

**In response to the COVID-19 Pandemic, the Agency has taken the following steps with regards to technology to secure business continuity.**

- **Laptops, Cell Phones, and VPN Phones**

- Laptops were purchased, configured, and assigned to employees for remote access to the workplace
- The Agency also deployed cell phones to each employee
- VPN phones were configured and assigned in order to allow for reception/coverage of the phone system

- **Voicemail to Email**

- Voicemail to email was configured to allow for voicemails to be managed remotely

- **VPN Security**

- The Agency's VPN connection has been upgraded to accommodate for the additional connection

- **Internet Bandwidth**

- The Agency's internet bandwidth has been increased in order to supply the users with enough connectivity to remote back into the workplace

- **Online Rent Payments**

- The Agency's website has been fully updated, including with all of the necessary SSL certificates to securely manage and maintain an online rent payment system

- **Email System**

- The Agency has upgraded the email system
- The new system is cloud based and allows for business continuity in the event of a natural disaster, power outage, theft, or fire
- The new system also allows for an increase in attachment sending and receiving 7 times that of the old system
- The new system also allows for more than double the storage capacity of the old system

- **Video Conferencing and Teleconferencing**

- Video conferencing software has been leveraged in order to provide face to face meetings on a larger scale

- The Agency also has leveraged teleconferencing software that allows for up to 250 participants on a single call
- **Interoffice Communication**
  - The Agency is configuring an interoffice communication software platform to allow for further communication between employees in a remote workplace environment

**PREPARED BY:** Eric Arguello, Director of Information Technology