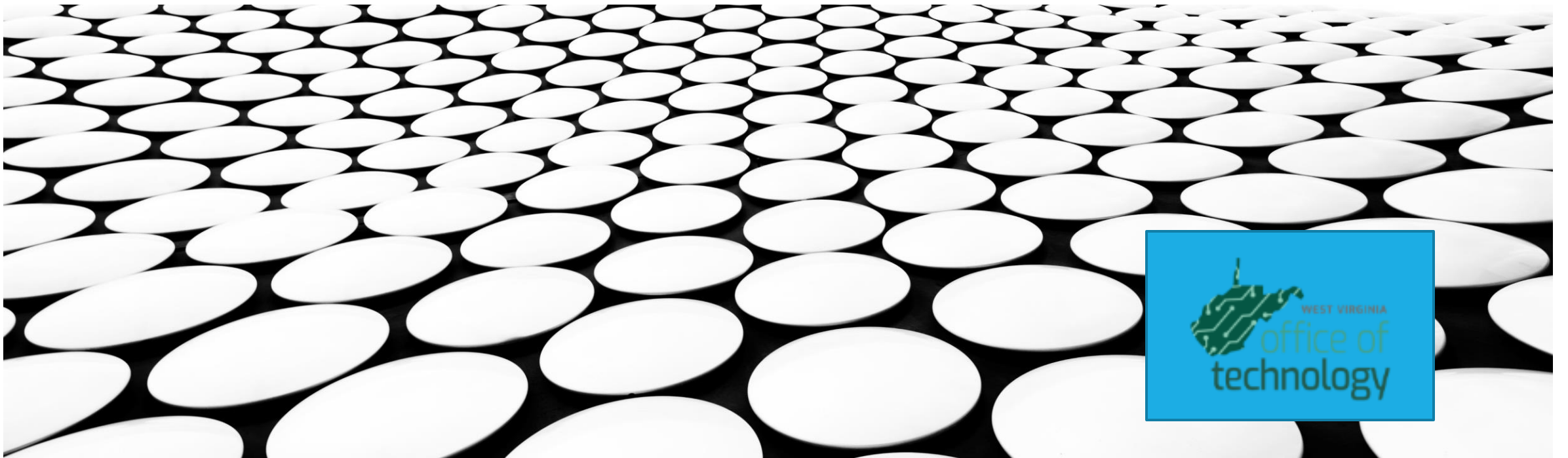

REMOTE TECHNOLOGY CONSIDERATIONS

WEST VIRGINIA OFFICE OF TECHNOLOGY



WHICH REMOTE WORK TECHNOLOGIES DOES MY AGENCY NEED?

Can depend on the function

- Communications
- Document creation/editing
- Agency specific application.

Can depend upon the data

- Type of data (public, sensitive, regulated (HIPAA, FTI))
- Storage location (internal network – external network)

Can depend upon

- Individual, independent

WHAT ACCESS DOES MY EMPLOYEE NEED?

NOT EVERY EMPLOYEE NEEDS THE SAME TYPE OF ACCESS. USERS ONLY NEED ACCESS TO THE TOOLS REQUIRED TO PERFORM CRITICAL FUNCTIONS WHILE WORKING REMOTELY DURING A CRISIS.

Email

Calls/Meetings

Local/PC Documents

Internet Applications*

Standard User – No need for VPN

These users only need access to email and their Office Products to deliver daily activities for their perspective agencies. They do not need access to network resources and can collaborate through email attachments. Employees can use a state laptop, personal laptop, or other mobile device to connect to home internet.

To access office online follow this link: <https://portal.office.com>

*Internet Applications would include any website that can be accessed on any general internet connection.

Focused, Shared Docs

Small Team-work

Extensive Shares

State Internal Applications*

Collaboration-Driven Users

These users need additional access to collaborate with larger files between several users. They do not need access to network resources. Anything on a network share for small projects, or teamwork can be loaded onto an online SharePoint site.

To access office online follow this link: <https://portal.office.com>

Power Users and Resource-Intensive Need – Must have VPN

These users need access to their email, office products, and must utilize shared resources (project shares, design files, shared folders). These users must have VPN access and MFA forms filled out. Users must have a state issued laptop/tablet.

*State internal applications would include any website that is only internally available to specific agency personnel.

ONE DRIVE

To support remote work capabilities, the Microsoft OneDrive application was turned on for all State of WV (wv.gov) users on March 13, 2020. The decision was made in response to the COVID19 situation and was implemented in a manner to support the quick availability of the service.

The OneDrive application is a component of the State's Microsoft Office 365 (O365) licensing. The State's O365 tenant is in a FEDRAMP-moderate, certified government cloud. Therefore, the OneDrive application is eligible to support compliance requirements under IRS 1075 and HIPAA.

It will be up to each individual agency on how they would like to utilize the OneDrive application. If agencies want to limit the use of the application to certain types of data that should be communicated when forwarding the guide to their respective agencies.

ONE DRIVE OVERVIEW

One Drive is a tool that makes it easy to collaborate, manage, and share documents from anywhere and any device. Use OneDrive as the primary place for secure file storage, syncing, and sharing. It's easy to use and flexible enough so different groups can organize OneDrive to suit their needs.

OneDrive gives you:

- Access to your files at any time, from anywhere, on your favorite devices
- Ability to share internally and externally your organization as needed
- Easy co-authoring without the hassle of versioning
- Seamless integration with your favorite Office apps
- Trusted security features you can rely on

How do I get to One Drive?

One Drive URL: <https://portal.office.com> and select OneDrive

Can I get to One Drive from my home internet connection?

Yes. You do not need to be on VPN in order to access your One Drive files.

VIRTUAL PRIVATE NETWORK (VPN)

A virtual private network extends a private network across a public network and enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network. Applications running on a computing device, e.g., a laptop, desktop, smartphone, across a VPN may therefore benefit from the functionality, security, and management of the private network.

To gain access to the State's network via VPN connection you must request VPN access via a Network Account Form (NAF) form. For security reasons, each end user must submit their request and accept the security policy that goes with it. The end user must also install Microsoft Authenticator App (MFA) and Remote Access software to be able to connect to the network via VPN.

Must have business justification – Enterprise Email access does NOT require VPN.

NAF forms used to request VPN access can be found at the following link:

<https://westvirginiaot.sharepoint.com/sites/naf/default.aspx>

Instructions on how to install MFA can be found at the following link:

https://westvirginiaot.sharepoint.com/sites/naf/documents/MFA_App_Instructions.pdf

Instructions on how to install remote access software can be found at the following link:

https://westvirginiaot.sharepoint.com/sites/naf/documents/installing_and_using_remote_access.pdf

Instructions on how to setup users self service password reset authentication questions can be found at the following link: <https://westvirginiaot.sharepoint.com/sites/NAF/Documents/SSPR%20Instruction%20Document.pdf>

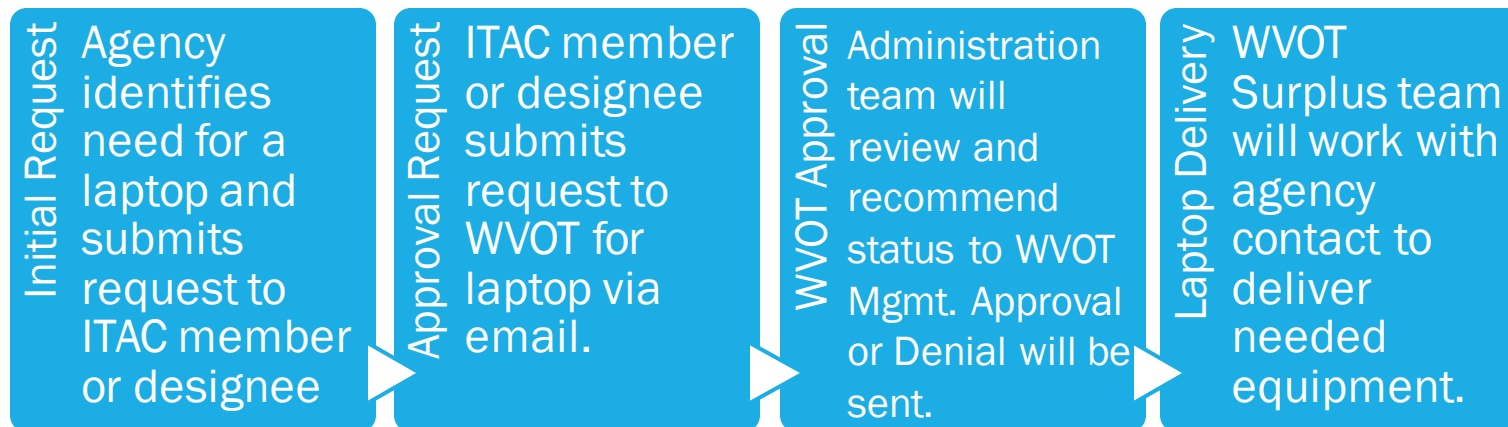
NETWORK/SHAREPOINT

Non-VPN Network Share Via SharePoint

- Solution option for agencies with internal network shares
- Data can be transferred to locked down SharePoint Online
- Enables non-VPN access to data
- This is not intended for a back-and-forth stop-gap

SURPLUS LAPTOP PROCESS

- Current WVOT Surplus has approximately 80 laptops available for redistribution.
- One-time refurbishment fee of \$50.
- Agency will be responsible for tracking.
- Do not remove the retirement tag from the equipment.
- Laptop distribution will be prioritized based on critical functions.
- ITAC or designee sends email to Surplus mailbox (erecycle@wv.gov)
 - Email must include Department/Agency, # of devices requested, prioritization, agency POC requesting devices, brief description of what devices will be used for, approval confirmation of ITAC member or designee
- Approval or Denial will be sent from OTES Mailbox



END USER COMPUTERS – LAPTOPS & DESKTOPS

Reimaging

Find unused

Desktops at
Home

Personal
Computer

Dell
Hardware
Support

VDI/VPN

TETHERING/HOTSPOT CAPABILITIES

Process to activate Hotspot/Tethering Capability on Statewide Cell Phones

Email WVOTCELL vvot.cell@wv.gov

Provide the following information

- User Name
- Agency
- Cell Phone Number
- Provider – ATT/Verizon/First Net

This email request must come from the Agency DAA or Administration. We cannot approve these without proper agency approval.

This will add \$10 to cell bill but will allow the use of our pool of data.

Instructions to use Hotspot/Tethering Capabilities

Apple Instructions - <https://support.apple.com/en-us/HT204023>

Samsung Galaxy - <https://www.wikihow.com/Activate-and-Use-Mobile-Hotspot-for-Samsung-Galaxy-Devices>

SKYPE FOR BUSINESS – CONFERENCE CALLS

Skype for Business makes it easy to connect and collaborate with coworkers and business partners:

- Start instant message conversations and voice calls.
- See when your contacts are available online.
- Schedule and join meetings **(internal and external of wv.gov)**
- Present your screen during meetings or give control to others.

PC's supported by WVOT have Skype installed. Users with the need to setup conference bridges were identified previously and given a Skype for business conference bridge for their use. The cost of this license is approximately \$45 annually.

***Ensure agency understands what they need – the license is only needed when the call requires a phone number or non-wv.gov audience.**

To obtain a conference bridge license you must fill out the following NAF form: <https://naf.wv.gov> and select Software Request Form. The agency Designated Approval Authority will need to approve the request.

ADDITIONAL CONSIDERATIONS

- Remote Work Tasks:
 - Training Options while teleworking
 - Process documentation
- Fast track of COVID19 requests
- Security Procedures
 - VPN – cannot install VPN on Home PC's
 - Home printers will not be installed on State owned assets
 - RDP use from Home PC's to State PC's will not be approved
- Video Conferencing – not being supported on a grand scale at this time

HELPFUL LINKS

Web Email: <https://outlook.office365.com>

Office Online: <https://portal.office.com>

LMS training: <https://ww.onlinelearning.wv.gov>

SharePoint Form – <https://myapps.microsoft.com> then click on SharePoint link

WVOT CONTACTS

IRM	IRM Supported Areas
Carlos Neccuzi (Manager) <u>Carlos.F.Neccuzi@wv.gov</u>	Public Service Commission, Governor's Office, Veteran's Assistance, PEIA
Dwayne Bartley <u>Dwayne.A.Bartley@wv.gov</u>	Boards/Commissions (Excluding Public Service Commission), DEP, Administration (Excluding PEIA), Transportation
David Highland <u>David.L.Highland@wv.gov</u>	DHHR, Local Health Departments, Revenue
Dave Roberts <u>David.A.Roberts@wv.gov</u>	DMAPS, Commerce, Education and the Arts
WVOT Service Desk	304-558-9966 or ServiceDesk@wv.gov

Do we make the ITAC a
more often reoccurring sync?