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| https://ocio.ndc.nasa.gov/hq/ocio/OCIOStratComm/Shared%20Documents/Outreach%20Templates/2018%20Center%20and%20Service%20Area%20Banners%20for%20Message%20Templates/LaRC.jpg |
| **To:** |

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| All Langley Personnel (civil servants and contractors) – **PLEASE READ** |

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| **Subject:** |

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| **Important IT Telework Guidance**  |

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|  **Date/Time:**  |  3/16/2020 |
|  **Teleworking Tips:**  | **Important information to help you work remotely and collaborate effectively with your colleagues during the COVID19 scenario.** If You are Able to Telework:* Please take home all the items you would need to telework for an extended period of time. This would include your laptop computer, power supply, external PIV Card reader (if you have one), and mouse (if the built-in pad is not enough). This will ensure you are prepared to work from home if your personal situation changes or Mandatory Telework is implemented with restricted access to the center.
* Make sure to shut down your computer before undocking it at the end of the day, prior to taking it home. This will ensure Data At Rest (DAR) is activated which keeps NASA data protected while in transit

 Before You Leave the Office:* Print this email (or save it to a device you can access while working from home) and take it with you before you leave
* Update voicemail with a phone number where you can be reached
* Do NOT forward your office phone to another number **(Every forwarded phone takes up two Langley phone lines, one for the incoming call and one for the outbound to your phone)**
* Consider Changing Your Password Before you leave if it will expire within the next few weeks.
	+ Go online and change your password if it will expire within the next several weeks. For instructions on how to change your password, visit id.nasa.gov
		- **Once you have reset your password, you must reboot your computer to ensure the new password has been accepted.**
* If you have a Cisco VOIP desktop phone and a EUSO laptop, you can access your phone calls through the Cisco Jabber application. If you do not have the Cisco Jabber application set up on your laptop, please visit our center’s [NICS page](https://nics.larc.nasa.gov/telecomm/) for more information on this software.
* Ensure you have an Agency VPN account.
	+ To determine if you have an agency VPN account go to [NAMS](https://nams.nasa.gov/).
		- Click on “Your NAMS Requests.”
		- Look for *Agency VPN LaRC Teleworker,*if this is listed, then you have an agency VPN account and no further action is required.
	+ If you have a new VPN account, ***make sure to test the account*** while you are in the office to ensure you don’t have any issues connecting.
* To request an Agency VPN LaRC Teleworker account, go to [NAMS](https://nams.nasa.gov/):
	+ Click on “Your NAMS Requests.”
	+ Type *Agency VPN LaRC Teleworker* in the New Request box.
	+ Click on *“*Agency VPN LaRC Teleworker.”
	+ Complete the request and click “Submit.”
	+ **Please ensure you are aware of the following information to help expedite the VPN request process:**
		- Must be US Citizen in good standing
		- Must have a PIV/ASB card
		- Must have an authorized NASA EUSO orGFE computer
		- NO foreign nationals will receive VPN access (this is outside of any specific existing plan)
		- **Must provide a valid hostname or asset tag in the NAMS request**

 DESKTOPS/MONITORS/etc.* **We have received new guidance on taking desktops and monitors home for use on extended telework, for employees who do not have laptops.**
* This guidance applies only to equipment provided and managed by the NASA CIO’s End User Services Program Office (EUSO).
	+ If employees have government-owned computer equipment or equipment provided under a different contract, they should follow the center’s existing procedures for taking property off site and ensure they have the appropriate approvals before doing so.
	+ Please refer to the COD Important Government Property Guidance in Support of Remote Work communication.
* **For End User Services Office (EUSO) devices:**
* The updated guidance can be found at [nasapeople.nasa.gov](https://nasapeople.nasa.gov/coronavirus/non_portable_telework_message.pdf), but here is the general nature of the guidance.
* If you do not have a NASA-issued laptop and your work would allow you to work on a laptop temporarily, please contact your organization's IT point of contact to determine your options for obtaining an Enterprise-Managed loaner laptop (supply may be limited).
* If you do not have a laptop, **prior to taking home Enterprise-Managed equipment (Desktops/Monitors) provided by the NASA End User Service Program, employees should:**
	+ Send an email to your supervisor (and/or appropriate contract representative) to receive written email approval. You must specify what equipment you want to take home and receive a confirmation email approving the use of that equipment for teleworking.
	+ Once your request is approved by your supervisor, you are required to go into the Enterprise Service Desk (ESD) website and update the location of the asset via the "Correct My Assets" service request ([instructions](https://esd.nasa.gov/kb_view.do?sysparm_article=KB0018547)) and upload the supervisor approval email to your request in ServiceNow.
	+ You must print and carry a copy of the approved email with the equipment at all times.
	+ In order to telework, you will need to ensure that AnyConnect VPN software is installed on your computer prior to leaving the center. All desktop computers must have encryption with Data-At-Rest (DAR). If you are unsure if your system has DAR, please contact the ESD.
	+ When removing approved NASA End User Service Program equipment from the normal on-site duty location employees should observe common safety practices such as proper lifting and carrying techniques, including use of a mobile cart and obtaining assistance if needed. Also, ensure any equipment is properly secured in transit. It is the responsibility of the employee to ensure that all equipment in their possession is secured at all times whether in transit or in their telework location.

 Remote Connections:* Use the Agency Virtual Private Network (VPN), Cisco AnyConnect, anytime you are working remotely.
* Before launching Cisco AnyConnect, close all applications, then connect to the VPN. After accepting the Cisco AnyConnect Banner, you may start accessing your applications.
* If you have problems connecting using the primary Agency VPN profile (LaRC-Teleworker-Pri), ***try using the secondary profile*** (LaRC-Teleworker-Sec) at the “Ready to Connect” screen.

 Virtual Meetings: * Use Teams or Skype for virtual meetings
* Make sure Teams and Skype are active when you are teleworking. This allows you to stay in contact with other team members
* If you already have an account you can also use WebEx

 Voice Services: * If you have a Cisco VoIP desk telephone and a EUSO laptop, you should use the Cisco Jabber softphone application.  If you do not have the Jabber application set up on your laptop, please follow one of the below set of instructions
	+ [MAC](https://nics.larc.nasa.gov/downloads/telecomm/CISCO-JABBER-DOCS/NASA%20LaRC%20Jabber%20for%20Mac%20installation%20instructions.pdf)
	+ [Windows](https://nics.larc.nasa.gov/downloads/telecomm/CISCO-JABBER-DOCS/Jabber_for_PC_installation_instructions_-Microsoft_System_Center.pdf)
* If you have a non-Cisco desk telephone or a non-EUSO laptop, setup your voicemail to include your preferred phone number. **Please do not forward your phone unless no other option is available.**
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| **Support** | **If you have questions about requesting a VPN account, installing or using Jabber, using Teams, or Skype, please contact the Enterprise Service Desk (ESD):*** ESD Phone: 1-877-677-2123 (Option #2) or Email: nasa-esd@mail.nasa.gov
* Additionally, you can contact our LaRC OCIO Customer Relationship Managers (CRMs) with questions on O365 collaboration tools or any other general questions via phone at 757-864-HELP or larc-dl-ocio-customerservice@mail.nasa.gov
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| **This notice was sent by the NASA Langley Office of the Chief Information Officer**  |