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**SAMPLE TELEWORK RESOURCES FAQ**

The following list of Frequently Asked Questions has been developed to assist divisions in their telework planning purposes. 2 Pages 20-885

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**Thank you!**

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**Sample Telework Resources FAQ**

[ORG] is actively working to support divisions in the event that requests for telework are received. Telework configurations require divisions to consider a number of factors including PC or laptop setup, remote internet access, and secure connections to [ORG] networks. The following list of Frequently Asked Questions has been developed by [ORG] to assist divisions in their telework planning purposes.

1. **What equipment does [ORG] have available to support remote work configurations?**

[ORG] has been assembling equipment to support several use cases that we believe divisions may encounter in preparing users to work from remotely. A list of available equipment and other resources to support telework is published on [link] Because of limited supply, divisions are asked to prioritize requests associated with the most critical needs.

Requests for equipment must be submitted by the Agency Director or name of person to be fulfilled. Inventories are expected to change frequently.

1. **How can I receive support for my work computer?**

Divisions receiving support from [SUPPLIER] will continue to have the option to call the Help Desk to receive remote phone support. A list of divisions receiving desktop support from [SUPPLIER] is published on [LINK]. The [SUPPLIER] Help Desk can be reached by calling Phone Number and following the appropriate menus options. [SUPPLIER] will not be available to provide onsite support at remote locations used for telework. [SUPPLIER] will also not be available to transport and install computers at telework locations such as employee homes.

1. **Where should my employees be saving files?**

If possible, [ORG] recommends that employees save critical files on cloud systems either through Google Drive or Microsoft Office 365 One Drive, depending on which service your agency uses and it should be consistent with any agency guidelines. Saving files on local computers or shared network drives will require VPN access in any telework settings.

1. **Will [ORG] be able to support remote work options for my division?**

[ORG] has provided Virtual Private Network (VPN) services to divisions for many years. VPN permits agencies to remotely connect to secure internal [ORG] networks to access services like mainframe timesheets, I/3, and other internal agency systems not available on the public Internet. Divisions that have no current VPN service or currently use [ORG] VPN services can increase their number of [ORG] VPN connections by submitting a request form in Ticket System Name located URL and navigate to the Service Catalog area and click the link for a VPN Account. Divisions that operate their own VPN systems are responsible for coordinating access requests on their own.

Date, [ORG] expects to be able to support up to xxx simultaneous VPN connections for remote workers. Until that service is available, a limited number of new users can be added to VPN service. See the equipment availability list published on URL for more information.

Note that VPN service requests need to be accompanied by information concerning the internal [ORG] systems users need to access once they have logged into the VPN system. Contact your [ORG] Technology Account Manager for more information.

1. **Will IT Security be relaxed to use a personal computer?**

No. All standard information security practices and standards will be maintained at all times.

1. **Is it allowed to forward my work landline to my personal/home phone?**

[ORG] has no current prohibitions against forwarding [ORG] phones to personal or home phones. Consult your agency policies for any additional details.

1. **Can I access Google Drive with my work account from my personal computer?**

Please refer to the Telework Security Standard, which can be found URL. Teleworking should be completed on [ORG]-owned computers issued to workers by their divisions. Use of home PCs to access [ORG] systems is not recommended.

1. **Can I use VPN access on my personal computer?**

No. Teleworking should be completed on [ORG]-owned computers issued to workers by their divisions. Use of home PCs to access VPN is not allowed.

1. **Can I get a virtual token and put it on my personal phone to use for VPN access to my work laptop at home?**

Yes, but you will not need a soft VPN token application on your phone after next week once [ORG] completes its installation of new VPN capacity (see #4 above). [ORG] will be providing instructions concerning how to receive a pin code to access VPN services once our capacity expansion work is completed.

1. **Can staff take their desktop computers home?**

There is no prohibition that prevents divisions from locating desktop or laptop computers at remote telework locations such as employee homes. However, divisions are encouraged to consider connectivity and software needs to ensure that remote computers will work correctly. In addition to a computer, most telework configurations will require one or more of the following elements: internet connection, phone, VPN account, Wi-Fi or Ethernet network connection, etc. Contact your [ORG] Technology Account Manager if you have questions or concerns about whether telework users have all appropriate tools needed to successfully work in a remote configuration. [SUPPLIER] will not be available to transport and install computers at telework locations such as employee homes.