



Thursday, April 12, 2007
1:00-2:00 p.m. EDT

Webinar: “Telework Best Practices – Ensuring a Secure Telework Program”

Panelists

- **Danette Campbell**, Senior Telework Advisor, USPTO
- **Meryl Hershkowitz**, Group Director in the Office Trademark Examination, USPTO
- **Larry Schwartz**, Team Leader, Telework Program Project, USPTO
- **Bud Kinzer**, Manager, Federal Business Development, Citrix Systems
- **Carolyn Brubaker**, E-government Federal Manager, Microsoft



www.teleworkexchange.com

April 12, 2007



Telework Exchange Webinar

Telework: Critical Components

- Pilots
- Training
- Clear Expectations of Customer Service & Performance
- Complete Office Environment
- Technical Support
- Hoteling--Space Saving Plan
- Labor-Management Partnership
- Documentation: guidelines, work agreements, SLA's etc

How Did the USPTO Overcome Barriers to Telework?

- Persistence
- Education
- Pilots and Incremental Change
- Focus Groups, Surveys, Evaluations
- Training
- Metrics—Proving the Business Case

The seal of the United States Patent and Trademark Office is faintly visible in the background of the central text area. It features an eagle with wings spread, holding an olive branch and arrows, with a shield on its chest. The text around the seal reads "UNITED STATES PATENT AND TRADEMARK OFFICE" and "DEPARTMENT OF COMMERCE".

**Technology,
Training & Security**

Technology

- Determine needs of users
 - Access to on-site data vs. standalone?
 - Government furnished vs. user furnished equipment?
- Match ISP requirements to needs
- Match equipment to needs
- Form strong working relationship with OCIO

Optional
Webcam

Optional
Monitor

Optional
Multi-Function
High-Speed Printer

ERA Laptop 1.0



Training

- Ensure program requirements are clearly conveyed to applicants
- Automate & tie together application process, equipment deployment & training
- Develop training materials with stakeholders (Users, OCIO, trainers & program coordinators)
- Incorporate “work-at home” days into training
- Solicit feedback from students and instructors

Security

- Patents uses RDP (Remote Desktop Protocol) to access on-site CPU or server
- Trademarks uses Citrix to access on-site CPU or server
- Have multiple logon measures (password & FOB)
- Encrypt laptops
- Encrypt removable drives
- Don't store PII information off-site
- Data transfer between laptop and data center should be encrypted through VPN (virtual private network)



Citrix and Microsoft:

The Technology Foundation for a Secure Telework Program

April 12, 2007

Bud Kinzer, Citrix Federal Systems

Carolyn Brubaker, Microsoft Federal





Our Vision for Government

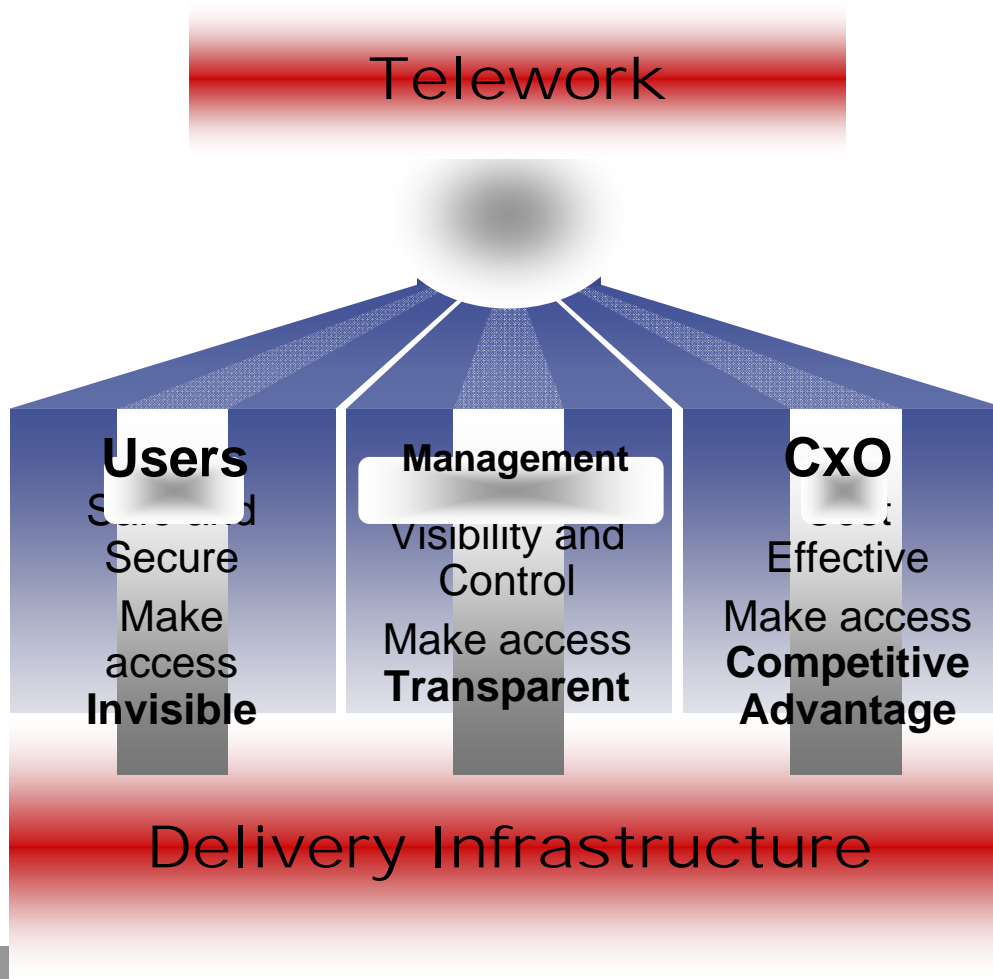
A world where **anyone** can work from **anywhere**

CITRIX[®]

Microsoft[®]



But, you Need the Right Foundation...





Key Enablers

Security

Application
Delivery



Collaboration

Network
Optimization

The Telework Platform





Data Security: End-to-end Protection

- Ease of Use for the employee
- Enforcing control from the datacenter
- Maintaining the data from behind the agency firewall
- Protection against theft and loss
- Single sign-on Access and Password Protection
- Secure Remote Access in a managed or unmanaged location
 - Whale
 - Forefront edge security and access
 - Internet Security Acceleration Server (ISA)



Collaboration: Managing the Virtual Team

➤ E-mail

- Outlook Web Access (OWA)
- Mobile Devices
- Outlook Anywhere (RPC/HTTP)

➤ IM/Presence

- Instant Messaging (Communicator)
- Organizational Directory Access
- Calendar Integration
- Presence across Office apps

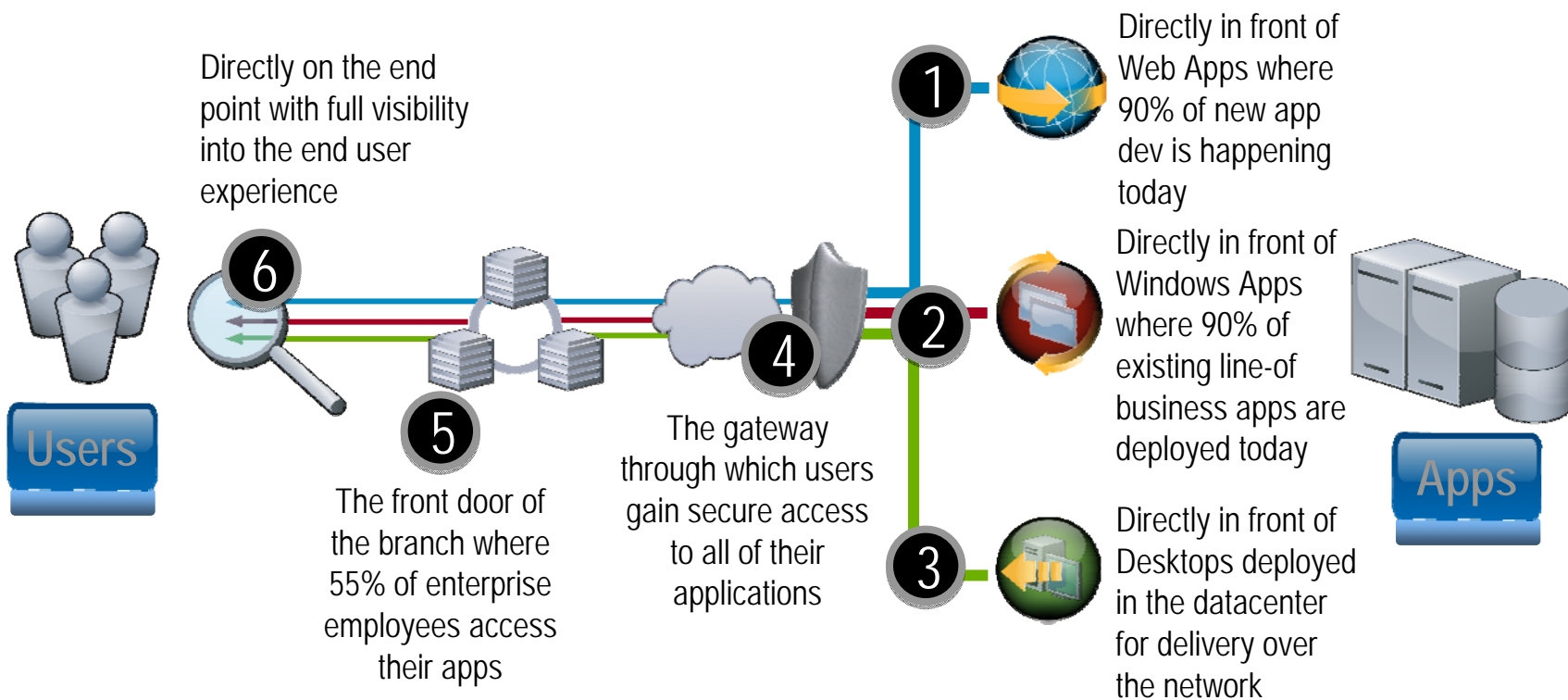
➤ Telephony

- Outlook Voice Access (OVA)
- Communicator phone integration
- Unified Messaging – voice, fax, email via Outlook

➤ Remote Meetings

- Live Meeting, Video

Keys to Successful Application Delivery



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Question and Answer Session:

For additional questions:

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