RKON
INDUSTRY INSIGHTS

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Securing Your Remote Workforce

1

Work From Home Considerations

2

Technology Operating Model Assessment

3

Remote Infrastructure & Help Desk

A State of Emergency

Unprecedented global impacts on societal interactions, international borders shut down, economic instability, and widespread health and safety risks to our families, friends, and coworkers. These are just a few of the impacts felt by society in the wake of COVID-19. Each new update reads as though it's taken from the abstract of an apocalyptic movie, but the reality of today and the pressure this brings to current and prospective businesses is pervasive.

Maintaining Business Continuity in a Remote Environment

While you may think that a radical response is needed, the answer to effectively working through these challenging events is tightly coupled with business continuity and technology recovery plans. Business or service continuity plans assess the service criticality, recovery priorities, data protection, records management, and the solutions needed to ultimately stop or mitigate any disruption.

Our experience shows that many mid markets and enterprise businesses have continuity plans, but they either have never executed them, or they have not funded the continuation of the programs, effectively leaving business recovery and service continuity exposed. After working alongside countless businesses to optimize their recovery strategies and continuity plans, we've learned that the most valuable assets are your staff, and this paper will cover three main areas of focus to keep them productive, safe, and secure.

1. Work From Home Considerations
2. Technology Operating Model Assessment
3. Remote Infrastructure & Help Desk

Securing Your Remote Workforce

Work From Home Considerations & Secure Setup

Security teams are always under relentless pressure from many different ingress/egresses within the network. With the new considerations and global mandates for remote work, the edge has exponentially grown. Our security professionals can review policies to remediate and initiate secure access to critical assets, manage privileges, manage remote sessions more effectively, secure user devices, and deploy new controls on devices that were not originally on your corporate network.

Technology Operating Model, Best Practices, & Security

In this cloud first era, the options to deploy a secure, scalable, and connected operating model are more abundant and agile than ever. However, with speed and agility, cost and quality can quickly be impacted. Secured, scalable, and connected operations are mandatory. ***To help you establish and maintain this environment, incorporate these pillars into your work from home solution:***

PILLARS OF SUCCESS

Ensure appropriate funding to build and maintain ecosystem	Ensure adherence to standards and tightly manage exceptions	Ensure strong skillsets to build and maintain the environment	Identify most cost-effective means to deploy technology	Upgrade technology to scaled, secure and connected solutions
• Ensure funding to support iterative adjustments • Measure value of investment • Assess funding for asset reliability upgrade	• Build medium-to long term view of requirements to determine service classification • Improve coordination, prioritization, and governance • Enhance program tracking mechanisms	• Well-defined roles and responsibilities • Key roles assessed • Mindset challenges address	• Reduce procedural waste • Cost-effective sourcing • Agile execution	• Migration to business-enabling solutions • Standard technology designs/ patterns & iterative technology planning

Quickly Stand up Work From Home Infrastructure & Remotely Manage Your Help Desk

Collaboration tools are essential to ensure that employees, partners, and business leaders stay in continuous, meaningful, and effective communication. Service desks become vital to core operations as you look to increase visibility into your daily operations and optimize technology functions. You can achieve this by shifting work processes and focusing key technical personnel on improving and automating critical applications, infrastructure, and security controls.

Here are some key areas that RKON's Professional Services are equipped to assess and manage:

- Availability of critical systems and deployment of cloud-based endpoints for keeping employees productive and offset supply chain challenges with traditional infrastructure procurement;

- Performance tuning so employees and contractors are consistently connected; and

- Performance optimization to applications by securing the network or supplementing existing applications with cloud-based services to accelerate capacity and performance

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