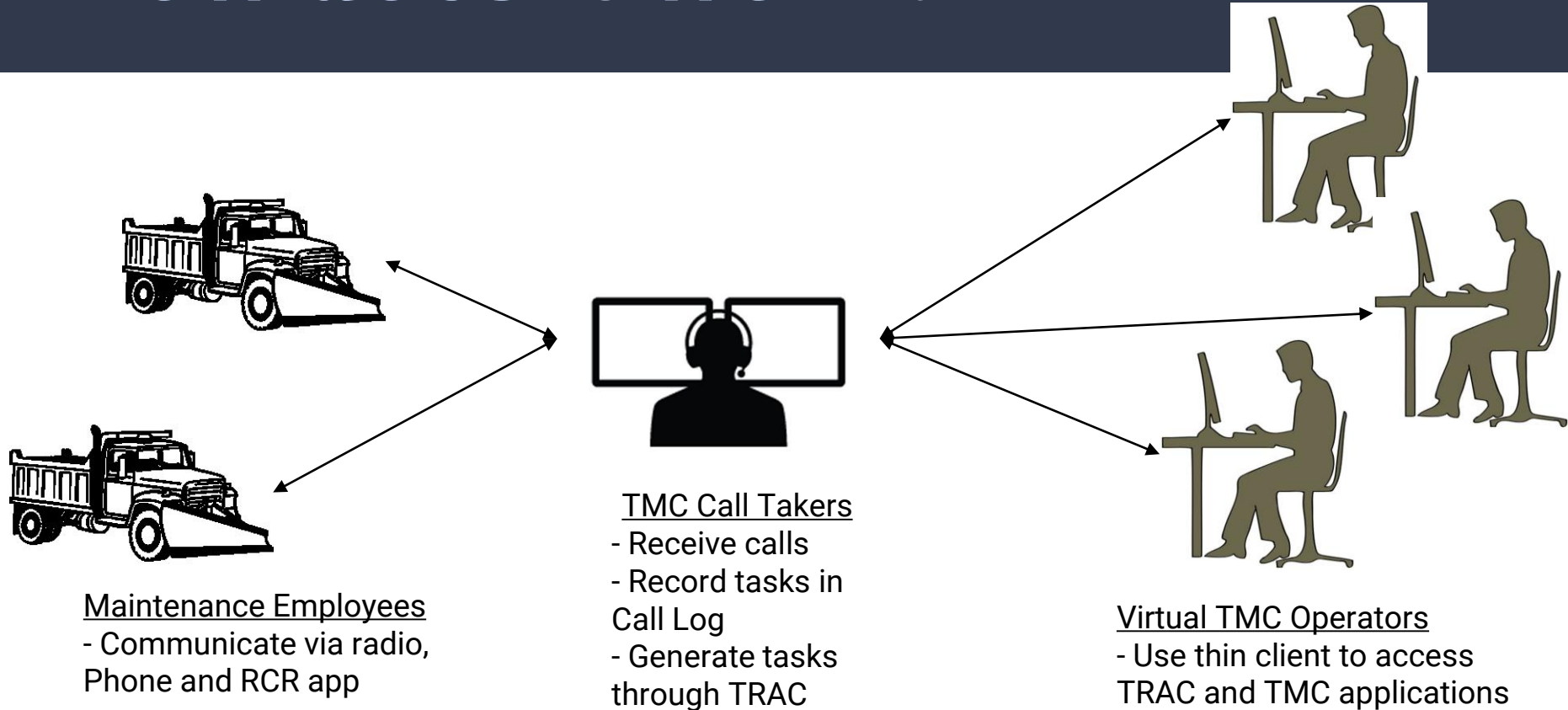


WYDOT'S VIRTUAL TMC

NWP TECHNICIAN'S
FORUM

How does it work?



Eligibility:

- Can the employee successfully fulfill their job requirements?
- Telework may be discontinued at will and at any time at the request of either the telecommuter or the organization.
- The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telework arrangement.

Equipment:

- Each employee teleworking must have the specific tools/equipment to perform his/her current duties. This may include computer hardware, computer software, phone lines, email, voice-mail, connectivity to host applications, and other applicable equipment as deemed necessary.
- The use of equipment, software, data supplies when provided by the department for use at the remote work location should only be used to fulfill work requirements.
- Google Sheet keeps track of assigned equipment
 - The spreadsheet is updated any time a piece of equipment has been returned or designated for repair

Peer to Peer Communication:

- Employees must be available by phone and email during scheduled hours.
 - TMC Operators utilize Google Chat to communicate with one another or to the group

Remote Network Access

- Many systems in the TMC require secure access.
 - GoGlobal Client Application
 - Allows full remote access to WYDOT TMC's secure systems
 - Each operator has their own login credentials.
 - Much like the Citrix thin client solution but lower cost.

Radio Communications:

- One of the five District Radios can be operated via portable
 - 3 portable radio consoles have been distributed amongst 3 TMC operators
 - WYOLINK does not recommend dragging radio traffic from one portable radio to other towers located outside of District 1.
 - All other District Radios must be operated inside the TMC.
 - WYDOT's Emergency Comms is looking into providing remote radio access to the other 4 District Radios.
 - Budget issues may throw a wrench into this deployment.

Staffing:

- Revamping of entire TMC employee schedules
- Job Task Assignments
 - ITS Operators vs. Communications Operators
- $\frac{2}{3}$ of TMC Workforce is telecommuting

Pros:

- In the event the building that supports the TMC is compromised, the TMC will be able to function at any remote location.
- Cost savings by not having a back-up site
- Reduced sick leave time - lost time for spring 2020 was 55% of previous year, same time period

Cons:

- Lack of internet connectivity
- Deployment of equipment to operators
- Only one District radio channel can be operated outside of the TMC
- Absence of workplace interaction