Agency Move Checklist

Agency Planning and Preparation Checklist for IT Related Services and Support

☐ Service Request entered by agency authority coordinating move.
- o *Enter a Service Request with the ITS Service Desk at the earliest possible date to ensure IT Support is available for moving assistance: ITS needs a <u>minimum two week advanced notice</u> to arrange resources for supporting your move. Appendix A lists details of the Service Request*.

☐ Notify the ITS Service Delivery Manager (SDM) of the proposed move date and complete the Agency Move Questionnaire which will include basic details of the move.
- o *If your agency does not have a SDM assigned, <u>simply enter the Service Request</u> using the Agency Office Move template located* here.

☐ Identify number of staff computers, phones, copy machines, printers and video conference equipment, and provide this information in the Service Request.
- o *For any new circuits that might be required, additional information needed is: Full physical address of the service location, point of contact at the agency for building access and location questions, if known, any special data, voice or video conferencing requirements.* **Please note: some circuits could take as long as 120 days to be connected!**

☐ Network circuits are identified and your network equipment has enough ports to accommodate (ITS will verify this).

☐ New building location has suitable Uninterruptible Power Supplies (UPS) to support network and computer equipment in case of power failure. Electrical contractor and ITS to verify.

☐ Adequate WiFi is accounted for in new location, and installed prior to moving.
- o *Typically WiFi Access Points (APs) are mounted in the ceiling by a third-party electrical contractor, and coordinated with ITS.*

☐ Security cameras and/or security door controllers (badge access), installed by a third-party electrical contractor, and connections to network equipment coordinated with ITS.

☐ Specialized computer equipment has been identified and details included in the ITS Service Request.
- o *Any local data backup equipment may need special handling and connections at the new location, or be moved to a more secure data center location by ITS*
- o *Any special computer equipment may require additional and/or special cooling and electrical power accommodations at the new location. ITS will need to assess these items and make determinations on requirements for the new location, or move to a centralized data center if possible. These items may also require specialized moving requirements*

☐ Update agency contact information on the agency web site if applicable.

## Notes for planning and move considerations:

- Orders for network access services/circuits cannot be placed until a lease is signed (so the 120 days installation clock cannot start until the lease is signed). If we (ITS/Agency) initiate an order prior to a signed lease and the lease award falls-through ITS/you could be contractually liable for various costs related to this condition.
- The 120-day order interval is the "standard" turnaround. Issues can prevent order completion in 120 days including weather, city/county/utility permitting etc which are out of our control.
- POTs/Centrex services (**plain old telephone service**) lines cannot always be relocated i.e. if a office in Pocatello moves to Inkom or Chubbuck their Pocatello phone cannot be moved with them since this service is not available in the new location. This could result in additional delays.
- For large moves, its highly recommended that the agency utilize (contract) a Project Manager for assistance in coordinating all tasks associated with your move.
- *Please note, it is the responsibility of the agency to purchase any required network equipment to support their move. In many cases, if there is existing network equipment at the current location, it may not be suitable at the new location for a variety of reasons. ITS will provide guidance. Any network equipment that is required to be purchased may have shipping delays. Allow at least 30 days for network equipment orders to be fulfilled*.

Staff Desktop Checklist

Computers & Phones (Could vary depending on agency)

- ☐ Log Off your computer then shut it down/turn off
- ☐ If you have a laptop, shut it down, then undock it from the docking station and **take it with you**
- ☐ Take a picture of the back of your computer with all the cables attached
- ☐ Put color coordinated dot stickers or post-its—one on the cable and the matching color on the back of your computer or monitor
- ☐ Unplug the <u>power</u> cables on the computer/docking station and monitor
- ☐ Unplug all of the other cables from your computer, monitor and printer
- ☐ Label phone, computers, docking stations, monitors – label Left and Right if you have 2
- ☐ Place bubble bags over your monitor(s) with the top (open end) down so the bag doesn't fall off
- ☐ Place all cables and power strips into the anti-static bag
- ☐ Place keyboard, mouse, docking station in the anti-static bag
- ☐ Place your phone and the two cables into the large clear back
- ☐ Label bubble and anti-static bags on the *inside* <u>just above the opening</u>
- ☐ Label clear bag with the phone on the <u>outside</u>
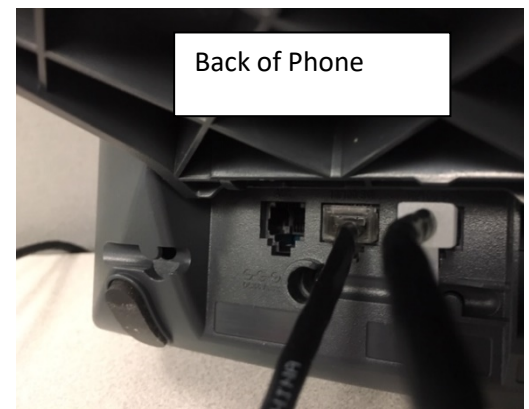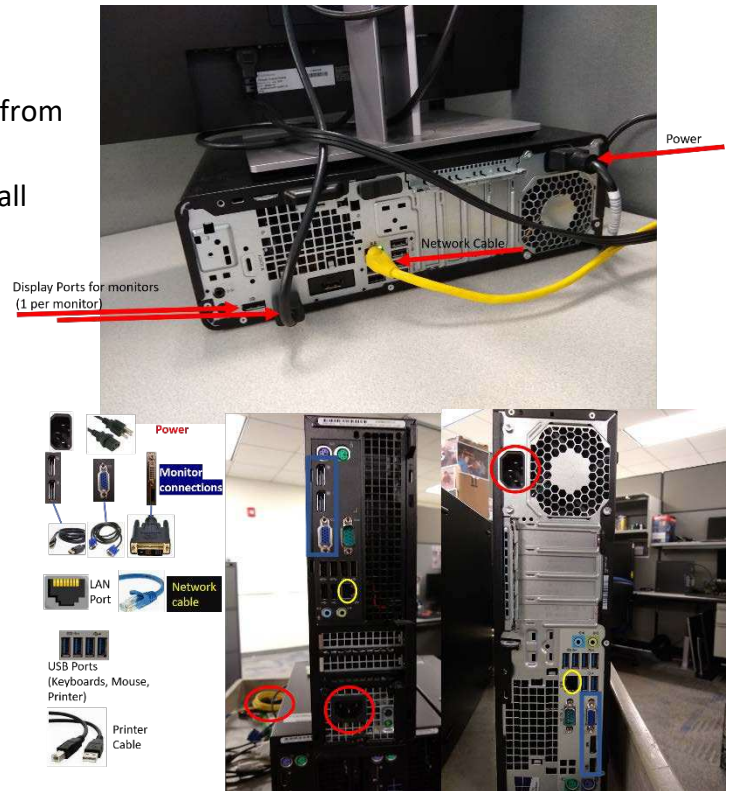
Desktop printers
- ☐ Power down/off your printer
- ☐ Unplug the power cord and the cable to your PC
- ☐ Remove cables from printer
- ☐ Place power cord and cable in anti-static bag
- ☐ Remove paper and pack it in a FrogBox
- ☐ Remove toner cartridge, put in Ziploc bag then pack in your FrogBox
- ☐ Label your printer

Agency Move Checklist

Packing your Desk and Other Items

☐ Put heavy items on the _bottom_ of shipping boxes when packing
☐ If you have multiple boxes, stack the _heaviest box on the bottom_
☐ Do _not_ put breakable items in the boxes
☐ Pack contents of desk drawers, pencil drawers, shelves, bookcases, credenzas, etc. in FrogBoxes
☐ Wipe down your work surface/desk top
☐ Leave keys for locking shelves and cubicle drawers in the locks
☐ 5 drawer Filing Cabinets must have top drawer emptied
☐ _Lateral_ Cabinets must be emptied
☐ Two (2), Three (3), and Four (4) Drawer File Cabinets will be moved full.
  - o Make sure the bottom drawers have are the heaviest. Lock & label them on the top (keep the key with you). Check underneath for sensitive documents. Refer to the document "How to Protect Taxpayer Info for the Move" that is posted on the Move Site on TaxInsider. If a filing cabinet has sensitive information and does not lock, please inform you move coordinor so it can be wrapped and secured with tape.

Labeling

☐ Labels should show your _NEW_ location and be the appropriate color
☐ Place labels on the **top of the file cabinets**
☐ Place labels on the _**side** of your Frog boxes_, not the top
☐ Place labels on the **inside near opening of the anti-static and bubble bags** (labels do not adhere well to the outside due to the bubbles)
☐ Label floor mat, VARIDESK, bookcase, credenza, chair, trash can, and all other items not in FrogBoxes

Do a final check

☐ Are all desk drawers, shelves, book cases and miscellaneous cabinets empty?
☐ Is EVERYTHING either in a FrogBox or labeled?
☐ Are all FrogBoxes labeled?
☐ Is all your computer equipment bubble-wrapped or in an anti-static bag
☐ Is all equipment on the cart? (this will vary by division)

Some handy items, tips and suggestions to make your move easier and smoother…

"Frog" Boxes and Equipment Carts are great for moving your agency!

"Frog" Boxes – label on the _side_ (not top)

Label *EVERYTHING*!!

Bubble wrap and anti-static bags for computer equipment will ensure it works when it gets to the new location…

Bubble wrap and label all computer equipment

Everything except Frog Boxes on the cart

Check all drawers, shelves and under file cabinet

Plastic wrap file cabinets containing sensitive documents and information

Agency Move Checklist

Appendix A – Detailed list of Agency Information to Support Agency Move

- New location address
  - Date of move in
  - Date you would like employees to be up and running
    - best practice is to allow 3 days for move, set up, and test before first day of business
  - \# of data/network ports in each cubicle, office, and conference room
  - Other specialty items i.e.
    - Payment devices that require a fax line separate from other fax lines and agency VoIP lines
    - Consider migrating your agency to VoIP if not on the State VoIP system
  - Floor plan of new location identifying (to NetOps)
    - Data closet
    - Location of Leased printers (MFPs)
    - customer pc on guest Wi-Fi
    - payment device
  - scheduling of on-site assistance for trouble shooting issues
    - Agencies are responsible for tear down, move, and set up of their equipment, this includes conference rooms.
    - ITS will handle items in the data closet.
- Current location address being vacated
  - Date you would like to start moving out
    - best practice is to allow 3 days for move set up and test before first day of business in new location
  - \# of employees moving to new location
  - \# of MFPs being moved to the new location
  - Fax lines to be moved to new location, include fax number and printer ID
  - POTS (traditional phone lines) that need moved – POTS could be the copper fax line connected to the MFP or hard phone lines if your agency is not in the VoIP system
    - Allow 35 days to move fax lines from date of ticket creation
  - \# of Conference rooms and specify type of equipment
  - Agency move Coordinator contact
    - If co-locating then Co-location point of contact
- Post move
  - Create ticket to update E911
  - Create ticket to end previous circuit if a new circuit was provided