

Information Technology's Guidelines for "Work-At-Home" Option

The following information is provided as reference for users who are participating in the "Work-At-Home" pilot program at UHD.

Equipment

According to the guidelines established for the Flexible Workplace Initiative Pilot Program, employees who participate should provide their own PC or laptop, and other equipment if needed (printer, fax, phone, etc.). However, if the employee's own computer can not be used without any modifications (i.e. requires an upgrade or needs new software added), or if the employee will need to access or maintain university information on his/her own computer, the department will need to work with IT to arrange for a university-owned equipment to be provided as part of the program. In this case, the user must provide a formal plan (approved by the office responsible for the data involved) that outlines the methods and controls that will be used to secure the information against access by anyone other than the authorized user, as well as properly disposing of any material that contains confidential data.

Required Equipment:

Computer: Information Technology recommends that the employee's Flexible Workplace Pilot Program PC or laptop meet UHD's office PC minimum standards (Pentium or equivalent processor, 1.6 GHz speed, 512 MB RAM, and 20 GIG free hard disk space). The specifications may vary depending on what is already installed on the PC (see the section on required utilities and/or software below). For any exceptions in which the university department plans to provide/purchase the computer for the employee to use as part of the pilot program, a consultation with UHD Information Technology should take place prior to providing the equipment to the employee.

Optional Equipment:

Printer: A printer is optional, depending on whether the employee's department requires it. If a printer is needed, either the employee or his/her department should provide the printer, paper and toner/cartridges.

Fax: A fax machine is optional, depending on whether the employee's department requires it. If a fax machine is needed, either the employee or his/her department should provide the fax machine, paper and ink. Note that if the employee needs a fax machine, he/she will need a fax line.

Copier: A copier is optional, depending on whether the employee's department requires it. If a copy machine is needed, either the employee or his/her department should provide the copier, paper and ink.

Scanner: A scanner is optional, depending on whether the employee's department requires it. If a scanner is needed, either the employee or his/her department should provide the scanner.

Wireless Router & Card: A wireless router and card are optional. If they are needed to connect the employee's laptop to UHD's network using his/her ISP's high-speed connection, the wireless router and card must be provided either by the employee or his/her department.

Connection

High-Speed or Broadband: High-speed Internet access (Cable or DSL), is required for Flexible Workplace Pilot Program participants who need access to UHD or UH resources via the Internet or the university's private network. Furthermore, all network access to university information should be properly encrypted per requirement by state law (T.A.C. 202) as well as university policies and regulations. Information Technology will provide encryption services through its private network connection (VPN). However, Information Technology does not provide high-speed access for users. It is expected that the user or his/her department provide the high-speed access, and that installation/setup will be coordinated between the employee and the Internet Service Provider directly.

DialUp/PPP: Although connection to UHD's network and resources via modem dialup/PPP is available for basic Internet browsing and limited e-mail capabilities, it should not be considered an option for the Flexible Workplace Pilot Program participants.

Second Phone Line: If the employee plans to use his/her regular phone line for fax capabilities, he/she should consider a second phone line for use with the regular telephone if the first line is in use for faxing.

Operating System and Software

Operating System: The user must have Windows 2000 or Windows XP installed on his/her personal PC or laptop. The computer must have the latest OS security updates and patches installed on it. (Computers that connect via VPN to UHD's network and do not have the updated OS patches applied introduce risk to the UHD network and its users.)

Anti-Virus: The user's PC or laptop must have anti-virus software installed on it, and it must have the latest virus definition files. Information Technology can provide McAfee VirusScan free of charge to full-time faculty and staff members. Infected computers that try to access UHD's network will be disconnected immediately and the user's account will be disabled.

Microsoft Office: Microsoft Office suite (Outlook, Word, Excel, Access and PowerPoint) is required in order to communicate back and forth with other employees at UHD and create documents with the standard package of UHD supported general productivity software. Information Technology can provide the MS Office suite free of charge to full-time faculty and staff if requested. Please note that VPN connection is required for access to Microsoft Exchange using the Outlook client. Microsoft Outlook Web is accessible via a web browser.

VPN: A Virtual Private Network utility is required to create a secure/encrypted connection between the employee's computer and UHD's network while he/she is using high-speed Internet connection. VPN is required to access UHD's network and resources, including server-based applications and Microsoft Exchange e-mail via Outlook Client. The VPN utility is provided by Information Technology free of charge.

Banner: Information Technology recommends using the web-based module of Banner when Banner is needed by home users. VPN connection is required for access to Banner so that encryption requirements can be met.

PeopleSoft: Access to PeopleSoft is web-based and does not require any software installation on the user's personal PC. VPN connection is required for access to PeopleSoft so that encryption requirements can be met.

Other Applications

UHD can provide users with Microsoft Office, McAfee VirusScan and VPN software free of charge for use with their home PCs. These applications are licensed for use when working at home, and should be removed from the personal PCs if and when employees are no longer employed by UHD.

Other applications such as Dreamweaver, Contribute, WinZIP, Adobe Acrobat and other specialized software are licensed for use on university owned-PCs on campus only. These applications will not be issued to users for installation on their home PCs. In addition, access to web-based applications such as PeopleSoft and Banner may not work properly due to incompatibility and conflicts with other applications the user may have on his/her personal computer.

Support

Information Technology can provide basic troubleshooting remotely and during normal business hours via Remote Desktop Management software that allows our technicians to connect to users' PCs over a high-speed connection. The support provided will be limited to issues relating to UHD connectivity. IT staff will not troubleshoot issues related to users' personal computers or issues relating to their Internet Service Providers. In addition, the support provided to home users will not have priority over support provided to users on campus. Information Technology staff will not visit users at their homes to troubleshoot problems. Employees provided with university owned equipment will be required to bring the equipment to UHD for any major troubleshooting or repair issues.

Training

Participants must have completed the mandatory Information Security Awareness Training provided online by UHS. In addition, they must also attend special work-at-home information security training at UHD (contact the training department at x8200).

FAQs

What is recommended by IT for UHD's Flexible Workplace Pilot Program participants?

IT recommends an up-to-standard PC or laptop (Pentium or equivalent processor, 1.6 GHz speed, 512 MB RAM, and 20 GIG free hard disk space) with Windows XP, High Speed Internet Connection, Anti-Virus, VPN and Microsoft Office Suite.

Can I connect to my office PC using my home PC?

Yes, you can connect over a high-speed Internet connection using the Remote Desktop Connection feature that comes with Windows XP Professional. Windows XP Home Edition and older operating systems may require additional utilities to run the Remote Desktop Connection. VPN is required to use Remote Desktop Connection.

Can IT staff visit my home to troubleshoot a problem with my PC?

No, Information Technology staff can not visit your home, regardless of the problem you are encountering. If the problem is related to your Internet Service Provider, you should contact your ISP directly to get the problem fixed, even if UHD is paying for the service. If the problem is hardware related, you should seek assistance from the PC manufacturer, reseller or a service center such as CompUSA and Best Buy (IT does not recommend any particular vendor).

Can I bring my personal PC to campus to be fixed?

No, IT staff will not troubleshoot any problems with your personal PC, other than accessing UHD's network resources and applications, which can be addressed remotely.

Is remote desktop support available 24 hours a day 7 days a week?

Remote Desktop support is available Monday through Friday from 7 a.m. to 6 p.m. However, calling the Help Desk does not guarantee remote support will be readily available.

If I use a university-issued PC, can IT staff visit my home to fix a problem?

No, if you experience any problems with a university-issued PC, and the problem cannot be fixed remotely by IT staff, you will need to bring the computer back to campus for repairs. Standard priority will be given to troubleshooting/repairing the problems.

Can IT staff visit my home to change the toner, cartridge, or ink for my printer or copier?

No, you will have to perform those tasks yourself, even if the printer or copier is university-issued equipment.

Can IT setup a wireless network at my home for use with a laptop?

Information Technology, if asked, can recommend wireless devices and provide general information on how to setup the wireless network. However, IT will not visit your home to set up your wireless network, even if the devices and computer or laptop are issued by the university.

Can IT recommend a PC and/or an ISP for me?

Information Technology can provide information about the minimum requirements to look for when purchasing a PC as well as general information about Cable and DSL broadband connections.

Do I need special training from IT if I participate in the UHD Flexible Workplace Pilot Program?

Yes. You must schedule an appointment by calling x8200 to go over a special work-at-home information security training. Information Technology can also provide documentation on how to connect to UHD's network and how to access resources from home such as how to use VPN, and how to configure the Outlook e-mail Client.