Ohio | Department of Job and Family Services

Mike DeWine, Governor
Kimberly Hall, Director

TO:	Agency Directors and Administrators
FROM:	Kimberly L. Hall, Director
DATE:	March 17, 2020

SUBJECT: COUNTY TECHNOLOGY UPDATE FOR TELEWORKING

In response to the coronavirus (COVID-19), the Ohio Department of Job and Family Services (ODJFS) is authorizing state-issued mobile devices and desktop personal computers (PCs or towers) to be taken home to perform job functions. This will support county staff to telework as appropriate. This includes the personal computer, tower, monitor, keyboard and other peripherals needed to perform job functions. Please note, the desktop PCs do not have the capability of connecting to a wireless network and will be required to connect directly to the employee's internet outlet with the patch cable currently utilized to connect to the desktop PC at the workstation. A survey and additional instructions for connection will be forthcoming from ODJFS Office of Information Services (OIS).

To secure the removed desktops, OIS will deploy a multi-factor authentication program to the desktop computers once they are connected and logged into the network off premises. Once pushed to the device and deployed on the machine, this will simply require a personal identification number (PIN) to access the device prior to logging back into the network and applications. **Non-state-issued equipment will not be able to receive the OIS deployed authentication program. These devices should be secured through an alternative county means.**

Before allowing employees to take home their desktop PC, please ensure your agency has a process for check-out and check-in procedures regarding distributed equipment. The JFS 00869 "Asset Management Control Sheet" should be filled out prior to state-issued devices being removed from the premises.

As a reminder, personal home computer and devices are permitted to access cloud-based solutions. Available applications include Office365, Outlook, Word, Excel, PowerPoint, and the MyOhio array of applications. Please consider using a personal device instead of the state desktop PC when applicable. However, some applications or software will require a virtual private network (VPN) token to access. Certain applications are not accessible without VPN access regardless of the type of device the staff use (Surface Pro, tablet, laptop or desktop computer). OIS county operations staff will be working with county technical points of contact (TPOCs) to identify those in need of VPN access. VPN availability is extremely limited and should be extended only to those with a critical need for internal systems access.

ODJFS has created a knowledge base hub where staff will continuously provide updates to assist employees as they transition to teleworking. This will be shared via the OIS survey and communication. If you notice that information is missing that may be useful to employees, please offer your suggestions to County_UX_Team@jfs.ohio.gov