

Remote Computing Equipment Policy – Client Service Support (CSS)

Remote computing allows an employee to work at home, in a shared space, or in a satellite location for all or part of their regular workweek. Remote employment is a voluntary work alternative that may be appropriate for some positions. There are three categories of remote computing:

- Part-time – own office space and remote
- Part-time – hotel space
- Full-time

This policy identifies the equipment provided by AITS to the employee, as well as the employee's obligations during remote computing.

Prior to working remotely

- A. Understand that equipment supplied by University is to be used for business purposes only.
- B. Agree to take appropriate action to protect University equipment from damage or theft.
- C. Telecommuting and Remote Computing Access forms should be filled out prior to equipment being taken to the remote location off of University property.
- D. Full time remote users should notify CSS at least two weeks in advance of the last day in the office. (see Full-time section, point B)
- E. All employees, regardless of location, are responsible for following procedures to keep their equipment up to date with updates/upgrades.(I.E. – MS updates, SCCM pushes, SCEP, MAC O/S, and others as necessary.)
- F. Follow university appropriate use and security policies for computing:
<http://www.cam.illinois.edu/viii/viii-1.1.htm>

Part-time – own office space and remote

These employees have a designated space to work at while in the office and also work remotely. The remote computing would occur one to four days a week or on occasion.

- A. Equipment Rollouts
 - The provisioning of equipment should be done in the office, so all configurations and software can be installed and tested.
 - Existing machine and parts should be returned within two weeks of receiving their new machine.

B. Troubleshooting issues

- Arrange a time to work with CSS to determine what issues are happening.
- CSS will attempt to work on machine remotely if need be, but hardware repairs should be done in the office.

C. Equipment supplied

- Laptop, Replicator with power adapter, and one travel AC adapter (should remain in laptop bag to be used when needed)
- Laptop bag
- Two monitors
19" to be used as second monitor in the office or home
24" to be used in the office only and should not be taken home
- Keyboard and mouse
- One USB phone that should remain in the office

Part-time – hotel space

These employees do not have an individual designated space to work at while in the office and either reserve a space or share a common space with others. The remote computing would occur one to five days a week or less.

A. Equipment Rollouts

- The provisioning of equipment should be done in the office, so all configurations and software can be installed and tested
- Existing machine and parts should be returned within two weeks of receiving their new machine

B. Troubleshooting issues

- Arrange a time to work with CSS to determine what issues are happening
- CSS will attempt to work on a machine remotely if needed, but hardware repairs should be done in the office

C. Equipment supplied

- Laptop, replicator with power adapter, and one travel AC adapter (Should remain in laptop bag to be used when needed.)
- Laptop bag
- One 19" monitor that can be taken to remote location
- Keyboard and mouse
- One headset that can be taken to remote location
- Hotel space should have dual monitors,(if space allows)a replicator, keyboard and mouse
- If additional equipment is needed, LT approval is required.

Full-time

These employees do not have a designated space to work at while in the office. The remote computing would occur five days a week and the employee does not typically come into the office.

- A. Notify CSS at least two weeks in advance of the last day in the office
 - Making sure the machine is up to date with updates/patches.
 - Hardware diagnostics ran on machine to assure functioning properly.
- B. Equipment Rollouts
 - It is preferred that the provisioning of the equipment be done in the office, but equipment can be shipped to the employee.
 - Existing machine and parts should be returned within two weeks of receiving their new machine. The expense of return equipment and insurance will be responsibility of the remote employee.
 - Communication between the remote staff member and the CSS team member should take place so both parties are aware when the machine is in route, machine reaches its destination, that all parts arrived, and everything is in working order.
 - Prior to the employee logging on to the new machine for the first time, a time should be scheduled for the remote staff member to be on the phone with a CSS team member to go through the user's tasks.
- C. Troubleshooting issues
 - Arrange a time to work with CSS to determine what issues are happening.
 - CSS will attempt to work on the machine remotely, but if the issue is not resolved, the remote user should bring the equipment into the office or have it shipped. (Responsibility of shipping is the employee's, along with insurance and tracking.)
(If needed, uadesktop can be used while machine is being repaired.)
- D. Equipment supplied
 - Laptop, replicator with power adapter, and one travel AC adapter (should remain in laptop bag to be used when needed)
 - Laptop bag
 - One 19" monitor that can be taken to remote location
 - Keyboard and mouse
 - One headset that can be taken to remote location
 - If additional equipment is needed, LT approval is required.

Foreign Travel

If a staff member is planning on traveling to Foreign Country, they should contact Security Management Office at <https://smo.uillinois.edu/> and visit OBFS Foreign Travel web page at <https://www.obfs.uillinois.edu/travel/foreign-travel/> before traveling.

Document Control

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