Office of the Vice Chancellor and Chief Information Officer  
Pitt Information Technology (Pitt IT) Activity Area Plan

I. Overview
1. Activity Area: Office of the Vice Chancellor and Chief Information Officer
2. Lead: Mark Henderson, Vice Chancellor and Chief Information Officer
3. Submitter of Activity Area Plan: Cindy Wertz, Chief of Staff for the CIO’s Office
4. Date of Submission: July 28, 2020
5. Revision of a previously approved Activity Area Plan? No
6. Summary of Plan: With exceptions identified below, Pitt IT staff will work remotely for the duration of the COVID-19 pandemic, regardless of the University’s operating posture. The guiding principle of this plan is that Pitt IT staff will work remotely unless on-site work is required to provide service to the University community. “On-site” includes facilities/locations on campus, off-campus, owned, operated, or managed by the University, UPMC or leased space occupied by departments supported by Pitt IT.
7. Pitt IT commits to following the University’s Healthcare Standards and Guidelines and Personnel Standards and Guidelines. While on campus, Pitt IT staff will:
   - Wear face coverings in the presence of any other individual, and as they enter and leave buildings.
   - Adhere to all physical distancing, safety, and hygiene signage.
   - Use physical barriers or maintain six feet of physical distance while engaging with others.
   - Clean their personal and office spaces at the beginning and end of work periods.

In addition, because Pitt IT staff interacts with many departments across campus, the following criteria will also be put into place:
   - Refrain from any on-site activity without prior direction/approval.
   - Assign the smallest number of employees required to complete projects or perform tasks.
   - Daily completion of health self-attestation forms required for staff reporting to campus.
   - Stagger Pitt IT work periods and days to reduce density of Pitt IT employees on-site. *Shift schedules at the Operations Center (NOC), for example, will be arranged to minimize density of employees at the RIDC facility at any given time.*
   - Minimize the time any individual employee must be on-site to reduce risk of personal exposure.

II. Functions in Each Operational Posture
   A. High Risk Posture
      1) Function 1 – Service Delivery
         a. What: Provide network and telecom services.
         b. How: Respond to network outages, facilities work, or customer requests that require on-site access to departmental offices and network closets across campus.
         c. Number of people/positions required on campus: One to two technicians per instance/area; advance permission by Pitt IT Leadership not required for emergencies.
d. Additional Guidance: Will wear gloves provided by Pitt IT when in contact with customer equipment and workspaces in addition to face coverings.
e. Building(s): Bellefield Hall for equipment and materials; all buildings across campus.

2) Function 2 – Operations Center (24/7/365 facility)
   a. What: Maintain and monitor mission critical enterprise systems including network, security, etc.
   b. How: The Operations Center is a 24/7/365 facility that must be staffed around-the-clock. Operations staff will be scheduled to monitor and maintain enterprise systems, departmental servers, and respond to service issues and outages.
   c. Number of people/positions required. Two to three staff members will be on-site at any given time. Additional staff members will need to be on-site on an ad hoc basis to address necessary infrastructure changes or to address issues. All other staff will work remotely.
   d. Building(s): Network Operations Center - RIDC, 600 Epsilon Drive

3) Function 3 – Drop-In Support Desk @ University Store on Fifth
   *Pitt IT will follow the activity plan for the University Stores.*
   a. What: The University Store will be closed to the public. Virtual technical support will be provided.
   b. How: [https://www.technology.pitt.edu/virtual-wisd](https://www.technology.pitt.edu/virtual-wisd)
   c. Number of people/positions required on campus: none – virtual support only.

4) Function 4 – Client Services/IT Support
   a. What: Respond to customer IT issues that cannot be resolved remotely and require an on-site visit. This includes the classroom technology for Flex@Pitt. Although classrooms will be closed during the high-risk posture, Pitt IT will be on call to provide support.
   b. How: Customers will contact the Help Desk for technical issues which Pitt IT will initially troubleshoot remotely. If the issue cannot be resolved remotely and requires an on-site visit, an IT Support Staff will be dispatched to the department or classroom.
   c. Number of people/positions required on campus: No more than one staff member on-site in any given customer area or classroom. All staff will be on call and respond only when virtual support is ineffective.
   d. Additional Guidance: Gloves provided by Pitt IT will be worn when handling customer equipment and changed when switching between clients. The equipment will be cleaned before service is started and prior to leaving the customer area.
   e. Building(s): Pitt IT offices: Cathedral (floors 7, 19, and 32); Bellefield Hall (floors, 1, 2, 3, 4) and RIDC.
   Customer offices/classrooms: may be in any building across campus.
5) Function 5 – Hillman Library Computing Lab
   The Campus Computing Labs will be closed except the Hillman Library Computing Lab, which will follow the ULS Area Activity Plan. When Hillman Library is closed, the Hillman Computing Lab will also be closed.
   a. What: Pitt IT support for Hillman Lab computers
   b. How: No support provided while lab is closed.
   c. Number of people/positions required on campus: One to two lab monitors per shift.

6) Function 6 – Printer Maintenance
   a. What: Campus printers maintained by Pitt IT will not be maintained.
   b. How: No activity for this function.
   c. Number of people/positions required on campus: none.

7) Function 7 – Ad-Hoc Access for Pitt IT Staff
   a. What: Ad hoc access for Pitt IT staff when needed to accept deliveries; collect computer equipment, supplies and files.
   b. How: Pick up mail, files, computer equipment and supplies from designated office.
   c. Number of people/positions required on campus: One staff per instance but infrequently.
   d. Additional Guidance: Will require advanced approval from Pitt IT Leadership
   e. Building(s): Cathedral (floors 7, 19 and 32); Bellefield Hall (floors 1, 2, 3, and 4); and RIDC Park.

B. Elevated Risk Posture

1) Function 1 - Service Delivery
   a. What: Provide network and telecom services.
   b. How: Respond to network outages, facilities work, or customer requests that require onsite access to departmental offices and network closets across campus.
   c. Number of people/positions required on campus: No more than four technicians physically on-site in any given area. Up to of 12 Pitt IT service delivery technicians and 12 Pitt IT contractors on campus during any 24-hour period. Work periods not limited in duration, but kept to minimum needed to perform essential duties, including work with Facilities Management or contracted construction workers. One staff member may work regular hours to handle receiving and issuing inventory and supplies needed by Service Delivery technicians to perform their duties.
   d. Additional Guidance: Will wear gloves provided by Pitt IT when in contact with customer equipment and workspaces in addition to face coverings.
   e. Building(s): Bellefield Hall for equipment and materials; all buildings across campus.

2) Function 2 – Operations Center (24/7/365 facility)
   a. What: Maintain and monitor mission critical enterprise systems including network, security, etc.
b. How: The Operations Center is a 24/7/365 facility that must be staffed around-the-clock. Operations staff will be scheduled to monitor and maintain enterprise systems, departmental servers, and respond to service issues and outages.

c. Number of people/positions required. Maximum of 25% (percent) of staff on-site at RIDC Facility at any given time to monitor, troubleshoot, and resolve issues with servers, monitor network and security, etc. All other staff will work remotely.

d. Building(s): Network Operations Center - RIDC, 600 Epsilon Drive

3) Function 3 – Drop-In Support Desk @ University Store on Fifth

Pitt IT will follow the activity plan for the University Stores.

a. What: The Drop-In Support Desk will be open for drop off service. Virtual technical support will continue to be provided.

b. How: Customer will drop off computer at Drop-In Support Desk. Troubleshooting will take place remotely. Once the repair is completed, arrangements will be made for the customer to pick up the equipment.

c. Number of people/positions required on campus: Three to four support technicians per shift.

data. Additional Guidance: Workspace will be reduced to 50% to allow for proper social distancing. Gloves provided by Pitt IT will be worn when handling any customer equipment and changed when switching between clients. The equipment will be cleaned before service is started and prior to returning equipment to the customer.

e. Building(s): University Store on Fifth

4) Function 4 – Client Services/IT Support

a. What: Respond to customer IT issues that cannot be resolved remotely and require an on-site visit. This includes the classroom technology for Flex@Pitt.

b. How: Customers will contact the Help Desk for technical issues which Pitt IT will initially troubleshoot remotely. If the issue cannot be resolved remotely and requires an on-site visit, an IT Support Staff will be dispatched to the department or classroom.

a. Number of people/positions required on campus: One to two staff members on-site in any given customer area. Two Pitt IT Support Staff will be working from Bellefield Hall, traveling to customer sites across campus when necessary. Student workers on evenings and weekends to handle Flex@Pitt classroom coverage working remotely from residence hall rooms or apartments, visiting classrooms as needed.

c. Additional Guidance: Gloves provided by Pitt IT will be worn when handling customer equipment and changed when switching between clients. The equipment will be cleaned before service is started and prior to leaving the customer area.

d. Building(s): Pitt IT offices: Cathedral (floors 7, 19, and 32); Bellefield Hall (floors, 1, 2, 3, 4) and RIDC. Customer offices/classrooms: may be in any building across campus.
5) **Function 5 – Hillman Library Computing Lab**

_The Campus Computing Labs will be closed except for Hillman Library. Pitt IT will follow the activity plan for ULS. When Hillman Library is closed, the Hillman Computing Lab will also be closed. The Computing Lab must be open when the Library is open as the Lab is physically accessible._

a. What: Pitt IT support for Hillman Lab computers
b. How: Hillman Lab will be open for the fall term which will require staffing to monitor labs, address end user issues, and maintain the equipment and printers (toner and paper).
c. Number of people/positions required on campus: One to two lab monitors per shift.
d. Additional Guidance: Computer stations will be rearranged to allow proper social distancing. Monitors, keyboards, mice, printer terminals and all hi-touch areas will be cleaned once per hour. Disinfecting wipes utilized as recommended by the [University’s Cleaning, Disinfection and Hygiene Standards and Guidelines for non-laboratory use](#).
e. Building: Hillman Library

6) **Function 6 – Printer Maintenance**

a. What: Support for printers maintained by Pitt IT.
b. How: Reload printer supplies (toner and paper).
c. Number of people/positions required on campus: One to two printer specialists per shift.
d. Additional Guidance: Printers to be cleaned with disinfectant wipes as recommended by the [University’s Cleaning, Disinfection and Hygiene Standards and Guidelines](#) for non-laboratory use.
e. Building(s): Printers located at customer sites across campus.

7) **Function 7 – Ad-Hoc Access for Pitt IT Staff**

a. What: Ad hoc access for Pitt IT staff when needed to accept deliveries; collect computer equipment, supplies and files.
b. How: Pick up mail, files, computer equipment and supplies from designated office.
c. Number of people/positions required on campus: No more than three staff per floor at any given time.
d. Additional Guidance: Will require advanced approval from Pitt IT Leadership.
e. Building: Cathedral (floors 7, 19, and 32); Bellefield Hall (floors 1, 2, 3, and 4); and RIDC Park.

C. **Guarded Risk Posture**

1) **Function 1 – Service Delivery**

a. What: Provide network and telecom services.
b. How: Respond to network outages, facilities work, or customer requests that require onsite access to departmental offices and network closets across campus.
c. Number of people/positions required on campus: No more than four technicians physically on-site in any given area. All 12 service delivery technicians and 12 contractors may be on campus during any 24-hour period. Work periods not limited in
duration, but kept to minimum needed to perform essential duties, including work with Facilities Management or contracted construction workers. One staff member may work regular hours to handle receiving and issuing inventory and supplies needed by Service Delivery technicians to perform their duties.

d. Additional Guidance: Will wear gloves provided by Pitt IT when in contact with customer equipment and workspaces in addition to face coverings.

e. Building(s): Bellefield Hall for equipment and materials; all buildings across campus.

2) **Function 2 – Operations Center (24/7/365 facility)**
   a. What: Maintain and monitor mission critical enterprise systems including network, security, etc.
   b. How: The Operations Center is a 24/7/365 facility that must be staffed around-the-clock. Operations staff will be scheduled to monitor and maintain enterprise systems, departmental servers, and respond to service issues and outages.
   c. Number of people/positions required. Maximum of 25% (percent) of staff on-site at RIDC Facility at any given time to monitor, troubleshoot, and resolve issues with servers, monitor network and security, etc. All other staff will work remotely.
   d. Building(s): Network Operations Center - RIDC, 600 Epsilon Drive

3) **Function 3 – Drop-In Support Desk @ University Store on Fifth**
   *Pitt IT will follow the activity plan for the University Stores.*

   a. What: The Drop-In Support Desk will be open for drop off service. Virtual technical support will continue to be provided.
   b. How: Customer will drop off computer at Drop-In Support Desk. Troubleshooting will take place remotely. Once the repair is completed, arrangements will be made for the customer to pick up the equipment.
   c. Number of people/positions required on campus: Two staff FTEs, two to three student workers per shift.
   d. Additional Guidance: Workspace will be reduced to 50% capacity to ensure proper social distancing. Gloves provided by Pitt IT will be worn when handling any customer equipment and changed when switching between clients. The equipment will be cleaned before service is started and prior to returning equipment to the customer.
   e. Building(s): University Store on Fifth

4) **Function 4 – Client Services/IT Support**
   a. What: Respond to customer IT issues that cannot be resolved remotely and require an on-site visit. This includes the classroom technology for Flex@Pitt.
   b. How: Customers will contact the Help Desk for technical issues which Pitt IT will initially troubleshoot remotely. If the issue cannot be resolved remotely and requires an on-site visit, an IT Support Staff will be dispatched to the department or classroom.
   c. Number of people/positions required on campus: One to two staff members on-site in any given customer area. Two Pitt IT Support Staff will be working from Bellefield Hall,
traveling to customer sites across campus when necessary. Student workers on evenings and weekends to handle Flex@Pitt classroom coverage working remotely from residence hall rooms or apartments, visiting classrooms as needed.

d. Additional Guidance: Gloves provided by Pitt IT will be worn when handling customer equipment and changed when switching between clients. The equipment will be cleaned before service is started and prior to leaving the customer area.

e. Building(s): Pitt IT offices: Cathedral (floors 7, 19, and 32); Bellefield Hall (floors, 1, 2, 3, 4) and RIDC. Customer offices/classrooms: may be in any building across campus.

5) Function 5 – Hillman Library Computing Lab
   The Campus Computing Labs will be closed except for Hillman Library. Pitt IT will follow the activity plan for ULS.
   a. What: Pitt IT support for Hillman Lab computers
   b. How: Hillman Lab will be open for the fall term which will require staffing to monitor labs, address end user issues, and maintain the equipment and printers (toner and paper).
   c. Number of people/positions required on campus: One to two lab monitors per shift.
   d. Additional Guidance: Computer stations will be rearranged to allow proper social distancing. Monitors, keyboards, mice, printer terminals and all hi-touch areas will be cleaned once per hour. Disinfecting wipes utilized as recommended by the University’s Cleaning, Disinfection and Hygiene Standards and Guidelines for non-laboratory use.
   e. Building: Hillman Library

6) Function 6 – Printer Maintenance
   a. What: Support for printers maintained by Pitt IT across campus.
   b. How: Reload printer supplies (toner and paper).
   c. Number of people-positions required on campus: one to two printer specialists per shift (24-hours).
   d. Additional Guidance: Disinfectant wipes utilized as recommended by the University’s Cleaning, Disinfection and Hygiene Standards and Guidelines for non-laboratory use.
   e. Building(s): Pitt IT printers are located at customer sites across campus.

7) Function 7 – Ad-Hoc Access for Pitt IT Staff
   a. What: Ad hoc access for Pitt IT staff when needed to accept deliveries; collect computer equipment, supplies and files.
   b. How: Pick up mail, files, computer equipment and supplies from designated office.
   c. Number of people/positions required on campus: No more than three staff per floor at any given time.
   d. Additional Guidance: Will require advanced approval from Pitt IT Leadership.
   e. Building: Cathedral (floors 7, 19, and 32); Bellefield Hall (floors 1, 2, 3, and 4); and RIDC Park.
III. Transitions Between Operational Postures

As the environment shifts, the University’s Senior Leadership Team will make determinations regarding shifts in the University’s Operational Postures.

1. Shift from High Risk to Elevated Risk Posture or Elevated Risk to Guarded Risk Posture as risk levels decline.
   - Employees returning to campus to perform necessary Pitt IT work will receive training and comply with the University’s Health and Personnel Standards and Guidelines.
   - Staff will be notified, if possible, one week in advance of the potential need to return to campus.
   - Once notified, staff will be scheduled with at least 24-hour notice whenever possible; however, emergency situations may require staff to be called to work on-site without prior notice.
   - Hours of operation for the Drop-In Support Desk and Hillman Computing Lab will be updated on Technology.pitt.edu.

2. Shift from Guarded Risk to Elevated Risk Posture or Elevated Risk to High Risk Posture as risk levels increase.
   - A return to High Risk Posture will result in corresponding decrease in employee on-campus presence with the least number of staff possible on-site for the least amount of time to maintain critical services.

IV. Stakeholder Outreach

Stakeholders of the CIO include all members of the University community. Information is maintained at: https://www.technology.pitt.edu/.

Any operational shifts dictated by changes in the risk posture follow this plan and will be communicated to Pitt IT staff through communications from the CIO or the CIO’s Chief of Staff and Senior Staff. Changes in service availability, including the Hillman Library Computing Lab, Drop-in Support, Client Services, and others will be communicated to the University community through the Pitt IT website at http://technology.pitt.edu.

V. Monitoring and Amendment

Any revisions to this plan must be approved by the Vice Chancellor and Chief Information Officer.