Technology Moves

Whether it is an entire department of moves, or a single faculty or staff member, follow this process to complete technology moves for the SOM community as needed.

All move requests are initiated by either Human Resources of the Facilities Department.

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Step-by-step guide

The following procedure should be followed whether it is a single person move, entire departments or floors:

Once the request is received in Jira Service Desk from either Human Resources or Facilities, SOMIT will work with Facilities to schedule and move non-computer items.

If this is a large move, professional movers will have been contacted by Facilities to complete the move of the equipment and other non-computer office contents. Client Services will interview and put in place contractor level one technicians to complete the work so as not to diminish service for the rest of the organization. One CS Tech will be assigned to oversee the work and ensure all computers are in working order before the contractors are released.

Communication will go out the day before a large move notifying all individuals that are affected with the following information:

- Table with person and location they are moving to information listed
- Approximate down time
- How to obtain a loaner laptop should they use a desktop
- Assistance with finding space to work with their laptop
- Notification of how user’s will know their machine is ready for them (suggested: Large Pink Piece of paper taped to the monitor that says “DONE” on it.)

On the day of the move, to be completed by technician

- Remove all disks from all drives.
- Make sure the power is off, both the monitor and the box and disconnect it from the power source.
- Label cords before unplugging them. Write on a piece of masking tape or use a label-writer to identify what the plug is for, and where it should be plugged into the box. Most newer computers use a color-coded system and tiny images to make assembly easier.
- Once everything is labeled, starting unplugging the cords from the box and the monitor. Wind them up, tie them and place them in a storage container or plastic bag and keep them with the computer.
- Once machine is packed and the boxes sealed, make sure the boxes are marked appropriately with the location they are going to. In large, bold letters indicate that it is fragile and that the box contains a computer box or monitor.
- Pack printer, scanner and other computer equipment the same way, ensuring that nothing can shift while in transit.
- Once the equipment is in its new location, unpack, reconnect the cords

Notes for cable reconnection: Network cable goes to phone in the middle jack labeled 10/100 SW. Plugging the cable into one of the other jacks results in the phone wiping itself. You will have to contact Telecom to reprogram the phone. Second network cable goes to computer etc. The phone cannot be daisy chained to the computer. Yale SOM works on 1GB throughout and the 100MB switch in the phone is not able to handle the network throughput from the wall to the computer appropriately.

- Power equipment on, login as somadmin, connect to a network resource (i.e., portal.som.yale.edu, etc.)
- Confirm printing, scanning, etc., and connectivity to other extraneous devices
- Place “DONE” notification on the computer so person knows they are able to get back to work.
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