State IT resources checklist for local and municipal governments during the COVID-19 crisis

Resources are available through the state government to help local and municipal governments support and manage a remote workforce.

In response to the governor's Stay Home, Stay Healthy directive, your government may be facing some difficult challenges to scale up and support a mobile workforce. The state government just went through a similar exercise and we would like to share this checklist of services with your organization as a starting point to get mobile support for your workforce in place. In addition to the service types listed below, there is also a link to a state master contract vehicle that will allow for direct purchasing of the service described. While this checklist is not comprehensive, it should serve as a helpful starting place to scale up support for your mobile workforce.

Questions?

Derek Puckett
Legislative Affairs Director
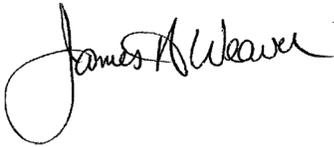
derek.puckett@watech.wa.gov

360-464-0522 (cell)

☑ In order to leverage these master contracts, ensure your organization has a Master Contracts Usage Agreement in place with the Department of Enterprise Services (DES).

☑ Virtual Private Network (VPN) services will allow your employees to safely connect to your organization's secure resources. The state master contract for VPN software is included on state master contract 01114, and is also available on the Software Value Added Reseller (SVAR) contract 06016.

☑ Softphone software can be installed on employee machines to enable answering of phones from a computer instead of in the office. The state master contract for Softphone services is 06016.

☑ Ensuring access to cloud solutions and sufficient capacity for potential increased traffic should also be considered when managing a remote workforce. The state master contract for cloud solutions is 05116.

☑ Teleconferencing and videoconferencing services are particularly vital to hold meetings when managing a mobile workforce. The state master contract for these services is the SVAR contract 06016, as well as through the data communications contract 01114.

☑ Depending on how your organization's Microsoft licenses are structured, procuring additional Microsoft licenses may be prudent. The state master contract for these services is the SVAR contract 06016.

☑ As employees become distributed, security threat prevention can be an additional challenge. The state master contract for these services is the SVAR contract 06016.

As stated above, this checklist is not meant to be exhaustive, but it can serve as a good starting point to scale up your mobile workforce. If you have questions about other services that may be available to you through state government contract vehicles, please don't hesitate to reach out to Derek Puckett with any additional questions.

Regards,

Jim Weaver
Director and State CIO