IT Remote Access and Telework Services

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Telework and Information Technology

• Tech-savvy work force
• Need the ability to work anywhere, anytime
• IT infrastructure already in place
• Easy access to stored files on network (network-centric computing) from any computing device
• Many collaboration tools available
• Network bandwidth and existing infrastructure can support numerous concurrent remote workers
Equipment Requirements

• A personal computer – desktop, laptop, etc.
  - ORNL/ITSD does not provide home-use systems
• Standard software such as MS Office, browser, etc.
• Computer peripherals – printer, webcam, etc.
• Internet access (high-speed broadband), wired or wireless
• SecureID token
• Phone service
• Appropriate working environment
• Secure file area as needed
Equipment Requirements

- **Personally-owned computing devices**
  - Employee responsible for resolving equipment and local internet service issues
  - Employee responsible for software and updates
  - Helpline available 24x7 for limited employee support

- **Government-owned computing devices**
  - Employee responsible for resolving local internet connection issues
  - Devices approved by L1 on case-by-case basis; property pass required
  - Computer hard drive must be encrypted and system will be centrally managed for patching/updating
  - HW repairs require drop-off at IT Service Desk in 5700 lobby area
  - Helpline available 24x7 for limited employee support
How to Safely Telework

• Network & data safety is first priority
  • SecureID tokens required to gain access to the network
  • Personal computers – ORNLAccess only
  • ORNL-owned computers – VPN or ORNLAccess
  • VPN connections – receive anti-virus and security patches
• Employee is responsible for properly maintaining and securing their home networking environment and for properly protecting ORNL information at all times
How to Safely Telework

• Personal computer safety
  • Anti-virus software must always be fully operational and up-to-date
  • All software patching must be kept up-to-date
  • System firewall must be active at all times
  • Follow all ORNL cyber security procedures when working off-site
  • Failure to properly maintain system hygiene can result in loss of remote access privileges
How to Safely Telework

Do

• Encrypt ORNL devices
• Have property removal pass for ORNL devices
• Report any loss, theft, or damage to ORNL equipment immediately!
• If you have any questions or concerns, call the ORNL HelpLine

Don’t

• Save sensitive data to a personal computing device
• Perform classified work offsite
• Install ORNL-owned software on a personally-owned computer
• Send ORNL email to personal email accounts
• Write down your password and leave it out in the open
Telework Tools

To connect to the ORNL Network:

- ORNLAccess (aka Citrix)
- Personal computing devices such as desktops and laptops (Mac, Windows)
- Tablets, smart phones using the “Citrix Receiver” app
- Virtual Private Network (VPN) for Government-owned devices only
- Outlook Web Access
- Secure Shell (SSH)
- GOOD Application for Mobile Devices (monthly fee)
Telework Tools

Collaboration Tools:

- Teleconferencing/Video conferencing
  - Conference Room videoconference
  - Desktop video conferencing - Office Communicator (OCS/Lync)
  - SKYPE, Google Talk, WebEx, LiveMeeting
  - Audio conference call services
- File Sharing / File access
  - Network file access (file/folder redirection service)
  - File Upload System
  - SharePoint
Resources

- Non-ORNL Computing Device SBMS Guidance
- SecureID
- ORNLAccess FAQ
- VPN Client
- VPN FAQs
- UCAMS
- Outlook Web Access
- Secure Shell (SSH)
- How to Request SecureID
- SBMS Information Protection Requirements
- Live Meeting
- WebEx
- ReadyTalk
- GoToMeeting
- Adobe Connect
- Microsoft Office Communicator
- Audio Conferencing Services
- Skype
- Google Talk
- Microsoft Outlook
- SharePoint
- Drupal
- File Upload System
- Globus Online
- ORNL Helpline: 241-6765 or help@ornl.gov
Questions?