

## Attachment D: Technology Guidelines for State Employees Working Out of the Office, Tennessee Department of Finance and Administration, Division of Strategic Technology Solutions

### 1. Free Address Space (Hoteling)

#### a. Connectivity

##### i. Bandwidth Requirements

1. Provided by OIR and agency facility

##### ii. Access Requirements

1. Wireless account
2. Ethernet cable
3. JVPN account for SA server access

#### b. Equipment Needs

##### i. Computing Device: Laptop, Desktop, Tablet, Smartphone

##### ii. Peripherals: Printer, Scanner, External Storage, etc.

##### iii. Standard and specialized software

##### iv. Microphone and Speakers that can be one of the following:

1. Built into the computer
2. USB Headset with microphone
3. Bluetooth Headset with microphone

##### v. Video Camera if using Jabber Video that can be one of the following:

1. Built into computer
2. External USB Camera

##### vi. External Monitor (optional)

#### c. eSpaces

##### i. Video Conferencing Rooms

##### ii. Audio-Visual rooms

##### iii. Huddle spaces

##### iv. Room Scheduling

Rooms will be available in 7 Regions:

Johnson City

Knoxville

Chattanooga

Jackson

Memphis

Nashville

Cookeville

#### d. Collaboration

##### i. Jabber Soft Phone

- ii. Jabber Video
- iii. Video Conferencing
- iv. Web Collaboration
  - 1. WebEx
  - 2. Adobe Connect
- e. Digital Records and Enterprise Content Management (ECM) Tools
  - i. FileNet
  - ii. DataCap
  - iii. SharePoint
  - iv. OwnCloud (TennCloud)
  - v. SourceOne
- f. Support
  - i. Kiosks
  - ii. Enterprise Customer Care Center
  - iii. Specialist Support

## **2. Work From Home (WFH)**

- a. Connectivity
  - i. Bandwidth Requirements
    - 1. 6 Mbps download speed
    - 2. 6 Mbps upload speed
  - ii. Access Requirements
    - 1. Wireless Access Point (with WPA2 encryption)
    - 2. 4G Hot Spot
    - 3. Ethernet cable (optional)
    - 4. JVPN account for access to enterprise resources

\*Bandwidth usage from non-State devices should be kept to a minimum to avoid undesirable connection speeds during working hours.

- b. Equipment Needs
  - i. Computing Device: Laptop, Desktop, Tablet, Smartphone
  - ii. Peripherals: Printer, Scanner, External Storage, etc.
  - iii. Standard and specialized software
  - iv. Virus protection
  - v. Microphone and Speakers that can be one of the following:
    - 1. Built into the computer
    - 2. USB Headset with microphone
    - 3. Bluetooth Headset with microphone
  - vi. Video Camera if using Jabber Video that can be one of the following:
    - 1. Built into computer
    - 2. External USB Camera

- vii. Docking station for Laptops and Tablets (optional)
- viii. External Monitor (optional)
- c. Collaboration
  - i. Jabber Soft Phone
  - ii. Jabber Video
  - iii. Web Collaboration
    - 1. WebEx
    - 2. Adobe Connect
- d. Digital Records and Enterprise Content Management (ECM) Tools
  - i. FileNet
  - ii. DataCap
  - iii. SharePoint
  - iv. OwnCloud
  - v. SourceOne
- e. Support
  - i. Enterprise Customer Care Center
  - ii. Specialist Support
  - iii. Remote Desktop Connection
  - iv. Online Speed Test

### **3. Mobile**

#### On-Network

- a. Connectivity
  - i. Bandwidth Requirements
    - 1. 6 Mbps download speed
    - 2. 6 Mbps upload speed
  - ii. Access Requirements
    - 1. Wireless Access Point (with WPA2 encryption)
    - 2. 4G Hot Spot
    - 3. Ethernet cable
    - 4. JVPN account for access to enterprise resources

\*Bandwidth usage from non-State devices should be kept to a minimum to avoid undesirable connection speeds during working hours.

- b. Equipment Needs
  - i. Computing Device: Laptop, Desktop, Tablet, Smartphone
  - ii. Peripherals: Printer, Scanner, External Storage, etc.
  - iii. Standard and specialized software
  - iv. Virus protection
  - v. Microphone and Speakers that can be one of the following:
    - 1. Built into the computer
    - 2. USB Headset with microphone

- 3. Bluetooth Headset with microphone
  - vi. Video Camera if using Jabber Video that can be one of the following:
    - 1. Built into computer
    - 2. External USB Camera
  - vii. Docking station for Laptops and Tablets (optional)
  - viii. External Monitor (optional)
- c. Collaboration
  - i. Jabber Soft Phone
  - ii. Jabber Video
  - iii. Web Collaboration
    - 1. WebEx
    - 2. Adobe Connect
- d. Digital Records and Enterprise Content Management (ECM) Tools
  - i. FileNet
  - ii. DataCap
  - iii. SharePoint
  - iv. OwnCloud
  - v. SourceOne
- e. Support
  - i. Enterprise Customer Care Center
  - ii. Remote Desktop Connection
  - iii. Online Speed Test

Off-Network

- f. Connectivity
  - i. Bandwidth Requirements
    - 1. 6 Mbps download speed
    - 2. 6 Mbps upload speed
  - ii. Access Requirements
    - 1. Wireless Carrier Account
    - 2. JVPN account for access to enterprise resources

\*Bandwidth usage from non-State devices should be kept to a minimum to avoid undesirable connection speeds during working hours.
- g. Equipment Needs
  - i. Computing Device: Laptop, Desktop, Tablet, Smartphone
  - ii. Peripherals: Printer, Scanner, External Storage, etc.
  - iii. Necessary production software
  - iv. Virus protection
  - v. Microphone and Speakers that can be one of the following:
    - 1. Built into the computer

2. USB Headset with microphone
    3. Bluetooth Headset with microphone
  - vi. Video Camera if using Jabber Video that can be one of the following:
    1. Built into computer
    2. External USB Camera
  - vii. 4G Hotspot
- h. Collaboration
  - i. Jabber Soft Phone
  - ii. Jabber Video
  - iii. Web Collaboration
    1. WebEx
    2. Adobe Connect
- i. Digital Records and Enterprise Content Management (ECM) Tools
  - i. FileNet
  - ii. DataCap
  - iii. SharePoint
  - iv. OwnCloud
  - v. SourceOne
- j. Support
  - i. Enterprise Customer Care Center
  - ii. Remote Desktop Connection
  - iii. Online Speed Test