Guidelines for Team Member Equipment

o The following slides will provide guidance to team members, team leaders, procurement and agency leadership on how to determine team member profiles and team member equipment.

o These are guidelines **only** and before selecting any equipment, team members should discuss their requirements with their supervisors. Supervisors should consult with their agency Information Technology (IT) or business liaison. Agency business liaison should consult with the IT organization that is supporting their agency on standardized equipment options.

o Equipment standards have been set by the IT component (ITSD for consolidated agencies) supporting your agency. Standardized equipment will be the default configuration purchased for a team member.

o Unique requirements may be required at times but for efficiency and cost savings, standardized configurations will be utilized.

o The recommendation of a team member to use different connectivity options such as virtual private networks and/or virtual desktops may be based upon business need and budget.

Guidelines for Team Member Equipment

- Variances may be granted by the IT component based upon justification by the agency. Variances shall be submitted to the appropriate IT component by the appropriate agency business liaison.

- Cell phone and accessories will be standardized by ITSD for consolidated agencies and by the IT component for non-consolidated agencies

- Equipment procurement processes have been established and will be followed when ordering computer equipment. The appropriate agency/IT liaison will initiate the procurement process.

- Procurement process guidance is provided on later slides.

- Agency leadership will have budgetary approval on equipment purchases.

Guidelines for Team Member Equipment

o When possible, printing should be performed using shared printers at office/hoteling locations

o Based upon justification, mobile printers may be issued

o Printers will be standardized by ITSD for consolidated agencies and by the IT component for non-consolidated agencies

o When possible, scanning should be performed using shared printers at office/hoteling locations

o Based upon justification, mobile scanners may be issued

o Scanners will be standardized by ITSD for consolidated agencies and by the IT component for non-consolidated agencies

Definitions

Virtual Private Network (VPN) - computer access in which a computer uses specialized software to connect directly to the state network. Primarily used by the hybrid member profile but may be used by a remote member profile. Team members using personal devices will not use VPN.

Virtual Desktop (VDI) – computer access in which a computer is used to remotely control another virtual computer located on the state network. There is no direct access from the remoting computer to the state network. Primarily used by the remote member profile but may be used by a hybrid member profile.

Soft phone – specialized software such as Jabber that is installed on a computer. Team members can use their computer to place or answer phone calls using either a headset or internal speaker/microphone.

Single Number Reach (SNR) - allows users to answer incoming calls to their extension on either their desktop IP phone or at a remote destination, such as a mobile phone.

General Instructions for Selecting Equipment

1. Determine the type of team member profile.
2. Use the team member profile as a starting point for the equipment decision flow.
3. Follow the decision flow to determine suggested team member equipment.
4. Consult with supervisor and/or business liaison/IT point of contact to finalize equipment selection.
5. Follow agency procurement policies to initiate equipment purchases.
6. Equipment will be setup and provisioned by the IT organization supporting your agency.
7. Equipment will be inventoried and tracked by the agency's inventory policy and procedures .

Team Member Profiles

OFFICE

- o Primarily located within a state building AND
- o Does not typically need the ability to move from one setting to another throughout the day (e.g. moving from various offices and meeting locations).

[Connected Directly to State Network]

REMOTE

- o Primarily located in a remote location.

[Connected to State Network via VDI or VPN]

HYBRID

- o Works both in the office and remote OR
- o Primarily located within state buildings but is consistently moving from one setting to another throughout the day (e.g. moving between offices and meeting locations).

[Connected Directly to State Network or via VDI/VPN]
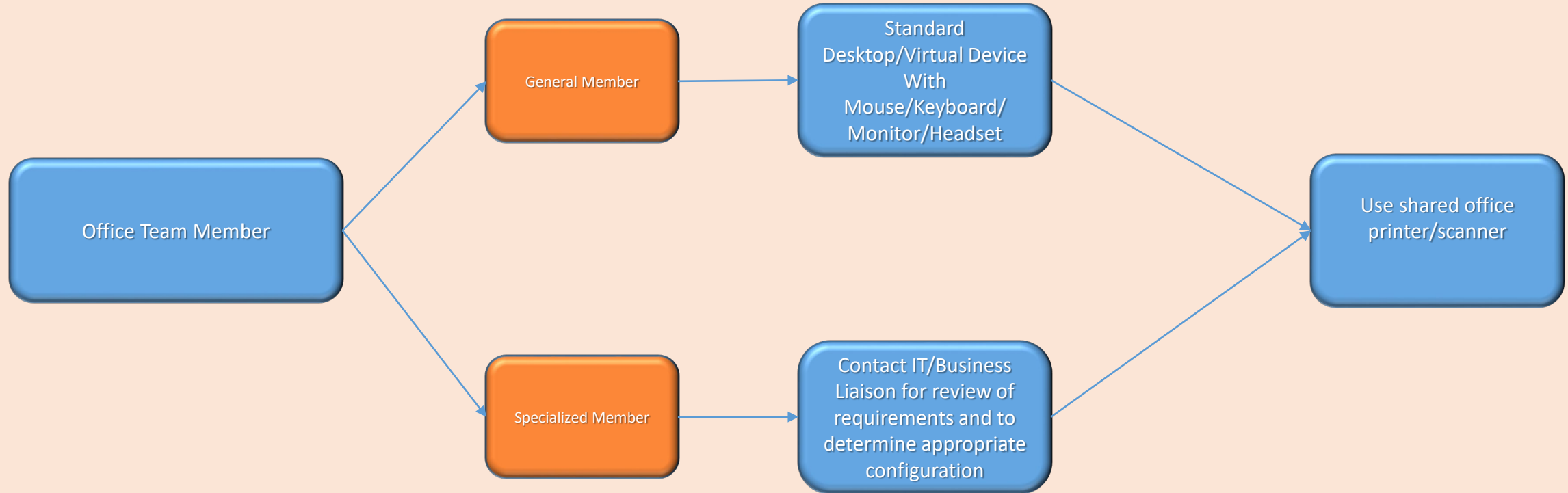
Team Member Profiles

GENERAL

Requires basic general computing applications such as email, calendar, word processing, spreadsheets, presentation, and collaboration software. Access is required for web-based applications (i.e., ESS) Internet and specialized internal applications (i.e., SAM II, OnBase, etc.)

SPECIALIZED

o Requires basic general computing applications such as email, calendar, word processing, spreadsheets, presentation, and collaboration software. Access is required for web-based applications (i.e., ESS) Internet and specialized internal applications (i.e., SAM II, OnBase, etc.)

o Also requires specialized software related to software development, data analytics, graphics, editing, GIS, audio/video editing, advanced Excel Spreadsheets, etc.

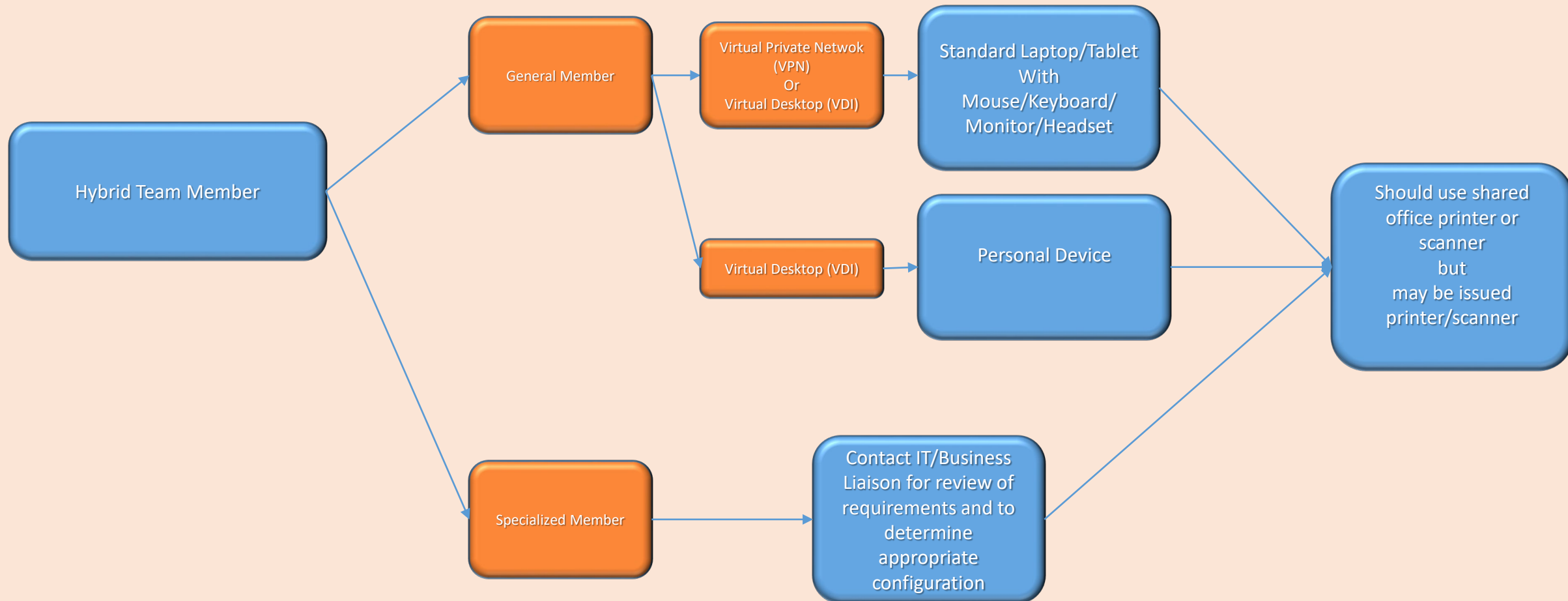[Not ideal for VDI connection]

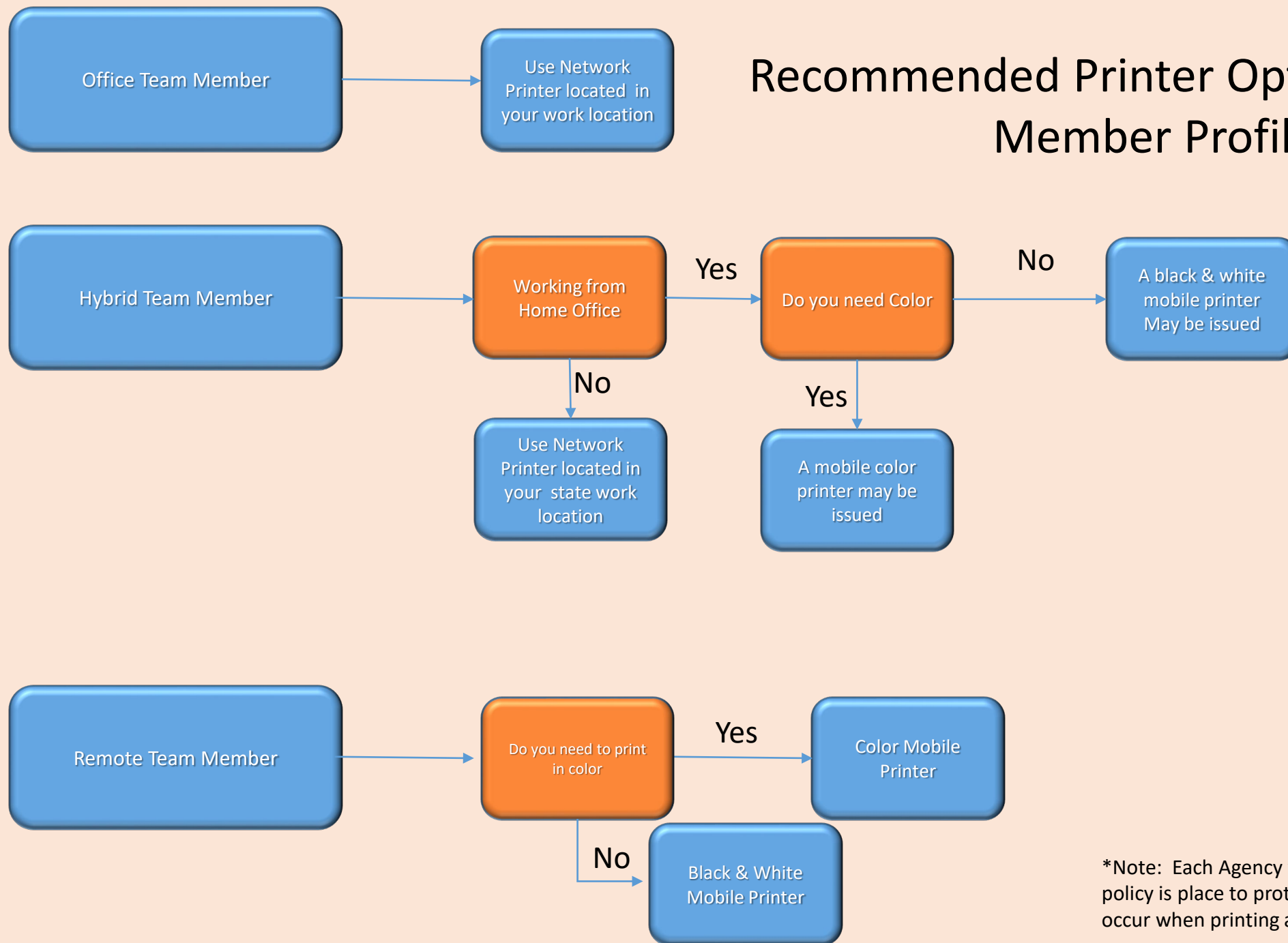# Recommended Computer Equipment for the Profile of an Office Team Member

Recommended Computer Equipment for the Profile of a Remote Team Member
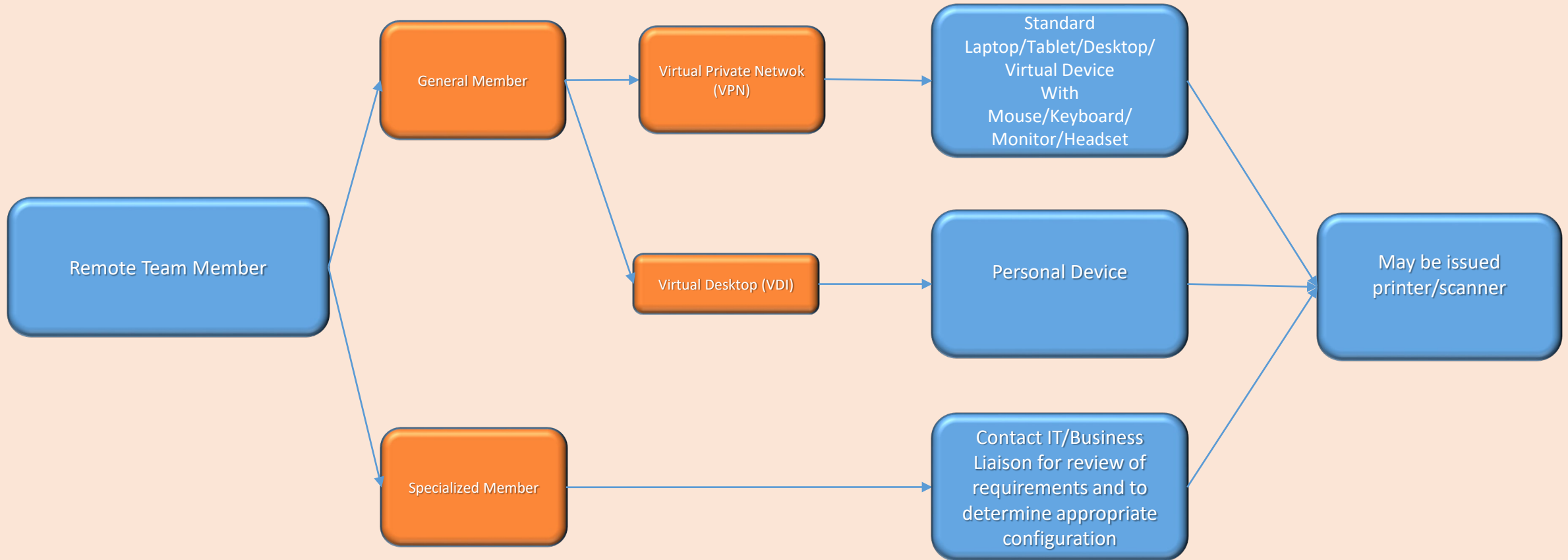
Recommended Computer Equipment for the Profile of a Hybrid Team Member

Recommended Printer Options for Team Member Profiles

Office Team Member → Use Network Printer located in your work location

Hybrid Team Member → **Working from Home Office**

- **Yes** → **Do you need Color**
  - **No** → A black & white mobile printer May be issued
  - **Yes** → A mobile color printer may be issued
- **No** → Use Network Printer located in your state work location

Remote Team Member → **Do you need to print in color**

- **Yes** → Color Mobile Printer
- **No** → Black & White Mobile Printer

*Note: Each Agency will need to have a printing/scanning policy is place to protect the sensitive data leakage that could occur when printing and scanning from home.

Recommended Scanner Options for Team Member Profiles
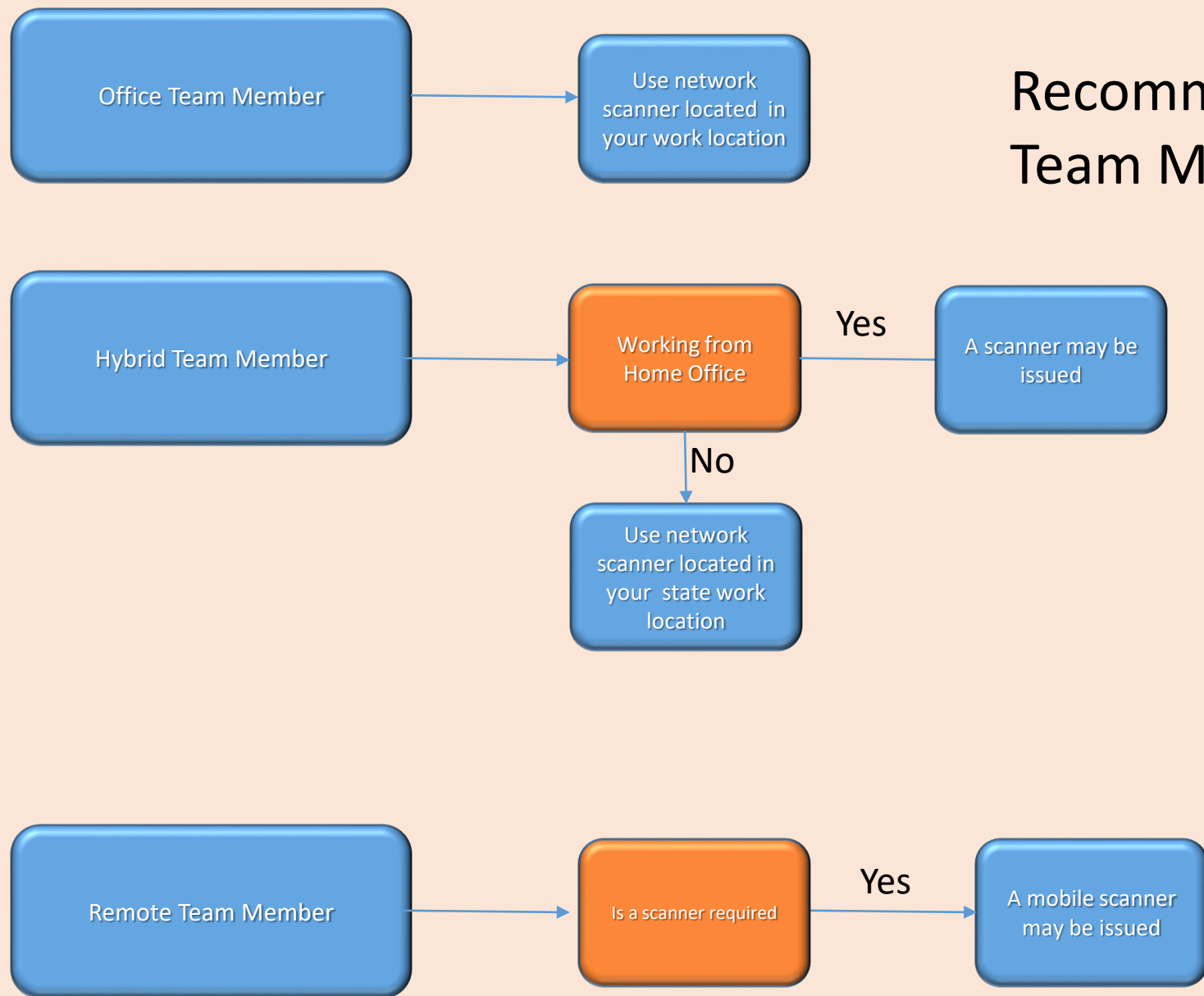
Office Team Member → Use network scanner located in your work location

Hybrid Team Member → Working from Home Office
- **Yes** → A scanner may be issued
- **No** → Use network scanner located in your state work location

Remote Team Member → Is a scanner required
- **Yes** → A mobile scanner may be issued
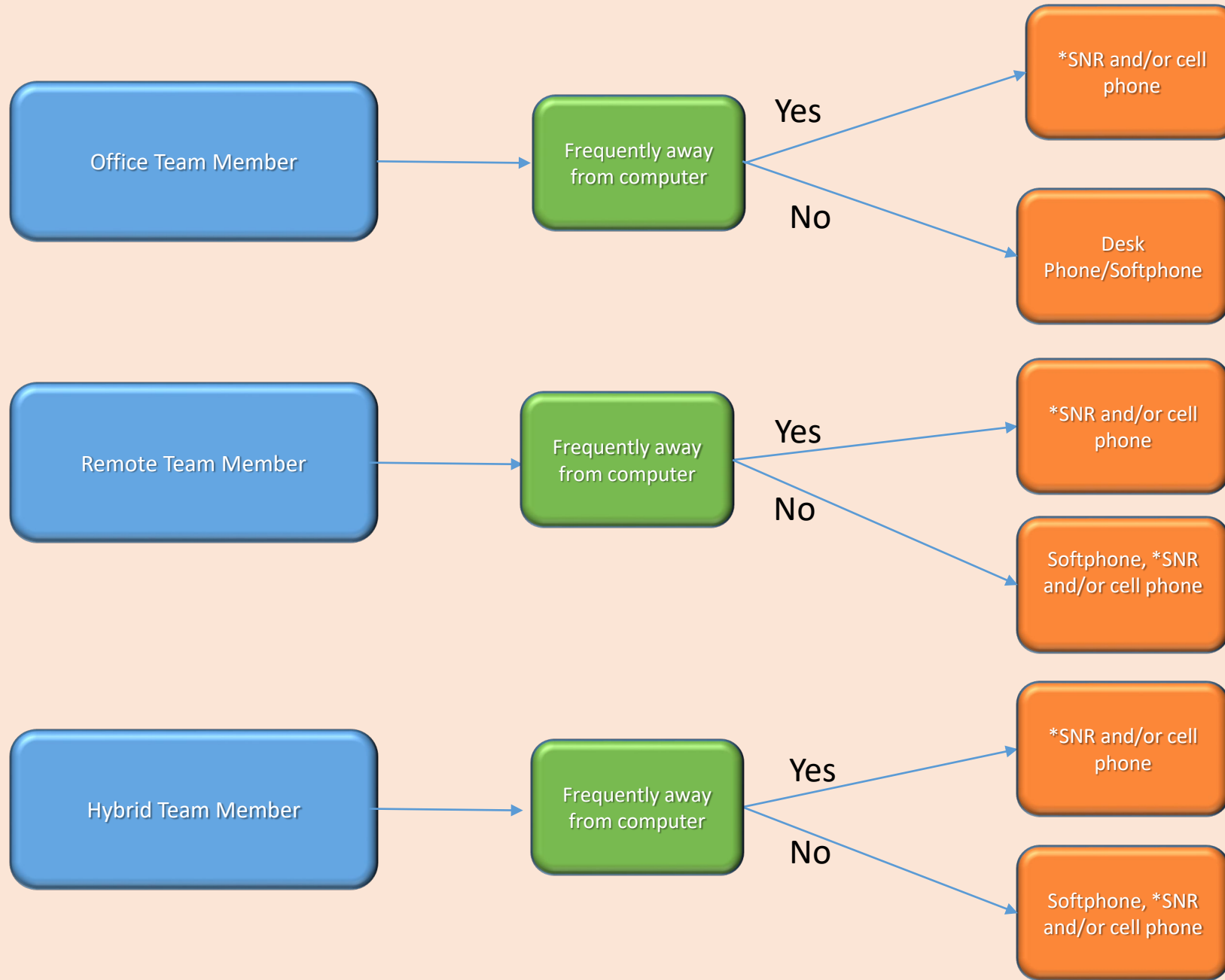
*Note: Each Agency will need to have a printing/scanning policy is place to protect the sensitive data leakage that could occur when printing and scanning from home.

Recommended Phone Options for Team Member Profiles

Office Team Member → Frequently away from computer
- Yes → *SNR and/or cell phone
- No → Desk Phone/Softphone

Remote Team Member → Frequently away from computer
- Yes → *SNR and/or cell phone
- No → Softphone, *SNR and/or cell phone

Hybrid Team Member → Frequently away from computer
- Yes → *SNR and/or cell phone
- No → Softphone, *SNR and/or cell phone

*Single Number Reach (SNR) - allows users to answer incoming calls to their extension on either their desktop IP phone or at a remote destination, such as a mobile phone.

Hoteling Equipment Configurations

Direct Connect, WiFi with VPN

- o Team members with a state device may be able to connect directly to the state network at a hoteling location if available.
- o If a direct connect is not available, team members with a state laptop may connect to a public network and use VPN to connect to the state network.

VDI - State Device

- o Hoteling locations may provide a state desktop computer that will allow a team member to use VDI to connect to state computing resources.

VDI - Personal Device

- o Hoteling locations may provide a public wireless network for team members to bring personal devices to connect to VDI.

Printing/Scanning – VPN or VDI

- o Hoteling locations may provide state printers or state scanners to be used with VPN or VDI configurations. Printing or scanning directly from personal devices will not be available.