



COVID - 19 IT CHECKLIST

Check Your Licenses

- MFA – DUO, RSA Security, etc.
- VDI – Citrix, VMware, Microsoft RDS
- VPN – Cisco, Palo Alto, Microsoft DA & Always On VPN

NB. Many Vendors Offering COVID-19 Discounted Licensing

Check Your Systems Scalability

- Run Load Test or User Simulation
- Reference industry best practices (i.e., 2-vCPU 8GB RAM per virtual desktop)
- Add CPU and RAM to Microsoft RDS, Citrix, or VMware VDI Systems
- Add CPU to Direct Access, Always On VPN, or AnyConnect VPN Devices

Check Your Security

- Ensure remote workers have Multi-Factor Authentication (MFA)
- Add remote devices to your Mobile Device Management (MDM)
- Provide secure endpoints such as, IGEL
- Centralize authentication on an Application Delivery Controller (ADC)
- Have remote workers sign Remote Work Policy

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Check Your Methods of Communication

- Send frequent communications to avoid misinformation
- Identify back-up personnel
- Test emergency notification system (Send Word Now, MIR3, Preparis, Amerilert, etc.)
- Implement communication tools (i.e., Skype, Jabber, Teams, Slack, GTM, Webex, Zoom, etc.)

Physical Office Dependencies

- Redirect mail
- Define Accounting process for printing checks, Accounts Receivable, and Accounts Payable
- Coordinate with Building Facilities Department in case of power, AC, and quarantined access
- Define process to access physical records
- Confirm remote workers have resources to work (i.e., toner, paper, bandwidth - ISP)

Perform User Acceptance Testing

- Ask Help Desk company/department to prepare for remote access support
- Have remote workers review their Remote Access Checklist prior to working remotely
- Ensure remote workers have an alternate means of accessing critical applications
- Send frequent communications to avoid misinformation

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