City/County Technology Continuity Planning
Preparing your Employees to Work Remotely

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This document is a DOTComm guide to the types of technology you may need to use, and prepare to use, during events such as an epidemic (ex. Flu) which might result in extended staff absences from the office.

VPN - Connecting to the City/County network via Virtual Private Network (VPN)
- DOTComm has robust VPN solutions that can support all employees.
- VPN Access typically falls into two categories:
  - Using a City/County owned laptop or tablet: VPN should already be installed
    - Ensure laptop or tablet has been connected to the network so that all updates have been applied.
    - Test laptop or tablet VPN access from home or a remote location. Once logged on to your laptop, you should have access to the network, drives and all your applications as if you are sitting at your desk.
  - From a personally-owned device remotely to a City/County owned desktop computer at the office: Commonly referred to as "remote access"
    - Employees should test access to their desktop computer from the other device. If connected correctly, the home computer will look and operate like at work.
    - TIP: Remember the desktop computer at work needs to remain on.
- An employee on your team needs VPN access but does not have it today
  - Call DOTComm Tech Support at 402-444-3663
  - Or enter a self-service ticket requesting access via https://www.dotcomm.org/support
  - Once access is approved - Test the process as soon as possible.
- An employee who has no home device, but needs access should contact their department manager.
- Managers and directors must ensure City/County policies are followed for non-exempt and union employees with VPN access.

Critical App Access - How you can get to critical Apps
- Oracle, Intranet sites, and many other applications are not available outside the network, you will need to be logged in to a VPN to access these applications.

Mobility - What you can use to enable a mobile workforce
- You have Google Apps (G Suite) and can access most of your collaboration tools from any computer or your mobile device without a VPN.
  - Device Use - Your team can set up email, calendar, and other apps on mobile devices.
  - Google Meet - With your Google license you have this product. It allows for Web conferencing with screen sharing and dial-in phone access. This product can even be used with people outside the City or County, such as citizens or vendors.
- Tip: If your team has headsets for work and home, Web conferencing is a much better experience.
- Tip: Testing Web conference calls will help you and your staff become more comfortable with this technology.

Missing Technology - What can you do when you are missing your desk phone, fax, and other services
- You can redirect your incoming calls for Mitel and centrex to a home or mobile phone
  - FYI - Options like *67 may not provide number privacy If you would like to block your number from being seen on outbound calls, conference calls, or transfers
  - Contact the Service Desk if you need assistance call forwarding your Mitel or Centrex phone
- Scanning - You can use Google PhotoScan to import images just like a scanner and save to your Google Drive
- Faxing - Depending on your use case, we may have a solution, please contact DOTComm Technical Support
- Tip - You will want to gather phone numbers and other items that are written down around your workspace

Cleaning up Tech Gear - How to properly clean your tech equipment
- Wipe your mouse, keyboard, and phone handset/cord/buttons with disinfecting wipes
- Clean any screens such as Mitel phones, computer monitors, and mobile phones with electronic wipes
  - Alternatively, you can use microfiber with a solution safe for electronics.

If you have any problems connecting to VPN, setting up the applications listed above, or if you need help with anything technology-related for your continuity plans, please contact DOTComm Technical Support at https://www.dotcomm.org/support or call 402-444-3663.