Remote Working Best Practices

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Guidelines for a Successful Remote Computing Experience

- Many of our team members are preparing to work from home or other remote locations during the coming weeks; this document provides advice and guidelines for a successful remote computing experience
  - Preparation
  - Keeping Our Company and Your Personal Information Safe
  - Securing Your Personal-Owned Computer
  - Work Environment
  - Productivity
  - Internet
  - VPN

Remote Work Preparation

- In preparation to work remotely, please consider the following best practices:
  - Reset your passwords; this is easier while you are in the office and will give you a new expiration period
  - Move to OneDrive! Moving your personal drive and other necessary work to OneDrive will give you increased flexibility when accessing files when working remotely while simultaneously helping to optimize the performance of our IT infrastructure
  - Update your voice and email greetings
  - Forward your desk phone to your cell phone
  - Make sure you have Cisco AnyConnect VPN software installed if you will be working from a company-issued computer

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Remote Work Preparation

- If you do not have a company-issued laptop or personal-owned computer available to work from, you may be asked to bring your desktop computer home with you

- When dismantling your work office, snap a picture of how the cables connect in order to help you reassemble the configuration in your home office

- Use caution when moving components to/from your remote workspace

- Printing documents is only available if you have a personal printer; you will need to install your printer on your device and are limited to the capabilities of your printer

Keeping Our Company and Your Personal Information Safe

- If you are in a public area and working on sensitive company or personal information, be sure to protect your computer screen from other peoples' view; e.g. protect against someone looking over your shoulder

- Keep your passwords secure; do not document your passwords and make sure that others cannot see you type in your password

- If working from a personal computer that is also used by your family members, be sure to log out of company applications when not using them

- Be sure to lock your computer when you walk away from it:
    - Windows computers: Windows key + L … or … Ctrl + Alt + Delete and Enter
    - Apple computers: Ctrl+ Shift + Power … or … Control + Shift +Eject

- Do not save company data on your personally-owned computer! To access work via your personal computer without VPN, save needed files on your BW OneDrive account; to access OneDrive, visit www.office.com from any computer or device with internet access and log in using your e-mail address and computer password

- Remain on the lookout for suspicious behavior and contact your IT Support Team with any concerns

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Securing Your Personal-Owned Computer

- Ensure your computer's software is properly updated
  - Windows computers: go to the start menu and type Check for Updates
  - Apple computers: choose System Preferences from the Apple menu, then click Software Update to check for updates
- Check that the system drivers and firmware on your computer are current
  - Running Dell Command Update or browsing to www.dell.com and entering the device service tag information will locate these files for Dell devices
  - HP, Lenovo, and other computer brands offer similar tools and websites to support their computers
- If your computer has anti-virus software, please make sure it is operational and current

Set Up for Success: Work Environment

- Set up a workspace that is separate and distinct from your living areas/family

- Create a comfortable workspace

- Attempt to replicate your remote office to be as close to your work office as possible, including work materials and hardware

- Establish boundaries with family members - make sure you emphasize that when you are in your workspace, you are at work

- Establish ground rules for work hours, interruptions, noise, etc.

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Set Up for Success: Productivity

- Focus on the objectives at hand; the expectation is that work will move forward at a pace similar to our normal working conditions

- Be clear on your priorities, to be reinforced by regular communication with your leader and teammates

- Proactively communicate with your customers (internal and/or external)

- Out of sight is not out of mind; regularly participate in daily activities

- Solicit feedback from your leader, especially in the early stages, on how the working environment can be improved

- Be accessible, responsive and reliable

- Utilize all communication methods at your disposal to stay connected

- Find ways to disengage from work and home life when traditional "boundaries" between both are no longer clear

- Check your voicemail and email regularly; consider forwarding your desk phone to your cell phone

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Accessing the Internet

- Use caution when connecting via personal "hotspots" for remote work; connectivity performance is variable, and the costs could be exorbitant

- Be mindful of bandwidth usage; if others in the household are also using internet services, your performance will be adversely affected (Netflix, Disney +, YouTube, etc.)
  - Communal usage of internet services will affect overall system performance

VPN (Virtual Private Network)

- VPN services are available so team members can access the internal BW network remotely over the internet

- Three VPN Datacenters are available for use:
  - Green Bay, WI
  - St. Louis, MO
  - Europe

- While some applications require VPN connection for access, many do not

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VPN (Virtual Private Network)

- A VPN connection is required to access the following applications:
  - Network file shares and any files stored on the network
  - Intranet/SharePoint
  - Web Apps
  - Autocad /Eplan
  - Solidworks / PDM
  - Infor XA
  - ATM
  - TMS
  - LaserVault

Note: This list may not apply to all divisions/locations

VPN (Virtual Private Network)

- You DO NOT need VPN connection to access the following applications:
  - Office 365 (Outlook, Skype for Business, Teams, Word, PowerPoint, Excel)
  - OneDrive
  - Skype, Teams and WebEx meetings
  - Workday
  - Ipay\ADP
  - Infor CRM
  - Supplier Exchange
  - SmartSheet
  - KACE

Note: This list may not apply to all divisions/locations