

CITY OF **MADISON**

# IT Hardware for Telework Policy



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# IT Hardware for Telework Policy

The IT Hardware for Telework Policy allows City staff to take home City-owned devices and accessories for **official City teleworking purposes only**. City staff and departments are responsible for any damages or losses to City-owned equipment when removed from City facilities.

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## Device Policy

- All City-owned devices and accessories must be returned to your workspace after teleworking. Departments will be responsible for any losses or damages.
- Per Madison City Ordinance 8.03: "Each employee shall be responsible for any loss or damage caused by negligence, abuse or misconduct on their part."
- Equipment supplied by the City of Madison is to be used for business purposes only.
- You must obtain approval from your supervisor prior to taking any computer hardware or peripherals home with you.
- Supervisors should approve the hardware being taken home by each employee, and keep an inventory of items that were taken home to ensure that they are returned to the City once the employee returns to work or if an employee leaves City of Madison employment.

## City Hardware Approved to Take Home for Telework

The following hardware is pre-approved to take to and from the office for official teleworking purposes, with the permission of staff's supervisors.

- Laptops and Tablets
  - Please ensure your city-owned device is prepared for teleworking. Review the [Telework Toolkit](#) prior to working from home.
- Power Supplies
  - Take home your power adapter (power cable to charge your device).
- Docking Stations
  - Take home the power adapter for your docking station along with the dock itself, as it is required to charge your laptop and run other peripherals when plugged into the dock.
- Monitors
  - Take home the power cords and display cables along with your monitors. You will need the power cables for power and display cables to connect from your docking station to your monitors in order to display properly.
  - If your monitors are on a special monitor arm mount, City IT does NOT keep the original monitor stands
- Keyboards & Mice
  - If you have a wireless keyboard and/or mouse, be sure to take home the USB adapter for those to function properly. The adapter is usually a small USB device that is plugged into your docking station or directly into your laptop/tablet.
- Headsets

- Do **NOT** take your IP Phone’s headset home, as it is likely only compatible with your desk phone itself, not with your computer to use remotely.
- Departments can request headsets for computers and laptops by submitting a service ticket to the Help Desk. Departments are responsible for purchasing and maintaining headsets for their department.
- Webcams
  - Departments can request webcams for desktop computers by submitting a service ticket to the Help Desk. Departments are responsible for purchasing and maintaining webcams for their department.
  - For the best compatibility and sustainability, please purchase “plug and play” style webcams that only require a USB connection and no additional software installations.

## City Hardware **NOT** Approved to Take Home for Telework

Do **NOT** take home any of the following equipment.

- Desktop computers
- IP phones
- IP phone headsets
- Printers (includes label printers, Epson check printer/scanners, etc)
- Scanners

## Support Expectations

### Help Desk Support

The Help Desk can help staff with

- Problems with a City-owned device (laptop, tablet).
- Problems with connecting to the City network.
- Problems installing City-approved essential software.
- Problems with your password and/or account.
- Problems accessing software.
- Problems accessing Remote Desktop Connections on your personal device.

### Your Responsibility

It is your responsibility to troubleshoot

- Problems with your home Wi-Fi or Internet service.
  - Please contact your Internet Service Provider for this assistance.
- Problems with your personal devices, including mobile devices.

Please note that the Help Desk **cannot**

- Install City-issued software (such as MS Office, Adobe) on personal devices due to licensing restrictions.
- Assist with setting up your computer hardware at your home, either in-person or remotely. City staff are responsible for reassembling their workstations and office spaces upon return to the office.
- Support any new tools or software that the City does not already provide.

- Please submit a [New Software Request](#) for any new software requests, not already approved by City IT and Attorney's Office.
- Provide cables for connecting personal devices (e.g. monitors) to City-owned devices at home.