
GEORGETOWN LAW

Business Continuity Guide

2019 - 2020

Introduction

The Law Center seeks to ensure administrative continuity during periods of unforeseen disruption of on-campus business activity.

Technological advancements in administrative processes and methods have improved our ability to conduct operations in the event of a campus closure. To meet this end, the IST Department has prepared this guide to Business Continuity.

Departments are encouraged to be familiar with the [Law Center's Inclement Weather policy](#) as well as Emergency Preparedness procedures during periods where Business and/or Instructional Continuity are in effect, or may be put into effect.

Please click on each section heading below to access information on that topic from our website.

Telecommuting

Telecommuting enables Georgetown Law employees to work from home with full access to their files, applications and office phone.

Employees who want to work from home need to submit an application to do so. The telework application has to be approved by an employee's supervisor and HR.

More information can be found on the [Human Resources Telework Policy site](#)

Communication

[Georgetown Gmail \(Email\) Access](#)

Use email to communicate business, telecommuting, or other information. All Georgetown faculty staff and students have a Georgetown Gmail account that can be accessed using the link above.

You will need to log in with your NetID and Password and follow the DUO authorization prompts.

[Zoom Video Conferencing](#)

Zoom is a web conferencing tool that provides a platform to conduct live online conferences, presentations, lectures, meetings and group chats. Zoom works on desktop or laptop computers (Windows and Mac), mobile device (iOS and Android) and can connect to anyone internal or external to Georgetown. All Georgetown faculty, staff and students are eligible for Zoom Pro accounts. Faculty can also use Zoom in their Canvas or Blackboard courses to schedule conferences with students and hold online office hours.

It is recommended that you should test Zoom prior to needing it for Business or Instructional Continuity to ensure that you have the necessary hardware and software capabilities and are familiar with the tool. Please use the following links to download, set up, configure Zoom and also run a Zoom session:

[Download Zoom and Get Started](#)

[Set up Your Personal Meeting ID \(Recommended\)](#)
[Hosting a Zoom Meeting](#)
[Zoom FAQ's](#)

Office Phone Forwarding

For Forwarding calls when On-Campus:

1. On any idle line from which you want to forward your calls, press Forward All.
2. Enter a phone number, or select an entry from the Call History list.
 - a. Depending on how your voicemail system is set up, you may be able to press Messages to forward all calls to voicemail.
3. Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.

To verify that your calls are forwarded, look for:

1. A Forward All icon in the line label, or
2. The forwarding information in the header. To cancel call forwarding, press Forward Off.

For Forwarding calls when Off Campus, please contact LawHelp for assistance.

Voicemail Forwarding

Please note that if calls are forwarded using the instructions above, it will disable voicemail forwarding until call forwarding is turned off.

If calls are not forwarded, please use the link below to request voicemail to email capabilities: [VoiceMail to Email Setup Request](#)

Google Hangouts Chat

Use Google Hangouts Chat for chatting purposes with anyone at Georgetown. Hangouts Chat makes it easy for teams to be able to get their work done in one place. From direct messages to group conversations, Chat helps teams collaborate easily and efficiently. With dedicated, virtual rooms — plus threaded conversations — Chat makes it simple to track progress and follow up tasks. You can install

Accessing Your Georgetown Law Files While Not on Campus

Georgetown Box

Georgetown Box is a file sharing and storage service that enables you to securely store files in the cloud (all of your files are encrypted and backed instantly across multiple US-based server). It functions on PCs, Macs and a wide range of mobile devices. So, anywhere you can access the Internet, you can access your files. You can also share your files.

GSuite and Google Drive

G Suite is a cloud based service from Google which includes a set of intelligent apps that allow for users to email, schedule meetings, events and reminders using Google Calendar, create documents, spreadsheets, presentations and more from anywhere. It allows users to store, share and collaborate with anyone, while allowing access to your items in one place, from anywhere (Google Drive).

[Georgetown AnyConnect VPN](#)

Georgetown AnyConnect (VPN) is software that allows you to connect securely to the Law Center's network from off campus. Georgetown AnyConnect will let you connect to the Law Center's network drives, make a remote connection to your desktop, and use both Main Campus and Georgetown Law applications and services.

[Microsoft Office 365](#)

Microsoft Office 365 is a cloud-based version of the Microsoft Office Suite (Word, Excel, PowerPoint, OneNote, Publisher, and Access). Through our licensing agreement with Microsoft, the IST Department can offer up to five licenses per Law Center community member.

Software and Security- Security and Best Practices for your Computer

[DUO Two-Factor Authentication](#)

Duo provides a two-factor authentication method for use with mobile devices and telephones to protect your Georgetown University NetID from theft or compromise. The mobile application, called Duo Mobile, runs on your smartphone or tablet and helps you authenticate quickly and easily when logging into services such as GMS, Gmail, Box and more. After you sign in on your computer with your NetID and Password, you must approve access using your mobile device.

All you need to do to get started is follow the instructions in the link above to set up your smartphone. In addition to protecting you against phishing and other security scams, you will no longer need to reset your password every six months once you enroll.

[BitLocker and FileVault](#)

BitLocker is a full disk encryption feature included with Windows 10. It is designed to protect data on personal computers. All Windows 10 University issued laptops have BitLocker installed as part of mobile device protection. All Mac University issued laptops have FileVault Enabled as part of mobile device protection.

You can also bring your laptop to the Technology Service Desk in McDonough 152. One of the technicians there can make sure that BitLocker is installed and functioning on your laptop. Mac laptops provide their own encryption and can be done through the use of [FileVault](#).

[Symantec AntiVirus](#)

All Georgetown University issued computer assets come with Symantec AntiVirus EndPoint Security already installed. If you need to install it on your own personal computer, you can do this for free through the [GU Software Webstore](#).

Utilizing Personal Home Machine

Computer Requirements

Need to be on Windows 10 or Mac High Sierra or later to be able to successfully work with Georgetown DUO.

Browser Requirements

All Internet Browsers need to be on the most updated version to allow use with University Systems and DUO.

Applications Needed

You will need the following applications installed on your machine:

1. [Zoom](#). Please follow the instructions for “Downloading Client”
2. [MS OFFICE](#). Please follow the instructions for “Install Apps” should you require the Microsoft Office Suite on your personal/home machine.
3. [SYMANTEC](#). Please follow the instructions to download your free copy of Symantec from the GU Software Store.
4. [VPN](#) (If Banner is used). Please follow the instructions for downloading the VPN software and Connecting.
 - a. VPN Connection Instructions for [Windows Machines](#)
 - b. VPN Connection Instructions for [Mac Machines](#)