Manager Telecommute Preparedness Checklist

ITS has a variety of tools and resources to help in the event that a full or partial campus closure occurs. This checklist should help you start the planning process for your team to work remotely. Please contact the Technology Support Center to help with support and training. ITS will be posting additional resources via the campus COVID-19 page and on https://support.csusb.edu.

### Remote-Ready Checklist

<table>
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<tr>
<th>Access to reliable Internet, web browser</th>
<th>Review CSUSB Safeguarding Confidential Information Standard</th>
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**Using a University-owned laptop or devices:**
- Authenticate via DUO from off campus (if applicable)
- Have Global Protect VPN installed
- Can access MyCoyote, Office 365, Zoom, WebVPN

**Using home computer to remote into work desktop:**
- Keep work desktop powered on
- Request Remote Desktop access through TSC
- Enroll in DUO recommended ([https://www.csusb.edu/duo](https://www.csusb.edu/duo))
- Authenticate via DUO from off campus (if applicable)
- Can access MyCoyote, Office 365, Zoom, WebVPN

### Communication & Collaboration

- Identify a central location for storing campus closure planning documents (e.g. OneDrive and Google Drive)
- Make sure you have staff guidelines for working remotely
- Create a staff contact list
- Identify staff supporting essential functions/services
- Make sure you updated your email groups for all of your teams
- If you have a shared email account, you will need to set up for remote access
- Choose a collaboration tool (e.g. Teams, Slack)
- Choose a tool to host meetings (e.g. Zoom, Teams)
- Develop a vendor contact list if applicable and share it
- Update your personal contact information in PeopleSoft

### Security

- Check to make sure your DUO authentication works from off campus
- Have Antivirus software on devices (Available from ITS website)

### Critical Functions & Services

- Identify what tool(s) you need to perform critical functions and services
- Identify service(s) that requires staff to be on campus
- Identify which of your service(s) will not be available while campus is closed
- Make sure you have a plan to address staff shortages

### Phone & Voicemail

- Know how to access and change your voicemail setting remotely
- Assign a person to retrieve voicemail messages from department main number or forward to a mobile number
- Request forwarding your phone voicemail to email
- Request forwarding your desk phone to a mobile number
- Determine if you need headsets

### Process & Procedures

- Complete Telecommuting Agreement
- Consider a fillable PDF form and email delivery for any process that requires paper form
- Consider developing a mitigation plan for any process that requires printing
- Make sure you are aware of the campus equipment check-out process and procedures
- Make sure you can access necessary work files and documents from off campus, including paper documents