



# U.S. Department of the Interior Indian Affairs

## Office of Information Management Technology

### IT Support (& Customer) Best Practices

Providing hands-on IT support requires the IT support technician to visit the desk of the customer. These desk-side visits must be managed carefully due to social distancing protocols and to ensure the safety of everyone involved. IT support should be provided using remote support tools to the greatest extent possible. When IT support must be provided in-person, follow these practices to the greatest extent possible.

Support technician and customer alike must maintain a high level of professionalism to ensure the safety and health of each other as well as their family members at home. The Office of Information Management Technology (OIMT) developed these best practices for use by all, to aid in protecting IT support technicians as well as the customer.

Expect change in how business is conducted. Time frames and methods will be different. Exercise patience and maintain vigilance to safeguard the health of the workforce.

#### Preparedness:

1. Monitor and follow the Center for Disease Control (CDC) recommendations and local department or agency guidance and best practices.  
<https://www.cdc.gov/coronavirus/2019-ncov/>
2. Avoid gathering in groups, and follow social distance guidelines.
3. Ensure the availability of safety items (masks, gloves, disinfectant wipes, etc)

#### Prevention:

1. Avoid exposure. Practice social distancing and avoid person-to-person physical contact. This includes making efforts to avoid touching what others have already touched. Make every effort to maintain a minimum of six feet between yourself and others. Wear protective face coverings when minimum social distancing cannot be maintained. Remember, your face covering also serves to protect others. If they are not wearing one, you are not protected. Droplets from coughing, sneezing, and even talking can spread the virus. By following good respiratory hygiene, you protect yourself as well as the people around you.
2. Wash hands frequently to reduce germs. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Avoid touching your face (eyes, nose, and mouth) as this can spread the virus. <https://www.cdc.gov/handwashing/when-how-handwashing.html>
3. Avoid sharing. Do not share PPE, or other personal items such as tobacco products, snacks/food, drinks, etc. Avoid handling items that do not belong to you personally. Transport and handle your own items.
4. If you feel sick, have any flu like symptoms, or have been exposed to others exhibiting symptoms, do not come to work and seek medical attention. If you become sick during working hours notify your supervisor immediately.

## Equipment:

1. Disinfect all surfaces of the following: keyboards, mouse, supplies, etc. with disinfecting wipes.
2. Follow [Dell Guidance for keeping your Equipment Clean](#) for computers and [HP cleaning guidance](#) for printers.
3. Disinfect office equipment and mobile phones regularly.
4. Personnel should limit the use other employee's phones, desks, offices, or other equipment.

## Desk-Side Visits/Operations:

### Customers:

1. Do not visit IT staff without an appointment. IT staff will coordinate an available time to deliver or setup your equipment, based on your service request and workloads.
2. Clean your office/work area. Just prior to your appointment, if IT staff will be setting up your equipment in your work area, please clean surfaces that are frequently touched.
3. When scheduling IT support visits, identify time when you will not be present and arrange for appropriate access to your work area. If you must be present, allow for a distance of six feet between yourself and the IT staff.
4. Avoid handing or taking equipment directly. Allow IT staff to pick up, install, or remove equipment without physical contact.
5. Please be patient. While taking all precautions to ensure the safety of the customer and the IT Staff and adhering to CDC safety and social distancing guidelines, IT staff may need more time to meet your IT needs.

### IT Staff:

1. Always wear PPE (masks, gloves) when visiting customer work areas.
2. Carry disinfectant wipes to disinfect frequently touched surfaces.
3. If you must use the customer's telephone, wipe with disinfectant wipes before and after use.
4. Avoid handing or taking equipment directly. Allow customers to drop off or pick up equipment without physical contact.
5. Try to coordinate a time to provide support when the customer can be away from the work area. If the customer's presence is required, maintain a distance of six feet between you and customer at all times.
6. Clean/disinfect equipment drop-off areas and other areas/items in between customer visits.

Office meetings should be conducted in small groups and/or over telephone or Microsoft Teams when feasible. In complex and dynamic situations, people attending meetings should maintain the recommended six feet spacing.

## Travel (driving):

1. Whenever possible, employees will drive individually or allow as much space between each other as possible. Plan accordingly to limit exposure.
2. Bring necessary cleaning/disinfecting wipes and PPE supplies with you.
3. Ensure manifests of each vehicle are maintained and documented, in the event infection/exposure becomes evident and exposure tracking is necessary.
4. Avoid unnecessary stops. When fueling, use gloves or a paper towels to avoid touching fuel pumps.
5. Minimize contact with the public.

## Suspected Infection:

At any stage, if customers or IT staff are suspected of having contracted the virus (showing symptoms as per CDC), follow this protocol:

The individual should contact their supervisor, who must:

1. Inform them not to come to work, or if at station/incident, immediately isolate them from other personnel.
2. Advise the employee to make their way to their doctor or nearest clinic or emergency room.
3. Once seen by a medical practitioner, the employee is to inform their supervisor of the diagnosis.
4. The supervisor must immediately notify the respective Safety Officer.
  - a. Supervisors need to coordinate and share information with Agency Superintendents / Regional Directors to ensure office notifications are appropriately coordinated with safety and facility managers and when necessary, FSAs.
  - b. Regional Directors will share and coordinate information with the IA-Emergency Management COVID-19 Team.
5. The employee with COVID-19 symptoms will be considered presumptive positive and quarantined until either tested negative or until CDC recommended period of time has passed.
6. If the employee is thought to be, or found to be infected with the virus, all recent contacts (14 days or less) need to be informed of the infection. Then per local health department direction, be monitored and/or quarantined, or transported back home if on travel.
7. Employee's equipment is to be cleaned/and disinfected per CDC guidelines or isolated and quarantined.