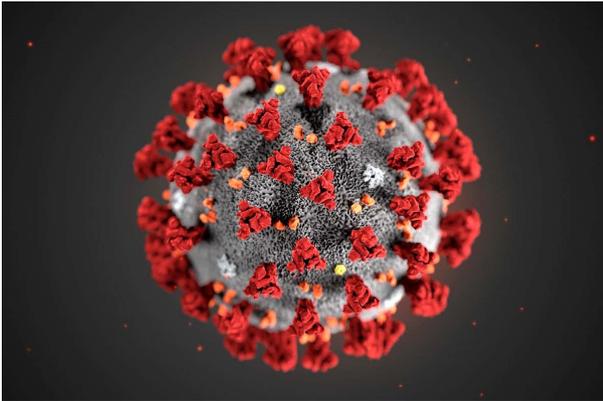




JFCBS Alternate Working Location Guide

Tips and advice for working away from the HQ



Introduction

Over the next few weeks, the majority of staff will be asked to work away from the HQ for long periods. Clearly our reliance on classified computer systems and centralized document storage that cannot be accessed on private computers makes this a challenge however there are a number of things you can do to make you as productive as possible whilst this situation lasts.

Set up your phone before you leave

Use the following codes to set up your phone:

*56 Ext — Pick up a call from another phone in your office

*60 Mobile no — Forward calls to mobile

*64 — Cancel forward

*82 — Set up voice mail

*889—Set up a conference call. Select a personal conference call code (4 random numbers). Other users can then join by dialing *889 and the call code. To bring an external participant into the call, use a second phone to call them and, once connected, dial *889

Set up E Mail 'Out of Office'

Before leaving make sure that your out of office is on for both NS and PAN. Where possible either identify who is covering your work and in office or provide an alternative mobile number to call.

Security is everyone's business!

Every day of the week.

“Stop.Think.Connect!”

As more people begin working from home, malicious cyber actors may respond by increasing the frequency of exploitation and espionage operations.

- For teleworking activity, use NATO CIS whenever possible;
- The only information which may be transmitted in clear (i.e., non-encrypted) text over the Internet is:
 - open source and public information, or NATO information specifically approved for disclosure to the public with all NATO markings removed; and
 - non-sensitive NATO UNCLASSIFIED; i.e., information that, as determined by the originator(s), bears no additional administrative marking (e.g. medical) or dissemination limitation marking.
- Only open source and public information, or NATO information specifically approved for disclosure to the public, may be posted on publicly-accessible bulletin boards or web pages and is subject to the integrity requirements of the originator of the information.
- Do NOT use public cloud storage or public cloud platforms to collaborate with colleagues or to store NATO Unclassified (or higher) information;
- Do NOT discuss higher than NU information over public means (e.g. telephones);
- The use of public / online meeting technology (e.g. gotomeeting) for NU information is permitted, given there is no obvious online storage of information;
- The mailing of NU information across the Internet is permitted, please note the other side has to have a valid need-to-know of the information;
- Pay attention to the marking / classification of data. Do not deliberately downgrade information to use teleworking or homeworking technology / environments;
- Do NOT use private CIS to process NU information with administrative markings or higher;
- For private CIS, once you are finished with the teleworking period, delete NATO information. Any printout must be shredded using an approved shredder;
- Keep the amount of information to the bare minimum necessary for the task and avoid working on any Personally Identifiable Information (PII).
- Once you have finished with a document, use your OWA account to E Mail it back to the office then delete all copies on your computer—check your downloads folder and desktop carefully then empty your recycling bin.
- Do NOT share private CIS with others (family included), while supporting teleworking activities;
- NATO RESTRICTED hard copy may be carried in an opaque envelope and worked on but must be retained in the personnel possession of the individual or secured in an appropriate location. This information should not be viewed in a public or overlooked area.
- Please make sure your private CIS is patched and malware protected.

Access to Information

Away from the HQ, unless you have one of the limited number of Reach Laptops, your only access to NATO information is through NU E Mail. For those with issued mobile phones or VASCO tokens this will be through the NU Outlook Web Access Application (OWA). Additional tokens are available through a Divisional CISPOC request.

If you have a token, navigate to this site <https://webmail.pia.nato.int> to find the following logon screen.



The screenshot shows the NCI Agency logo on the left. To its right, the text reads "Welcome to NCIA Public Internet Access gateway". On the right side of the page, there is a logon form with the heading "Please log on to continue". The form contains two input fields: "Username@location:" and "PIN and VASCO code:". Below these fields is a "Log On" button.

Enter your username (usually `firstname.lastname@brunssum`) and the pin you received with your token. Press the button on the token and enter the 6 digits of the number that is generated to take you to the screen shown below.



Click on the Mons Link and enter the credentials detailed on the sheet that came with your token and your normal logon password.

If you find you are locked out then contact the OWA team on +32 65 44 7534/8034/3481. They will need to know the serial number on the back of the token to reset your account. Sometimes clearing the cache on your browser also solves the problem.

Collaborative Working

Even though you are not in the HQ, there are a number of ways to work collaboratively with the rest of your team. The first and most obvious is by telephone for point-to-point discussions. Before leaving the office, make sure that you have the contact numbers of personnel that you wish to interact with and the key phone numbers of HQ offices. A phone directory is available for download from the NIP or hard copies are in the Reprographic office.

VTC systems, such as Skype, provide high quality VTC capabilities. Note that NATO staff have access to significant discounts on MS Office 365 products which includes Skype. Click on this link to access these discounts: <https://www.microsoft.com/en-us/home-use-program?rtc=3>.

At the moment it is not possible to initiate a Skype voice teleconference with PAN systems. Over the next few days it is hoped to establish a Skype facility in the Ljubljana conference rooms or the interview rooms next to them which will be bookable through the normal Conference Room booking site on NIP.



HINTS FOR ALTERNATE DUTY LOCATION WORKING

ESTABLISH A SENSE OF STRUCTURE AND FRAMEWORK FOR COMMUNICATION WITHIN YOUR TEAMS

Arrange a time to check in with your supervisor – ideally by phone - not by email or chat - where you can cover off the questions you might usually ask in person throughout the day. Arrange a weekly (or more frequent) team meeting via video call where you all attend. Remember to ask ‘how are you?’ to your colleagues. This period will put a strain on many.

ADOPT REAL-TIME COLLABORATION APPS

There are many options for online meetings, chat and collaboration. Some of the best are: Google Docs, Microsoft Teams, GoToMeeting, Skype, Zoom, ezTalks Meetings.

ESTABLISH VIRTUAL DROP-IN HOURS

Set up a virtual office by using video conferencing software that allows people to pop in and out to have live conversations with you.

KEEP UP PERSONAL CONTACT

Talking in person and or seeing each other live retains connections and replicates the in-person conversations you would normally have in the office. Generally, if you want to avoid feelings of isolation, picking up the phone beats email.

SCHEDULE TIME TO BLOW OFF STEAM TOGETHER VIRTUALLY

Consider scheduling a ‘coffee hour’ via video link to join other colleagues to talk about all those work and non-work related things you would normally discuss in the Miner’s?

MAINTAIN A DAILY STRUCTURE

To stay focused on your work, try to adopt ‘working practices’ while at home or working remotely. Continue your regular daily routines and working hours. Set up a dedicated work space if you can. This could be a spare room or kitchen table. Get dressed .

KEEP YOUR CALENDAR UP TO DATE

Keeping people apprised of your availability, even if it’s to step away to grab lunch, is especially important when you are not in someone’s direct line of vision.

KNOW WHEN TO STEP AWAY FROM YOUR DESK

Everyone needs a break from their screens at some point; step away to recharge and return ready to take on the rest of the day. Again, adhering to regular working patterns and taking lunch and coffee breaks is a good tip.