



**Office of Information
Technology Services**



**Department
of Health**

COVID-19 and Technology

Use and Cleaning of IT Assets

March 24, 2020

Purpose

To help prevent spread of COVID-19, procedures and supplies must be in place to encourage proper hygiene practices as well as routine cleaning and disinfection at Emergency Operation Centers (EOCs), Regional Operation Centers (ROCs), testing locations, as well as general office locations. See [DOH Interim Guidance: https://coronavirus.health.ny.gov/system/files/documents/2020/03/cleaning_guidance_general_building.pdf](https://coronavirus.health.ny.gov/system/files/documents/2020/03/cleaning_guidance_general_building.pdf)

Scope

This training applies to the use, transfer, servicing, and return of IT assets during New York State's response to the COVID-19 pandemic.

Definition

IT asset means technology equipment including but not limited to telephones, computers, keyboards, mice, printers, laptops, iPads, Chromebooks, speakers, mobile phones, other mobile devices, and associated cords, cables, chargers, etc.

Training Requirements

Anyone who handles IT assets in support of the State's COVID-19 response efforts must be trained. This includes not only ITS employees, but also any end users, to include any member of an Emergency Operation Center (EOC) or Regional Operation Center (ROC) or Testing Site team who uses any IT asset.

This training is specific to cleaning and disinfection that occurs:

- On-site during day-to-day activity in an EOC, ROC, Testing Site, or office location;
- To prepare an IT asset for transfer or support services; and
- To return an IT asset to the general inventory.

Signage and Cleaning Requirements

Coronavirus is known to remain on hard surfaces for up to three days. It is therefore required that all users of IT assets take precautions to mitigate the risk of exposure.

Locations with community use IT assets must post signs regarding proper hand hygiene before and after using an IT asset to minimize disease transmission.

If available, apply keyboard covers at shared workstations to facilitate easy cleaning.

NOTICE:

Before using this workstation, wash your hands for at least 20 seconds using soap and water or use approved hand sanitizer.

When you are finished at this workstation, clean the IT assets with an approved disinfecting wipe.

Day-to-Day Cleaning

Each end user must wash their hands using soap and water or use approved hand sanitizer before using an IT asset.

Each end user must clean the IT asset with approved disinfecting wipes at the end of their shift.

- Disinfectant wipes must be bleach-free and $\leq 70\%$ isopropyl alcohol but $\geq 60\%$ alcohol.
- If a liquid or aerosol disinfectant is used, it must be sprayed onto a disposable cloth and then wiped on the equipment and immediately disposed of in a trash receptacle. Do NOT spray disinfectant directly on an IT asset.

A list of approved COVID-19 disinfectant is available from [DOH's Coronavirus Website](https://coronavirus.health.ny.gov/system/files/documents/2020/03/covid19.pdf):
<https://coronavirus.health.ny.gov/system/files/documents/2020/03/covid19.pdf>

Printers should be cleaned on a periodic schedule as operational considerations allow.

End User Cleaning to Prepare an IT Asset for Transfer or Support Services

A designated end user in the EOC, ROC, or testing location is responsible to prepare an IT asset for transfer or support services.

Preparation involves:

1. Cleaning all hard surfaces on the IT asset with disinfecting wipes;
2. Securing the IT asset in a location where it will not be handled by other end users prior to transfer; and
3. Delivering the IT asset when necessary.

Cleaning to Reissue an IT Asset

ITS personnel will wear gloves and wipe all hard surfaces with approved disinfecting wipes to issue an IT asset to an end user.

For keyboards, compressed air will remove larger pieces of dirt or dust.

Questions?

Contact your appropriate ITS staff or agency personnel.