SterlingRisk Work From Home Technology Guide

Purpose

The purpose of this policy is to give work from home employees guidance as to the technology recommendations and best practices for work from home setups. The information contained herein is for guidance only, and all applicable additional remote access policies and procedures are required to be followed. It should also be noted that SterlingRisk I.T. cannot provide direct technical support for any systems, networks, Internet Service or any other non-Sterling issued technology in use in a home environment. I.T can/will provide as much guidance and instruction as is possible/practical in order to assist you in setting up your environment and ensure that you can connect to SterlingRisk.

Home System Requirements/Recommendations:

1. SterlingRisk's Remote access infrastructure supports Remote Access from pretty much ANY current Windows, MAC or iOS device using the MS Remote Desktop Client App. The source device just needs to have a currently supported operating system, as outlined below:

    a. **Windows Devices**: Need to be Windows 10 or newer. Windows 10+ Pro is recommended, but Windows 10 Home will work as well. You can refer to this link for additional information regarding the Windows 10 life cycle, and if your Windows version is currently supported: https://docs.microsoft.com/en-us/lifecycle/faq/windows

    b. **MAC/iOS Devices**: Need to be a version that is currently supported by Apple, and one that you can download security updates for. For additional info on this, you can refer to the following link: https://support.apple.com/en-us/HT201222

    c. The following link is also very helpful when it comes to determining your current operating system, and if it is supported: https://www.howtogeek.com/350901/which-releases-of-macos-are-supported-with-security-updates/

2. In order to ensure the optimum work experience, your home system should have support for at least two screens. For a fixed type of system (such as a desktop PC or MAC), this would mean that it has dual monitor outputs (most common types are HDMI, VGA, DVI, Thunderbolt, etc.). It can be two of the same outputs, or a combination of any two of the above. For a laptop or MAC laptop, this would mean that you should have at least ONE additional monitor output as noted above, since the Laptop screen itself would count as one screen. If you are unsure if your system supports dual screen outputs, you should contact the manufacturer to verify that it does. SterlingRisk can provide you with an additional monitor and standard (HDMI, VGA or DVI) cable if you need, however if any special adapters or cables are needed, then you would be responsible for obtaining the correct adapter(s)/cable(s) that your system manufacturer recommends. Once you have the monitors setup and working correctly on your home system, then SterlingRisk I.T. support can provide you with assistance on ensuring that you are able to use both screens when connecting remotely.

3. All connections to Sterling systems will require the use of DUO two factor authentication. The only requirement for this is that you install the DUO app on to your mobile (preferred), or that you have a standard phone available to you at the time of connection. Details provided during orientation.

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Home Network and ISP Recommendations:

1. Perhaps the single biggest factor in work from home experience will be having a reliable and robust home Internet Connection from a reputable provider (Verizon, Altice, Spectrum, Comcast, etc.). In order to ensure that you have an acceptable work from home experience, we recommend that your Internet service have a download / upload bandwidth (speed) of **at least 25 Mbps / 25 Mbps** (minimum) and prefer a 50 Mbps / 50 Mbps or better connection if possible. Connections that are asymmetrical (i.e.: decent download bandwidth but low upload bandwidth, such as 25 Mbps / 5 Mbps) or connections with less than 25 Mbps / 25 Mbps of bandwidth may provide less than desired performance and connectivity. Also note that of course the more devices you have connected to the Internet at one time (other people working from home, gaming devices, streaming devices, etc.), then the more bandwidth is required to ensure a seamless experience.

2. For optimal performance and reliability, it is also recommended that your home system be hard-wired using an Ethernet cable directly into your Internet router if possible (as opposed to using home Wi-Fi, which can be inconsistent and unreliable if not properly configured). If you must use Wi-Fi, then you should be sure that you are as close to the Wi-Fi base station as possible and have a strong and steady signal.

Telecom Recommendations:

1. For most work at home situations, use of our phone system Mobile App will allow you to make and receive calls/voicemails right from your mobile device (without using your personal mobile number at all). The only requirement is that you download the appropriate app on the device (and if you are not sure which App to download, I.T can assist you with that). Your phone system work number and login/password info will be provided to you during your orientation.

2. For employees that are in a permanent work from home situation, and/or who spend a lot of time on the phone, Sterling can provide you with a normal desktop VoIP phone if desired and requested. The only requirement is that this phone would need to be physically plugged directly into your home Internet router, so your workspace would need to be located close to the router in order for the desk phone to be a practical solution. These VoIP desktop phones will NOT work over WiFi.

Additional Information:

1. All of the above information should give you the foundations that you need to setup a solid work from home environment. While each individual user's work habits and comfort levels vary, if you want to best emulate a setup similar to what we have in our fixed offices, that would include a Windows Desktop PC, two monitors, and a desktop phone (all connected to a solid Internet). This exact setup is NOT a requirement, just an example of how our in-office workstations are setup.

2. Any additional questions that you may have regarding your home computer system setup may be submitted to the SterlingRisk I.T. Department by either completing a Help Desk ticket through the Help Desk ticketing system, leaving a voicemail on the Help Desk line at 516-719-8747, or sending an email from an @sterlingrisk.com email address to itsupport@sterlingrisk.com