

Business Continuity

For the Faculty and Staff of Georgetown University Law
Center



GEORGETOWN UNIVERSITY

Spring 2020

Telecommuting

BEFORE

- Employees may submit an application to work from home
- Use standard procedures with regards to private information
- Remember to:
 - Forward phone calls
 - Insure access to files and applications
- More information can be found on the [Telework Policy Site](#)

Forwarding Phone Calls and Voicemail

BEFORE

- Press “Forward All”
- Enter a phone number, or select from history
- Visual confirmation displays
- To verify, look for Forward All icon

Using Your Personal Home Machine

BEFORE

- System Requirements
 - Windows 7 or OSX High Sierra or later
 - Broadband internet connection
- Browser Requirements
 - Use most recent version; no browser requirements for DUO if not handling confidential data
- Required Applications
 - [Zoom](#), [Office365](#), [Symantec AntiVirus](#), [AnyConnect VPN](#)

Communication

DURING



- Use [Georgetown Gmail](#) to communicate business information
 - Use [Google Hangouts Chat](#) to chat with anyone at Georgetown
- Use [Zoom](#) for meetings and web conferences
 - Use video conferencing whenever possible; use dialing in via telephone as last resort
 - Test Zoom prior to needing it for Business Continuity
- More information can be found via:
 - [Download Zoom and Get Started](#)
 - [Set up Your Personal Meeting ID \(Recommended\)](#)
 - [Hosting a Zoom Meeting](#)
 - [Zoom FAQs](#)



Google Hangouts Chat

DURING



- Hangouts Chat allows users to chat either via direct message or in Rooms
- Rooms allow for threaded conversations to separate communications by topic
- Users can video chat as an alternative to Zoom when communicating 1-on-1

[Hangouts Chat can be accessed through a web browser](#) or it can be installed as a desktop application.

Accessing Your Georgetown Files

DURING

- [Georgetown Box](#)
 - Used to sync files between PCs via the cloud
- [G Suite and Google Drive](#)
 - Cloud file sync as well as document collaboration
- [Georgetown AnyConnect VPN](#)
 - Connect to protected Georgetown resources such as Banner
- [Microsoft Office365](#)
 - Cloud based document editing

Software and Security

DURING

- Use [DUO Two-Factor Authentication](#) to access services
- [BitLocker](#) and/or [FileVault](#) for file encryption
 - BitLocker is installed on all university Windows 10 machines; FileVault is enabled on all university Mac devices
- [Symantec AntiVirus](#)
 - Installed on all university devices
 - You may install on your personal device through [GU Software Webstore](#)

Please email any questions to
Lawhelp@Georgetown.edu