COVID-19
Action Plan

Threat Level Phase

1
Normal Operations
- Planning for elevated risk levels.
- Testing remote access solutions.
- Identify essential business operations.
- Test communication channels.
- Asses and watch supply chain.

2
State announces public events canceled (concerts, sports)
- **All staff continue to work from office.**
- **Regular Onsite work performed remotely.**
- **Non-essential client visits suspened.**
- **Onsite projects continues.**
- **Emergency client visits must be approved.**

3
State announces school closures for less than 10 days.
- **Phase 3 staff members work from home.**
- **Non-essential client\vendor visits suspended.**
- Onsite project work continues unless is declared unsafe.
- *Regular onsite work performed remotely.*
- *Emergency client visits must be approved.*

4
State announces school closure for more than 10 days.
- **Phase 3-4 staff members work from home.**
- **Onsite project work must be approved**.
- *Regular onsite work performed remotely.*
- *Non-essential client\vendor visits suspended.*
- *Emergency client visits must be approved.*

5
State authorities mandate quarantine.
- **Phase 3-4-5 staff work from home.**
- *Regular Onsite work performed remotely.*
- *Non-essential client\vendor visits suspended.*
- *All onsite project work suspended.*
- *Emergency client visits must be approved.*

Self-Quarantine Rules - Staff phase assignment override (typically 12-14 days)
- If you are exposed to a family member that has COVID-19, work from home until the family member has recovered.
- If you are showing symptoms fo COVID-19, work from home until you are recovered.
- If you can not perform your work due to either senario listed above, contact your manager and submit PTO until you can reliably perform your job.

ALERT: **An email will be sent declaring the identified Threat Level Phase you should be following with any additional instructions.**

Mytech guidelines for working remotely

Mytech believes that team collaboration and culture are extremely important to provide excellent client service. The benefits of working together are culture, the informal interactions that make our workplaces, attracting and and retaining good people, and helping us piece together a picture of what's going on. However, being away from the office environment can put this free flow of information in jeopardy.

In an effort to keep Mytech staff and clients safe, working from home may become necessary. Below are guidelines we expect each staff member to follow to ensure we continue to provide the best experience to our clients.

Requirements
- Reliable internet connection.
- Computer with webcam, ideally company issued.
- Use of a personal computer requires use of remote desktop via SSLVPN Virtual Office Bookmarks.
- Do not create NetExtender connections from personal computers.
- Cell phone with reliable service.

Productivity
- Allocate a dedicated area for your workspace.
- Devise a plan to mitigate distractions from partners, family, pets, external noise, and TVs\radios.
- Use MS Teams and video chat when working with staff members.
- Use your presence setting in MS Teams to show your availability.
- Your work day should follow the schedule as if you are in the office.
- Continue to document and record your work activity as established by your manager and role alignment card.

Security
- Working remotely increases the opportunites for Cybercriminals. Be extra vigilant with all communications and internal and external requests.
- Lock your computer when you are away.
- Do not allow others in your household use your computer.

Communications
- Forward your office extension to your cell phone.
- Setup MS Teams meetings for all team communication.
- Use cell phones for outbound client communications and emergency calls.
- Use MS Teams for internal communications (Voice, Video, Chat)
- Do not send broadcast messaging unless approved. (Email, Chat)

Staff Phase Assignments

At each threat level a phase of staff will be asked to work from home. When a particular threat level has been declared by Mytech, take you company issued computer hone and continue to work from home until a phase level as been declared in which you should return to the office.

Threat Level Phase 3 Staff
Shared Services Employees
Business Technolgy Consultants/Advisors
Buisness Technology Managers
Service Desk Level 4
Service Desk Level 3
Senior Engineer

Threat Level Phase 4 Staff
Service Managers (Field, Project, STS)
Professional Services Engineers
Field Technician Level 1
Field Technician Level 2
Service Desk Level 1
Service Desk Level 2
Sales Managers
Project Mangers

Threat Level Phase 5 Staff
Service Desk Coordinators
Human Resources
Finance Team Members
Executive Assistants
Account Coordinators
Branch Managers
Marketing Staff
Depot Staff
Internal IT
Directors

Staff assignments have been determined based on business requirments for providing special staff direction and client emergency planning.

If there are extentuating circumstances that do not allow you to follow the staff assignments, or you do not have the appropriate environment to work from home, contact your manager to develop a plan.