



TELECOMMUTING IT CHECKLIST

REMOTE ACCESS	NETWORK
<input type="checkbox"/> Are you licensed for sufficient concurrent users to accommodate all users?	<input type="checkbox"/> Do you have sufficient capacity on your internet circuits hosting your remote access?
<input type="checkbox"/> If you are not licensed to accommodate all users, do you have the means to identify knowledgeable workers and/or key personnel for business continuity?	<input type="checkbox"/> Do you have sufficient capacity to backhaul traffic to internal resources accessed via remote users?
<input type="checkbox"/> Has your personnel been properly instructed in how to use the preferred remote access method?	<input type="checkbox"/> Are your internet routers' CPU capable of handling increased demand?
<input type="checkbox"/> Has your personnel recently tested their remote access?	<input type="checkbox"/> Are you able to load balance traffic inbound and outbound across your internet circuits?
<input type="checkbox"/> Does all personnel required to use remote access have all necessary clients installed?	<input type="checkbox"/> Have you recently successfully tested a failover in your Internet routers/circuits? Expect an increased risk of an outage from an ISP
<input type="checkbox"/> Do users have necessary end-user devices and peripherals required for remote work? (i.e. headsets, webcams, printers, monitors)	<input type="checkbox"/> Expect a high increase of tickets in your helpdesk. You might not be the only entity applying a work-from-home policy as a business continuity plan. General Internet traffic (especially residential with people being at home) will increase which might cause slowness
<input type="checkbox"/> If possible, instruct users to access applications natively in lieu of VDI/Remote Desktops/VPN to conserve resources. (This may require publishing those applications, or ensuring DNS is updated appropriately)	<input type="checkbox"/> Properly instruct/communicate your helpdesk to identify outages/issues vs slowness
<input type="checkbox"/> Is your infrastructure hosting your remote access (VPN, VDI, Citrix, etc.) capable of handling the anticipated capacity (CPU, memory, storage)?	
<input type="checkbox"/> If your on-premise infrastructure does not have the resources to host an influx of remote VDI users, have you considered Cloud (Azure, AWS) services (i.e., "Burst to Cloud") and/or Desktop-as-a-Service (DaaS) solutions to augment hosting capacity? (Please see "COVID-19 – Sirius End User Computing" attachment)	

TELEPHONY (TRADITIONAL CALL FORWARDING)	AUDIO/VIDEO CONFERENCING & COLLABORATION
<input type="checkbox"/> Is your PBX configured to allow off-premise transfers?	<input type="checkbox"/> Does your conferencing solution (cloud or on-premise) have the hardware and licensing capacity to cover your business needs? E.g. are there limitations on the number of participants per call or the number of concurrent conference calls?
<input type="checkbox"/> Do your users have company issued cellular phones?	<input type="checkbox"/> Do you and your conferencing solution have adequate options for connectivity and the PSTN / bandwidth capacity to handle audio, video and content connections if a significant number of your users are no longer on your LAN?
<input type="checkbox"/> Does your company policy allow for forwarding calls to non-company owned resources?	<input type="checkbox"/> Do your users have the conferencing equipment needed for audio and/or video communications? (e.g. a laptop with a softphone, webcam and headset)
<input type="checkbox"/> Does your company policy allow for voicemail messages to be stored on non-company owned resources?	
<input type="checkbox"/> Does your PBX have any means to bridge to an IP-based solutions / strategies (as below)?	
<input type="checkbox"/> Is your Call Control system configured to allow off-premise transfers?	
<input type="checkbox"/> Does your company policy allow for forwarding calls to non-company owned resources?	
<input type="checkbox"/> Are your users provisioned for Single Number Reach (SNR) with a current alternative phone number(s)?	
<input type="checkbox"/> Do you have the necessary PSTN capacity to handle the additional outbound calls to the user's alternative phone(s)?	
<input type="checkbox"/> Do you have a solution to identify / register / traverse real-time media for users originating from outside the firewall(s)? Or do you have a VPN solution that can encapsulate the VoIP traffic?	
<input type="checkbox"/> Do you have the necessary bandwidth to handle the additional VoIP traffic to mobile users?	
<input type="checkbox"/> Have you tested audio quality with your soft clients? (e.g. many PC-based soft phones will benefit considerably from a USB headset, as built-in laptop speakers and microphones have very poor audio quality). Have users tested their peripherals with the soft client?	
<input type="checkbox"/> If using hardware phones, do your users have a way to power an IP Phone from their remote location?	