



Telecommuting Options

TTI Presentation

Date: April 2, 2020

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Chief Information Officer**

TELECOMMUTING



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

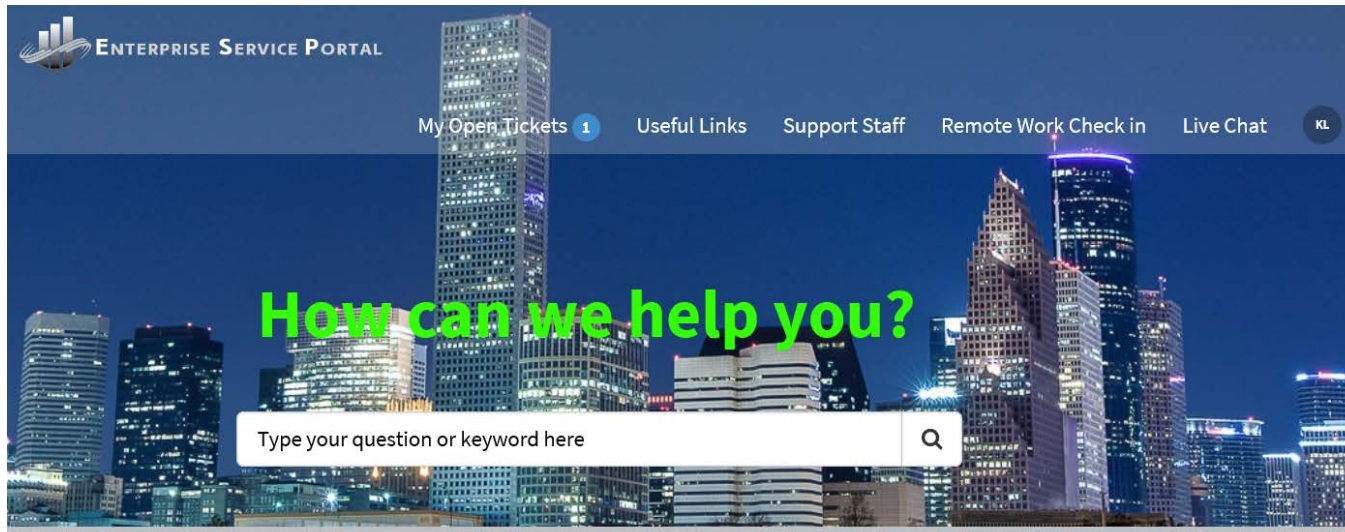
- Provides administrative controls
- Allows departments options *for eligible employees* regarding Stay Home Work Safe
- Telecommuting agreement form must be signed
 - Great opportunity to use DocuSign!



Most Impactful Tools

Service Now Portal for IT Service Requests & Info


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



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

 **Report a Problem**
Report any issues you are experiencing

 **Request a Service**
Browse the Enterprise Service Catalog

 **Find Answers**
Search the Knowledge Base for answers

All My Tickets (Opened By Me)

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Popular Requests

- Offboarding Process
- Create or Update Distribution List
- Onboarding Request
- Request a Mobile Device
- Password Reset

Announcements

- Working Remotely Resources Center**
- FAQs for COVID-19

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)

Ambrosia
Williams
(Microsoft)



Brittany
Tates
(HITS PMO)

Teams Training & Familiarization

- 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...

Docu *Sign* The logo for DocuSign, featuring the word "Docu" in a bold, black, sans-serif font, followed by "Sign" in a blue, cursive script font. A horizontal dashed line runs through the middle of the "Sign" portion. To the right of the "Sign" portion is a registered trademark symbol (®).

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?