

Broward College Telecommuting and Hoteling Technology Proposal (2017)

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INTRODUCTION

This document is a proposal for an official telecommuting and hoteling program at Broward College (BC). Currently all work from home agreements have been done unofficially with the approval of an employee's supervisor. Furthermore, other than the shared adjunct rooms available at the College, there is no official hoteling program that provides a space for employees to work at when not at their office.

Telecommuting or telework in this document refers to when an employee works from home or at an alternate location (not the College) full time or part time. Hoteling refers to providing a workspace for mobile workers who do not have permanent desks or cubicles when they visit the Broward College facilities.

The objective of this document is to determine what technology is necessary to establish a successful and supportable program at Broward College for both telecommuting and hoteling. Items that will be discussed in this document are the following: Telecommuting suggested computer configuration, telecommuting telephone configurations, telecommuting internet access suggestions, hoteling suggested computer configuration and support suggestions for both hoteling and telecommuting.

TELECOMMUTING OR TELEWORK (OFFSITE)

EQUIPMENT, SOFTWARE AND COMMUNICATION REQUIREMENTS

The approach suggested for telecommuting is to provide employees with a College owned mobile computer. Most homes today are now equipped with wireless, and it is the most common means of providing an Internet connection to a device. Although reliability with wireless is always a problem, it would not be prudent to ask every employee to setup a wired connection or to have their home router in their telecommuting location.

STANDARD – CONFIGURATION D2 (\$857) + HOTELING KIT (SINGLE MONITOR \$327 OR DUAL MONITOR \$487)

This laptop solution includes either a single or double wide screen 23" monitor, keyboard, mouse and also a USB 3.0 docking station. It has built-in wireless, microphone, camera and speakers. Employees would be able to have 1 or 2 screens, a mouse and keyboard connected to the docking station, and just have to plugin one wire to convert their laptop into a desktop. When ready to travel, they just unplug the one USB wire. Dimensions (WxDxH) 13.35" x 9.41" x 0.87" Weight 4.2 lbs.



- Intel Core i5
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Built-in wireless
- Built-in camera
- Built-in speakers
- Built-in microphone
- 1 or 2 - 23" Lenovo Wide Monitor
- USB 3.0 Docking Station
- Slim Keyboard and Mouse
- Wireless Network
- Wired network at Dock

ADVANCED – CONFIGURATION F1 (\$1,426) + HOTELING KIT (SINGLE MONITOR \$327 OR DUAL MONITOR \$487)

This laptop solution includes either a single or dual wide screen 23" monitor, keyboard, mouse and also a USB 3.0 docking station. It has built-in wireless, microphone, camera and speakers. Employees would be able to have 1 or 2 screens, a mouse and keyboard connected to the docking station, and just have to plugin one wire to convert their laptop into a desktop. When ready to travel, they just unplug the one USB wire. The advanced configuration features the Lenovo X1 Carbon, which includes a state of the art solid start drive, is only 2.6 pounds and has an HD display. Dimensions (WxDxH) 13.11" x 9.01" x 0.65" Weight 2.6 lbs.



- Intel Core i5
- 8GB Memory
- 256GB SSD Drive
- Built-in wireless
- Built-in camera
- Built-in speakers
- Built-in microphone
- 1 or 2 - 23" Lenovo Wide Monitor
- USB 3.0 Docking Station
- Slim Keyboard and Mouse
- Wireless Network
- Wired network at Dock

ADVANCED – CONFIGURATION M MACBOOK PRO (\$1,461) + HOTELING KIT (SINGLE MONITOR \$327 OR DUAL MONITOR \$487)

This laptop solution includes either a single or dual wide screen 23" monitor, keyboard, mouse and also a USB 3.0 docking station. It has built-in wireless, microphone, camera and speakers. Employees would be able to have 1 or 2 screens, a mouse and keyboard connected to the docking station, and just have to plugin one wire to convert their laptop into a desktop. When ready to travel, they just unplug the one USB wire. The advanced configuration features the Apple MacBook Pro, which includes a state of the art solid start drive, a 13" Retina Display, and is only 3.5 pound. Dimensions (WxDxH) 12.35" x 8.62" x 0.71" Weight 3.48 lbs.



- Intel Core i5
- 8GB Memory
- 128GB SSD Drive
- Built-in wireless
- Built-in camera
- Built-in speakers
- Built-in microphone
- 1 or 2 - 23" Lenovo Wide Monitor
- USB 3.0 Docking Station
- Slim Keyboard and Mouse
- Wireless Network
- Wired network at Dock

ADVANCED – CONFIGURATION S – MICROSOFT SURFACE PRO (\$1,436) + HOTELING KIT (SINGLE MONITOR \$327 OR DUAL MONITOR \$487)

This is a Microsoft Surface solution, which is a laptop and tablet. The solution includes either a single or dual 23" monitor, keyboard, mouse and docking station. It has built-in wireless, microphone, camera and speakers. Employees would be able to have 1 or 2 screens, a mouse and keyboard connected to the docking station, and just have to plugin one wire to convert their laptop into a desktop. When ready to travel, they just unplug the one USB wire. The advantage with the Microsoft Surface, is that it is very light, has a solid state drive and features touch screen capability to be used as a fully featured tablet. The solution would include the portable keyboard cover to use when traveling. Dimensions (WxDxH) 11.5" x 7.93" x 0.33" Weight 1.69 lbs



- Intel Core i5 or i7
- 8GB Memory
- 256GB SSD Drive
- Built-in wireless
- Built-in camera
- Built-in speakers
- Built-in microphone
- 1 or 2 - 23" Lenovo Wide Monitor
- USB 3.0 Docking Station
- Slim Keyboard and Mouse
- Wireless Network
- Wired Network at Dock

OPTIONAL HEADSET (\$75)

For those users that do not want to use the built-in microphone and speakers on the laptop, an optional USB headset can be purchased which will allow for further privacy when doing a Lync/Skype call. The current supported headset at Broward College is the [Plantronics Blackwire Mfg. Part: 88860-02](#).

Blackwire C510-M is optimized for Microsoft Lync. It is for those who spend hours each day on long conference calls, webinars and video conferencing, the exceptional voice clarity and all-day comfort of the Blackwire C510-M make communications more effective and productive. Featuring a flexible boom, a noise-canceling microphone and digital wideband telephony, the Blackwire C510-M delivers the performance and comfort necessary in busy calling environment. A quote for the additional headset can be provided by your respective campus technology representative at your location.



COMPUTER SOFTWARE

Since all computer hardware would be owned by Broward College, all software that is licensed to the College can be installed. In addition, antivirus and other security measures can be strictly enforced.

ABCD: Anywhere Broward College Desktop (ABCD) <https://abcd.broward.edu>, will be the default access to college resources such as CID, Workday and file access.

The alternative to ABCD would be Virtual Private Network (VPN) client software; however, there is an approval form and process needed for the VPN client prior to it being installed on any BC devices.

Employees in this program would be responsible to work with their Internet Service Provider (ISP) or router vendor if VPN traffic was not allowed. Broward College technology staff will not troubleshoot issues with VPN not connecting at the telecommuter's location.

VOICE (OFFSITE)

The College currently uses Lync/Skype for Business for conferences and instant messaging, this tool can also be used to provide the employee with easy access to their college phone number from any location. Using any Skype for Business Client (desktop or mobile), the user can answer their phone or make calls on their device. Since the employee will be using their college phone number, voicemail would be left in the college voice mail system.

INTERNET CONNECTION

The connection out to the internet would be provided by the employee. However, in order to telecommute, the employee would need a connection with a minimum of **1.5Mbps download** and **750Kbps upload**. In addition, DIAL-UP would not be allowed, nor supported, due to its reliability. The telecommuting agreement will collect the information on the ISP to determine if it is appropriate to participate in the program.

PRINTING AND SCANNING

The College will not provide any printing nor scanning devices for the employee. If the employee needs to print or scan something, they can visit the closest location that has a Ricoh Printer available, this is no different than visiting an Office Depot store. All printing that the employee wants to do at home will be at the cost of the employee which is telecommuting. Supporting printers and scanners off campus is very difficult, as these require regular maintenance and cannot be supported remotely effectively.

EQUIPMENT AND SOFTWARE SUPPORT

The solutions are all mobile and light enough to carry. Equipment to be troubleshot will need to come back to a service location at the College. The College's responsibility is for the equipment and software to be operational. The Help Desk would be used as the method to submit a help request just as if repairing or troubleshooting a Broward College PC which is on the College's premises.

Supporting a telecommuter's internet service provider and/or their private wireless router/access point, should be beyond the scope of technical support provided by Broward College. The Broward College technology team can provide phone support for these items and try to guide the user to try to get the equipment or software operational at home. However, making changes to the internet service provider or user's networking equipment would be a liability for the College.

This proposal suggests a support method which would not require technicians to visit a telecommuter's work location.

EQUIPMENT PURCHASING

The proposal suggests that the department will have to cover all equipment costs for the employees that would like to telecommute. The department can determine what configuration is appropriate for the employee and can purchase it via Workday.

If an employee that would like to telecommute already has a standard BC laptop, then the Information Technology department can evaluate it and determine if it will work for this purpose. The department would only have to purchase a docking station, monitor, keyboard and mouse.

EQUIPMENT REFRESH

Since the mobile device purchased will be the only device the employee will have, the Information Technology department will refresh the device according to the Technology Refresh Plan.

The docking station has a long life and will work with various generations of laptops, but may need to be refreshed with the monitor, keyboard and mouse at a later date. The proposal suggests that the Information Technology department would refresh these items as well when needed.

EQUIPMENT REQUIREMENTS

The approach suggested for hoteling is to take advantage of the mobile solutions the Broward College Information Technology department offers. Rather than equip hoteling cubicles or workspaces with complete desktop computer configurations, it would be prudent to just equip them with monitor(s), keyboard, mouse and a docking station to convert their mobile solution into a full desktop type configuration.

The employee would be able to take their laptop to one of these locations, and just plug in one cable into their laptop or tablet, which will provide a setup similar to having a desktop installed. These areas would only be able to be used by employees that have a mobile device, there will be no desktop present.

STANDARD DOCKING CONFIGURATION - \$327

The standard configuration for hoteling would include only one 23" Lenovo LCD monitor. Smaller areas will benefit with this configuration.



Lenovo 23" LCD Monitor
Lenovo USB 3.0 docking station, compatible with MS Surface.
Slim Keyboard and Mouse
Wired network connection available at dock

VOICE (ONSITE)

This proposal recommends using Lync or Skype for business to perform any communication. As indicated above in the available configurations, the default telephone device is a headset connected to your computer. In certain instances, a physical telephone may be warranted-required-preferred. We do offer physical phones that work with Lync/Skype for Business. These devices are optional at the expense of the department. If you are considering a physical phone for telecommute please consult Enterprise Communications before purchasing the device, if you are purchasing to use within a college facility you may proceed with the purchase. The following devices are supported:

- AudioCodes 420HD phone (2 line, 2 concurrent calls per line; Graphic multi-lingual LCD; 4 programmable soft keys). Cost \$95

- AudioCodes 430HD phone (6 line, 2 concurrent calls per line; Graphic multi-lingual LCD; 6 multi-function keys; 12 programmable speed dial keys with presence monitoring; 4 programmable soft keys; USB headset support.
Cost \$147

Other phone models are available in more basic and more advanced executive configurations, but these two models are recommended. If you feel they will not meet your needs, please contact Enterprise Communications to determine the best available device for your needs.

ADVANCED DOCKING CONFIGURATION - \$487

The advanced hoteling configuration would just have an additional 23" monitor. For spaces that are larger and can accommodate the extra monitor, it is a good solution to help increase productivity.



2 Lenovo 23" Monitors
Lenovo USB 3.0 docking station,
compatible with MS Surface.
Slim Keyboard and Mouse
Wired network connection available at
dock

EQUIPMENT SUPPORT

Since we are only adding monitors, keyboard, mouse and a docking station, the support for these areas will be very minimal. Any items that stop functioning, can just be replaced.

PRINTING AND SCANNING

Broward College currently works with Ricoh printing services to provide, scanning, copying and printing devices at various locations at the College. These hoteling stations will have a network connection, which means the mobile devices will be able to print to the closes Ricoh printer. If the hoteling spaces have no Ricoh printer at a close proximity, then the installation of a Ricoh multi-function device is suggested.

INTERNET CONNECTION

The hoteling docking stations will have a wired connection to the Broward College network. If for some reason the wired connection is not available, all the mobile devices Broward College offers have a wireless adapter available. Therefore, there should be no issues connecting to the BC network and out to the Internet.

ENDING PAGE OF HOTELING RECOMMEDATIONS