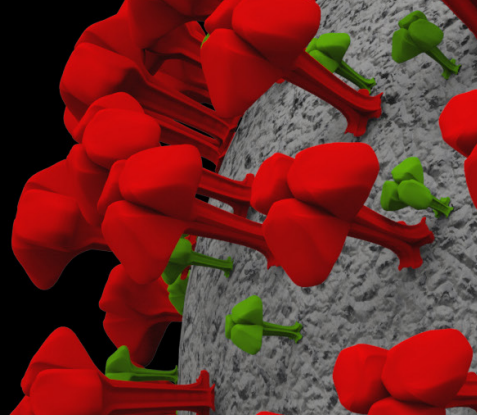
KEY STEPS

for setting up technology for your agency personnel to work from home

CNA ANALYSIS & SOLUTIONS

NATIONAL DISTRICT ATTORNEYS ASSOCIATION



01 INITIAL STEPS

First, talk to IT personnel (who may reside within your agency and/or jurisdiction), when available, to determine what requirements might already be in place to facilitate remote access for your office. These requirements include the following:

- Equipment
- Software
- Gateways
- Policies, procedures, and protocols
- Requirements for any new purchases

Second, determine whether there are any current rules, policies, and procedures that may affect your decision-making when adopting technology for use at home.

02 EQUIPMENT AND LICENSING

- **DETERMINE** what equipment employees will require. This may vary by job or individual (e.g., some may need special equipment under the Americans with Disabilities Act). This equipment may include:
  - Computer
  - Mouse and keyboard
  - Reliable internet access
  - Telephone
  - Printer or scanner
  - Web-cam
  - Digital signing capability
  - Email access
  - Video conferencing access
  - Secure remote access to intranet
- **PERFORM** an inventory of existing equipment and employees to determine needs.
- **DETERMINE** pre-existing contracts, vendor licenses, and required applications for work. Ensure that license requirements are being met, and that employees have access to necessary license keys.
- **ENSURE** that equipment includes required software or that employees have access to this software. Software can be either pushed-out or downloaded.
- **IF PURCHASING** new equipment, determine the following:
  - Budget and spending authority
  - Shipping location for equipment
  - Availability of required equipment and timing of delivery
  - Whether required software can be pre-loaded
- **BEFORE** final purchase, check with IT personnel to ensure that all purchases conform to agency and jurisdictional requirements.

03 REMOTE ACCESS

- **CONSULT** with your IT personnel to determine what is already available for remote access.
- **DETERMINE** whether servers can be remotely accessed and whether doing so requires additional equipment.
- **CONFIRM** that required email is available via the web.
- **IF REMOTE ACCESS** is not available, determine:
  - Whether establishing it is possible in the near future. If not, determine if a cloud provider can provide access to essential files.
  - The level of security required. Some cloud providers can provide certified Criminal Justice Information System and/or military levels of security.

04

SECURITY CONSIDERATIONS

- **USE** secure platforms for document sharing. Be aware of discovery requirements when sharing documents.
- **USE** strong passwords on all devices and applications.
- **BE AWARE** of phishing emails.
- **ENSURE** that software on all devices is updated with the most recent security updates.
- **BE AWARE** of file saving locations and policies (i.e., saving files on personal devices versus organizational network).
- **CHECK** with your IT personnel to determine if there are any pre-existing licenses for security software and/or recommendations for such software for each computer.

05

VIDEO CONFERENCING
AND REAL TIME CHAT OPTIONS

- **DETERMINE** your video conferencing needs (e.g., internal meetings, victim and witness interviews, consultations with experts).
- **CHOOSE** a platform that suits your needs. There are multiple platforms available that have varying costs and features.
- **EXAMPLES** of video conference platforms include:
  - Zoom
  - Microsoft Teams
  - Cisco Webex
  - Google Hangouts
  - FaceTime
  - Skype
  - GoToMeeting
  - BlueJeans
- **EXAMPLES** of real time chat platforms include:
  - Slack
  - Microsoft Teams
  - Zoom Chat
  - Google Hangouts
  - WhatsApp
  - Skype
- **CONSIDER** discovery requirements before using any of these platforms.
- **CHECK** with your IT personnel to determine if there are any restrictions or pre-existing licenses for the commercial versions of these platforms.

06

ADDITIONAL CONCERNS

- **DETERMINE** whether your agency or jurisdiction has existing policies for use of take-home equipment and remote access.
- **ENSURE** that this work-from-home policy includes clear guidance on how employees should engage in telephone communication, video-conferencing, and email, and how this relates to future discovery requirements.
- **COMMUNICATE** instructions, policies, requirements, and restrictions to users.
- **WORK** with IT and vendors to ensure proper user support to bring equipment online and to maintain equipment.
- **BE AWARE** of potential phishing scams related to IT security and from IT vendors.

07

EXAMPLE TRAINING MODULES

- **PROVIDE** basic "quick start" instructions to users to teach them how to begin using the equipment, assuming no technical knowledge.
  - Include instructions on how to access other training, in hard copy or online.
- **CONDUCT** webinars and/or conference calls to train the users in using their new technology.
- **IF YOUR OFFICE** does not have the ability to produce your own training, consider available training from other organizations, such as LinkedIn, who are producing good-quality training videos and modules to help transition to working from home.