

MEMO

March 16, 2020

To: ODOT Employees

From: Information Systems Branch

RE: Authorizing employees for telework

Related to coronavirus contingency planning, we've seen a noted uptick in remote work technology requests. We want to take a moment to give a general situation report, and provide some insight into what we are doing, what you can do to help, and your options.

Please note that any guidance on technical options from ISB does not imply recommendation, or approval of remote work. Please work with your management and human resources teams on policy matters and appropriateness of remote work for your position and individual situation. We will also continue to follow DAS and agency requirements for security standards and required technology agreements.

The Current Remote Access Situation

Last week, the state Chief Information Officer asked all agencies to take stock of their remote access capabilities, so that statewide capability could be summarized for state leadership. Agencies are in various levels of readiness, and statewide network resources will be stretched during the coming weeks.

The situation at ODOT:

- We have a remote desktop gateway at the state datacenter (Columbia) that can be used to remotely connect to your ODOT workstation from a personal Windows PC at home. Less than 100 people routinely use this service on any given day. It is capable of providing service to many more, but an RSA token is required and while 900 of those are deployed, we have under 40 in stock centrally.
- We also have 2,400 deployed laptops. All laptops are able to connect remotely as they are configured with DirectAccess. This is a secure remote access technology that works in the background and allows a laptop user to connect to the ODOT network from any place that you have an Internet connection. Some applications do not work well with DirectAccess, so that is something to take into consideration. We have a list of such applications on our Teleworking Solutions page.
- We have a third remote connection technology called NetMotion with 100 licenses, but its use is limited to highway operations personnel, and we do not plan to increase its use at this time.



- Finally, we are being required by the state to turn off access to Outlook Web Access (OWA) through Jefferson. I realize this action could not come at a worse time, but it is for sound security reasons in light of the current situation, and we are doing it to comply with an order to all agencies. We are coordinating termination of that service and will probably terminate it this week.

Our Strategy

As you can probably guess, the number of ODOT laptops plus the number of deployed tokens for remote desktop is shy of potential need depending upon how this situation evolves.

Our strategy relies heavily upon DirectAccess and the 2,400 laptops already deployed to personnel. To support an increase in remote worker needs, our strategy further involves the following:

- Press spare, unused and older laptops into service and order more laptops.
- Expand the use of the remote desktop gateway by redistributing unused RSA tokens, and purchase 300 additional RSA tokens for distribution.
- Enable ODOT *desktop computers* with DirectAccess so those computers and their accessories, (keyboard, monitor, mouse, etc.), can be taken home. This is not a first choice, and is really suitable for extended periods at home, but it's a viable option *if* the agency needs it.

What We Are Doing

At ISB, we are taking the following steps:

- We have purchased 300 additional RSA tokens for distribution, but they will not arrive for approximately one to two weeks.
- We are ordering 50 laptops at ISB expense out of stock readily available from our supplier. These will be for general distribution.
- We have approximately 150 older laptops in stock that we are busy now reconfiguring for deployment.
- We have taken steps to increase the capacity of the DirectAccess server, and are working to complete the deployment a newer infrastructure to support potential increased load.
- Our infrastructure teams are closely monitoring remote access infrastructure and will prioritize resolution of service interruptions.
- Our support desk, field services (FSU), and security teams are actively strategizing on resource request management during this period.

How You Can Help



We are asking all teams to do the following to support the agency:

- Identify any spare, unused or older laptops that may be in your team's possession. Think about how those can be distributed to others on your team or in your regional vicinity, and engage with Field Services personnel to ensure the laptop is built for distribution. If you have a spare or unused laptop but do not have a need, please give it to an FSU technician so they can log it and report its availability.
- Deploy any new laptops you have purchased after considering their potential prioritization for remote work requirements on your team. We estimate there are 40 new, yet not deployed, laptops in the field at this time.
- Identify any unused RSA tokens. We have a list of 196 people that have not used their RSA token in the past six months. This is probably because they have a DirectAccess laptop and don't really need it. We will be writing to those people. If you are one of those, please work with your manager to identify someone else who could potentially use it in your local vicinity. If you have an unused token, please tell your manager so that they can take that into account for their planning.

If You Need Telework Technology

We are asking that all requests for telework technology (laptops, tokens or DirectAccess enabled desktops) come to us at our support desks *from* your manager. We will be sending a separate email with telework technology request instructions to all management staff later today.

Other Thoughts

You may still order laptops and mobile devices through our normal channels. Work with your asset site coordinators per normal. Please note that lead times for equipment may increase.

Regarding telephony, if you will be working remotely, please familiarize yourself with how to forward your phone to another device and to listen to your voice mail remotely. [Please click here for the instructions](#)

For quick reference, these are the intranet links for the [Computer Support Desk](#) and [DMV Technical Resource Center](#)

Finally, refer to our [Teleworking Solutions page](#) for updated information and instructions