

HOME VISIT POLICIES

Home support is extremely difficult for ISSS to provide. Demands for our time in support of university offices are too great for ISSS to accommodate home visits. Therefore, we must limit home visits to executive officers and regents only.

- Before a computer support specialist may visit a home, approval must be obtained from the unit's business manager and the ISSS manager.
- Home visits will be scheduled only on the availability of the ISSS staff. Our availability is very limited and most likely will require scheduling weeks in advance. Home visits are subject to last minute cancellations based on office support issues which must take priority.
- ISSS cannot be responsible for the setup or repair of home networks, including wireless systems. If there is a problem with home internet service, the internet service provider (ISP) for the home must be called. ISSS can make other recommendations for home network repairs. ISSS cannot spend the time setting up and/or maintaining home networks. ISSS cannot work with home network equipment we are not familiar with.
- ISSS must make every effort to limit any home visit to one (1) hour. Not all work can be done at the site and, therefore, may require the equipment to be brought back to the office for repair.
- The President's house and Regents are exempt from the hourly fee. However, the Regents must choose one location as their primary site. Additional locations will be charged accordingly.
- Because home visits take time and personnel away from the efficient operation of the unit, it is strongly recommended that an employee who must work from home use a laptop. Laptops can be easily brought in to our office for repair.
- Home visits can only take place during the work week from 7:30 a.m. through 5:00 p.m. No nights or weekends allowed.
- Fees will be charged to the unit as follows:
 - Mileage, in accordance with current university policy, for any and all trips including the president's home and regents' primary place of operation;
 - There will be a fee of \$350 per hour with a minimum 1-hour charge;
 - Charges will begin from the time the technician leaves the office or technician's home until the technician returns to office or home.

- Work will be performed for University of Michigan employees or Regents ONLY. (No family members)
- Repair must be for University of Michigan-related work ONLY.
- Work will be performed ONLY on University of Michigan-owned equipment.
- Work will be performed ONLY on University of Michigan-owned and licensed software. i.e. mail/browser/calendar
- NOTE: Some equipment may not work at the employee's home or outside location.