or a new system is required:

- The IT support personnel will order/receive the new device, prepare the system within a clean work environment at home, and then clean the system with sanitizing wipes prior to shipping to the customer.
- If this involved repairing a system, the IT support personnel will advise the customer whether their unusable system is to be shipped to IT support for repair, or whether the customer should keep it until they return to campus.
 - This decision depends on whether the system is under warranty and worth repairing. If not worth repairing, the customer to keep the device until it can be returned to campus and data wiped and used for e-waste.

3. If a device is required to be transferred between staff:

- The IT support personnel will use the process for existing devices to reallocate devices safely.

Remote support procedures for McMaster-owned devices

Technical support information for McMaster-owned devices

Existing McMaster-owned devices for repair or replacement

These steps are designed to outline the hardware support process for an existing device:

1. IT support personnel will determine if users device is under warranty.

- **If the device is under warranty** - IT support personnel will coordinate with the customer and contact manufacturer support to arrange for remote access to go through the diagnostic process in order to obtain hardware support.
 - i. If a manufacturer tech needs to be dispatched to fix, the IT support personnel will arrange with the customer for drop off at an agreed upon location or on campus.
 - ii. The IT support personnel would coordinate a date and time for the manufacturer tech to meet them on campus to fix the device, using social distancing and hand hygiene.
- **If the device is not under warranty** – IT support personnel will determine if it can be fixed or if a new PC must be purchased.
 - i. IT support personnel to determine if the unusable system is to be kept at the customer's home until back to campus, or shipped to IT support personnel.
 - ii. IT support personnel will keep a log of loaned devices.

2. A loaner device will be provided until the device is repaired or replaced, if available, using the following options:

- IT support personnel will arrange for a meet up or drop off to exchange equipment at an agreed upon location or on campus
- IT support personnel can choose to use a courier service to exchange equipment
 - i. Coordination with shipping to be done with Customs and Traffic in Finance (John Bentley). Shipping labels will be required.
- The system will be wiped down with sanitizing wipes

Technical support information for McMaster-owned new devices

These are the steps for IT support to provide a new device:

1. IT support personnel determines the device to purchase and the process to purchase

- With the appropriate computer specifications, the customer should execute the purchase of the IT-recommended device through appropriate and/or recommended vendors and have delivered to the IT support personnel's home for setup.

Remote support procedures for McMaster-owned devices

- If the customer cannot complete the purchases, IT support personnel can purchase through their channels.
 - Once the device has been delivered to the IT support personnel's home, they will provision the device for use.
 - The IT support personnel will then use the following options for delivery:
 - i. IT support personnel will arrange for a meet up or drop off to deliver equipment at an agreed upon location or on campus
 - ii. IT support personnel can choose to use a courier service to deliver equipment
 - iii. Coordination with shipping to be done with Customs and Traffic in Finance (John Bentley). Shipping labels will be required.
 - iv. The system will be wiped down with sanitizing wipes before being shipped and should be wiped down again when received.
2. Once received, technician will arrange with the customer to remote into the machine to complete the final setup of the device.

Note: *UTS will not be supporting personal devices (home computers purchased by staff and faculty for personal use) or non-McMaster owned devices. Decisions about personal device support and/or replacement will be determined by each department head, depending on the circumstances.*