

## Remote Access Communication

### COMMUNICATION for (DTO CUSTOMERS and Non-DTO CUSTOMERS)

To: IT Directors

From: Rick Makla

Send: 3-20-20

Subject: Remote access options for DTO customers and Non-DTO customers

Agency IT directors,

Good afternoon. As agencies throughout the state continue to deal with the effects of the 2019 novel coronavirus (COVID-19), the South Carolina Department of Administration (Admin) would like to offer the following information regarding the ability to access agency systems while working remotely.

From an IT perspective, our first priority is ensuring designated essential agency personnel have access to the necessary technology resources in the event of any related responses. When necessary, consideration must be given to agency critical business function. The implementation of any such measures will be dependent upon official state declarations and guidelines.

### REMOTE ACCESS OPTIONS FOR DTO CUSTOMERS

The following remote access options are available for DTO customers:

- **Online Access** – using state-issued or personal devices, all employees can access:
  - Microsoft Online through portal.office.com.
    - This includes access to Email, Word Online PowerPoint, Online Excel Online and other Microsoft Office Online Tools.
  - SCEIS to enter time and perform other SCEIS-related functions.
    - Login links for SCEIS Central, ECC and BW are available at <http://www.sceis.sc.gov/page.aspx?id=93>.
- **Virtual Private Network (VPN) Access** – employees with state-issued laptops can utilize VPN to access local networks just as if they were in the office.
- **Virtual Desktop (VDI) Access** – employees with personal devices can utilize VDI to access local networks just as if they were in the office. While this option provides internal access to agency resources, VDI utilization requires coordination and configuration with DTO. **As there are limited VDI resources, agency access will be determined based on prioritization of needs and mission-critical functions.**
  - Before requesting this option, consider business criticality and determine a priority order for all of your agency's VDI access requests. A comprehensive priority order list will be required when submitting a VDI access request.
  - To request this option, contact your Agency Relationship Manager (pmo@admin.sc.gov)

Please see the attached Remote Access Options document for more information about the available options for DTO customers.

### REMOTE ACCESS OPTIONS FOR NON-DTO CUSTOMERS

The following remote access options are available for NON-DTO customers:

- **Online Access** – using state-issued or personal devices, all employees can access:
  - Microsoft Online through portal.office.com.

## Remote Access Communication

- This includes access to Email, Word Online PowerPoint, Online Excel Online and other Microsoft Office Online Tools.
- SCEIS to enter time and perform other SCEIS-related functions.
  - Login links for SCEIS Central, ECC and BW are available at <http://www.sceis.sc.gov/page.aspx?id=93>.
- **VPN Access** – please ensure employees are following guidelines for secure access while utilizing VPN. For any questions regarding VPN, please contact your Agency Relationship Management (ARM) representative or Admin’s Program Management Office ([pmo@admin.sc.gov](mailto:pmo@admin.sc.gov)).

### QUESTIONS OR CONCERNS

Should you have any questions or concerns regarding this matter, please contact your Agency Relationship Management (ARM) representative or Admin’s Program Management Office ([pmo@admin.sc.gov](mailto:pmo@admin.sc.gov)).

Sincerely,