

Business Continuity Planning – Remote Teaching, Learning, & Working

Campus Technology Services (CTS) has created the following plan to ensure basic continuity in our delivery of educational and related services during a temporary college closure. Basic understanding of technology-based tools and systems can empower our community to leverage ad-hoc strategies and solutions to sustain our teaching and learning efforts and essential college operations remotely.

It is our goal to create, as much as possible, a simple and seamless experience for students. To do this we must ensure that employees and students have access to a common set of reasonable tools and systems and are adequately trained to successfully teach, learn, and work remotely for a temporary period of time. Campus Technology Services recognizes that successful integration of technology into our teaching, learning, and working environments requires more than a basic approach and that strategies for long-term success are part of the institution's overall technology strategy, but not part of this continuity plan.

The chart below provides an overview of the standard solutions that employees and students have access to, and that CTS provides training resources for. This includes solutions for communication, productivity, teaching and learning, file storage and sharing, special software and systems, and basic backup plans. Further below are links to several **critical web-based systems** as well as links to Juniata specific and other **online training resources** and **preparation tips** for all of the tools listed here.

If you have any questions, refer to the [CTS Help Desk](#) for more information or to request assistance via ticket, chat, or phone call.

Solutions for:	Technology Solutions	Purpose/Goals	
Communication	Electronic Messages	Outlook/Webmail	Leverage Email as a primary means of communication.
	Voice	Voicemail to Email/Callback	Setup up voicemail greetings directing callers to an alternate contact method. Respond to callers who have left voicemails.
		Call Forwarding	Ensure important calls are forwarded & answered by essential employees/services at another number.
	Video Conferencing	Zoom	Provide a basic understanding of video/audio conferencing.
	Video Conferencing/Collaboration (Alternate)	O365 Teams	Provide an alternate solution for departmental collaboration and communication.
Productivity	Office Productivity	O365 (Outlook, Word, Excel, Powerpoint, etc)	Ensure at least a basic understanding of O365 productivity tools.
	Online File Storage & Sharing	O365 (OneDrive)	Ensure at least basic understanding of OneDrive file storage and sharing.
	Online Training	LinkedIn Learning	Establish awareness of training resources available to employees and students.
Online Teaching & Learning	Learning Management System	Moodle	Ensure at least a basic understanding of Moodle (Enroll students; add content (move P: drive); create assignments, assessments, and discussion forums).
	Video Conferencing	Zoom	Ensure at least a basic understanding of video/audio conferencing and webinars for academic use.
File Storage & Sharing	Secure Connection to Campus Resources	JCVPN	Ensure remote access to internal campus resources.
	Internal File Storage/Sharing	U: Drive, P: Drive, Shared Drives	Provide remote access to internal file storage servers.
Special Software/Systems	Maple/Minitab	Appserver via JCVPN/RDP	Provide remote access to Maple/Minitab.
	GIS Software	Lab via JCVPN/RDP	Provide remote access to GIS (other lab specific software).
	Adobe Suite	Cloud users	Provide Adobe to students who use this in labs for classes.
	Locally installed software (on employee desktop)	Desktop via JCVPN/RDP	Provide remote access to special software installed on campus desktops necessary to maintain business operations.
	Critical Systems	Numerous (Below)	Ensure remote access to systems that support critical processes and operations.
Backup Plans	Copies of Important Files	Hard Drive/One Drive	Ensure availability of important information if Juniata's network or servers would be unavailable.
	Business processes	Cross-Training	Ensure cross training for essential business processes.
	Alternate communication plans/information sharing	O365, Phone Numbers, etc	Ensure backup communication plans are encouraged/in place.

Links to Critical Web-based Systems:

Colleague (requires JCVPN)	https://aisui5.juniata.edu:8447/ui/home/index.html
Self-Service	https://selfservice.juniata.edu/Student/Account/Login
Arch	https://arch.juniata.edu
Moodle	https://moodle.juniata.edu
Webmail	https://outlook.office.com
Basecamp	https://juniata.pharos360.com/
Library	https://libguides.juniata.edu/Home
Tech Support/Work Orders	http://help.juniata.edu
Juniata's Website	http://www.juniata.edu
ADP	https://workforcenow.adp.com/workforcenow/login.html
O365	https://login.microsoftonline.com
Password Reset	https://accounts.juniata.edu

Basic How-Tos:

NOTE: The link to LinkedIn Learning training referenced below is: <http://bit.ly/JCTraining-OnlineTools>

Solutions For:	Technology Solutions	How to get to resources	Juniata Specific Training/How-to	More Training	Preparation Tips
Electronic Messages	Outlook/ Webmail	https://outlook.office.com	http://help.juniata.edu/view_article.php?article=11	LinkedIn Learning	Test access to email from off campus. Make sure your Multi-Factor Authentication is set to a device you will have access to remotely.
Voice	Voicemail to Email/ Callback	In your Outlook inbox	http://help.juniata.edu/view_article.php?article=34	No	Know your PIN & be prepared to change your greeting directing callers to an alternate way to reach you. Check and answer voicemail messages.
	Call Forwarding	Setup at Office Phone	http://help.juniata.edu/view_article.php?article=34	No	Identify essential phone numbers/personnel; decide what external number to forward to and be prepared to do so.
Video Conferencing	Zoom - Free	https://zoom.us/pricing	https://moodle.juniata.edu/course/view.php?id=526	LinkedIn Learning	Set up free Zoom account and learn how to hold virtual meetings/lectures with your students.
Video Conferencing/ Collaboration (Alternate)	O365 Teams	https://login.microsoftonline.com	N/A	LinkedIn Learning	Learn how to use O365 Teams via O365 for video conferencing and department collaboration. If this is a requirement for your job, make sure your computer has a microphone and speakers.
Office Productivity	O365 - Outlook, Word, Excel, PowerPoint	https://login.microsoftonline.com	N/A	LinkedIn Learning	Login to O365 and ensure basic understanding of O365 productivity tools.
Online File Storage & Sharing	O365 (OneDrive)	https://login.microsoftonline.com	http://help.juniata.edu/view_article.php?article=122	LinkedIn Learning	Login, upload important files, share files, use with students and colleagues if/when needed (NOTE: no restricted data can be stored)

Online Training	LinkedIn Learning; Colleague Videos	Visit CTS Training site (link to right)	http://help.juniata.edu/view_article.php?article=123	Yes (for LinkedIn Learning)	Browse/Be aware of online resources.	
Learning Management System	Moodle		https://moodle.juniata.edu/course/view.php?id=526	LinkedIn Learning	Make sure you can access Moodle. Be knowledgeable of basic Moodle functionality to support the online delivery of your course.	
Secure Connection to Campus Resources	JCVPN	Install App	http://help.juniata.edu/view_article.php?article=108	No	Ensure app is installed, testing, and you know how to access internal campus resources.	
Internal File Storage/ Sharing	U: Drive, P: Drive, Shared Drives	Map Drives	http://help.juniata.edu/articles.php?category=5	No	Ensure you can access files remotely.	
Maple/ Minitab	Appserver via JCVPN/RDP	Remote Desktop to Appserver	http://help.juniata.edu/articles.php?search=appserver	No	Be aware of resource.	
GIS Software	Lab via JCVPN/RDP	Remote Desktop to Lab Computers	Use Appserver directions, but replace Appserver with computername	No	Be aware that on campus computers can be connected to remotely (one user per computer). Permissions must be granted. Have a list of users to share with CTS if needed.	
Adobe Suite	Cloud users - Sign In		http://www.adobe.com	http://help.juniata.edu/view_article.php?article=100	No	Be prepared with a list of students who would need access remotely.
Locally installed software (on employee desktop)	Desktop via JCVPN/RDP	Remote Desktop to Desktop/Work Computers	Use Appserver directions, but replace Appserver with computername	No	Be aware that on campus computers can be connected to remotely by the primary user of those computers.	
Backup Copies of Important Files	Hard Drive/O365 OneDrive		https://login.microsoftonline.com	http://help.juniata.edu/view_article.php?article=122	LinkedIn Learning	Make backup copies of important files that may be needed.

Current Caveats/Limitations on Plan:

- Increased strain on JCVPN – 100 users; 200 Mbps (CTS to acquire upgrade quotes).
- Limited phone lines for simultaneous inbound/outbound calls – limited ability for everyone to forward calls to external number. CTS obtaining quotes for softphone client (Jabber) so calls could be answered on computers (vs phones) remotely.
- Free version of zoom is limited to 40-minute conferences.
- China infrastructure was slowed down significantly as many institutions, businesses, etc moved to online and work from home. We could experience the same thing in the US. (CTS – monitor bandwidth usage)

Current Questions:

- Calls to 1-877-JUNIATA and 641-3000 hit voicemail box on x6153 and are routed to QUEST@juniata.edu. Who monitors?
- How would/should we support/address student accommodations and ADA compliance? Patty has provided a tips sheet that will be incorporated into Moodle and Zoom training.
- How would/should we support/address student/faculty who do not have access to a computer and high-speed Internet?
- Under campus shutdown/quarantine protocols, would CTS staff be able/allowed to come to campus in the event there is a network or server failure?
- Will we reimburse any costs of using personal equipment, supplies, services, etc?