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.

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 from Facilities 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.)

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