

## COVID-19 Report Strategies for Remote Workers

It's been said that unprecedented times call for unprecedented measures, and nothing has been more unprecedented than the scale and response to the COVID-19/Coronavirus. During a time where much is uncertain, we can be sure of one thing: the safest thing for the general public to do is shelter in place.

According to the CDC "Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China."

Because of the highly contagious nature of this virus, many government agencies including those of California are recommending all but essential workers (grocery employees, medical staff, police officers, etc.) move to working remotely. At Valley Techlogic we know this is may be easier said than done. Many businesses are experiencing the strain of trying to transition their work staff to a completely remote set-up, while making sure they are still able to effectively perform their job duties at the same time.

In this report you will find our recommended strategies for setting your staff up for success, a helpful checklist for your remote workers, as well as relevant documents from the CDC and OSHA. As a technology company we know we will play a critical role in the aiding our community at this time and can provide necessary assistance in helping our fellow businesses to establish the infrastructure required to maintain their day-to-day operations.

We believe as a community we will get through this together.

# COVID-19 Report

## Strategies for Remote Workers

Where do you start when trying to set up a remote workforce? What technology is required to have your business operations continue as usual? What risks are unique to a remote workforce?

- 1 Cover Page & Our Report
- 2 Checklist for Remote Workers
- 3 CDC and OSHA Fact Sheets
- 4 Remote Technology Services

### Setting up your remote workforce

Here are the 5 things we recommend when beginning the process of establishing a remote workforce. 1. You'll need to address the topic of data protection and digital safety. 2. You should also establish guidelines for accountability and time management. 3. Have a meeting with your management team to address their roles in maintaining the workforce remotely. 4. Set strong goals; this will be important for your team's motivation. 5. Communicate often, even in a remote setting; with the tools available in our modern world you can even maintain the same level of communication you had while working in an office setting.

### Recommended technology for your remote workforce

There 3 technologies we recommend setting up first when moving to a remote workforce

1. **Remote Desktop** – This will allow your IT staff to assist you and your staff remotely by virtually controlling your PC.
2. **Video Software** – There are several good options available on the market; this will allow you to keep in touch with your staff.
3. **Collaboration Software** – It will be easy to feel isolated from your staff, and them from their fellow employees. A software suite like Microsoft Office 365 will make collaboration easy and accessible.

### Risks associated with working remotely

We would be remiss to not mention the risks associated with working remotely. While working from home has many benefits such as less time spent commuting, lower infrastructure costs, and even increased productivity, there are some risks associated with it.

Malware and viruses will prove to be a potent risk to a mostly remote workforce. It is very important your employees have the proper training on what to do to avoid a cyber security event that may level your business. They will not have the security of your enterprise level office security while in their SOHO (Small Home Office).

If you need assistance with setting up a remote workforce, we can help. We can set up phone lines that will allow you to make calls as if you're in your office. We can assist with remote desktop and establishing a connection to your office computers so you can access necessary files. We can guide your employees through the critical steps for maintaining a safe home network as well as provide cyber security training for you to stay safe. Valley Techlogic has been in the technology business since 2004 and has become a recognizable name in Central California. Give us a call today at 209-357-3121 or email at [sales@valleytechlogic.com](mailto:sales@valleytechlogic.com) to set up a virtual appointment.

## **Guidelines & Tips for Employees Working Remotely**

Working remotely, whether short-term or permanent comes with many perks, but it also poses many new risks for the security of your organization's data. For example, if an employee-owned device (laptop, PC, etc.) is connected to the company's network and contains a virus or malware, they could be spread to your company's network. Additionally, it becomes more of a challenge to verify the legitimacy of emails (for example, you're no longer right down the hall from your CEO who requested an unusual wire transfer), you may be unfamiliar with policies and procedures as they pertain to a work from home environment, and the list goes on.

We've developed a list of guidelines and tips to assist you as you prepare to work from home in a safe, functional work environment. Note, this list is intended for guidance and information purposes only. If you have any questions regarding these tips, please reach out to your supervisor or IT provider for additional information.

### **Guidelines & Tips**

- Secure workspace
  - Ensure you have the ability to lock your devices (laptop, PC, etc.) and any business relevant information when not in use. Cable locks for laptops should be used when necessary. Laptops and devices should be locked out of sight and/or in the trunk if it must be left in a vehicle unattended
  - Avoid using your personal devices for work-related business if you can
  - Safely perform conversations without visitors eavesdropping or shoulder surfing, especially while working in a mobile setting, such as a coffee shop
  - Protect the data you are accessing by using a VPN to log into the company network, and ensure you are protecting data visible on your screen with a screen protector. This is especially critical for employees who are required to be HIPAA compliant, PCI compliant, etc.
  - Restrict the use of devices containing business-relevant information. Do not let family members, friends, or anyone but yourself use company-owned devices or personal devices used for business purposes
  - Use strong unique passwords on all your devices and accounts to prevent unauthorized access
- Wireless Security
  - Change default Wi-Fi Router passwords
  - Enable WPA-2 or higher encryption
  - Ensure your local router firmware is up to date
  - Limit the use of public Wi-Fi. Always use a VPN when connecting to public Wi-Fi. Never use public Wi-Fi to send sensitive information without a VPN
- Ensure all personal devices are secure with company-provided or personally owned antivirus and antimalware software company
- Updated IOT Device firmware (smart thermostats, surveillance cameras, etc.)
  - Ensure default passwords are changed
- Ensure the software on all devices within your home network is kept up to date (corporate laptop, IOT devices such as cameras and smart thermostats, personal laptops/tablets, etc.)

- Review and follow corporate Bring Your Own Device (BYOD) and other relevant policies and procedures

#### **AWARENESS**

- Remote Work Employee Awareness
  - Be extremely cautious of email phishing scams
  - Limit social media use
    - Don't reveal business itineraries, corporate info, daily routines, etc.

# Coronavirus disease 2019 (COVID-19) and you

## What is coronavirus disease 2019?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

## Can I get COVID-19?

Yes. COVID-19 is spreading from person to person in parts of the world. Risk of infection from the virus that causes COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19.

Learn more about places with ongoing spread at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html#geographic>.

The current list of global locations with cases of COVID-19 is available on CDC's web page at <https://www.cdc.gov/coronavirus/2019-ncov/locations-confirmed-cases.html>.

## How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

## What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of:

- fever
- cough
- shortness of breath

## What are severe complications from this virus?

Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

## People can help protect themselves from respiratory illness with everyday preventive actions.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

## If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

## What should I do if I recently traveled from an area with ongoing spread of COVID-19?

If you have traveled from an affected area, there may be restrictions on your movements for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

## Is there a vaccine?

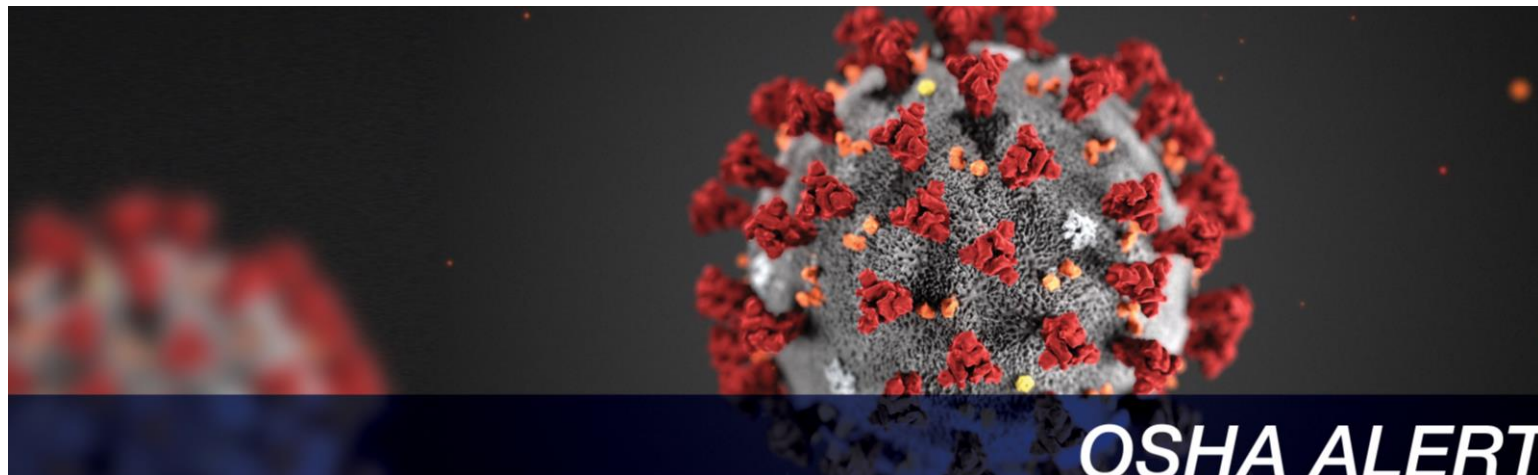
There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick and washing your hands often.

## Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.



For more information: [www.cdc.gov/COVID19](https://www.cdc.gov/COVID19)



## Prevent Worker Exposure to Coronavirus (COVID-19)

The novel coronavirus (officially called COVID-19) is believed to spread from person-to-person, primarily through respiratory droplets produced when an infected person coughs or sneezes. The virus is also believed to spread by people touching a surface or object and then touching one's mouth, nose, or possibly the eyes.

Employers and workers should follow these general practices to help prevent exposure to coronavirus:

- Frequently wash your hands with soap and water for at least 20 seconds.
- If soap and running water are not available, use an alcohol-based hand rub that contains at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.

Employers of workers with potential occupational exposures to coronavirus should follow these practices:

- Assess the hazards to which workers may be exposed.
- Evaluate the risk of exposure.
- Select, implement, and ensure workers use controls to prevent exposure, including physical barriers to control the spread of the virus; social distancing; and appropriate personal protective equipment, hygiene, and cleaning supplies.

For the latest information on the symptoms, prevention, and treatment of coronavirus, visit the [Centers for Disease Control and Prevention coronavirus webpage](#).

For interim guidance and other resources on protecting workers from coronavirus, visit OSHA's [COVID-19 webpage](#).

*OSHA issues alerts to draw attention to  
worker safety and health issues and solutions.*



### INTERNET SECURITY

Internet security is the backbone of our services. A cybersecurity event is catastrophic for many businesses. We won't let it happen to yours.

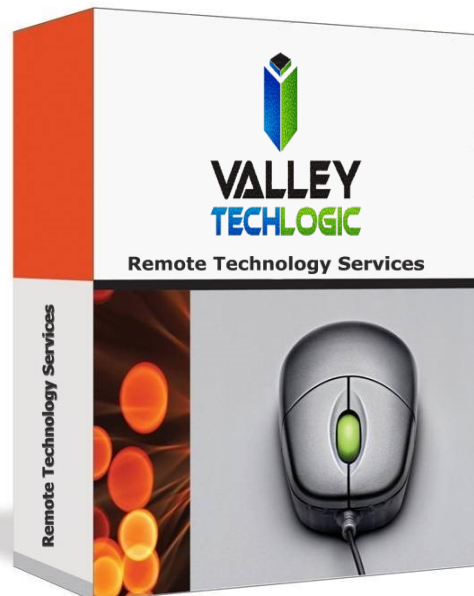
### NETWORK PROTECTION

Network protection is even more important from a remote services standpoint; we'll make sure your network security is rock solid.

### PERSONAL FIREWALLS

Your firewall is your protection from the world at large when it comes to performing your business duties online. We only deploy the best firewall solution available.

## Remote Technology Services



- Remote desktop makes it easy for us to assist you remotely.
- We'll secure your home computer and network and so you can work confidently.
- We offer phone service assistance as well, including setting up new VoIP lines for you using your office numbers.
- This is only a fraction of our offerings, reach out today at 209-357-3121 or [sales@valleytechlogic.com](mailto:sales@valleytechlogic.com)

At Valley Techlogic we consider ourselves a full service IT provider. What this means is we can provide all the same services in house IT staff would but for a fraction of what you would pay in yearly salary, benefits, and related costs. We have come to embrace the phrase "Managed IT Department" as the best descriptor for the kind of service we provide. It's the same level of care and dedication you would get from having a full IT staff, while not having the headaches associated with training and managing them yourself. We believe that managed services doesn't have to mean sacrificing quality or availability. Since establishment in 2004 Valley Techlogic has anchored itself as a go-to name for IT support in the Central Valley.

As a Managed IT Department we are in the unique position of having a bevy of experience when it comes to working remotely. While there are definitely tasks that can only be completed on site, a great many can be accomplished quickly and easily from a remote position. This will expedite the task and lead to it being completed often just as soon as we're made aware of it. Gone are the days of waiting for a tech to show up to fix a problem. Remote work also frees up you or your staff from feeling like you need to "supervise" the IT person. As soon as you submit your ticket you can consider it handled and go about your day.

### TECHNICAL SUPPORT

We offer consistent technical support when **you** need it. We don't believe our clients should wait hours or even days for a solution.

### ALMOST NO DOWNTIME

Downtime often means lost revenue. It's our goal to keep your critical business operations online and available to you.

### TURNKEY SOLUTIONS

Our plan is customized to your unique business needs. We will service every computer and server on your network.

For more information on any of our products or services please visit us on the Web at:  
[www.valleytechlogic.com](http://www.valleytechlogic.com)

## Service Features and Benefits



Our managed IT plan is full service and that includes remote work. We will manage your office servers and PCs as well as help you access them from home. We know to continue your day to day operations you need access to your critical files. We can use remote desktop to help you remotely. We will also answer your cyber security questions so you can secure your home network as you work from home.

In addition to computer support we also offer comprehensive phone support. We have the ability to set up phone lines so that when you make a call from home it will appear as if it is coming from your office line. At Valley Techlogic we don't believe working remotely should mean sacrificing call quality.

\* These are only a fraction of our offerings, we have experience with a whole host of technologies including but not limited to phone service, servers and PC maintenance, security camera installation and more.

## System Requirements

- Windows 10 for PCs (Personal Computers); An outdated operating system is a cybersecurity risk
- High speed internet access is crucial; we can help assess your network
- We recommend 16 GBs of Ram at minimum be installed in PCs for optimized use
- Servers and Phone Systems are more complicated and need to be addressed on a case by case basis
- We can help if your machines don't currently meet our recommended specifications or are running outdated software

### SERVICES AVAILABLE

Technical Support  
Installation and Setup  
Maintenance  
Application Support  
Hardware Support  
Guaranteed Warranty



111 Business Park Way  
Atwater, CA 95301  
Phone 209-357-3121  
Fax 209-720-0142