



ANDREW M. CUOMO
Governor

MEMORANDUM

TO: New York State Personnel
FROM: Office of Information Technology Services
SUBJECT: Use and Cleaning of IT Assets
DATE: March 24, 2020

Purpose

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. **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. The directions below are based on the Department of Health's (DOH) [general building cleaning guidance](#).

Procedures and supplies are 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.

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.

Day-to-Day Use and Cleaning

- Each end user must wash their hands using soap and water or use approved hand sanitizer **before** using a workstation or an IT asset.
- An end user must clean the IT asset with approved disinfecting wipes **at the end of their shift**. Note: disinfectant wipes must be bleach-free and less than or equal to 70% isopropyl alcohol but greater than or equal to 60% alcohol. If a liquid or aerosol disinfectant is used, it must be sprayed onto a disposable cloth, which is then wiped on

the equipment and immediately disposed of in a trash receptacle. Do NOT spray disinfectant directly on an IT asset. (Please note that a list of Department of Environmental Conservation approved COVID-19 disinfectants is available on the DOH Coronavirus [website](#).)

- Once the IT asset(s) are cleaned, hand hygiene must be practiced again.
- Printers should be cleaned on a periodic schedule as operations allow.

Preparing 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 IT support services.
- End User Preparation involves:
 - Cleaning all hard surfaces on the IT asset with disinfecting wipes;
 - Securing the IT asset in a location where it will not be handled by other end users prior to transfer or ITS support servicing;
 - Delivering the IT asset when necessary; and
 - Ensuring gloves are available for ITS personnel.

Preparing an IT Asset for Future Use

- ITS personnel can prepare an IT asset for circulation by wearing gloves and then wiping all hard surfaces with approved disinfecting wipe. For keyboards, compressed air will remove larger pieces of dirt or dust.

Please direct any questions concerning the use and cleaning of IT assets to the appropriate ITS staff or agency personnel. Thank you for your attention to this matter.

COVID-19 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.