CSG Desktop Support Rotation Procedures

Synopsis
To ensure the Desktop Support Groups can provide a consistent standard of support across the college, the technicians will rotate support areas on an annual basis.

Rationale
To ensure required knowledge is never lost by covering for staff changes (hiring/firing), vacations, sickness, or training needs.

To provide staff with a high-quality workplace by preventing job burnout, giving a change in responsibilities and providing job growth.

To be a good steward of Cornell resources by ensuring an equitable use of technology services, provide oversight of staff, and auditing activity against service level agreements.

Process
The process of rotation will happen at the beginning of the summer session, but it is actually an ongoing process that starts prior to the rotation and continues after the rotation is complete.

Timeline
May (One month before rotation) – Start having 1 hour weekly meetings between the staff gaining and the staff losing a support area. These meetings should focus on the unusual characteristics of the unit, including locations of equipment, unusual software installations or configurations, ongoing projects, outstanding support requirements and purchases and work not completed

June (Rotation month) – Staff will shadow each other as support requests occur that are unusual. We do not have sufficient staff to shadow for all requests, so the staff should decide which requests will have shadowing value.

July and onward (Month(s) following rotation) – The technician losing the support area will be the backup for the new support technician as needed and be an ongoing source of knowledge as questions arise.