

March 13, 2020

Dear members of the OVC/DSL community,

We recognize these are challenging, unfamiliar times, so in an effort to align with OVC DS's policies and MIT's business continuity plans, please adhere to the following:

1. Email compu-squad@mit.edu for all computer-related issues or questions. We will either address your issue or direct your issue to the appropriate contact.
2. Do not take any OVC Desktop Support-Issued Desktop home (this includes iMacs and Dell CPUs + Monitor). Our desktops are configured solely for MITNet and any attempt to remove the equipment off-campus poses a major security risk in addition to network connectivity and application errors. Furthermore, we do not have the resources to support the infrastructure.

Consider the following options instead:

- Upload any work-related documents to MIT Dropbox or OneDrive
- Utilize your personal equipment/devices (properly configured with VPN, Antivirus Software, CrowdStrike and Spirion)
- Utilize any department floaters
- IS&T has a *limited* number of loaner iPads, 16" MacBook Pros and 14" Dell Laptops, so email compu-squad@mit.edu if you aren't able to obtain a device with which to work remotely. We'll ensure that it has the necessary software installed for remote work.

I've attached a tip sheet on working remotely for your review, in case you haven't received it.

Stay safe and know that we'll get through this together. Thank you Terre Dilworth and Paul Schumacher for your contribution.

Regards,
Donyatta

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