



Getting Back to Work IT Network Component Readiness

Good Afternoon,

We hope that you, your families, and your teams are staying safe and healthy during this time.

These past several weeks, we have all expended energy on closing our offices, stores and restaurants to help prevent the spread of COVID-19. All of us here at TVIT would like to thank you for your observance of social distancing and work from home protocols - it is a different time and we will all get through this together!

This week, we are hearing that various states' Stay at Home Orders will begin to be lifted over the next 2-3 weeks, and we are here to help you with starting preparations for getting back to work safely! Although you may not quite have an opening schedule, you are currently open for business or in the processes of preparing to reopen, we want to help make sure that we all remain safe, healthy and prepared to get back to work. And with our assistance, we can help you do just that! We anticipate that some businesses may be able to open this week, or early May depending on the conditions in our community. As specific dates are available, we will provide updates to you.

Our efforts for reopening will be focused on ensuring that your computer network, routers, servers and computers at your facilities are cleaned and disinfected and your critical in-store systems (including servers, routers, switches, desktops and laptops) are operational and functional. With this, we are here to support you to start preparing the IT Network and associated equipment in your establishment.

Attached below is the scope of work our team, along with the major manufactures and our Partners such as Apple, Inc., Microsoft, Dell, HP and Lenovo and the CDC (Centers for Disease Control & Prevention) are proposing for the computer/network systems. Please review and prepare any comments or additional questions that you may have or that may be required according to local regulations or guidance (if you are a restaurant, store or medical facility) and we will ensure that all of them are address. Our team will be reaching out to schedule a time to meet with you to discuss your comments or concerns and to schedule an appointment with you.

COVID-19: CLEANING COMPUTERS AND ELECTRONICS FOR ALL COMPUTER USERS

The following information provides guidance on cleaning computers, computer accessories and electronics that are considered high-touch items. All computers, computers accessories and electronics in shared locations should be frequently cleaned and disinfected. When cleaning computers, computer accessories and electronics it is important to follow the manufacturer recommendations for specific cleaning requirements.

The guidance below was adapted from the CDC: Cleaning & Disinfecting Computer Equipment, Apple "How to Clean your Apple Products", and Microsoft "Clean and Care for your Surface"

General cleaning tips

- Use a lint-free cloth, such as a screen wipe or a cloth made from microfiber.
- Avoid excessive wiping and submerging item in cleanser to avoid damage.
- Unplug all external power sources and cables.

- Do not use aerosol sprays, bleach or abrasive cleaners.
- Ensure moisture does not get into any openings.
- Never spray cleaner directly on an item.

Approved COVID-19 disinfectants safe for computers, accessories and electronics

- Using a Clorox disinfectant wipe or a wipe containing 70% alcohol, gently and carefully wipe the hard, nonporous surface of the item. This includes the display, keyboard, mouse and the exterior surface of the item. If you have concerns about the cleaning product being used, please refer to the manufacturer's recommendations and warning label.
- When using a disinfectant wipe, it is important to follow the contact time found on the label. It may be necessary to use more than one wipe to keep the surface wet for the recommended contact time.
- Do not use fabric or leather surfaces on items, as this can scratch or damage to the items.
- Do not use bleach to disinfect computers and electronics.

If you have any questions, please reach out. Thank you,