



Network support checklist for remote working

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Use the following checklist to ensure that remote work activities conform to company policies and procedures, and are secure and sufficient for use by all remote workers.

	Activities
	Remote work policies and procedures
<input type="checkbox"/>	Ensure senior management supports remote working.
<input type="checkbox"/>	Develop a formal policy for remote work management and security.
<input type="checkbox"/>	Develop formal procedures for all aspects of remote work.
<input type="checkbox"/>	Ensure that policies and procedures are documented and approved by management.
<input type="checkbox"/>	Distribute policies and procedure to all remote workers.
<input type="checkbox"/>	Schedule reviews and updates to remote policies and procedures.
	End-user devices
<input type="checkbox"/>	Distribute company-owned and configured laptops to remote employees.
<input type="checkbox"/>	Distribute software and other devices to support employee-owned devices.
<input type="checkbox"/>	Ensure that remote devices support company policies for access, networking and security.
<input type="checkbox"/>	Users with noncompany devices should have personal and company accounts on their devices.
<input type="checkbox"/>	Users should have access to backup resources to protect company data.
<input type="checkbox"/>	Have two-factor (2FA) or multifactor authentication (MFA) in place.
<input type="checkbox"/>	Install antivirus, anti-ransomware and password software on all devices.
	Remote networking resources
<input type="checkbox"/>	Establish protocols for VPN use.
<input type="checkbox"/>	Establish protocols for use of other networking technologies.
<input type="checkbox"/>	Ensure that sufficient VPN licenses are in place.
<input type="checkbox"/>	Regularly monitor and review bandwidth utilization associated with remote workers.
<input type="checkbox"/>	Regularly evaluate available bandwidth from LAN and WAN carriers.
<input type="checkbox"/>	Regularly monitor and diagnose network performance for remote workers.
<input type="checkbox"/>	Consider use of software-defined WANs.
<input type="checkbox"/>	Consider use of cloud-based and/or managed service provider (MSP) networking resources.
<input type="checkbox"/>	Ensure that networking devices are regularly patched.
<input type="checkbox"/>	Review and update rules for firewalls, intrusion detection systems and intrusion prevention systems (IDS/IPS).

Activities	
	Security for remote working
<input type="checkbox"/>	Deploy 2FA/MFA, password management and access management tools.
<input type="checkbox"/>	Deploy tools to ensure that data in motion is encrypted.
<input type="checkbox"/>	Deploy a zero-trust approach to security management.
<input type="checkbox"/>	Perform regular remote data traffic monitoring and analysis.
<input type="checkbox"/>	Perform periodic penetration tests and breach/attack simulations.
<input type="checkbox"/>	Ensure that remote security systems are regularly patched.
	Remote work administration
<input type="checkbox"/>	Establish dedicated remote work networking and security teams.
<input type="checkbox"/>	Ensure that the Help Desk has staff who can support remote work issues.
<input type="checkbox"/>	Regularly address remote work issues at IT staff meetings.
<input type="checkbox"/>	Maintain an inventory of devices that are available for remote workers.
<input type="checkbox"/>	Continuously monitor remote worker network activities and performance.
<input type="checkbox"/>	Use network diagnostic tools to optimize monitoring and troubleshooting.
<input type="checkbox"/>	Ensure that patching is performed when needed, especially for remote workers.
<input type="checkbox"/>	Regularly review and update firewall and IDS/IPS rules.
<input type="checkbox"/>	Analyze remote network traffic trends.
<input type="checkbox"/>	Test remote access connections.
<input type="checkbox"/>	Monitor cloud and MSP network infrastructure performance.
<input type="checkbox"/>	Ensure that disaster recovery plans are updated to address remote work disruptions.
<input type="checkbox"/>	Establish backup arrangements in case of remote networking disruptions.
<input type="checkbox"/>	Prepare and deliver best practices and guidance on remote working to employees.
<input type="checkbox"/>	Prepare and deliver remote work training and awareness to remote workers.
<input type="checkbox"/>	Distribute questionnaires periodically to assess remote worker satisfaction.