CITY OF **MADISON**
INFORMATION TECHNOLOGY

IT Telework Reminders

Virtual Private Network (VPN) Best Practices

As many of us continue to telework during this difficult time, we'd like to remind you of some best practices for using the City's Virtual Private Network (VPN) to ensure that everyone can do their work as efficiently as possible.

What is VPN?

The City's Virtual Private Network, or VPN, provides a connection for City-owned devices to the City network. This connection gives you access to data stored on City network drives and other systems secured behind network IDs.

VPN does not provide an Internet connection. If your task only requires Internet, please avoid using VPN to allow bandwidth for your coworkers who require VPN connection for their primary work duties.

When to Use VPN

Use VPN to access files stored on network drives, such as Word documents, images, spreadsheets, and presentations.

- Accessing files on a City network drive (i.e. F:Drive, U:Drive, etc.).
- Using Skype to collaborate with colleagues.

When to Avoid Using VPN

If the task you are working on only requires Internet connection, we recommend disconnecting from VPN.

- Using Zoom.
  - Review the Zoom User Guide for more Zoom best practices.
- Streaming video.
  - If you are on a break, please disconnect from VPN to allow bandwidth for the productivity of your coworkers. Review APM 3-9 for Appropriate Use of City Network Resources.
  - While on your break, if you're using social media, like Facebook, please make sure you are disconnected from the VPN, and then login. Do not have social media open all day on your machine while you are connected to the VPN, it takes away from bandwidth for the productivity of your coworkers.
- Accessing email through Outlook and the Outlook Web App.

At the End of the Day
At the end of each work day, disconnect your device from VPN. The more VPN connections we have at a time, the slower network performance will be. If we all use VPN when it is absolutely essential, we will experience better and faster network performance.

Learn More About Connecting to VPN
Review the Telework Toolkit for more detailed instructions on connecting to VPN.

Zoom Best Practices

Zoom is the City's video conferencing and desktop sharing tool for internal meetings. Zoom may be used for holding video conferencing meetings between City employees and external customers. Please review the Zoom User Guide & Zoom Best Practices to ensure you are using the tool appropriately.

Zoom Licensing
Information Technology is giving all agencies permission to purchase your own Zoom moderator licenses. Contact your supervisor to find out if your agency has a Zoom moderator license.

Recording Zoom Meetings
Do **not** record your Zoom meeting without prior permission from City Attorney's and Information Technology. New protocols will follow as we develop new policies and process to support Zoom recordings.

HelpDesk Appointments During CCB Closure

As the City-County Building is closed, HelpDesk services are available by appointment only. If you are in need of HelpDesk assistance, please email the HelpDesk to first explore remote service options. If your request requires an appointment, please work with the HelpDesk to schedule a time to drop-off your City-owned device.
In efforts to reduce the spread of COVID-19, we ask that all appointments take place behind plexiglass during your scheduled appointment time. Please do not drop by the HelpDesk or

enter the HelpDesk workspace. Hand sanitizer and gloves are also available at the HelpDesk counter for your appointment.

IT EmployeeNet Homepage

The IT EmployeeNet homepage is updated with our new processes for handling project requests, hardware purchase requests, and new software requests. If you have a request, please fill out the appropriate form or contact the HelpDesk.

Hardware Purchase Request   New Software Request   Project Request

Project Request
To best serve you, we ask that all new project requests go through our Project Process. The Project Request page outlines the definitions of project and service requests, our Project Process, and examples of project and service requests.

Hardware Purchase Request
All IT-related hardware purchase requests over $10,000 are required to complete the IT Hardware Purchase Request form. The Hardware Purchase Request page outlines the process for requesting hardware and the review workflow of each request.

New Software Request
The New Software Request Process (APM 3-20 *PDF*) applies to all software and online services, including **free** software. Information Technology approval is required for all software, including downloaded, web-based and equipment embedded with software on City-owned devices, regardless of price. The New Software Request page outlines the process for requesting new software and the review workflow for each request.

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