

THE DOWNLOAD

SEPTEMBER/OCTOBER 2021

INFORMATION TECHNOLOGY UPDATES FOR EHSD STAFF

What Your IT Team is Working On:

Season of Sharing: Joanne Puccetti of Application Development received high praise from the Volunteers Contract Unit at 400 Ellinwood for her work on the new Season of Sharing (SOS) tracking system. SOS is a private foundation that receives donations from throughout the Bay Area to help families that meet certain criteria for rent relief during the holiday months. EHSD has an agreement with SOS to help manage the program. Joanne re-wrote the software that tracks who gets the funds and how much they receive. Her software ensures that different families get the help they need each year.

Multi-factor Authentication: In answer to a recent series of phishing attacks, IT enabled Multi-factor Authentication (MFA) for access to EHSD's network from outside devices. MFA requires you to present two pieces of evidence to an authentication mechanism, such as a password and a one-time code or push notification. MFA dramatically reduces the risk of successful phishing and malware infections because, even if an attacker gets your password, login is not possible without a second piece of evidence.

Equipment Inventory: EHSD IT is several weeks into its inventory of on-premise, work-from-home, and mobile equipment. If you have portable devices such as iPhones, iPads, and laptops that you use away from the office, you must bring them to the IT inventory scheduled at your building. If you use larger items such as monitors and mini PCs, you can provide photos of their asset tags. September and October dates and locations:

September 7 – 10	300 Ellinwood, Pleasant Hill
September 13 – 17	400 Ellinwood, Pleasant Hill
September 20 – 24	500 Ellinwood, Pleasant Hill
September 27 – 30	40 Douglas, Martinez
October 1	2530 Arnold, Martinez
October 4 – 6	2600 Stanwell, Concord
October 7	1875 Arnold, Martinez & 3755 Alhambra, Martinez
October 8	4071 Port Chicago, Concord & 2151 Salvio, Concord
October 11 – 15	1275 Hall, Richmond
October 18 – 22	1305 MacDonald, Richmond
October 25 – 29	151 Linus Pauling, Hercules



Cyber Security: In anticipation of October as Cyber Security Month, IT and Staff Development are creating new training for EHSD staff members to follow best practices for defending against phishing attacks, spear phishing, and email spoofing. Look for an announcement in late September or early October.

Testing, Testing: IT sends another round of thanks to our testers for their support and efforts on the new Windows Virtual Desktop environment, designed to provide reliable and efficient remote access to EHSD's network. Due to an update, the new name is Azure Virtual Desktop (AVD).

Continued on next page

THE DOWNLOAD

INFORMATION TECHNOLOGY UPDATES FOR EHSD STAFF

Continued from page 1

Ergonomic Tips for In-the-office and Remote Workers

Posture and Positioning:

- › Maintain good posture when working at the keyboard. Use a chair with back support. Keep your feet supported on the floor to reduce pressure on your lower back.
- › Avoid twisting or bending your trunk or neck; frequently used items should be directly in front of you.
- › Relax your shoulders and keep your elbows close to your sides.
- › Keep your wrists in a neutral position.
- › Take breaks.

Work Techniques:

- › Reduce keystrokes by using macros, scroll locks and keystroke combinations.
- › Avoid making the same movements for prolonged periods of time by alternating tasks and changing your position.
- › Avoid hitting the keyboard with excessive force.

Work Environment:

- › Avoid excessive reaching.
- › Position the monitor so that the viewed part of the screen allows you to keep your neck in a neutral or straight position.
- › Use your software to customize your computer. You can adjust the screen font, contrast, pointer size, speed and color to maximize your comfort and efficiency.



Remote Worker Tips:

Make sure you are connected to the correct home wireless network and your router is secure. Avoid accidental connections to nearby networks that may be unprotected or in use by potentially unsafe hosts.

The minimum Internet speed is 3 megabytes to upload and 3 megabytes to download. Use [Speedtest by Ookla - The Global Broadband Speed Test](#) to check your Internet speed. Click the “Go” icon.

Lock your computer screen when you need to step away. We all have a lot going on and it’s worth taking an extra moment to prevent your favorite pet, child or significant other from accidentally sending an unfinished email or losing unsaved work.

If we missed a topic or there is one you would like us to cover,
email Kathy Gaughen at kgaughen@ehsd.cccounty.us.