



Operational Service Plan

Department:	Fiber Management	Date:	May 20, 2021
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.

Staff is able to work remotely in this area and will touch base daily with Supervisor by email or phone on all work related in this area. The following are functions in this area and how this work will be processed during this time.

- **Function A: Fiber outages/repair (Priority)**
 - Normally in the springtime we see an increase in construction activities that can lead to fiber cuts or outages.
 - Any fiber cut or outages will remain our top priority to repair and that will be coordinated and led by Access Networks and repaired by Zayo. They will use phone-bridge and emails remotely to coordinate repair activities. Onsite meetings, which are outside, occur minimally. Typically only one or two technicians are needed.
 - We will keep appropriate parties informed of outage status and follow up with email on after action on cause, etc. Update GIS Fiber Portal
 - These are contracted services and we can only encourage our contractors to use the safety protocols outlined by the EOC and State offices
- **Function B: Coordinating broadband availability for residents**
 - Importance of our residents having adequate broadband
 - **Working to help our providers and residents to get access to adequate broadband through our providers is a top priority especially during this crisis as they are starting to work from home.**
 - Coordination with Providers on unserved and underserved areas can be accomplished remotely by email, phone and teleconference
 - Regular written updates will be emailed to supervisor on broadband information and activities
 - Coordinating or supporting any resulting solutions involving County fiber related assets such as joint private/public solutions (i.e. Jackson Tower, fiber strands, etc.)
 - Phone conference with Access Networks daily.
 - Help educate to residents through appropriate channels with the available providers, resources and things they can do to improve their situation
 - This function is completed 100% remotely at this time due to GCE building construction.
 - If the need to meet in person is necessary, staff will find an appropriately sized conference room to conduct meetings.
- **Function C: Fiber construction**
 - Spring construction season will start shortly by providers. Any coordination will be done with providers remotely.

- **Function D: Fiber Documentation**
 - Fiber documentation will need to continue. For the time being this will continue in the in-house GIS Fiber Portal. This can be done remotely and is not an issue. The plan is to migrate to new OSP Insight fiber management system in 2021 from the GIS Fiber Portal.
 - Documentation will be emailed to appropriate parties.
- **Function D: Fiber related contracts**
 - Work can be done remotely or in-person as needed
- **Function E: Fiber strategic planning**
 - Work can continue remotely or in-person when needed

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).

Staff has a County issued laptop and adequate broadband to accomplish the work in this area. Staff is able to conduct work remotely from home.

- **Functions A & B** – No additional resources needed. Work is generally during business hours.
- **Functions C & D** – Assistance of contract review by risk and procurement will generally be done by electronic means. All meetings can be handled remotely or in-person as needed
- **Function E** – No additional resources needed.

Division Director Comments

The work will resume – similar to pre-pandemic with exceptions only due to building constraints. Staff person does not have an on-site office, so works primarily from home, or in the field as needed

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.

Operational Service Plan updated for facilities opening on 6/14/21.