UNIVERSITY OF LOUISVILLE®

Rehan Khan
Vice Provost and Chief Information Officer
Information Technology Services

Information Technology Services is working to make sure that the University's core business systems, online technology resources and digital research environments continue to be supported throughout any change in work continuity. We have increased functionality with our Microsoft Office365 offerings and encourage the use of these resources to work virtually, yet still collaboratively and seamlessly.

UofL provides numerous technology resources so that employees can create, for themselves, a successful remote work environment. We ask that, based on HR guidelines, each supervisor to review their department or unit's procedures and communicate expectations for remote work, especially with regard to technology needs.

ITS services and applications can help connect you with colleagues and on-campus systems to make remote work possible. For remote work information, please review our Working Remotely webpage, ask your Tier1 personnel for assistance or contact our ITS HelpDesk with any questions on remote work readiness.

Faculty and staff with university-owned laptops or devices should opt to take their device home to work. Departments may choose to permit employees to take home desktop computers only if circumstances demand and approved by a supervisor. University-owned computers and laptops taken home, however, must only be used for university business. Each department should maintain a complete inventory of computers and peripherals removed from campus and record information upon return.

You may use a personal computer to work remotely so as long as the device is in compliance with UofL policy on computing devices and you are not downloading and storing sensitive information that could be a security risk.

An individual's responsibility for information security and HIPAA privacy compliance will still apply in all working remote environments, whether on a university-owned computer or personal device. ITS recommends using our VPN to securely connect to key university systems and networked drives (such as the I Drive) but a VPN is not required for accessing Blackboard, Office365 or CardBox.

ITS will continue to offer our HelpDesk assistance throughout any limited or restricted work periods. We are extending our HelpDesk hours next week (3/16/20-3/22/20) to support working remotely and will be available online (chat options) or by phone (502) 852-7997: Monday – Friday 6am-Midnight, Saturday 7am-Midnight, Sunday 10am-Midnight. Further extensions will be posted on our website. Our service catalog is always available 24/7 for incident tickets and requesting assistance of technology personnel.

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