Dear Colleagues,

If you are working remotely, we put together information and support for the transition. This email contains resources and information you will find helpful to help prepare your transition to remote work.

- SJSU IT has created the Work Anywhere website, which we co-developed with eCampus. The website (www.sjsu.edu/workanywhere) contains information, resources, tools and a FAQ about technology and tools, training and support, and working off-campus. This site can also be found on the SJSU Health Advisories website under “Resources.” Please bookmark this site for easy reference.
  - Work Anywhere will be continually updated throughout this process.

- VPN (virtual private network): SJSU IT lists all applications that require VPN at https://www.sjsu.edu/it/services/network/vpn.
  - The majority of users off-campus do not need VPN access, but we have increased the number of VPN connections to help ensure those who need VPN will have it. If you have any questions, please call our service desk or reach out to your IT person.

- Your college or division likely has its own loaning process for technology equipment. Inquire with your local IT staff first to see if they have inventory. If they do not, please reach out to our Academic Technology Center, located in the Instructional Resource Center.

- Please continue to call SJSU IT support for any questions or concerns. We have enabled all IT staff to support remote work. In times of major changes, we believe in keeping our processes as close to normal operations as possible.

- SJSU IT has also received a lot of questions about Zoom and our network utilization on campus.
  - Zoom is a cloud-based application and we have been assured that Zoom can easily accommodate this increased usage without issues.
  - SJSU IT network infrastructure has sufficient capacity. We have extra bandwidth to cover increased volume and don’t expect any capacity issues with SJSU network utilization.
For information about Zoom or SJSU IT network capacity, please see the “Technical Capacity” section of the Work Anywhere FAQ page.

Finally, I want to thank all the IT staff and managers across the campus, in SJSU IT, and eCampus for their support and hard work.

If you have any questions or concerns, please do not hesitate to reach out to me by replying to this email.

Thank you,

Bob Lim
Vice President of Information Technology and CIO

One Washington Square
San Jose, CA 95192

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