

# PPP-002 | Remote Worker Enablement Implementation | Project Charter

### Description of Recommendation

- Implement the policies, cultural practices, processes and technologies that are required to enable a highly productive remote workforce.
- Design standard operating procedures and guidelines to assist a remote workforce including but not limited to practices for managing remote employees, revised performance management policies/practices/systems, practices for management of printed confidential information or original documents, practices for signing documents and use of digital signatures. This project will also define personas for different types of remote workers such as Field Workers, Engineers and Desk Workers. The project will define the remote worker technologies such as VPN, unified communication (primarily voice) and laptops that support remote worker productivity for each Persona.
- Implement and deploy the technologies required to enable a remote workforce. Purchase licensing to upgrade the VPN, develop and communicate a checklist for deployment of unified communications (voice) to remote workers and deploy laptops to remote worker personas that require desktop computing capabilities.

### Implementation Details

Overview		Activities	Duration <sup>(1)</sup>
ID#	PPP-002	Phase 1 1. Procure the technology licenses required to enable remote worker capabilities	Phase 1: 20 Weeks
Classification	Pandemic Preparedness	2. Define remote worker policies and standard operating procedures	
Complexity	High	3. Define requirements (as necessary) and plan technology implementation	
Special Skills	Identity Mgmt. & Networking	4. Design post implementation support approach	
Owner	Bill Smith	5. Deploy technology	
Status	Under Review	Phase 2 1. Implement identify management capabilities utilizing Azure Identify B2C, B2B and MFA	

### Benefits

- Enables State of Alaska employees (~6,000) to effectively and securely work from home
- Reduces the amount of physical office space that will be required to support State of Alaska employees
- Improves security for remote workers and improves resiliency of State of Alaska operations
- Catalyst for transforming more activities to digital processes without physical paper as a result of printing and filing limitations for remote workers
- Creates standard operating procedures for remote workforce

**Labor Cost to Achieve <sup>(1)</sup>** \$1.45M-\$1.75M\*\*

**Non Labor Cost to Achieve <sup>(1)</sup>** 0\*\*

<sup>(1)</sup>Cost and duration estimates are directional and may change during the project

\*\*Excludes costs funded in Project Phase 2&3

For more information see MS Project Plan