Human Resources Administration
Department of Homeless Services
Department of Social Services

5/20/20

DSS ITS Hardware Distribution FAQ

How will it be determined if staff receive a home delivery or pick up hardware on-site?

- Programs will follow established business rules to provide the correct address (home / pick up / site delivery) to ITS for the distribution of laptops. Staff with a Reasonable Accommodation or covered by Mathilda's Law qualify for home delivery. It is up to the Program's discretion to allow home delivery for staff with a demonstrated hardship.

When and how are Programs informed when hardware is ready for pickup?

- Every Friday ITS will distribute the distribution report for the following week to the Executive PMs. Executive PMs will share this information with Programs to alert staff who are scheduled to receive a home delivery or area required to come pick up their hardware in the coming week.

What days / hours are staff able to pick up devices from 15 Metrotech Center?

- Hours of pick up at 15 MetroTech Center, Brooklyn, NY, 11201 are as follows:
  - Monday through Wednesday: 2pm - 4pm
  - Thursday through Friday: 10am - 1pm / 2pm - 4pm
- **note**: staff must notify ITS as outlined below prior to showing up to pick up their hardware

What steps do staff follow to pick up hardware that is ready for distribution?

- Staff emails Ray Scandale (scandaler@dss.nyc.gov), copying Patrick Luk (lukp@dss.nyc.gov) and Wei Li (tliwei@dss.nyc.gov) **24 hours** before they plan to come pick up their device.
- On day of pickup staff should go to the lobby security desk at 15 MetroTech Center and inform guard they need to go to the 14th floor to pick up a laptop. Once on the 14th floor, the security guard will contact Wei Li or Patrick Luk to bring out the laptop.

Are staff required to sign anything to confirm receipt of hardware?

- Users will be required to sign a DSS inventory form to confirm receipt of hardware
- Staff who receive their hardware via home delivery are not required to return a signed DSS inventory form. They are required to sign with the courier and this information is used as a proxy to confirm receipt.

Where do Programs return signed inventory forms?

- Programs should email signed inventory forms to mismobilesupport@hra.nyc.gov once staff complete them following hardware distribution.