When faculty/staff go on planned extended leave or sabbatical it will be helpful to everyone involved if the departments will notify IT staff via email of the pending leave period before the end of the previous semester. This will allow the IT staff to prepare for both the departure from and ultimately the return to FSU with a minimum of disruption to their work flow. The email should include the following information:

- Faculty’s name, local contact information and contact methods if the faculty/staff is overseas and difficult to contact
- Anticipated departure and return dates
- Office location with a list of computer resources that IT staff will need to maintain or monitor during the travel period
- Notice of the employee’s need to access the desktop system while abroad if they will need remote access this needs to be arranged prior to departure
- Upon return will the employee need immediate access to the potentially idle desktop? Three (3) weeks advance notice to prepare that system will be required.
- Often when faculty return they request a new machine. Four (4) weeks’ notice must be given if a new desktop purchase will occur so the machine can be purchased and deployed.

Communication is critical to avoid frustration with delays when faculty and staff return from extended leave of abscence. On more than one occasion employees have returned from long absences with the expectation that everything will be in the state it was months or even years later. This policy is intended to avoid that frustration.

You can submit support tickets at: https://coss.fsu.edu/support/