



UIT preparations for possible increased telecommuting for students and faculty

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Dear colleagues,

UIT has been working on behalf of University of Utah leadership to prepare services and resources to meet the possible needs of telecommuting faculty and students in the event that classes are moved online due to COVID-19. We know that IT staff in departments, colleges, and offices are also working hard to anticipate the adjustments their users will need to make if they need to begin telecommuting. It's our goal to partner with the broader IT community to help make any needed transition to telecommuting as seamless as possible so that people can conduct online and voice communication and collaboration, teaching and learning, research, and administrative work as needed.

Here's a partial list of our preparations, to date:

- TLT has [online teaching and learning resources and tutorials](#) for instructors and students.
- We have developed a list of telecommuting IT resources that would be available via the [U's COVID-19 website](#) and in Pulse. [We welcome you to preview a draft](#) (in Box, authentication required) and let us know if you have additional **common** IT resources you feel should be added. Please submit your feedback about the list via this [online survey](#).
- The Chief Technology Officer organization is preparing for possible changing needs associated with these and other IT services: AnyConnect VPN and Citrix; Skype for Business and voice services, including contact/call centers; UIT Help Desk, ITS Service Desk, and Campus Operator resources; desktop support for University of Utah Health and Campus Computer Support Services users; and BioMed services.
- All UIT units are making staffing plans to ensure full coverage and continuity of services.

During the COVID-19 situation, if your department, college, or org has questions about COVID-19-specific IT services, please use our special [online survey](#) to get in touch with us. For questions about Canvas, [please contact TLT](#).

Thank you.

Best regards,
UIT Leadership



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