IT Emergency Equipment Replacement for Outer Locations

This process is to better address staff equipment failure in our outer service locations.

- Supervisors and staff should notify IT via ticket or call of issues with equipment creating work stoppage.
  - An urgent ticket should be created by the staff's supervisor or IT staff with a report from staff of issue.
- Removal of equipment from storage location should only be done in coordination with IT. Any staff removing equipment from storage location without prior knowledge and approval of IT through this process could be subject to corrective actions.
- **Every outer location will be stocked with the following: 1 spare laptop, 2 spare flip phones, 1 air card, 1 e-signature pad. Lake City location will have 2 spare laptops, 4 spare flip phones, 4 air cards, 3 e-signature pads.**
  - **We are working on getting equipment to all locations. For needs at a location that is not currently stocked, IT staff will bring equipment to the staff.**
  - **The following locations have spare equipment as of 7/19/24:**
    - **Lake City**
    - **Live Oak**
    - **Starke**
    - **MacClenny**
- Smartphones cannot be exchanged on the same day, a spare flip phone can be provided, and then a replacement phone can be ordered. Any complete phone replacement will require a phone number change, so this is avoided whenever possible.
- Equipment will be stored in the IT Data Closet. Each locked storage box will have an inventory sheet and will be inventoried each month during proactive site visits by IT Technicians.
- If equipment is needed the same day (Laptop, cellular phone, or air card), back-up storage should be utilized. Equipment assignment is based on what is available in storage at the location at the time of the request.
  - An urgent ticket should be created by the staff's supervisor or IT staff with a report from staff of issue.
  - IT Coordinator or assigned staff will use known inventory at the location to reassign the equipment in all tracking systems, send the forms required.

- IT Coordinator or assigned staff will email an Equipment Deployment form and instructions for pulling the new equipment and storing broken equipment being exchanged.
  - Staff returning equipment should ensure that all equipment is returned and if it is not in the storage box, they will be held responsible for the missing equipment.

- If equipment is not needed on the same day, Central Services can be used to send equipment to staff and to return equipment to IT as part of the exchange. The current travel day for Central Services is Wed, so all equipment for replacement would need to be prepared and provided to Central Services by Tuesday.
  - An urgent ticket should be created by the staff's supervisor or IT Staff notified of the issue.
  - IT Coordinator or assigned staff will reassign the equipment in all tracking systems, send the forms required.
  - IT Coordinator or assigned staff will email Cognito Equipment Deployment form and instructions for receiving the new equipment and returning broken equipment being exchanged.
    - Staff returning equipment should ensure that all equipment is returned through Central Services and understands, they will be held responsible for the missing equipment.
  - Equipment should only be transported in the provided containers.
- If the staff is 100% remote, the equipment exchange will be handled via mail.
- If there is a discrepancy in the type of equipment compared to what is normally assigned to the staff based on position requirements, the equipment assignment will be temporary, and a permanent exchange will be arranged via the IT Coordinator once replacement equipment is available. *For example, mobile clinicians will not have immediate access to current laptop models used under this process*.
- This process should **not** be used for planned terminations. Staff will still need to report to IT to return equipment and sign Equipment Release forms so that IT can make sure equipment is in working order. If there is an employee with a planned termination and extenuating circumstances the supervisor needs to collect the equipment, contact IT Management to arrange.
- The process for immediate terminations is not changed by this process. For immediate terminations, supervisors should continue to collect equipment and smartphone pins, then immediately notify IT. The IT Coordinator or assigned staff will provide instructions for returning the equipment through central services.