STRENGTH MATTERS®

IT RESPONSE TO COVID-19 ISSUES

Tuesday, April 14, 1:00-2:00 PM ET

HOST:

Art Fatum
Strength Matters

NeighborWorks® AMERICA

HOUSING PARTNERSHIP NETWORK
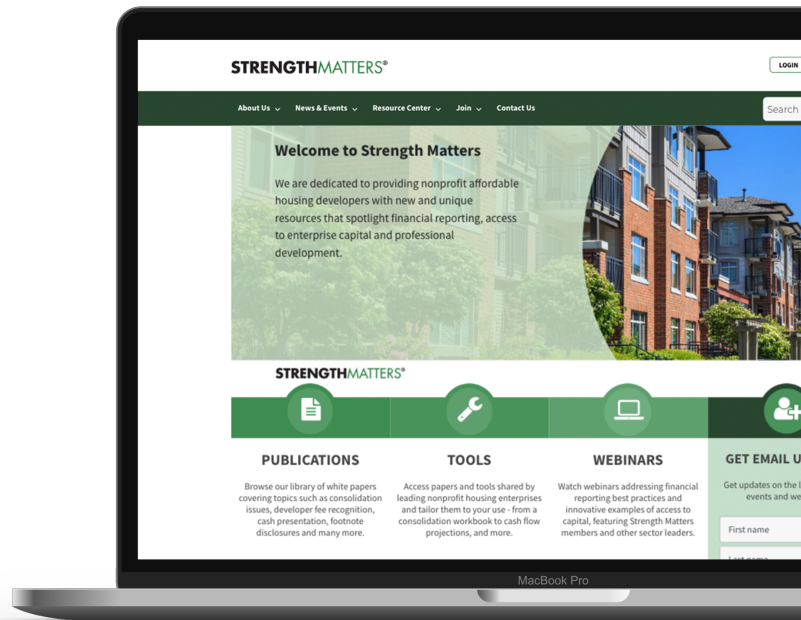
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Access to previous webinars and all publications, including:

• Best practice guidance on financial statements, notes, etc.

• Templates for consolidation, five-year cash flow projection, etc.

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GETTING STARTED

QUESTIONS?

- Slides and a recording of the presentation will be available in a few days. Registrants will be notified by email.

- Please use the **Zoom Q&A** feature to submit all questions.

  – *Q&A is located on the black menu bar. If menu is not visible, move your cursor to view.*

- This webinar platform is "view & listen" only for participants. Presenters cannot hear participants during the webinar.

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AGENDA

- Business continuity when working from home

- Cybersecurity emerging issues

- Audio/visual collaboration and communication

- Resident/property technology needs

- Questions and answers

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MEET THE PRESENTERS

Brad Blake

Preservation of Affordable
Housing (POAH)

Gunnar Tande

Mercy Housing

Marland Taylor

Eden Housing

BUSINESS CONTINUITY WHEN WORKING FROM HOME

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BALANCING FLEXIBILITY WITH SECURITY IS KEY TO ENABLING A REMOTE WORKFORCE

Workforce tools need to be mobile and secure

- Many web-based applications (SaaS, Cloud, etc.) and tools (G-suite, MS O365, etc.) have built-in security and mobility.

Acquiring and deploying hardware (e.g. laptops, phones, etc.)

- Many laptop suppliers are back-ordered for weeks/months, seek additional suppliers and ask around to see who has devices in stock or coming soon.

Use of home computers

- Set limits and leverage security tools like multifactor authentication and virtual desktop solutions to mitigate risks.

Troubleshooting home networks

- Created a guide to help our workforce test the speed and troubleshoot their home internet.

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KEYS TO EFFECTIVE WORKFORCE COLLABORATION

Use videoconferencing for all meetings

- Large and small meetings and turn on your camera!

Leverage collaboration tools

- E.g., MS Teams, Slack, etc. to support effective communication and teamwork.

Maintain personal relationships

- Create opportunities to connect and for having fun!

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KEYS TO WORKING FROM HOME EFFECTIVELY

Maintain a regular schedule

- As if you were working from the office, limit your availability on your online calendar and stick to it.

Set clear boundaries

- For your workspace and make it comfortable, if you use a laptop then raise your screen and use a keyboard, stand when you can, etc.

Stay connected with your colleagues

- Schedule virtual "coffee chats" or "happy hours" using your videoconferencing platform.

Take regular breaks

- Physically moving out of your workspace and don't forget to celebrate your progress each day.

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IT Security COVID-19

Winston Churchill said

"Never let a good crisis go to waste."

INCREASED SPAM/PHISHING ATTACKS

- Increased attacks should be expected

- Train your users to identify fake emails

- Implement SPAM/PHISHING training for your end users

- Implement an External Email Banner

INCREASED WIRE FRAUD ACTIVITY

- False wire instructions/routing numbers

- Fake Invoices

- Verify wire transfers/routing numbers via phone

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USE OF PERSONAL COMPUTERS

- Ensure web based applications are secure

- Prohibit/Limit users ability to download sensitive data

- Implement a policy that limits what can be done when using a personal computer

- Prohibit personal computers from accessing your network

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Audio/Video Collaboration and Communications

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AUDIO/VIDEO COLLABORATION AND COMMUNICATIONS

1. Choosing a tool

2. Addressing security concerns

3. End user experience

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AUDIO/VIDEO COLLABORATION AND COMMUNICATIONS-TOOL SELECTION

- What tool is best for your organization
  - Zoom
  - GoToMeeting
  - Microsoft Teams
- Determine what tool best fits within your infrastructure, budget and support capabilities
- Meet with your business owners and look at their requirements
- Review high level technical requirements

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AUDIO/VIDEO COLLABORATION AND COMMUNICATIONS-SECURITY

- Home network security

- Video Conferencing Security Best Practices

- Use of back-end Admin Controls

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AUDIO/VIDEO COLLABORATION AND COMMUNICATIONS-EXPERIENCE

- End-user training

- Communication with end-users is critical

- Establish best practices/Tips and Tricks/FAQs

- Remind end-users about proper etiquette

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AUDIO/VIDEO COLLABORATION AND COMMUNICATIONS-SUMMARY

- **Takeaways:**

  - Leverage security within your tool

  - Offer best practices in securing home networks

  - Communications to end-users should be frequent

  - Training whenever it can be accomplished is a good idea

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RESIDENT/PROPERTY TECHNOLOGY NEEDS

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THE COVID-19 RESPONSE IS MAKING THE "DIGITAL DIVIDE" WORSE

There are many negative impacts to consider when our vulnerable resident populations do not have access to a reliable internet connection and/or device(s).

Families: Children are falling further behind when they can't participate in online/distance learning and parents aren't able to access school portals, etc.

Seniors: Feel the effects of social isolation when they can't connect with friends and family online via social sites, video conferencing, email, etc.

Supportive: Formerly homeless residents are impacted when they can't access resources online like medical information and telemedicine, job search sites, etc.

Call to Action: We must find ways to respond and mitigate these effects as best we can with creative solutions, partners, funding sources, etc.

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THE COVID-19 RESPONSE IS MAKING THE "DIGITAL DIVIDE" WORSE

There are many negative impacts to consider when our vulnerable resident populations do not have access to a reliable internet connection and/or device(s).

POTENTIAL SOLUTIONS:

Connectivity: Create a guest network for residents on property Wi-Fi, distribute 4G hotspots, connect with partners like PCs for People to provide access to low-cost internet, resident cell phones can act as hotspots in a pinch, etc.

Devices: Manage access to computer labs, provide 4G enabled tablets/laptops for resident check-out, partner with schools/cities to ensure children are getting Chromebooks (*and internet*) to access distance learning, etc.
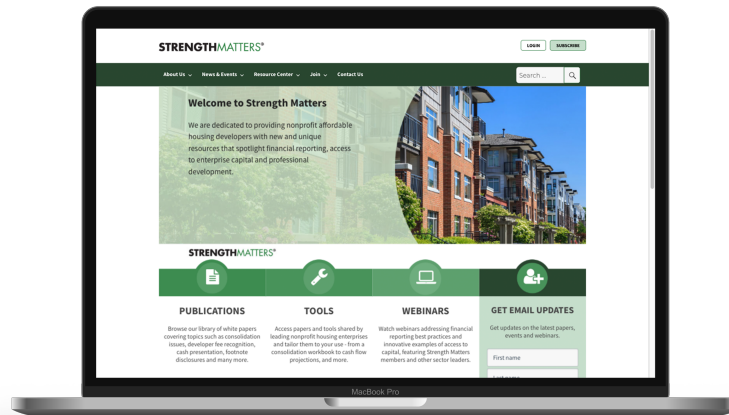
Access: Extend property Wi-Fi to hallways and floors so residents can gain access, ensure that Resident Wi-Fi is included in design of new developments, get ready- 5G is coming and it is 100x faster than 4G!

Advocate: Internet should be treated as a utility and residents should be reimbursed for it as they are with utilities, please advocate for this fundamental need.

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FINAL QUESTIONS?

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