

**From:** LCOM Office of the Dean  
**Sent:** Wednesday, September 9, 2020 3:09 PM  
**Subject:** IT Support Changes at LCOM

To Our LCOM Community,

As we continue to find the “new normal” during this pandemic, I wanted to update you on changes to technology support. We made these changes to ensure the health and safety of our staff and conform to the University and state guidance. Here are some highlights and updates:

- 1) All support must start as a virtual contact and, whenever possible, issues will be resolved remotely. We will no longer have open walk-in support. If you have an issue, please enter a [Footprint](#) or call **802-488-5553**. If it is determined that you require in-person support, a technician will set up an appointment – either at your desk or at the helpdesk. Technicians will only be able to give in-person support if you are following all masking, social distancing and hygiene requirements. A technician is allowed to decline in-person support if these conditions are not met. We will only have a limited number of technicians in the building at any one time.
- 2) There may be delays in support. In addition to COVID safety measures adding time to in-person support, we have been asked by the Dean to help our university colleagues as the semester starts.
- 3) All new computer deployments will be touchless. We are still working out the details but it will involve people unboxing their own computer and following a set of instructions to configure it. A technician will be available for remote support during this process. In-person support will be offered if the situation can't be resolved remotely.
- 4) Zoom continues to absorb substantially more support time than COMAV has available. We are expanding the number of people who can do advanced Zoom support and offer training. Please reach out early to [COMAV@med.uvm.edu](mailto:COMAV@med.uvm.edu) if you have an event that needs unique support. We will try to accommodate as many requests as possible but do not have capacity for off-hours or weekend events beyond what we are committed to through the Dean's Office.
- 5) We continue to update our remote work Toolkit and I encourage you to take advantage of those resources ([https://med.uvm.edu/techservices/comis/remote\\_toolkit](https://med.uvm.edu/techservices/comis/remote_toolkit)).

We thank you for your understanding as we continue to roll out new technology and support new processes to make remote work and distance and hybrid learning better.

Jill

Jill Jemison  
Assistant Dean for Technology/CIO  
Larner College of Medicine  
University of Vermont  
D104B Given  
89 Beaumont Ave.  
Burlington, VT 05405  
(802) 656-0076  
She/her



The Robert Larner, M.D.  
College of Medicine

THE UNIVERSITY OF VERMONT

LCOM Remote Toolkit: [https://med.uvm.edu/techservices/comis/remote\\_toolkit](https://med.uvm.edu/techservices/comis/remote_toolkit)