

Champion of COVID Response

Area 7 Automation COVID
Response Team

Social Security Administration



Summary:

In March of 2020, all non-essential employees were sent home to telework due to a global pandemic. This in essence created a 100% telework environment for most employees. The initial days of telework were long and busy as the ASCs not only assisted users in Area 7, they were also asked to help man the National Help Desk.

The ASC's in Area 7 were challenged during a time of a National Pandemic with keeping the employees in Area 7 with fully functional laptops for 8 hours a day 5 days a week. Along with this new responsibility, they also flawlessly continued to manage their other ASC duties like laptop, printer, and server refreshments.

Description: In March of 2020, all non-essential employees were sent home to telework due to a global pandemic. In one day, our agency went from previously piloting telework in a few offices across the Nation, to 100% telework. The first few months were long and busy as the ASCs not only assisted users in Area 7, they were also asked to help man our National Help Desk to assist users across the Nation as well.

The Area 7 ASCs have functioned as the glue that has held our Area together during this crisis. They have been instrumental in ensuring all of the area employees' laptops are functioning on a daily basis. They tirelessly work to make sure that employees working from home have laptops that are up-to-date with the latest software and that all assistive devices and programs are functioning properly. As a group, they provide 10 hours of coverage to an area that encompasses two different time zones. They work effortlessly with employees that have varying degrees of automation knowledge and they do so with the utmost respect for those they are assisting.

Due to the tireless work of the Area 7 ASC group, the Area has managed to continue to provide service to our clients during this National health crisis. They daily maintain laptops for all 551 employees in Area 7. Through their efforts, the area has managed to get all employees with the exception of one; regular and consistent online access so they can continue to provide world-class service to the American public from their homes

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