

## Process steps

<b>Title:</b>	Managing IT equipment for remote workers
<b>Related to:</b>	DAS 50.050.01, OHA 010-023
<b>Effective date:</b>	11/01/2021

## Purpose

This document is designed to explain the process for providing remote staff with the necessary IT equipment to complete their work. This process will be reviewed within one year for updates based on changing information.

## Process steps

1. Manager or designee identifies a technology equipment need for individual working remotely. Oregon State Hospital managers should refer to OSH Policy 5.031.
2. Manager or designee completes request for equipment using the MSC 0075 and submitting the form to [computerrequest@dhsoha.state.or.us](mailto:computerrequest@dhsoha.state.or.us).
3. Office of Information Services (OIS) staff determines if the requested equipment is available and, if not, orders the necessary equipment.
4. If equipment is ordered, OIS communicates the anticipated delay in providing equipment.
5. Information Technology Asset Management unit (ITAM) ensures that computers, monitors or other ITAM tracked assets to be provided are assigned numbers and logged to the ODHS|OHA asset tracking system.
6. ITAM sends the asset tracking information to the manager or designee who requested the equipment.
7. Manager or designee enters the tracking information for ITAM equipment and serial numbers for additional equipment, such as keyboard, mouse, headsets and cameras, into the MSC 0050.
8. ITAM assigns an OIS field technician (tech) and notifies the assigned tech that the equipment is ready for deployment.
9. If the individual is working remotely in Oregon:
  - a. ITAM ships the equipment to the appropriate ODHS|OHA state-operated office location.
  - b. The assigned tech notifies the individual the equipment is available and sets up a time to meet the individual working remotely at the ODHS|OHA state operated office location. Individuals working remotely but within 60 miles of an ODHS|OHA office location, must pick up equipment at the office location, unless there is an accommodation provided.
  - c. The assigned tech and individual working remotely meet at the ODHS|OHA state operated office location to program the computer with a user profile.
  - d. Tech releases the equipment to the individual working remotely, including printed support materials to increase ease of home set-up.

- e. The individual working remotely sets up the equipment at home, calling OIS Service Desk (503-945-5623) for support, if needed.
  - f. If an accommodation is approved, individuals working within the state and within 60 miles of an ODHS|OHA state operated office location may receive technology under the working out-of-state section of this process.
10. If the individual is working out-of-state:
- a. ITAM builds the system based on program requirements and enables a temporary log-in and password on the system.
  - b. ITAM ships the equipment and printed support materials to an agreed upon address through an approved third-party receiver such as UPS or Fedex, signature required.
    - A. Costs for equipment shipping may be billed to the hiring program.
    - B. ITAM codes the shipping cost for tracking remote work costs, in accordance with ITAM process.
  - c. The individual working remotely accepts the equipment from the third-party receiver.
  - d. The individual working remotely sets up the home workstation using the provided equipment and printed support materials, including authenticating the system using the temporary log-in and password.
  - e. The individual working remotely calls into the OIS Service Desk (503-945-5623) for OIS support in programming the computer's user profile.
11. Manager or designee completes the MSC 0050 to include all equipment provided to the individual working remotely, including IT equipment, cell phones, keyboards, and office chairs (see associated process).
12. Manager or designee sends MSC 0050 to the individual working remotely via email.
13. Individual working remotely completes equipment section in the asset inventory in Workday using the information in the MSC 0050.
14. The individual working remotely signs MSC 0050 and returns it to the manager or designee via email. Electronic signatures are allowed for completing this form.
15. Manager or designee uploads MSC 0050 to Workday.
16. When equipment needs to be returned to ODHS|OHA for servicing, lifecycle replacement, or termination of employment:
- a. An individual working remotely in Oregon may be asked to come to an ODHS|OHA state operated office to return or exchange equipment, unless the individual has an agreed accommodation. This can be coordinated through the on-site tech at any ODHS|OHA state operated office location.
  - b. For an individual working remotely in another state:
    - A. Individual's supervisor is required to notify ITAM through [computerrequest@dhsoha.state.or.us](mailto:computerrequest@dhsoha.state.or.us) of:
      - i. Out-of-state employee separation requiring equipment return.
      - ii. The address of the individual working remotely where ITAM needs to send the required shipping label for equipment return.
    - B. ITAM provides a paid shipping label for return of the equipment, which may be billed to the hiring program.
    - C. ITAM codes the shipping cost for tracking remote work costs, in accordance with ITAM process.
    - D. The individual working remotely packages the equipment for return to ITAM with the shipping label.

E. ITAM processes the returned equipment and release of new equipment, as appropriate.

## **References**

[DAS 50.050.01 Working Remotely](#)

[OHA 010-023 Flexible Work Solutions](#)

## **Forms referenced**

[MSC 0050 Employee Assigned Property Tracking Document](#)

[MSC 0075 IT Request and Acquisitions Form](#)

## **Related policies**

[OHA 010-023 Flexible Work Solutions](#)

[Add Travel Policy here](#)

## **Contact**

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## **Keywords**

Computer, flexible, flexible work, hiring, information technology, IT, remote, remote work, ordering, purchasing, shipping, supplies

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