



Managed IT, Security, & Cloud Services

## Technology Guidance on Remote Work

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During times of inclement weather, illness, or other emergency situations, remote work can allow for continuation of day-to-day operations. Use this simple checklist to ensure all employees have the basic necessities to complete their work from a remote location.

Start by ensuring all employees have access to high speed-internet access from their remote location.

- If not in a location with high-speed internet, can you tether to your cell phone data connection?
- Do you have a WiFi card through your mobile provider?

Next, discuss how you will handle your business phone calls.

- Are you able to forward your desk phones to employee mobile phones?
- Can you take advantage of a softphone client? (an application that runs on your PC)

Do ALL employees have access to a business laptop or will some employees need to use home computers?

- Home computers will need to be set up in advance with your office software applications, such as email and other commonly used applications.

If you use Microsoft Office 365, do you have enough licenses to have employees access Office 365 Online?

- Many organizations today rely on cloud-based services (Office 365, Quickbooks, Salesforce, DropBox, etc.) but others have on-premises servers with business applications and data.
- Are you able to securely access those on-premises servers via RDS or VPN?

Remind employees to take advantage of any collaboration tools you may have, such as Microsoft Teams, Zoom, Slack, etc.

- All of these tools offer chat, video and screen sharing, which will be extremely helpful to keep connected.
- Make sure that everyone knows the preferred tool to avoid employees using different apps.

And finally - be on the lookout for an increase in phishing campaigns. Cyber theft continue to grow at an alarming rate, and the best defense is simply employee vigilance. Remind employees to be EXTRA CAREFUL about clicking on links to alerts, articles, etc!