



Emergency Situation Work from Home Checklist

This document is intended as a tool for companies and teams who are implementing remote work policies as a part of a business continuity plan in response to a crisis or disaster.

If you're a manager, answering these questions will provide a framework for a remote work guide that you can create and distribute to your team during this emergency period.

If you're an employee, answering these questions can help provide you with an idea of what is required to be able to work effectively during this emergency period.

- Account access** - Do you have access to all the accounts you will need to use? Do you need to use a secured VPN connection? If so, what do you use to access?
- Broadband/Internet Access** - Do you have internet access at home or on a cell phone that can be used as a hotspot? Do you need help to deploy a temporary cellular service for Internet access?
- Collaboration** - What tools and processes will you use to collaborate with your team if working remotely?
- Communication** - What communication channels will you use to communicate with your team? (this includes phone, internal chat and email)
- Contact info** - Do you have all the contact information for the people you will be working with? If not, how will this be distributed?
- Decisions** - How will decisions be documented and communicated? Do you have a central and shared location?
- Expectations** - Have you given or received clear expectations about what is required of you in the specific situation?
- Equipment** - Do you have a laptop, cell phone or desk phone? A working web camera and microphone? Other equipment you need to do your job?
- Internet access** - Do you have high-speed internet access at home? If not, will you be able to get access? Or will you have to access high-speed internet elsewhere? What will you do if you cannot access the internet?
- Meeting Schedule** - What upcoming meetings can be rescheduled? What meetings should shift to virtual meetings? What recurring meetings must continue? What meetings could be handled via other channels?
- Meetings** - How will you hold meetings? What tools will you use? Do you and everyone on your team have access?
- Ownership** - Who is responsible for the remote work plan for your department/team? Who will make and communicate remote-specific decisions? Who do you contact for remote-specific questions? Who is ITS' point of contact during this?

- Progress Updates and Tracking** - How will you check in with your team and have updates? How will you track progress on projects and tasks?
- Questions** - Where do you go for answers to questions about remote work or work in general?
- Resources** - What resources are available for help in working remotely?
- Remote Access to Systems** - Are your systems available to be accessed remotely?
- Schedule** - What hours are you expected to work? What hours will your team be working? How will you share your availability? How can ITS assist with this surrounding Auto Attendant recording updates, Auto Replies via Outlook, etc.?
- Security** - What security or safety measures do you need to practice?
- Timing & Duration** - When are you expected to start working remotely? How long will you be expected to work remotely? How will updates to this plan be announced?
- Team** - Who will be working remotely, and who will be on-site (if anyone)?

Here's what ITS can assist with:

- Phone Solutions** - ITS VoIP and Cloud UC Solutions allow you to take your phone home, connect it to the internet and it be up and running in minutes. *Please note however, if you do this, you are required to notify ITS as we will need to update the 911 address in case of an emergency. If the 911 address is not updated, if 911 services are needed they may be delayed.*

With ITS VoIP and Cloud UC Solutions you also have the option of using the Mobile App to receive work calls on your cell phone. ITS can assist you in getting this set up.

If you have only Analog lines, we can deploy a temporary VoIP line and phone you can take home and then forward your Analog lines to that phone.

- IT Solutions** - If ITS manages your desktop computers, we can assist you to remote in to your desktops from your home computer or laptop.
- Broadband/Internet Access** - If you do not have viable internet access at your home, ITS can deploy a temporary wireless broadband solution (requires strong cell signal).
- Communication Tools** - If you do not have an internal communication tool, ITS offers solutions that can assist with maintaining internal communication while working remotely.

For further assistance call us 805-520-7020