COVID-19 Preparedness

With recent announcements by various federal, state and local governments, it is clear that alternate work arrangements may be required very soon. Rather than asking employees to search for instructions in various systems, relevant instructions are included here.

Pulse Secure VPN vs. Direct Browser Access

The Agency currently uses Pulse Secure Virtual Private Network technology to allow employees to securely access applications and information housed at Centerpoint II in Arlington. There are many applications and data stores available without using the VPN as a result of our strategy of moving data and applications to the Cloud. The Agency currently owns a limited number of VPN licenses that should be sufficient if employees will access all applications and data identified in item 2 without using the VPN.

1. Access to some data and applications requires the use of the Pulse VPN. This includes all data on the network, Costpoint, GIS, Intranet to name a few.
   - To find instructions to log into your work computer from your home computer, https://servicedesk.nctcog.org/settings/knowledge_base/articles/47
   - To find instructions to take your work computer from the office and work remotely on that computer, https://servicedesk.nctcog.org/settings/knowledge_base/articles/51
   - If clicking on either link does not take you directly to the instructions, click on the Service Desk button on the Agency Intranet or the RIS Service Desk Icon on your desktop, click on Knowledgebase on the left side of the screen and type, "Remote" into the search box. The first 2 articles will be the ones at the links above. If you need to call the Service Desk, the number is (817) 695-9167.
   - Before you go home, go to your computer and write down your computer name. It will be something like, RIC123456L. You will need it.

RIS Core Values

- Always do the right thing.
- Treat people with respect.
- Do what you say you're going to do.

Monthly Quote

Everything that can be invented has been invented.

-Charles Duell, Commissioner of the U.S. Patent office in 1899

RIS Newsbytes

2. Many applications can be accessed without using the Pulse VPN. Where possible, that is the method that should be used. Applications that can be accessed directly from a browser fall into this category and include:

- Email, go to https://www.office.com/
  - From this point, click on the menu (square of 9 dots locate left of the word, "Outlook"). All Office365 apps are available including Word, Excel, PowerPoint, SharePoint, OneNote, OneDrive and Teams.
- CRM,
- The Service Desk, go to https://nctcog.bossdesk.io/home
- Laserfiche Web Access and Forms, go to https://ecm.nctcog.org/laserfiche & https://ecm.nctcog.org/forms
- Agency Internet site, go to www.nctcog.org
- Silk Road, go to, https://nctcog-ws.silkroad.com/
- TryParkingIt, go to https://tryparkingit.com/
- Agency website administration, go to https://nctcog-cms.ae-admin.com/Admin/

Telephones

If you will be working remote, forward you telephone before you leave the office. Select the CFwdALL button and enter the forwarding number.

- The number you see on all received calls will be the main Agency number.
- If you don't want the number you are forwarding calls to showing when making calls, you will be responsible for blocking that number (*67 or setting on your cell phone).
- Call Center functionality is not available remotely.
- 800 numbers can also be forwarded.

Other

Please keep in mind that in addition to the approximately 400 Agency employees primarily housed at the Centerpoint campus, RIS also provides support for an equal amount of contract and state employees housed in Workforce Centers throughout the region. We will respond to requests as quickly as possible, but changes of any kind to the environment or operating practices generally result in increased calls. Please be patient.