

What you and your employees need to know before working remotely

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IT Division, Ministry of Central Services

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With some government employees now shifting to work from home here are some key messages to ensure your employees have the necessary equipment and network access.

- An overview is available on Taskroom on the [COVID-19 information page](#).
- Full details are available in the [Working from home – technology and access guide](#).

Key messages from the [guide](#):

- **Employees are strongly recommended to take either their laptop or desktop home.** There is a limited supply of additional government laptops that are being prioritized and network access is limited from personal computers. **If you do not have access to a laptop or a desktop contact the service desk for more information.** Service Desk email: itoservicedesk@gov.sk.ca, Phone: +1 (306) 787-5000
- **Limit the use of VPN to leave room for other staff on the network.** A VPN connection is not required if you're only accessing systems such as Sasktel IBC, Email, Skype for Business, ServiceNow, OneDrive, or Taskroom.sp.saskatchewan.ca and other public websites. If you only require a file or access to an application for a short period of time, connect to the VPN, carry out the task and then disconnect.
- **Working from home requires users to be aware of government security guidelines.** The user security guidelines must be adhered to when working from home.
- **Before you leave the office there is a check list of tasks to complete.** Completing these tasks (e.g. changing your password, installing all updates) before disconnecting from the network will make your transition much easier.
- **We have provided tips and tricks to pack up your desktop or laptop so you can successfully set it up at home.** When packing up, files should not be stored on a USB or other external device. This is a security risk.

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	Work Desktop or Laptop (Preferred)		Smart Phone	
	With VPN	Without VPN	Gov't Issued	Personal
Email	✓	✓ Requires multifactor authentication (MFA)	Requires MFA	Requires MFA
Skype for Business	✓	✓ (MFA)	X	X
SharePoint	✓	Limited	Limited	Limited
OneNote	✓	✓	✓	Purchase from app store
Other Microsoft Office products (Word, Excel, PowerPoint, etc.)	✓	✓	Download from app store	
Service Now	Requires MFA	Requires MFA	Requires MFA	Requires MFA
Cloud-based eCRM (Dynamics)	Requires MFA	Requires MFA	Requires MFA	Requires MFA
Network drives (G, I, H etc.)	✓	X	X	X
Government and ministry specific business applications (MIDAS etc.)	✓	X	X	X
Citrix applications	✓	X	X	X
IBC Telephone Portal (administrative access, setting up conference lines)	✓	✓	✓	✓
IBC Soft-Client (desk top phone on your computer)	✓	X	X	X
Staffroom and other intranet sites	✓	✓	With app purchase	X
External government websites (Taskroom, PSC Client, Saskatchewan.ca)	✓	✓	✓	✓