

Telework Exchange Town Hall

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Eliminating Gridlock

October 7, 2010



"WE UNDERSTAND THE NEED FOR A WELL-MANAGED TELEWORK PROGRAM. IT'S THE ANKLE MONITORS WE HAVE A PROBLEM WITH."

Remove Technological Barriers!

- Telework Planned with Workstation Refresh
 - Laptops with VPN for all!
- Collaboration Tools
 - Webinar
 - Audio Conference Bridge
 - Sharepoint and Websphere
 - Social media (limited)
- Any high speed internet connection can get authorized users to CMS



Improved Security

- Pointsec for hard drive encryption
- RSA fob or Government PIV card for 2 factor authentication
- Cisco VPN for external access
- Air Defense for WLAN security
- Push patches and upgrades
- Remediation
- Pointsec removable media encryption



Support

- Individual Learning & Support Center to learn remote log-in process
- Same helpdesk and procedures
- Scripts for remote log-in problems
- IBM Tivoli to remote into users' laptop
- Training Program
 - User Guides
 - Live Training



Lessons Learned

- Streamlining and automating log-in
- Laptop weight
- Printing at remote work locations
- Internet provider matters
- Telephone service matters



Future Plans

- Unified Communications for improved collaboration
 - Instant messaging
 - Presence (free, busy, on phone, away from desk)
 - Voice over Internet Protocol
 - Softphone on laptop
 - Video conferencing from laptop camera
- WiFi in conference rooms & cafeteria
- National remote workforce
- Print at home support



Exploring.....

- More choices
 - Mac Books
 - iPads
- Boot with USB (use home computer)
- Virtual Desktop Infrastructure (better disaster recovery)
- Productivity in the cloud
 - Microsoft Office
 - Email
 - Storage
- Stipend to support personal cell phones

