Technology Planning for Operational Continuity During COVID-19

Dhanushka Samarakoon
Head of Library Technology
University of Miami Libraries
Identify Resource Needs:
Is everyone equipped for telecommuting?
Home Computing Environment & Remote Access Evaluation Survey
Home Computing
Do you have access to a personal computer at home?
☐ Yes, I have laptop & desktop computers
☒ Yes, I have a laptop computer
☐ Yes, I have a desktop computer
☐ No, I do not have access to a computer at home
☐ Other

Do any of your devices have a
☒ Video Camera ☐ Microphone ☐ Other

Remote Access
Do you have internet access at home?
☒ Yes
☐ No
☐ Other

Do you have a limited data plan?
☐ Yes ☒ No

Personal computer - additional information

Optional

Internet access - additional information

Optional
Hardware & Software

Does your work require hardware (beyond a computer) that you don't have access to at home?

- Yes  - No

Example: Printer, Scanner

Does your work require software that you don't have access to at home?

- Yes  - No

Hardware & Software - general comments

Optional

Other or general comments

Optional

Submit  Save
Ready for telecommuting
No Home Internet
Need Hardware
Equipment Preparation

Laptop preparations
Other peripherals such as headsets and webcams
Work provided Desktops
Internal Help Desk

Implemented an internal facing staff-only tech help desk, using the existing chat reference application LibraryH3lp
Microsoft Team

- Impromptu meetings
- Quick text-based chats
- Project Groups
- Channels
- Document sharing/editing

Zoom

- Planned meetings
- Larger groups
- Trainings & Webinars
- External participants
Intranet Guide

One stop shop for telecommuting resources
Tech Talks
This is not working

Ergonomics in Telecommuting
Current equipment not sufficient
Security & Access restrictions
What’s next?
The genie is out of the bottle
Thank You!

Dhanushka Samarakoon
dsamarakoon@miami.edu