



Telework IT Considerations Form

Information Technology Considerations - Equipment and/or Internet Connections

- CNA is not responsible for the following costs:
 - High speed internet connectivity (20 Mbps down / 10 Mbps up) must be purchased through an Internet Service Provider. All costs associated with the initial setup and all monthly charges are the responsibility of the employee.
 - The purchase and installation of modems and/or routers required for Internet connectivity are the responsibility of the employee.
- The purchase or replacement of any home networking devices necessary for an employee to avail of a telework arrangement is not covered by CNA.

Information Technology Considerations - Hardware/Software/Connectivity Support:

- The only connectivity to the CNA network will be through secure Virtual Private Network (VPN) provided by CNA on CNA devices.
- Should an employee experience problems with their Internet connection, including modems, routers, and WIFI, they must contact their Internet Service Provider for support.
- For CNA owned hardware (e.g., desktops, notebooks, monitors) and/or software, employees should contact the CNA's IT Service Desk for support either by phone at 833-758-7372 or by email at collegena@service-now.com or create a service desk ticket at <https://collegena.service-now.com/>. The IT Service Desk operates during normal business hours.
- CNA will make every effort to resolve support issues over the phone and through the use of remote technologies where possible with respect to CNA desktops and laptops (similar to how support would be provided if the user was located inside a CNA building). Under no circumstance will CNA staff visit private residences or non-CNA buildings/offices nor will they work on personal computers/devices.
- If the issue cannot be resolved over the phone and it is determined that the equipment needs to be serviced by a Computer Support Specialist (CSS) the following options will be discussed with the employee:
 - Equipment can be dropped off to the nearest CNA campus location and left for repair. Service will be prioritized against all other outstanding support requests. If practical, in cases where an extended repair time is expected, CNA will try to arrange for loaner equipment from the surplus equipment pool.
- In some cases when equipment other than desktops/notebooks (e.g., scanners, label writers, etc) need servicing, it will be necessary for the employee to return the equipment in

order to ensure a proper repair is completed.

- The phone system will be managed through a Voice over Internet Protocol (VoIP) using CNA's supported soft client. No VOIP phones will be provided for home use.

Productivity Requirements

- Employees' internet setup must be capable of maintaining video-conferencing / voice calling and accessing CNA's core software systems (e.g., Peoplesoft, shared drives, etc.) on a consistent basis.

I have read and agree to all the above conditions, including high speed internet requirements, as necessary for a telework arrangement.

Employee: _____

Location: _____

Date: _____

Supervisor: _____

Location: _____

Date: _____