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Travel, Laptop, PDA, and Off-Site Meeting Policy

2024



JANCO ASSOCIATES, INC.



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Travel, Laptop, PDA, and Off-Site Meetings

Protection of ENTERPRISE data and software is often complicated by the fact that it can be accessed from remote locations. As individuals travel and attend off-site meetings with other ENTERPRISE employees, contractors, suppliers, and customers - data and software can be compromised.

It is the responsibility of all users, data owners, and data managers to ensure that adequate controls exist per the Internet and Information Technology Security Manual or special requirements as established by the Audit Department or the Internet and Information Technology Security group. Enforcement of these controls is imperative to provide the best environmental security possible.

In addition to that, the following procedures should be followed.

Ongoing monitoring and evaluation of this policy are critical to the success of our computing environment. Clear processes and ownership of monitoring the policy consistently enable the identification of policy elements that are working well and others that are not working. If this policy causes disruption in productivity in the organization, it needs to be evaluated to understand what the problem is.

Laptop and PDA Security

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are linked to ENTERPRISE
e forms of security are to be applied
encryption, biometrics, lo-jack, and
that bypass or save passwords and
is must comply with the Sensitive

BYOD Security

By adopting strategies that are flexible and scalable and taking advantage of new and upcoming security features, ENTERPRISE will be better equipped to deal with incoming challenges to its security infrastructure posed by the use of employees' own devices.

- ▶ Follow the formal BYOD policies of ENTERPRISE
- ▶ Implement locking of the device after 5 minutes of inactivity
- ▶ Implement a remote wipe of the BYOD if the device is lost or stolen
- ▶ Limit the storage of sensitive and confidential information

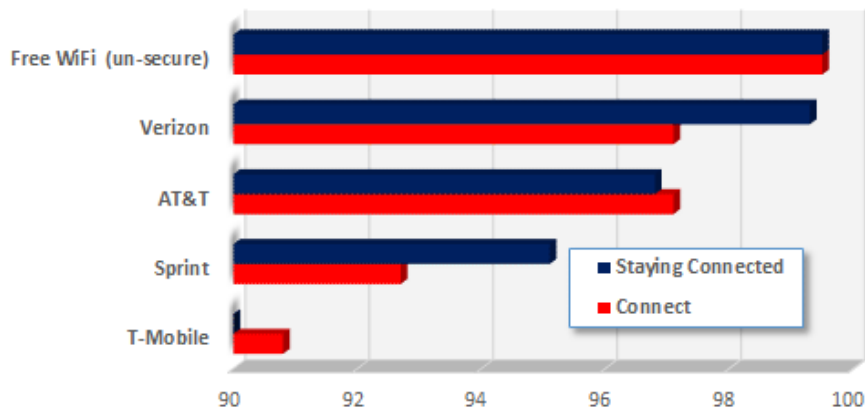


Service Provider Selection

The service provider selected by individuals can have an impact on the costs incurred both by the individual and the enterprise. For example, when traveling access to Wi-Fi can become expensive because of poor coverage by the provider. In a survey of the availability of Wi-Fi at airports, conducted by Janco Associates, Verizon provided over 99% availability for Wi-Fi. At the same time, T-Mobile provided less than 90% availability. Granted this is only a small sample but it shows that CIOs need to understand where their users are and then look to see what the service levels are for those areas.

One word of caution, most airports now provide "free" un-secure Wi-Fi. This connection should be avoided as it is an easy entry point for hackers. At the very least, when connecting through insecure Wi-Fi, a VPN client should be used and have malware protection installed on the device used.

Percent of Time Wi-Fi Works at Airports by Provider



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Wi-Fi & V

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proved encryption is prohibited. ty configuration standard. ted in a clear (unencrypted) text

- ▶ Access to ENTERPRISE VPN (Virtual Private Network) is limited to those individuals and devices that have been approved by ENTERPRISE.

Electronic Meetings

Individuals involved in conducting meetings are moving to more dynamic and efficient ways of working. This has become increasingly important as companies hold more meetings and managers require ever-increasing levels of information. Add to this the number of individuals who work away from the office, there is a greater need to have meetings that are attended by remote users.

Typically, the meeting manager invites the participants to a meeting via email. The meeting can be held with both participants who are in the same room -- along with audio and visual displays that can be used in the course of the meeting. Remote meeting attendees participate primarily through their keyboards, typing responses to questions and prompts from the meeting host or via audio-visual input (in computer camera and speaker) and output display on a computer, tablet, or smartphone.





Best Practices for Electronic Meetings

Achieving that initial buy-in for electronic meetings is usually the most difficult part of the process but, even with the support of management, there is still work to be done. The following best practices, when followed, facilitate the effectiveness of this meeting process.

- ▶ Utilize a VPN for ALL participants
- ▶ Have an agenda that is available to all attendees before the meeting - a concise description of attendees.

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- ▶ are available to all attendees – this
- ▶ will work with the electronic
- ▶ ance of the meeting. This includes
- ▶ sending a link to the client application so the attendees can test to see if they have it installed, audio can be heard and sent, and video can be seen and sent with their computer.
- ▶ Be aware of the time zones that meeting attendees are in
- ▶ Have a specific start time and follow it
- ▶ Have a dress code including background for an electronic meeting
- ▶ Send an electronic invitation that requires a confirmation and put the meeting on the electronic calendars of all attendees
- ▶ Record the meeting and comments for others to review if they are not able to attend – Post the video on a common secure location
- ▶ After the meeting post a summary of the meeting including the next steps, tasks assigned, and when the next follow-up meeting will take place.



Job Description

Five (5) full job descriptions are included with this policy template. They come separately in their directory.

Chief Experience Officer

Chief Mobility Officer

Manager Help Desk Support

Manager Telecommuting

Manager WFH Support

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Electronic Forms

Seven (7) electronic forms are included with this policy template. They come separately in their directory.

Mobile Device Access and Use Agreement

Mobile Device Security and Compliance Checklist

Privacy Policy Compliance Agreement

Telecommuting IT Checklist

Telecommuting Work Agreement

Work From Home IT Checklist

Work From Home Work Agreement

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Revision History

2024 Edition

- ▶ Updated to meet the latest compliance mandates
- ▶ Updated remote meeting best practices
- ▶ Updated all included forms
- ▶ Updated all included job descriptions

2023 Edition

- ▶ Updated to meet the latest compliance mandates
- ▶ Updated all included forms
- ▶ Updated all included job descriptions
- ▶ Added 1 job description
 - Manager Work From Home Support
- ▶ Added three (3) electronic forms
 - Telecommuting Work Agreement
 - WFH Work Agreement
 - WFH IT Checklist

2022 Edition

- ▶ Added four (4) full job descriptions
 - Chief Experience Officer
 - Chief Mobility Officer
 - Manager Help Desk Support
 - Manager Telecommuting
- ▶ Updated all the electronic forms
- ▶ Added materials for remote operations

2021 Edition

- ▶ Updated all the electronic forms
- ▶ Added materials for Pandemic operations
- ▶ Added material for Ransomware