Please help 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 county and its citizens safe by reporting all potential cyber threats to the Wake County Information Services Security Team (email: [securityincident@wakegov.com](mailto:securityincident@wakegov.com)).

**Resources for teleworking all in one place**

The information contained in this document is provided to help you coordinate potential remote work with your staff. We have worked with the Communications Office to create a centralized page on the WIRE where information and resources related to remote work and collaboration are available. If you have staff members who will be working remotely in the coming days and weeks, please direct them [here](https://thewire-cms.wakegov.com/sites/county-manager/SitePage/12989/office-365-collaboration-tools-and-working-remotely).

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

**What type of internet connection will a teleworker need at home?**

Generally, any home internet service with download speeds of 2.0Mbps or higher will support the majority of normal workday tasks. Keep in mind that larger neighborhoods with shared infrastructure tend to have slower connections during peak hours, and streaming internet and TV can drastically slow a connection. Remember, applications are slower to respond across internet links versus being in the office.

**What collaboration tools are available to teleworkers?**

**Office 365:** O365 applications such as email, calendars, OneDrive, SharePoint and Teams are available without being directly connected to the County network. This means County staff can perform work functions utilizing these tools without needing virtual private network (VPN) access or a County provided device. In order for your staff to successfully use these tools anywhere on any device, you should verify the following:

* Ensure staff have registered on the Wake County Authentication Portal and set up multi-factor authentication (MFA) if accessing O365 apps off the County network or on personal devices. Instructions for registering can be found on the WIRE [here](https://wakecountync.sharepoint.com/sites/O365/SitePages/Authentication%20Portal.aspx).
* Point staff to the WIRE [here](https://wakecountync.sharepoint.com/sites/O365/SitePages/Office-365-Training.aspx) for [Office 365 training and information](https://wakecountync.sharepoint.com/sites/O365).
* Staff are encouraged to disconnect VPN connections when the need is no longer present (i.e. when only using O365 tools).

**Microsoft Teams:** Teams offers one-on-one and group chat, file sharing, screen sharing, video and audio Teams-to-Teams calls, and online meetings. All county workstations have Teams, and people external to the organization can be added to a Teams meeting by entering their email address. More information about Teams can be found [here](https://wakecountync.sharepoint.com/sites/O365/SitePages/Microsoft-Teams.aspx).

**What do I need to know about working remotely?**

All Wake County laptops have the VPN tool AnyConnect installed which is used for remotely accessing the Wake County network. By default, not all Wake County staff have their Active Directory accounts configured to allow VPN access. You should verify that appropriate staff have VPN access (contact Mike Bass for a list of your staff already configured for VPN access), and if access is needed do the following:

* If you have a small number of individual staff members that need VPN access, please have staff contact the [helpdesk](https://thewire.wakegov.com/sites/technology-innovation/SitePage/7169/help-desk) to request.
* If you have larger groups (20+ staff) that need VPN access please, please contact either John Higgins or Mike Bass to discuss.
* Instructions for using the AnyConnect tool can be found [here](https://thewire.wakegov.com/sites/technology-innovation/SitePage/7187/mobile-devices) under the ‘Remote Access’ heading

**Can I receive business calls when working remotely?**

The County has over 2,000 smartphones deployed as well as staff utilizing [BYOD](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwakecountync.sharepoint.com%2Fsites%2Funilydocs%2FPolicy%2520Documents%2FInformation%2520Services%2FPolicies%2520and%2520Procedures%2FMobile%2FMobile%2520Device%2520Policy.pdf&data=02%7C01%7CSusan.Powers%40wakegov.com%7Ce787f471ff65493df71b08d7c5cdffe2%7Cc5a412d13abf43a48c5b4a53a6cc0f2f%7C0%7C0%7C637195360853981120&sdata=3mMl4aKEFkTCZ1HL1sTa3U4%2BfzjB0jEYX2KZamkWTFM%3D&reserved=0) devices. There are also ways to allow staff to be reachable via their published Wake County phone number.

* If you need additional smartphones, please contact Ivan Kanner.
* If staff need to be reached via their published number:
  + The Mobility, or “Single Number Reach” feature of VoIP allows your County number to “follow” you to another phone. Mobility is enabled for all staff with a Cisco VoIP phone and each user can manage their own settings. More information can be found [here](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwakecountync.sharepoint.com%2Fsites%2FUC%2FUCdocs%2FUnified%2520Communications%2520Self%2520Care%2520Portal.pdf&data=02%7C01%7CSusan.Powers%40wakegov.com%7Ce787f471ff65493df71b08d7c5cdffe2%7Cc5a412d13abf43a48c5b4a53a6cc0f2f%7C0%7C0%7C637195360853981120&sdata=Yt9KkfOISeil97ZqKzYz8Fxz903upqRwJBSzMDTOltc%3D&reserved=0).
  + Cisco Jabber rings your County phone number to a PC or smartphone that has the Jabber App installed. This is the only option that allows staff to make **outgoing** calls from their VoIP phone number. Jabber is available for all staff using a Cisco VoIP phone; however, Telecom must enable this feature on a per-user basis. The monthly cost of the Jabber add-on is $1.25 per phone number. More information on using Jabber can be found [here](https://wakecountync.sharepoint.com/sites/UC/UCdocs/Jabber%20for%20Windows%20Instructions_without%20Chat.pdf).
  + More information on choosing between Jabber and Mobility can be found [here](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwakecountync.sharepoint.com%2Fsites%2FUC%2FUCdocs%2FCisco%2520Mobility%2520vs%2520Cisco%2520Jabber.pdf&data=02%7C01%7CSusan.Powers%40wakegov.com%7Ce787f471ff65493df71b08d7c5cdffe2%7Cc5a412d13abf43a48c5b4a53a6cc0f2f%7C0%7C0%7C637195360853991122&sdata=%2F0V9Led%2Bef%2BeEBPvDLLHjJpes%2Bwp2UWXf7oLVmpFtbo%3D&reserved=0).
* If you want to enable Jabber for any of your staff, please send a list of those staff members to either John Higgins or Mike Bass.

**Workstations:** Roughly 65% of County staff have laptops as their primary workstations. As such, all the tools and applications used for daily work should be already installed on those devices, which is the first step needed for accessing applications that require you to be on the Wake County network like Advantage HRM/Performance Budgeting/Finance, the WIRE, and SharePoint sites. You should identify staff that need to access applications that require connectivity to the County network have County provided laptops, and if additional equipment is needed do the following:

* If you have a small number of individual staff members that do not have laptops and would be candidates for teleworking, please call the [helpdesk](https://thewire.wakegov.com/sites/technology-innovation/SitePage/7169/help-desk) to request a loaner laptop.
* If you have larger groups (10+ staff) that perform similar job functions that currently do not have laptops and would be candidates for teleworking, please contact either John Higgins or Mike Bass to discuss options.

**Other Helpful tips:**

* Have staff test working from home! We would like to help folks with any issues they run into sooner rather than later.
* Access to S/P drives: make sure staff visit the WIRE [here](https://thewire.wakegov.com/sites/technology-innovation/SitePage/7187/mobile-devices) for information on mapping network drives like departmental S drives or the P drive.
* Ensure they can connect to their home network (wireless) with their County laptop before they need to work from home.
* Have staff contact the Wake County helpdesk at 919-212-7676 or email at [helpdeskteam@wakegov.com](mailto:helpdeskteam@wakegov.com) for issues with any of the teleworking tools detailed above.
* Contact either John Higgins or Mike Bass if you have questions about anything else.