Please help amplify and emphasize the importance of cybersecurity during emergency situations such as the coronavirus outbreak. Cybercriminals exploit emergency situations to solicit personal information and to take advantage of vulnerable infrastructures. You can help keep our state and its citizens safe by reporting all potential cyber threats to <https://it.nc.gov/resources/cybersecurity-risk-management/nc-information-sharing-analysis-center/statewide>.

**FAQs to Assist with Telework Messaging and Questions**

**For IT Directors**

1. **Does my agency currently have VPN groups established? If yes, where are they terminated?** Agencies other than NCDIT should ensure VPN termination equipment can handle larger bandwidth loads. Confirm personnel are placed in the correct VPN groups for access and security controls. Incorrect VPN groups can result in users not having the ability to function (e.g., if placed in the wrong group, a DBA may not be able to access databases).
2. **What are the telephony needs?** If the teleworker does not have a softphone (ex.: Jabber, Cisco) on their laptop, they can use their state-issued or state-reimbursed cell phone. Remember to ensure that personal devices are patched to the manufacturer’s and industry best practice standards (for example, updated to the latest operating system).

It is recommended that all approved teleworkers establish call forwarding from their desk phones to their cell phones to ensure uninterrupted communications. Make sure their office phone is programmed to roll over to their cell phone. If their office phone is being rolled over to a non-state issued cell phone, make sure voicemail greetings are professional.

1. **What type of internet connection will a teleworker need at home?** Larger neighborhoods with shared infrastructure tend to have slower connections during peak hours. Streaming internet and TV can drastically slow a connection. Remember, applications are slower to respond across internet links versus being in the office. Access databases and file and print servers do not function or perform well across slower internet connections.
2. **What user access is needed?** Users only needing Office 365 and/or OneDrive will not need to utilize VPN (virtual private network) access. O365 tools like email, SharePoint, Teams and OneDrive can be accessed via a web browser.  Users are encouraged to disconnect VPN connections when the need is no longer present.
3. **Is VPN access required the full workday?** This will be up to the teleworker’s work assignments and projects (see question #4), but if it isn’t, teleworkers should consider disconnecting the VPN until access is needed again.
4. **What tools are available for teleworking remote collaboration?** The O365 suite is available, including Microsoft Teams, and WebEx can be used for remote conferencing.
5. **Can I use a personal device to telework?** It is not recommended to use a personal device, however, if you must, ensure the device is patched to the manufacturer’s and industry best practice standards (for example, updated to the latest operating system).
6. **Who do I contact if I have questions about teleworking?** Any questions concerning teleworking technologies should be directed to your Business Relationship Manager in your IT department or call the DIT Service Desk at 919-754-6000.

**For Directors**

1. **What are the telephony needs?** If the teleworker does not have a softphone (ex.: Jabber, Cisco) on their laptop, they can use their state-issued or state-reimbursed cell phone. Remember to ensure that personal devices are patched to the manufacturer’s and industry best practice standards (for example, updated to the latest operating system).

It is recommended that all approved teleworkers establish call forwarding from their desk phones to their cell phones to ensure uninterrupted communications. Make sure their office phone is programmed to roll over to their cell phone. If their office phone is being rolled over to a non-state issued cell phone, make sure voicemails are professional.

1. **What type of internet connection will a teleworker need at home?** Larger neighborhoods with shared infrastructure tend to have slower connections during peak hours. Streaming internet and TV can drastically slow a connection. Remember, applications are slower to respond across internet links versus being in the office. Access databases and file and print servers do not function and perform well across slower internet connections.
2. **What user access is needed?** Users only needing Office 365 and/or OneDrive will not need to utilize VPN (virtual private network) access. O365 tools like email, SharePoint, Teams and OneDrive can be accessed via a web browser.  Users are encouraged to disconnect VPN connections when the need is no longer present.
3. **Is VPN access required the full workday?** This will be up to the teleworker’s work assignments and projects (see question #5), but if it isn’t, teleworkers should consider disconnecting the VPN until access is needed again.
4. **What tools are available for teleworking remote collaboration?** The O365 suite is available, including Microsoft Teams, and WebEx can be used for remote conferencing.
5. **Can I use a personal device to telework?** It is not recommended to use a personal device, however, if you must, ensure the device is patched to the manufacture’s and industry best practice standards (for example, make sure it is updated to the latest operating system).
6. **Who do I contact if I have questions about teleworking?** Any questions concerning teleworking technologies should be directed to your Business Relationship Manager in your IT department or call the DIT Service Desk at 919-754-6000.

**For Employees**

1. **How should I communicate by telephone while working from home?** You may have a softphone (ex.: Jabber, Cisco) on your laptop, or you can use your state-issued or state-reimbursed cell phone. If you are using a personal device for work, remember to ensure that it is patched to the manufacturer’s and industry best practice standards (for example, updated to the latest operating system). We also recommend that you, if possible, forward calls from your desk phone to your cell phone and make sure that your voicemail message is professional.
2. **What type of internet connection will I need at home?** A high-speed internet connection is preferred. Remember, applications are slower to respond when working remotely via internet links versus being in the office. Access databases and file and print servers do not perform well across slower internet connections. Larger neighborhoods with shared infrastructure tend to have slower connections during peak hours. Streaming internet and TV can drastically slow a connection, so you may need to reduce other household use of your internet bandwidth while you are working remotely.
3. **What user access do I need?** Users only needing Office 365 and/or OneDrive will not need to utilize VPN (virtual private network) access. The O365 suite of tools, which includes email, SharePoint, Teams and OneDrive can be accessed via a web browser. Users are encouraged to disconnect VPN connections when not needed.
4. **Is VPN access required for the full workday?** This will depend upon your work assignments and projects, but if it isn’t, consider disconnecting the VPN until access is needed again.
5. **What tools are available for remote work collaboration?** The O365 suite is available, including Microsoft Teams, and WebEx can be used for remote conferencing.
6. **Can I use a personal device to telework?** NCDIT does not recommend that you use a personal device for telework, however, if you must, ensure the device is patched to the manufacturer’s and industry best practice standards (for example, make sure it is updated to the latest operating system).