



Operational Service Plans

Department:	Enterprise Business Technology – PM, BIS & Manager	Date:	6/8/2021
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Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)

Describe how your department functions will operate under the “new normal” (i.e., eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).

On June 14, 2021 all Scott County government buildings will re-open to the public following closures related to the COVID-19 pandemic. Safety protocols which apply to the entire organization can be found on the County’s Coronavirus web page at [Scott County Organizational Covid Health and Safety Guidelines](#). Supervisors are responsible for sharing organizational safety protocols and all staff are required to follow current protocols.

- **PROJECT MANAGEMENT and BUSINESS TECHNICAL SUPPORT SERVICES**
 - All PMs and BISs will work continue to work remotely and attend meetings in person when project demand or monthly team meeting or if there was a directive from leadership or GC East renovation is completed.
 - By use of collaboration tools, staff will be able to conduct many virtual meetings, sharing of documents and has ability to do face-to-face interactions via Teams as needed
 - Staff are sharing documents, checking in on assignments and accomplishments using team SCOOP pre-pandemic, so will continue to do so.
 - Staff also use email, phone, and conduct periodical virtual or physical meetings.

- **DIRECT INTERACTIONS**
 - As necessary, planned direct interactions or functions are performed by PMs and BISs.
 - PMs do work occasionally in GCW for the building construction project, but the rest of the duties are handled remotely

Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- PMs and BISs will be available by work phone, Teams, email, and answer remotely or conduct meetings remotely with desktop sharing or attend in-person meetings in person when necessary.
- Be onsite only in cases where the staff feel it is necessary

Division Director Comments

The department would go back to normal activities as allowed with supervisor’s guidance and as the renovation project is completed. This will include flexibility to work at home and onsite as the supervisor feels is necessary.

Strategic Branch Comments

County Administrator Comments

County Administrator Signature Lezlie Vermillion

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

June 2021

Plan was updated to reflect Operational changes in services due to the building reopen that was planned for June 14th, 2021.

August 2020,

Plan updated to reflect current Governor Executive Order 20-81 requiring Minnesotans to wear a face covering in certain settings.