

STRENGTHMATTERS®

Q&A FROM 4-14-20 IT RESPONSE TO COVID-19 ISSUES WEBINAR

Q: If we are using RDP's and VPN's but still using personal computers - can you quantify the remaining risk of using personal computers?

Talk with your IT Department to find out how your RDP environment is configured. Can you copy files back and forth between your personal computer and the RDP session? If yes, then you have some risk as you could transfer infected files back and forth.

If you do not have the ability to move files between your local personal computer and the RDP session then you have a pretty secure solution that you shouldn't worry about using personal computers to access.

VPN secures the connection between your computer and the network you are connecting to. VPN does not add security to your computer nor the computers/services within the network you are connecting to.

My organization does not allow any personal computers to connect to our networks as the assumption is that personal computers are not as patches/secure as company computers and could already be infected. An infected computer could easily infect your entire file server if connected via VPN.

Q: Please speak to the security issues with using DropBox, and other cloud filing systems?

Solutions like Box.com, Dropbox.com do have security built into their systems so the risk is minimal when using those types of tools.

Follow-up Q: So if a home user (unknowingly) uploads an infected file, it will likely be caught and not affect the cloud files?

Depends on the tool - some will scan on upload and if infected will block it while others will allow you to upload but then scan and remove if it find a virus after the fact. For example, Dropbox does not scan for viruses in uploads while [Box.com](https://www.box.com/) does scan every file.

Q: Any particular internet security software that you would recommend?

Ensuring that your computers are on the latest and greatest version of Windows 10 and patches and have a working antivirus installed/running is going to be your best defense. We use Trend for AntiVirus which works great for us.

Q: Should IT be preparing our users for Fake web meeting invitations pretending from Zoom, GoToMeetings, Skype, etc.?

Your users should be prepared for any sort of fake emails especially ones that have a link.

Links can be easily spoofed to show you one thing but then bring you to something else.

Best practice is for your users to hover their mouse over the link (not click it) just hover over it as you will then see the link it is bringing you to. If the link you see when you hover over with your mouse is different from what is being displayed you need to be cautious.

Q: How do you encourage people to show video on calls? A lot of my team chooses not to, which is their own decision.

As it was mentioned 75% of communication is nonverbal so I would share that fact to try to get them to understand it isn't just verbal. Just my two cents - our staff was resistant at first but have come around when they realize how much more powerful having video is.

Q: Brad mentioned the minimum speed for download at 10mbps while working from home. Is that for Remote Desktop? Since VPN slows down the data traveling through the lines because of encryption, what is the min mbps (up and down) to have a good experience using VPN (assumes corporate setup to accommodate various connections)?

10Mbps download/3Mbps upload should be your minimal connection speeds which would be fine for any RDP or VPN connections.

Q: Do you have any specs for what should be included in new construction to offer WIFI to tenants throughout the building?

It is a matter of having enough wireless access point in and around the area where you want the wireless signal.