

Preparing Your Business for COVID-19

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Welcome

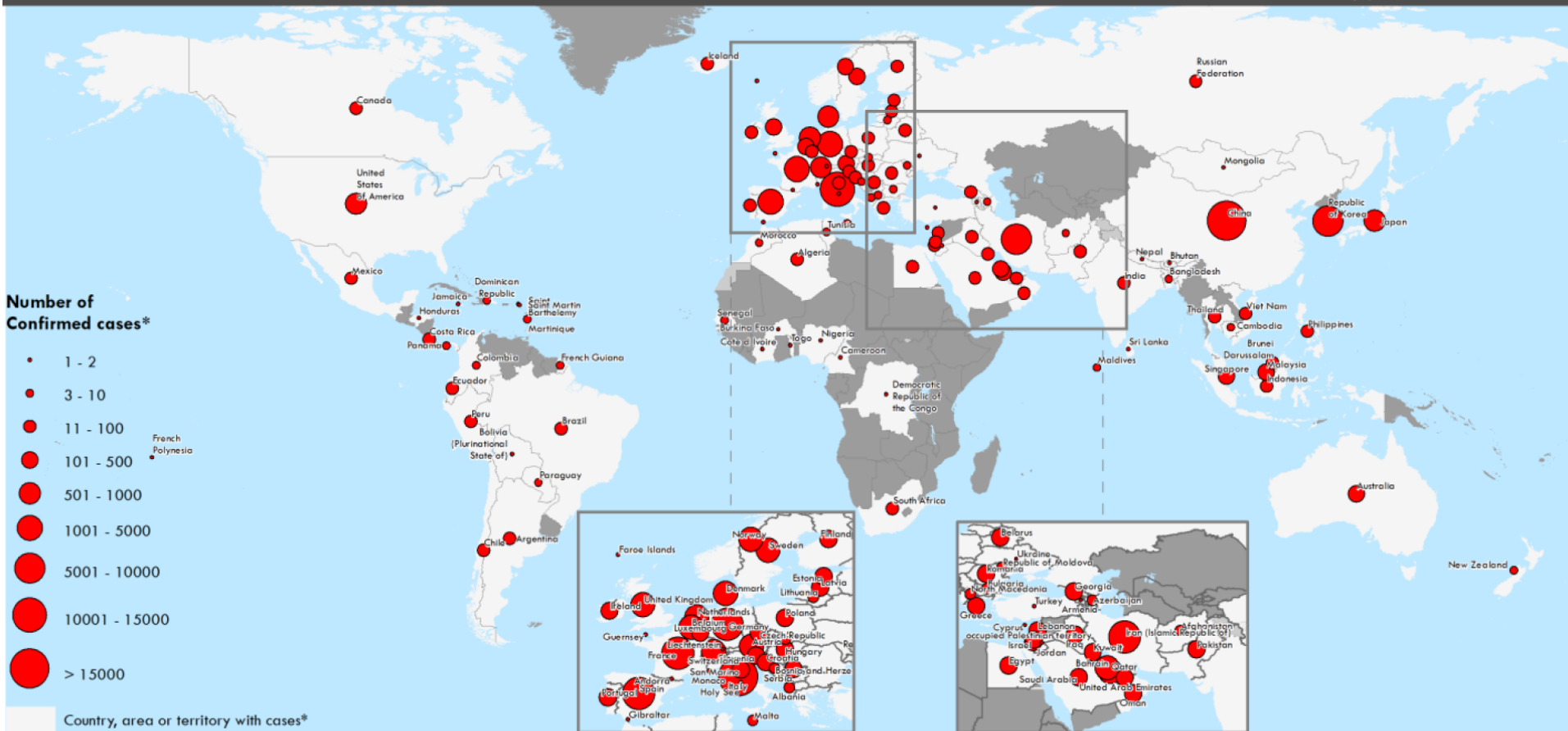


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Information Technology Professionals
Now a Gordon Flesch Company

Agenda

- COVID 19 Update
- How should your company prepare?
- Technology Strategies

Distribution of COVID-19 cases as of 12 March 2020



Data Source: World Health Organization, National Health Commission of the People's Republic of China
 Map Production: WHO Health Emergencies Programme

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Basics

- COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.
- COVID - 19
 - CO - Corona
 - VI - Virus
 - D - Disease
- WHO - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Should I Worry About C-19?

- Illness due to COVID-19 infection is generally mild, especially for children and young adults. However, it can cause serious illness: about 1 in every 5 people who catch it need hospital care. It is therefore quite normal for people to worry about how the COVID-19 outbreak will affect them and their loved ones.
- We can channel our concerns into actions to protect ourselves, our loved ones and our communities.
- First and foremost among these actions is regular and thorough hand-washing and good respiratory hygiene.
- Secondly, keep informed and follow the advice of the local health authorities including any restrictions put in place on travel, movement and gatherings.
- Learn more about how to protect yourself at: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Resources

- International: WHO
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- U.S. CDC
 - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- WI Resources:
 - <https://www.dhs.wisconsin.gov/disease/covid-19.htm>

Keeping the workplace safe

Encourage your employees to...

Practice good hygiene



- Stop handshaking – use other noncontact methods of greeting
- Clean hands at the door and schedule regular hand washing reminders by email
- Create habits and reminders to avoid touching their faces and cover coughs and sneezes
- Disinfect surfaces like doorknobs, tables, desks, and handrails regularly
- Increase ventilation by opening windows or adjusting air conditioning

Be careful with meetings and travel



- Use videoconferencing for meetings when possible
- When not possible, hold meetings in open, well-ventilated spaces
- Consider adjusting or postponing large meetings or gatherings
- Assess the risks of business travel

Handle food carefully



- Limit food sharing
- Strengthen health screening for cafeteria staff and their close contacts
- Ensure cafeteria staff and their close contacts practice strict hygiene

Stay home if...

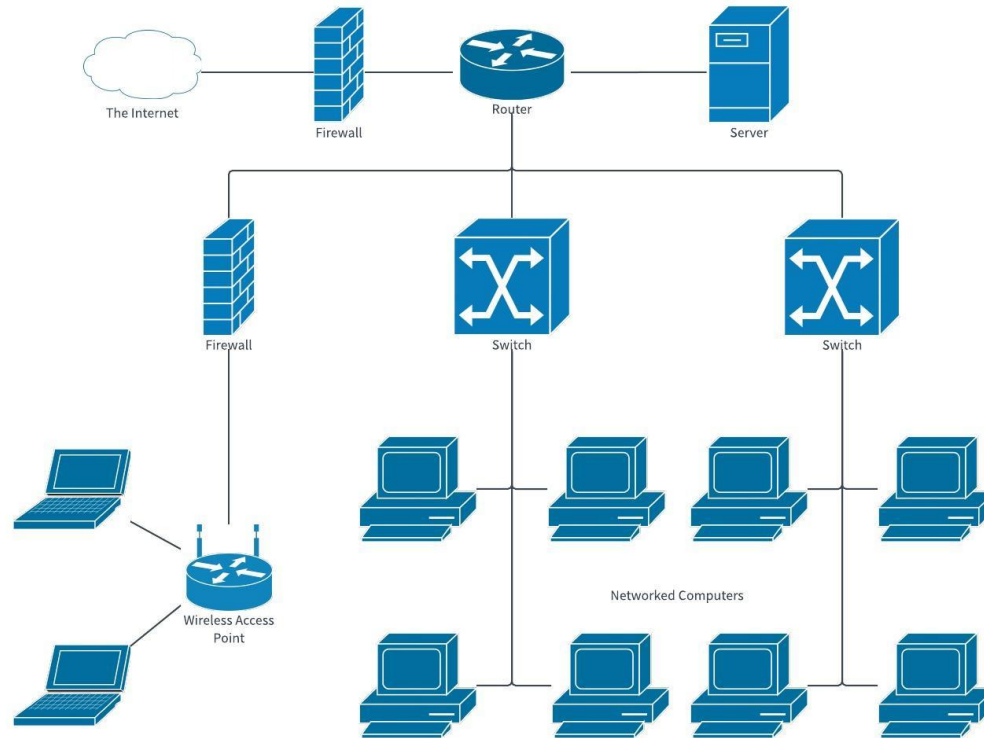


- They are feeling sick
- They have a sick family member in their home

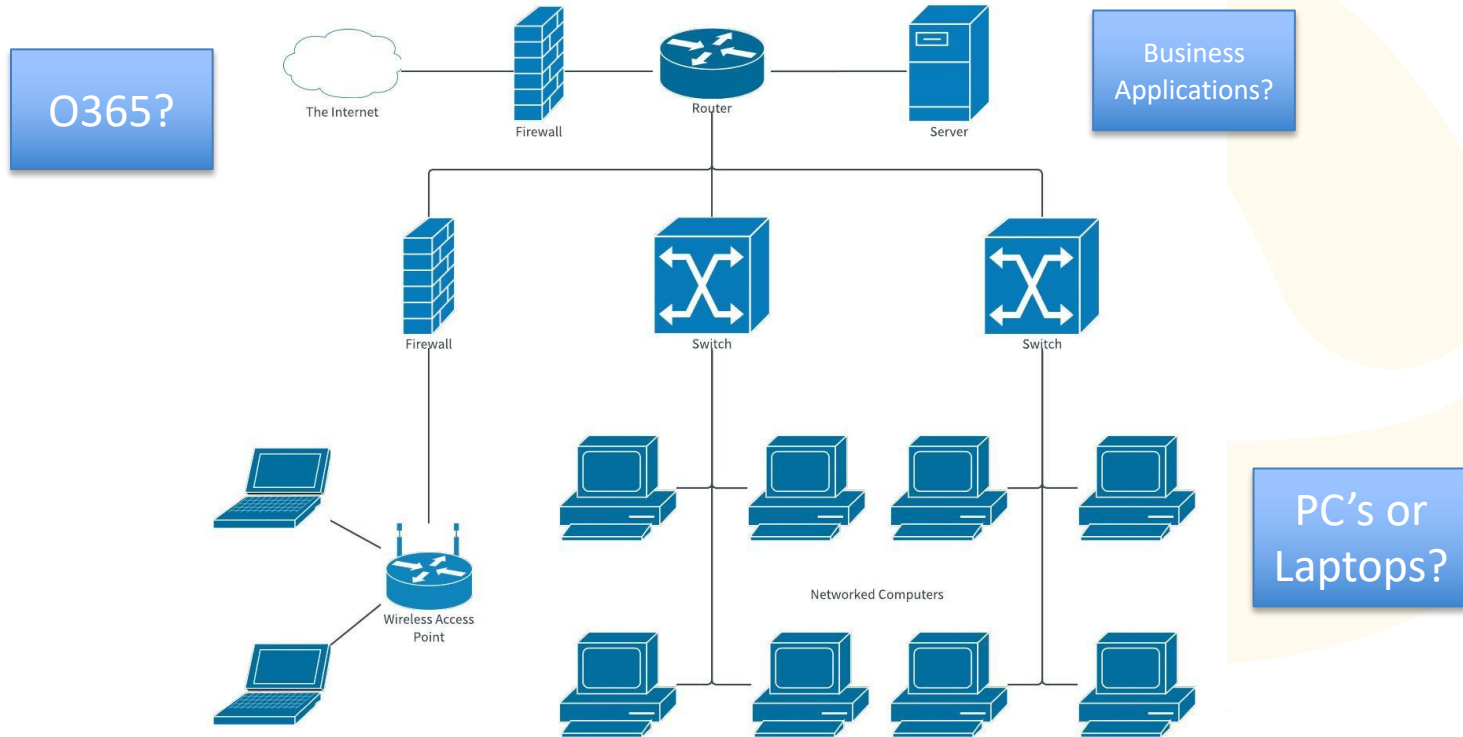
What every American and community can do now to decrease the spread of the coronavirus

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>

Basics of Your Network



Where Do Your Apps Live?



How to Support Remote Workers?

- Treat this like a DR practice exercise!
- Voice
- PC's
 - Laptop Pool?
 - New Devices?
 - Take your PC home
 - BYOD
- Remote Access Tools
 - Citrix
 - RDS
 - VPN
- Security
- Policies
- Collaboration
- Sales Teams



PC Plan

- Laptop Pool
 - Plan for 25%-40% of staff needing to work remote
 - Get a pool of devices. Prep them and build a process
 - Pros: Cheaper than purchasing all new devices for entire workforce
 - Cons: If entire office needs to close this may not be enough
- New Devices
 - Take this as an opportunity to move to laptops
 - Pros: Modernizes your workforce and makes them more mobile
 - Cons: Laptops have shorter life spans. May need docking stations and other peripherals that add to cost. Some workloads are expensive on laptops (CAD etc.). Might be buying more devices than you truly need
- Take your PC Home
 - Does not cost more in hardware but adds some complexity
 - Pros: No new direct hardware cost
 - Cons: How will staff know how to setup? Will the PC work without contact with the domain? Will the device be safe? How do you handle the policy side of all these expensive devices moving from home to work and back?
- BYOD
 - Let your staff use their home devices
 - Pros: No new direct hardware cost
 - Cons: Should IT control these devices? AV and Security. How does IT help support these devices? Data concerns or compliance concerns

Voice

- Does your phone system travel?
- If not will you use cell phones and are those already covered by the business with an MDM solution?
- Consider a temporary cloud solution like O365 Teams Voice. Can spin up and down in a day



Remote Access Tools

- Virtual Desktops
 - Isolated Resources for each user
 - Usually very compatible as they run Windows 10
 - Typically VMware/Citrix/Microsoft Technologies
 - Requires Microsoft VDA licenses/M365 E5 licenses for the operating system and typically high performance hardware on site or use of a cloud service
- Remote Desktop Services
 - Shared environment with no resource isolation
 - Can be highly available and scales well for small and large organizations
 - Delivers very consistent end user experiences at scale
 - Can have issues with remote video viewing and audio passthrough
 - Is an add on license to an existing Windows Server priced per user

Remote Access Tools

- VPN
 - Connects the end user device to the corporate network directly
 - Some applications will not perform well in this setup (Client/Server Apps)
 - Some large file browsing/opening can be slow
 - Your firewall likely already supports it
 - May only need to increase your VPN per user licenses on the firewall
- Logmein
 - Managed Customers of Gordon Flesch likely has this option
 - Legacy ITP customers may have this depending on there service level

Security

- Its important that this not be a time where security goes out the door
- Need to empower staff but also maintain security of customer information and meet regulatory requirements
- GFC/ITP can help with a managed and cloud based security platform

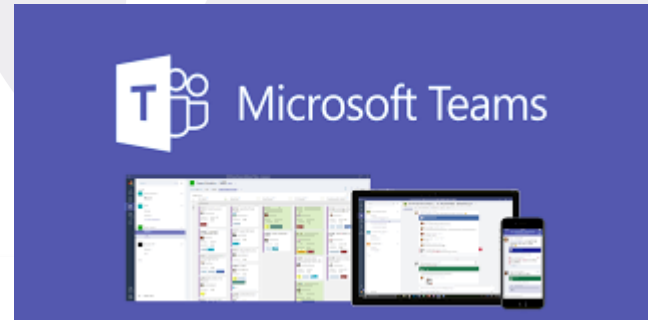


Policies

- There is an HR component to IT
- Make sure you have signed policies from remote employees
- ITP can provide samples you can use (please always review with your HR and your own attorney)
- Share your C-19 response plan with your technology and critical vendors

Collaboration

- Leverage the tools you have like Microsoft Teams
- Encourage Video Calls
- We can quickly onboard or expand your Teams usage



Sales Team

- Encourage your sales team to offer more video calls (Teams training? Cameras?)
- Ask your customers and prospects if they prefer to meet virtually vs in person

Resources

- <https://itprosusa.com/resources/blog/>
 - How to for Teams
- <https://itprosusa.com/contact-us/>
 - Ask for technical assistance or copies of our C-19 preparedness plans/policies
- Reach out to your GFC Account Manager/ITSC/vCIO



Questions?



Thank you!

<https://itprosusa.com/contact-us/>