

Technology Guidelines

Remote Work Arrangement

General Guidelines

Managers and employees should review this document and initial the *Employee Eligibility Requirements and Agreement*. The manager should speak to the Deployment Team leader in IS when setting up a remote work arrangement.

Baystate Health Equipment Provided

Equipment such as laptops, printers and phones, required to perform the job, must be provided by Baystate Health to ensure consistent application of security updates and patches.

Baystate Health will provide the following equipment based on the requirements of the position. The department will need to absorb the required cost of the equipment.

<u>Capital Costs</u>	Item	Estimated Cost As of 8/2016
	Dell 14.1" laptop with port replicator, keyboard, mouse, monitor & antivirus, patch mgmt, Microsoft Office, and other software as required.	\$3000
	Networking equipment, check point router, installation fee	
	Phone & license (Baystate extension w/ five-digit dialing, voicemail, etc.)	\$500
	All-in-one printer, copier, fax with installation	\$1300
		\$ 4,800
<u>Operating Costs</u>	Monthly high-speed cable cost (no DSL/ no Satellite)	\$50
<u>Other Options</u>	HP Personal black & white printer for MS Office Printing with installation	\$750

Security

Employees will log onto the Baystate Health network just as they would from an onsite location. All security patches and updates will be completed by Baystate Health. All Baystate Health documents and information should be kept on the secured Baystate Health Network Server only.

Network Guidelines

Employees are required to use a cable connection to connect to the Baystate Health network. Baystate Health does not have the ability to support satellite or DSL connections. Once connected to the network, employees will have access to Baystate Health servers and phone service. Whether or not the cost of Internet service will be a reimbursable expense is at the department's discretion.

Telephone Guidelines

Baystate Health will provide the telephone line. Rather than using a personal home phone, a Baystate Health extension will use the same data network as computers. The phone/fax should be connected through the Baystate Health computer.

Troubleshooting

Employees will call the Help Desk at 413-794-3000 for troubleshooting just as they would from an onsite location. The Help Desk will remote into the machine to troubleshoot any issues. If the issue can not be resolved remotely, employees may be required to bring the equipment to Baystate Health in person or ship it.

The department will need to have a process for when equipment is being serviced. This could be a loaner laptop, an identified work space within the department, or the use of remote access software (GoToMyPC) from a personal computer while their equipment is being serviced.

Return of Equipment

If the remote work arrangement ends or the employee is no longer employed by Baystate Health, the equipment must be returned in person or by U.S. mail to Baystate Health within 30 days.

Technology Policies

Employees need to be familiar with the following Baystate Health Policies before their remote work arrangement begins.

- *Remote Work Arrangement: BH HR 315*
- *Confidentiality: BH HR 802*
- *Privacy: BC 7.010*
- *Remote Access: BC 6.940*
- *Workstation Security: BC 6.830*
- *Password & User ID: BC 6.840*
- *Information Security: BC 6.820*
- *Information Security Incident Reporting & Response: BC 6.860*
- *Desktop Technology: BC 6.310*