

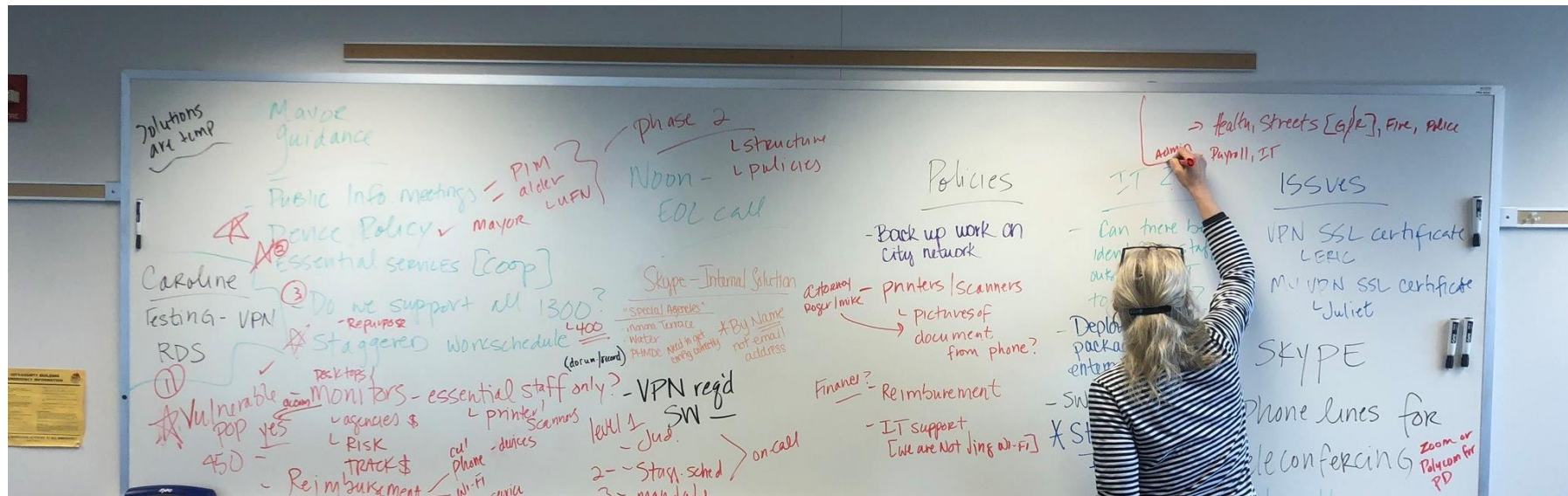


IT COVID-19 Response

Sarah Edgerton, IT Director

IT EOC: The Goal

Our goal was to provide devices and tools for 1300 staff to work from home, such as audio and video conferencing, desktop sharing, collaboration, accessing files on the City network, and remote desktop services for staff that don't normally have the ability to work from home.



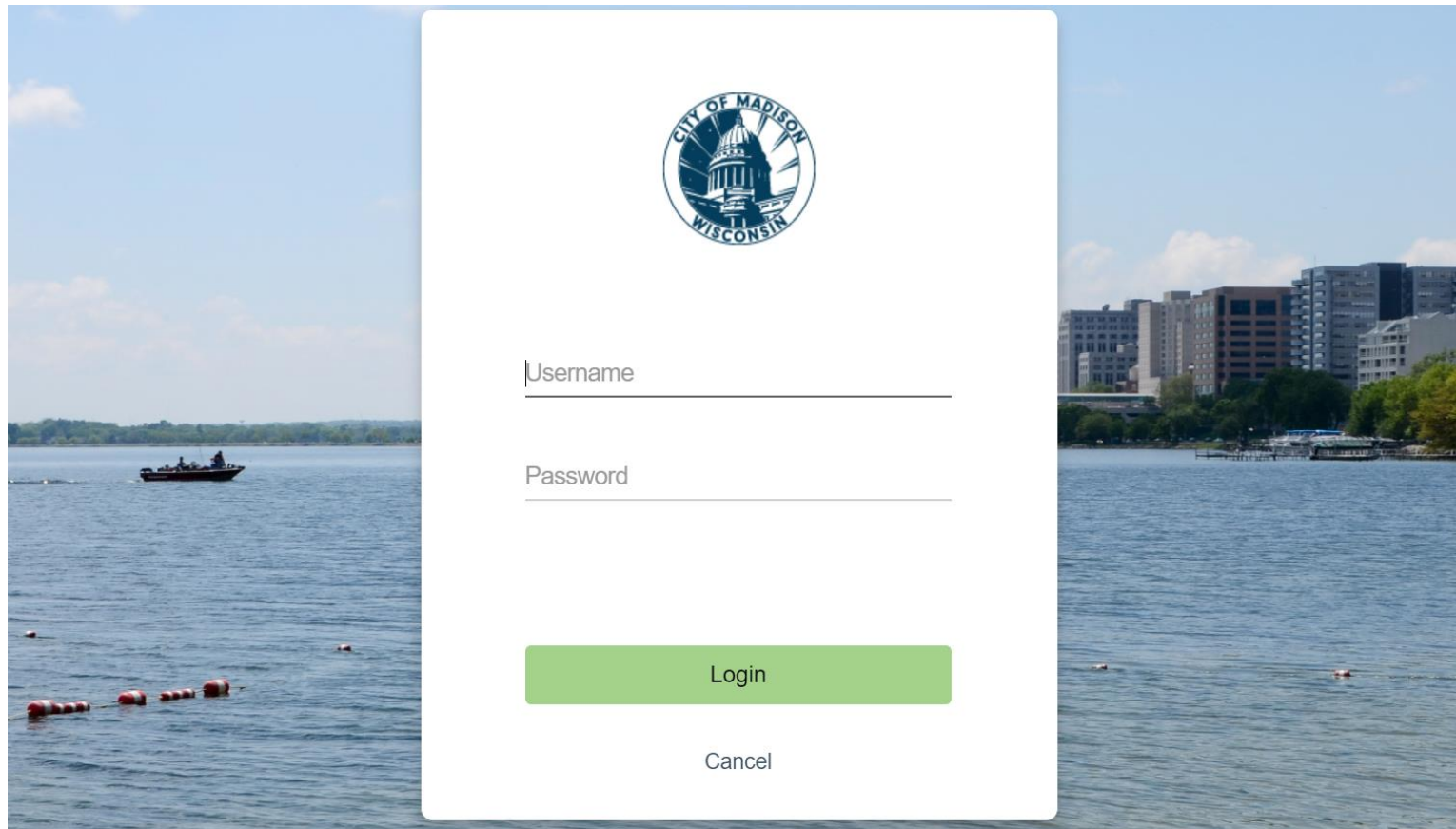
IT EOC: The Survey

We surveyed each department for their IT-related needs to work from home, including agencies'

- Number of call center or front-desk staff
- Number of employees that need their phones accessible outside of work
- Number of employees that need to setup or moderate conference calls
- Number of spare city-owned laptops or tablets
- A list of essential staff with desktops, that do not have access to a city-owned laptop or tablet. This list also included the employees' primary work duties, essential software needed, and whether or not the employee has a personal device available at home.
- Number of employees that do not have VPN setup on their city-owned laptop or tablet.
- Number of staff in need of video-conferencing or screen sharing capabilities.
- Whether or not the department has employees with ADA accessibility needs.
- Specific examples of staggered work schedules for their agency.

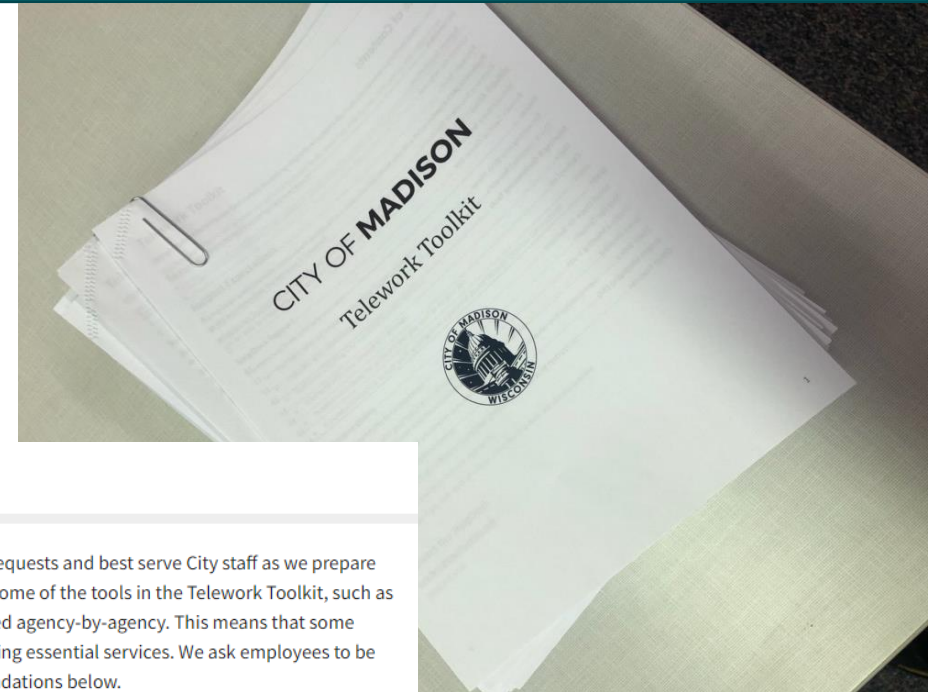
What Did We Do?

Remote Desktop Services (RDS) allows employees without city-owned laptops or tablets to securely work from home on a personal device.



What Did We Do?

Developed a Telework Toolkit that will include instructions for accessing and using IT-supported tools, including solutions for phones and conference calls, holding remote meetings, collaboration, and accessing files on the City network.



Information Technology

Information Technology (IT) is working diligently to respond to requests and best serve City staff as we prepare for the potential impacts of COVID-19. Please keep in mind that some of the tools in the Telework Toolkit, such as Skype, require back-end configuration that can only be performed agency-by-agency. This means that some tools are not yet fully available to *all* City staff, as we are prioritizing essential services. We ask employees to be mindful of our staff's work capacity, and to follow our recommendations below.

Telework Toolkit & IT Support

Information Technology is working diligently to support the tools you need to work from home. This Telework Toolkit will provide you with the technical tools, resources, step-by-step instructions, and support you need to create a productive remote work environment.

Do not purchase your own software for these needs. Any new software purchases will not be supported, and will be in violation of [APM 3-20 PDF](#) and [Resolution #47764 \(RES-17-00762\)](#).

What Did We Do?

IT staff was reallocated to create, maintain, and serve as customer service technicians at our “IT Assistance Room”. We converted the old HR conference room space into our own training center.



What Did We Do?

As of this afternoon at 4:30 pm, we have deployed 86 City-owned laptops, prepped with essential software and collaboration tools to provide employees with a productive telework environment.



Stats

Tools & devices for 1300 City employees to work from home.

- 2,899 Skype user accounts
- 135 conference lines
- 86 laptops deployed
- Remote Desktop Services enabled for 1000 City employees

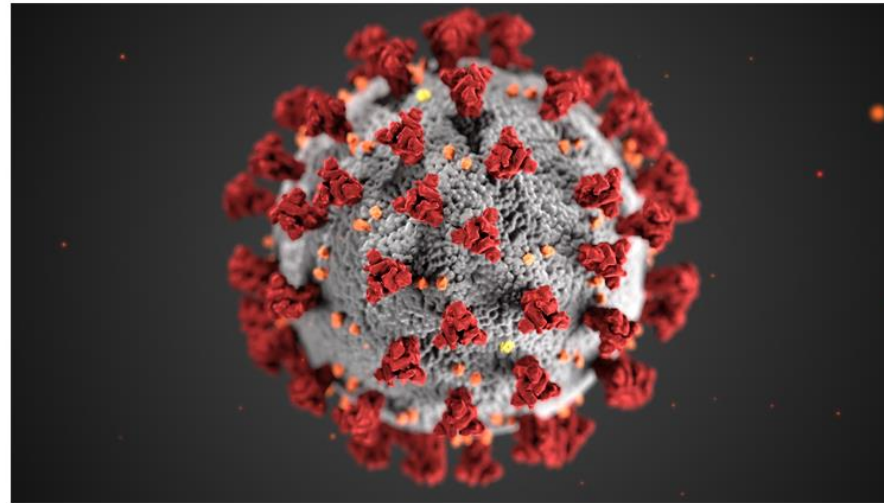
In Addition: Cybersecurity

- We've seen an increase in phishing attempts in the last 3 weeks, which is a noted behavior throughout government organizations.
- All attempts were mitigated.
- These attempts are a continuous cycle that we deal with on a daily basis. We are prepared.

In Addition: Web

- Created 3 web sections for supporting citywide COVID-19 information and communications
 - Internal
 - COVID-19 EmployeeNet
 - COVID-19 IT EmployeeNet
 - External
 - cityofmadison.com/coronavirus
 - Supporting Public Health Madison & Dane County Coronavirus page
 - Office Closures messaging

Coronavirus (COVID-19)



Last updated: 03/17/2020 2:47 pm

All City employees, residents and visitors should get the latest health information on COVID-19 [from Public Health Madison and Dane County](#).

This website focuses on information about City services and operations that impact City of Madison employees, residents and visitors. City employees will be committed to keeping residents informed with updates on this website as the City responds to the impacts of COVID-19.

Coronavirus (COVID-19)

[PHMDC Health Updates](#)

[CDC Updates](#)

[Service Updates](#)

[Mayor's Updates](#)

[News](#)

News Releases

Tuesday, Mar. 17, 2020

Transportation Office Closing to the Public – Services Still Available by Phone and On-Line

Tuesday, Mar. 17, 2020

Drop-off Site Service Change: No Unloading Assistance

Tuesday, Mar. 17, 2020

Parks Offices Closed to the Public

What's Next?

Remote Meetings

What's Next: Remote Meeting Coverage

The following have been our primary selection criteria:

- Ease of Use
- Ability to
 - Participate Without Installing Software
 - Participate by Telephone
 - Conduct a Meeting Using Robert's Rules of Order Including Alerting and Being Recognized by the Chair, Voice and Roll Call Voting, etc.
 - Make Presentations/Share Screen
 - Separate Participants into Members/Presenters and Attendees/Audience Members with Different Rights and Controls for Each Group
 - Host or Technical Facilitator to Provide Remote Support to Participants
 - Distribute Meeting Via Streaming and Cable Television
- Accessibility Features Like Screen Reader Compatibility and Closed Captioning
- A "Lobby" Area to Which Attendees Could Register Before Being Assigned Roles

What's Next: Remote Meeting Coverage

We have tested the following platforms:

- Skype for Business
- GoToMeeting
- Zoom
- Cisco WebEx

What's Next: Remote Meeting Coverage

Based on these criteria, we found Zoom to be the best platform.

- We found it relatively easy to join meetings via the Zoom application, a web browser, or a telephone.
- Zoom offers a feature allowing participants to raise their hand to be recognized by the chair.
- Voice and roll call votes were fairly easy to manage.
- Screen sharing works well for presentations.
- Host, co-host, presenter, and attendee roles can be assigned and participants can be moved between groups as appropriate.
- With their permission, the host can remotely access a participant's desktop to offer assistance.
- The meetings have multiple outlets and can be presented as streaming media and on cable television so audience members who are not registered wishing to speak or available to ask questions can participate that way without crowding the actual conference.

What's Next: Remote Meeting Coverage

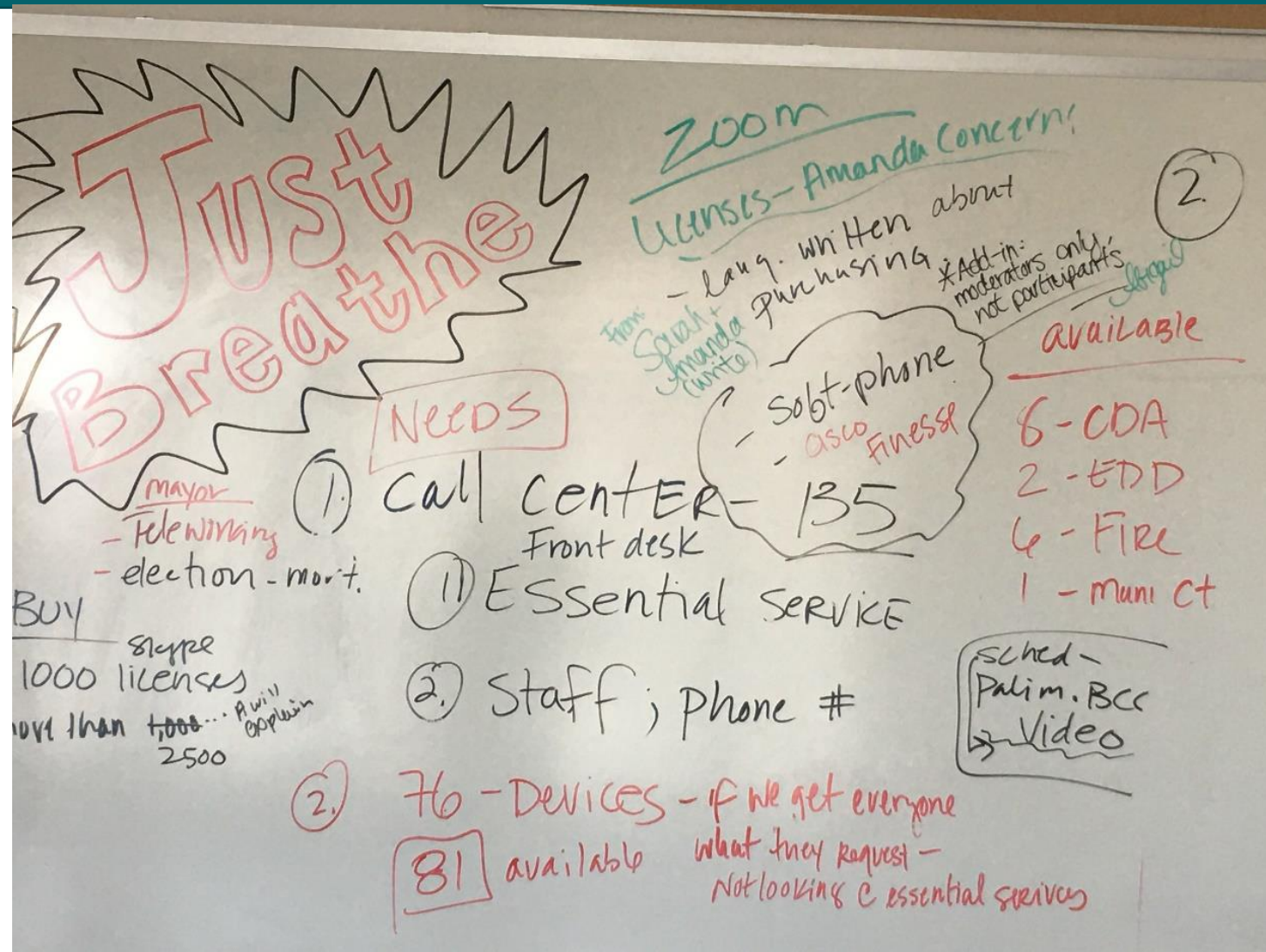
Other Considerations

- We are working with subject matter experts, such as the Attorney's Office and others, to figure out how to incorporate Robert's Rules and our City Ordinances into this new process.
- Public Registration: Form and process workflow.
- Training: Committee Staff, Alders and Chairs. We will need to create training materials for each type of user including residents.
- Support: We will need to have technical facilitators and additional staff to support each remote meeting.
- Operational Team: Defining scenarios, analyzing processes, and facilitating logistics.

What's Next: Remote Meeting Coverage

We're doing our best.
No solution will be perfect.

Our Motto: Just Breathe



Questions?