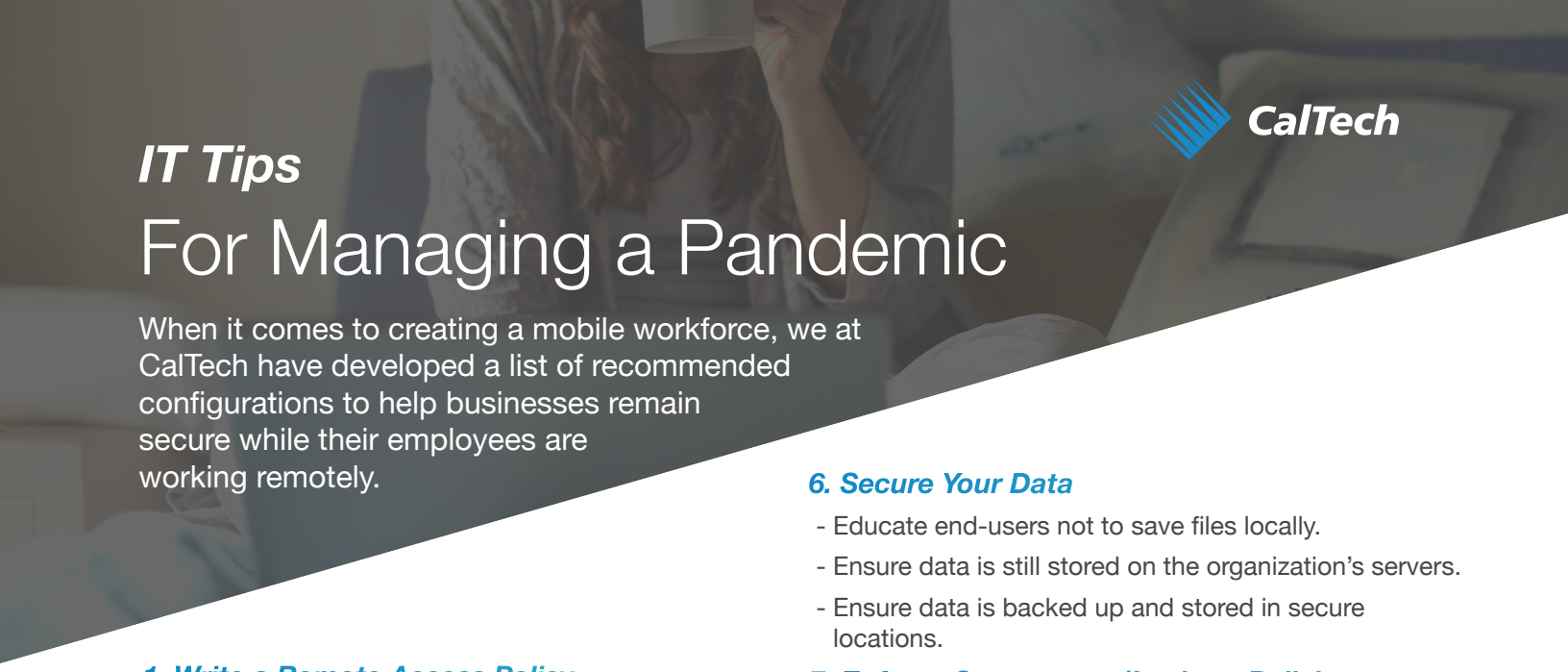

CalTech

IT Tips
For Managing a Pandemic

When it comes to creating a mobile workforce, we at CalTech have developed a list of recommended configurations to help businesses remain secure while their employees are working remotely.

1. Write a Remote Access Policy

- Analyze the risk.
- Have a plan.
- Get board approval.

2. Document

- Use this pandemic as an actual incident.
- Document how the organization handled it.
- Report what worked and what didn't work.
- Record lessons learned.

3. Managed Laptops/Devices

- Provide your employees with organization issued laptops.
- Ensure they use the same controls for security and patching.
- Force encryption of hard drives.
- Avoid personal laptops.

4. Require Multi-Factor Authentication For Any Type of Remote Access

- Virtual Private Network (VPN)
- Email
- Remote Screen Share

5. Secure VPN Access

- Assume the laptop will be in an unsecured environment.
- Enable firewall rules at the workstation level.
- Ensure that all traffic is sent through the organization's internet connection when connected to the VPN to ensure that all traffic from remote devices is filtered and secure.

6. Secure Your Data

- Educate end-users not to save files locally.
- Ensure data is still stored on the organization's servers.
- Ensure data is backed up and stored in secure locations.

7. Enforce Screensaver/Lockout Policies

- Realize that employees may be sharing workspace with family.
- Prevent unauthorized access by others.
- Remind staff to lock workstations when walking away.

8. Increase Reporting Reviews

- Review remote access logs regularly.
- Review failed logons.

9. Increase Cybersecurity Training

- Provide adequate training for staff on how to use the new technology (Laptop/VPN).
- Remote users are being targeted.
- Ensure your team knows what threats to look for.

10. Modify Your Phishing Testing

- Cybercriminals are leveraging the current environment.
- It might feel easier to relax on testing, but resist that temptation.
- Increase/modify testing your users to identify gaps in training.

11. Plan To Re-evaluate

- Determine when to reassess the needs of remote employees.
- Plan for removing remote access following the pandemic.
- Update your incident response plan.

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