Telecommuting Options

TTI Presentation

Date: April 2, 2020

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Chief Information Officer

Topics for Discussion

- Memo to Directors

- Telecommuting Policy – AP 3-36

- Tools & Help

- Opportunities for Council Members to leverage virtual meetings

Emergency Telecommuting Policy
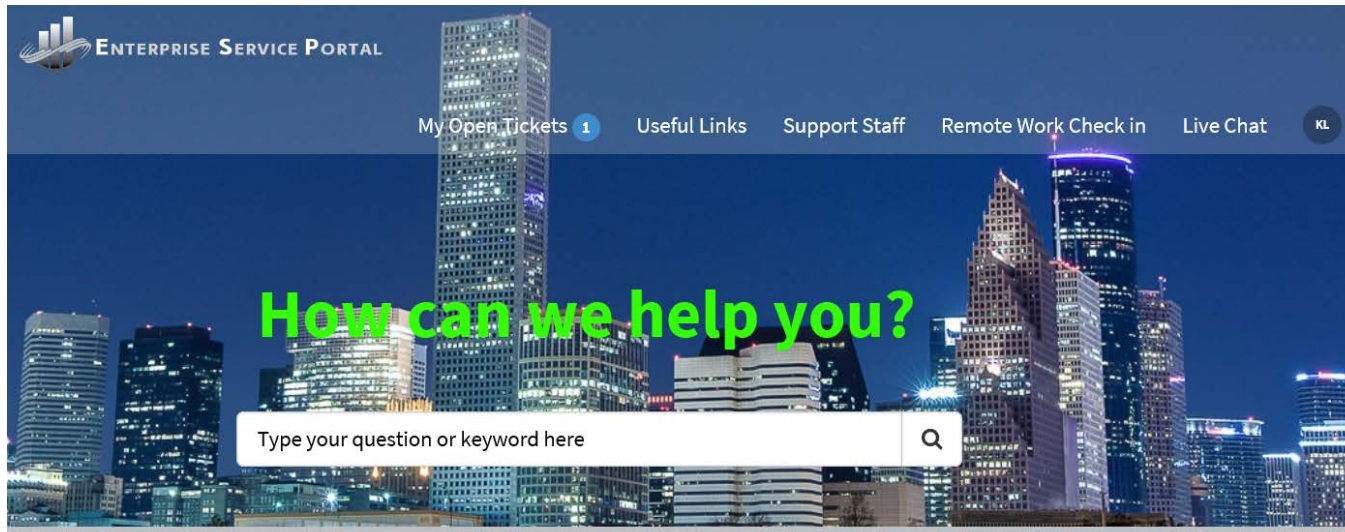
Administrative Procedure 3-36

- Provides administrative controls

- Allows departments options *for eligible employees* regarding Stay Home Work Safe

- Telecommuting agreement form must be signed

    - Great opportunity to use DocuSign!

Most Impactful Tools
<mark>Service Now</mark> Portal for IT Service Requests & Info

https://houstontx.service-now.com/esp/

- Remote Work Checklist
- Links & videos to training for O365 & WebEx

Working Remotely Resource Center

Most Impactful Tools

- **Virtual Private Networking (VPN)**

  - Allows users to connect to systems and data inside the City's enterprise environment over a secure connection

  - VPN is only required for select COH solutions

  - Any device using VPN must remain compliant with COH security standards

  - If needed, VPN access can be requested through the Service Now portal

Most Impactful Tools

- **Office 365**
  - Email, One Drive, Teams, all Office apps, Sharepoint Online, etc.

- **Virtual Meetings**
  - **Microsoft Teams**
    - already licensed to all COH employees for *full web-conferencing*
    - All **COH managers** (except HPD), all **MYR** & **CNL staff** have ability to schedule Teams meetings with *external audio conferencing dial-in telephone #'s in addition to* web-based audio
    - Up to 250 full participants
    - Includes Teams LIVE EVENTS for up to 10,000 participants
  - **Cisco WebEx**
    - Free for COVID-19 crisis (licenses will be fee-based later)
    - Up to 1,000 participants (expanded from 100 to 1,000 for COVID-19)

Teams Training & Familiarization

Ambrosia Williams (Microsoft)

Brittany Tates (HITS PMO)

- Weekly Teams Introduction training sessions (Wednesdays and Thursdays)

- Training completed TODAY with 26 members of City Council staff

- Links to web videos and training materials on Service Now portal

- Teams Intro

- Teams Demo

Another impactful tool…

Opportunities for City Council to explore

- Public Safety Committee

  - Thursday April 9th 11:00am

  - All-virtual using Teams & Teams Live Event

  - To do: getting Council Members ready with equipment, Teams familiarization, understanding audio etiquette

- Possibilities for the future…

  - Other City Council committee meetings

  - Virtual meetings with district constituents

  - CIP meetings

  - Planning Commission meetings

  - Etc.

Questions?