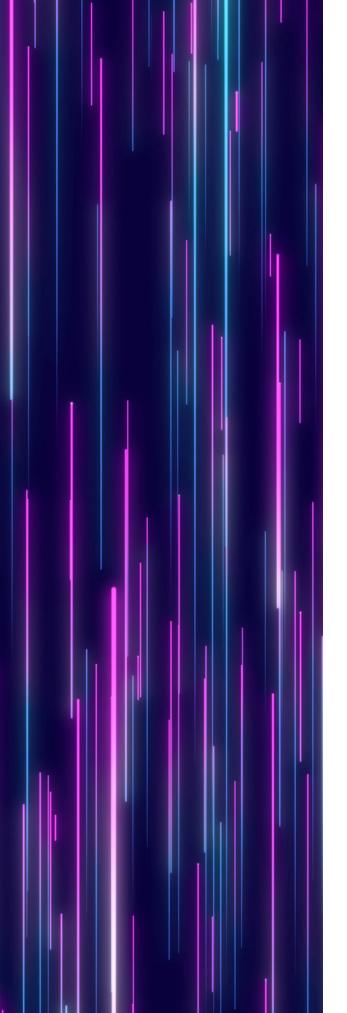


WHITEPAPER

Securing Your Remote Workspace

Secure and Manage Threats to Your Remote Business





Top 3 Considerations

- 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-market and enterprise businesses have continuity plans, but they either has 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

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.

2 - Technology Operating Model Assessment

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. (See next page)







Ensure appropriate funding to build and maintain ecosystem

- 1. Ensure funding to support iterative adjustments
- 2. Measure value of investment
- 3. Assess funding for asset reliability upgrade

Ensure adherence to standards and tightly manage exceptions

- 1. Build medium-to long term view of requirements to determine service classification
- 2. Improve coordination, prioritization, and governance
- 3. Enhance program tracking mechanisms





Ensure strong skillsets to build and maintain the environment

- 1. Well-defined roles and responsibilities
- 2. Key roles assessed
- 3. Mindset challenges address

Ensure strong skillsets to build and maintain the environment

- 1. Reduce procedural waste
- 2. Cost-effective sourcing
- 3. Agile execution

Upgrade technology to scaled, secure and connected solutions

- 1. Migration to business-enabling solutions
- 2. Standard technology designs/ patterns & iterative technology planning





3 - Remote Infrastructure & 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 cloudbased services to accelerate capacity and performance



The Value of An IT Partner

RKON has helped clients through each of the scenarios mentioned above and many more situations.

Sometimes issues come up during the due diligence processes of carve-out and merger transactions.

However, in many cases, our customers come to realize they cannot modernize or keep pace with business growth with the remote workplace practices they currently have.

Secure and optimize your operations by investing in a team of experts who monitor your network 24/7. RKON performs indepth assessments, auditing, patching, and overall database management in order to make sure your business is running smoothly.

Especially given the ever-more sophisticated cyberthreat landscape and competitive business market, it's becoming imperative to optimize practices to not only keep pace but also gain the flexibility to more easily manage whatever issues arise.

No matter whether your business is grappling with the ongoing IT skills shortage, struggling to modernize development processes, or needing to better understand your Modern Workplace capabilities, RKON is well-positioned to help.

ABOUT RKON

Founded in 1998 in Chicago, RKON has grown to become one of the nation's leading IT advisory practices. Our comprehensive understanding of execution strategies, technology, business processes, operations analytics, risk and compliance, and planning and integration supports hundreds of organizations.

Recognizing that no two companies have the same IT challenges, RKON takes a truly customized approach. We serve as trusted advisors to our customers, providing strategic guidance, technical resources, and honest assessments to address competitive challenges and meet long-term goals.

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