The Remote Workforce

The Technology and the Experience
Pluses and Minuses
The Technology

VPN (Virtual Private Network)
The Technology

VDI (Virtual Desktop Interface)
MFA (Multi-factor Authentication) or 2FA (Two-factor Authentication)
MFA (Multi-factor Authentication) or 2FA (Two-factor Authentication)
The Experience

Dedicated Place to Work
The Experience

Dedicated Place to Work
The Experience

No Distractions
Professionalism
The Experience

Technical Support

“I won’t be logging in today. Forgot my password.”
The Experience

Accountability
“Having a hybrid schedule forces me to manage my workload. The days I am in the office I find are spent in meetings whereas the days I am home I focus on making headway on my projects.”

Compliance Officer
“Having clear expectations from my supervisor and a communication plan in place is vital to maintaining the remote work agreement.”

Compliance Officer
“All of the technical issues I’ve experienced while being remote were promptly rectified by IT.”

Staff
“[My staff] work in the office either Mon/Wed/odd Fridays or Tuesday/Thurs/even Fridays and the remainder of the time remotely… I think telework has definitely had a positive effect on morale.”

Director of Probation
“I felt like there was/is a communication gap when working at home for long periods of time.”

Purchasing Officer
“There have been a couple of staff that it hasn’t worked well for, for various reasons, so we made adjustments as needed to address the issues.”

Director of Mental Health
The Experience

“In general our clinical staff is able to apply to work from home after six months. It has definitely had a positive impact to continue this ability to work from home for both recruitment of new staff and retention.”

Director of Mental Health
“Productivity has increased among clinical staff in the last few years since we started providing telehealth and are able to work remotely... I do think this adds to the work/life balance.”

Director of Mental Health
The Experience

What’s the biggest benefit you see to working remotely?

- 32% Ability to have a flexible schedule
- 25% Flexibility to work from anywhere
- 22% Not having to commute
- 11% Ability to spend time with family
- 8% Ability to work from home
- 2% Other

What’s your biggest struggle with working remotely?

- 20% Collaboration and communication
- 20% Loneliness
- 18% Not being able to unplug
- 12% Distractions at home
- 10% Being in a different timezone than teammates
- 7% Staying motivated
- 5% Taking vacation time
- 3% Finding reliable wifi
- 5% Other

2021 State of Remote Work
buffer.com/2021-state-of-remote-work
The Experience

It’s Not for Everyone

"I have a two-year old - please don’t make me work from home."
The Experience

But for Some....
Contact

NYSAC
Paul Lutwak
Director of Technology
Madison County
Paul.lutwak@madisoncounty.ny.gov
315-366-2887
Transitioning a Domain to DOTGOV

Strengthen your cybersecurity posture

September 19, 2022
Are we eligible to register a .GOV Domain

DOTGOV Online Trust in Government Act of 2020

The .gov internet domain should be available at no cost or a eligible cost to any Federal, State, Local, or Territorial Government-operated or publicly controlled entity, including any Tribal Government recognized by the Federal Government or a State Government, for use in their official services, operations, and communications.

The new law transferred authority over the .gov domain from the General Services Administration to the Department of Homeland Security’s Cybersecurity and Infrastructure Security Agency (CISA).
Purpose of the .gov internet domain program is to:

Goals of the DOTGOV Act of 2020

• Legitimize and enhance public trust in government entities and their online services
• Facilitate trusted electronic communication and connections to and from government entities
• Provide simple and secure registration of .gov internet domains
• Improve the security of the services hosted within these .gov internet domains, and of the .gov namespace
• Enable the discoverability of government services to the public and to domain registrants
(14) Email and Web Protections

(v) Each Board of Elections shall utilize .GOV domains for email communications and web traffic to the extent practicable.
Planning is key to a successful migration

Domains and Domain Name System (DNS)
- Plan to maintain your current non-.gov domain registration(s) in perpetuity: you don't want your old domains to ever fall to other hands.

Web redirects and URLs
- Use HTTP redirects from your old domain to your new domain. This lets people with bookmarks or legacy links be directed to your new online home.

Email
- If you’re currently using a free email address (@gmail.com, @outlook.com, @yahoo.com), you’ll need to pay for an email service or manage your own email servers in order to use a .gov domain for email.
Branding

Domain names show up in more places than just online. They’re printed on paper products (like letterhead or business cards), vehicles (painted on or included on license plates), or public signage (advertising, road signs). These products typically have their own refresh period. Consider the right time to update each.
Wonder how to transition to a .gov from your current domain?

New to .gov

Step 1: Choose a great name
Step 2: Determine your DNS host
Step 3: Prepare and send the authorization letter
Step 4: Submit the online form
Step 5: Wait for review
Step 6: Add name server addresses (if not done yet)
Choose a great name

Your domain name represents your organization and your services to the world online. Good domain names are memorable, easy to say out loud (like over the phone or in a presentation), and must follow the general naming requirements and specific rules your organization type is subject to. (In practice, these requirements usually limit the range of potential names to only a few.)

Once you’ve reviewed the naming requirements, check to make sure your desired name hasn’t already been registered.
Choose a great name

City and county .gov domains must include the two-letter state abbreviation or clearly spell out the state name. Use of a hyphen is permitted but not recommended. Examples include:

- CedartownGeorgia.gov
- CityofEudoraKS.gov
- MadisonCountyTN.gov
- WallawallaWA.gov
- YatesCountyNY.gov

Counties or parishes must use the word “county” or “parish”. For cities, “City of”, “Town of”, or similar in the domain name is optional.
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Determine your DNS host

• DOTGOV does not offer DNS hosting. This means you’ll need to operate authoritative DNS servers for your domain or obtain services from a DNS hosting provider. Where available, work with your IT support team to determine how you’ll host a new domain.

• You do not need to have your hosting situation determined before making a request for a .gov domain. However, the domain cannot be activated until name server addresses are added to the .gov registrar and they are responding authoritatively.
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Authorization letter template: City/County

[City government letterhead]

[Date]

.Gov Domain Registration
c/o Verisign, Inc.
12061 Bluemont Way
Reston, Virginia 20190

To the .gov Program:

As authorizing authority for [City/County], I request that responsibility for the domain name [_________.gov] be delegated to my municipality.

[Briefly describe the mission or initiative that drives the domain name request, explaining what the domain name will be used for.]

In order to obtain and maintain [_________.gov] [City/County] will meet the general and specific requirements for federal agencies, found at https://home.dotgov.gov/registration/requirements.

The following will be listed as contacts for [_________.gov], which [City/County] will keep up to date in the .gov registrar.
Authorization Letter

Administrative contact
First Last
Title
Address
Phone number
Email address

Technical contact
First Last
Title
Address
Phone number
Email address

Security contact [recommended]
Email address

I understand that if I wish to retire [_________gov], I must submit a written request to registrar@dotgov.gov.

Sincerely,
[Signature]

[Name]
[Title]
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Hello from .gov.

You are receiving this email because you are listed as a point of contact for your organization's .gov domain.

Your next step is to set up your account. At the link below, you'll create a password, a security question, and configure 2-step verification. **This link is valid for only 24 hours:** https://domains.dotgov.gov/dotgov-web/user/reset_token.xhtml?resetToken= (If you have issues clicking the link, copy and paste it in your web browser.)

If your organization is registering a new .gov domain, do the following:

Once the administrative and technical contacts have set up registrar accounts, one person must log in to the registrar and submit the domain name request form. To do this, click on 'Registration' (located on the top menu bar), then select 'Register a Domain' (on the left menu bar).
Submit the online form - Set up your .gov registrar account
Submit the online form - Set up your .gov registrar account

**Domain Information**
- **Domain Name**: YATESCOUNTYNY.GOV
- **Entity Type**: County
- **Preload your new domain?**: Yes
- **State**: New York

**Organization Information**
Provide the following information for your organization. The authorizing agency and your organization may or may not be the same. All fields are required.
- **Organization Name**: Yates County
- **Street Address**: 417 Liberty Street
- **City**: Penn Yan
- **State**: New York
- **State / Province**: N/A
- **Zip Code**: 14527
- **Country**: UNITED STATES

**Purpose**
Please provide a description of the purpose of this domain. There is a 200 character limit. This is a required field.
- **Purpose of**: The goal of Yates County would be to initially migrate the county Board of Elections to the new .GOV with the remainder of the county email and website to follow.
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Hello from .gov.

We've received and verified your organization's domain authorization letter, your domain contacts have set up accounts on the .gov registrar, and your request for YATESCOUNTYNY.GOV has now been submitted for our review.

To check the status of your request, log in to the .gov registrar (https://domains.dotgov.gov). You will also receive emailed alerts when the review is complete.

If you have any questions, feel free to contact us.

Sincerely,
.gov Helpdesk
registrar@dotgov.gov
877-734-4688
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Wonder how to transition to a .gov from your current domain?
Add name server addresses (if not done yet)

- You must define a primary and secondary name server in the .gov registrar.
- You may not specify an IP address for your name servers unless they are child name servers of the domain you’re trying to register or update.

If we authorize your requested domain name, we query your name server addresses for an authoritative response for NS and SOA records.
Cloudflare is an Internet performance and security company that handles 10% of global Internet traffic. Cloudflare protects and accelerates any Internet application online without adding hardware, installing software, or changing a line of code. Cloudflare is continually investing in security and performance to further their mission of helping to build a better Internet.

The Athenian Project offer states and local governments that run election websites our highest level of protection (Enterprise level) FREE of charge.
Qualifying for The Athenian Project

State and local governments can participate in the Athenian Project if they own or run a website related to:

- The administration of elections, including the provision of information related to voting and polling places;
- Voter data, including voter registration or verification; or
- The reporting of election results.
The Athenian Project by Cloudflare

DotGov domains and Cloudflare

In the last two years, Cloudflare has seen an increase in state and local governments acquiring a .gov domain.

• Domains under .gov have a validation requirement where there must be records on the hosting servers (NS and SOA records) **before the domain can be registered**. This sometimes results in a catch-22 with DNS providers that will not allow you to set up records for a domain name that is not registered.

If you have a .gov domain you’d like to on Cloudflare, they can manually add your domain to your Cloudflare account in which it will provide you to Cloudflare nameservers that you can use to register the domain.
DotGov domains and Cloudflare

Interested in signing up?
www.cloudflare.com/athenian/
Or contact Jocelyn at jocelyn@cloudflare.com
Counties currently using .GOV for Email

NYS County Map

- **Uses .GOV for Email**
- **Uses .COM, .ORG, .US or .NET for Email**
- **In Process of moving to .GOV for Email**
Counties currently using .GOV for Website

NYS County Map

- **Uses .GOV for Website**
- **Uses .COM, .ORG, .US or .NET for Website**
- **In Process of moving to .GOV for Website**
Contact

NYSAC
Tim Groth
Director of Information Technology
Yates County
TGroth@yatescounty.org (soon to be a .GOV)
315-531-3444
Leadership and Conflict
BIO
Jennifer Kusse, Ed.D, MIS, CGCIO, PMP, GSLC

• CIO and Director of Information Services, Monroe County NY since 2014

• IT Professional since 2000 (Xerox Corporation, XESystems, Monroe County)

• Doctor of Education in Organizational Leadership, Northeastern University, 2020

• Certified Government CIO, PTI/CompTIA, 2022
Prior to my leadership years, I was envious of the Technical skills of my peers

Thought about getting yet ANOTHER degree

Realized, I shouldn’t: IT requires people with varying backgrounds and skill sets

Mine, project manager and business analyst

As a leader, I surround myself with high quality technical people. Staff members with varying skillsets, so we can complement each other.

It’s my job as a leader to bring these people, with different experience, knowledge, preferences, and technical ideologies – together for the betterment of my County.

A strong leader needs to understand that we have subgroups within IT. These groups do not necessarily believe the other subgroups have the ‘proper knowledge’ to make decisions for the organization.
- Conflict occurs among technological subgroups in IT
- This was one of the driving forces I had to pursue my doctorate in organizational leadership
- My teams were not ‘jelling’
- One team didn’t understand another team, and each team believed their way was the right way
- My study interviewed four CIOs; and the results describe basic concepts that can break down these barriers
Finding 1: Interconnectedness of Conflict Areas

- Leadership
- Emotions
- Group Teamwork
- Relationship Building
- Communication
- Training
- Process
Each area can affect the other areas
Finding 2:

Conflict can be viewed as a spectrum, with low conflict traits on one end, and high conflict traits on the other.

**High Conflict Traits**
- Individual Conflict
- Employees not treated as experts
- Low Respect
- Low Trust
- “Us vs. Them” Mentality
- Special Groups/Cliques
- Dispersed Locations
- Low/Poor Communication
- Don’t understand other technology or groups
- My (or our) way is best way
- Hoarding Knowledge/expertise
- No training
- Favoritism
- Fear
- Uncertainty
- Hero Culture

**Low Conflict Traits**
- Relationship Building
- Employees feel valued
- High Respect
- High Trust
- Teamwork
- Inclusiveness
- Co-located
- High/Good Communication
- Open-mindedness
- Collaborative environment
- Share knowledge/expertise
- Investment in training
- Team Empowerment
- Mission Driven/Making a difference
- Common Goal/Purpose
- Process-Oriented Culture
Finding 3:
Effective leadership can reduce conflict, while ineffective leadership can promote conflict.

- Communication
- Relationship Building
- Group Teamwork
- Processes
- Emotion
- Training

Leader Promotes High Conflict Traits

Conflict Increases

Results In:
- Relationship Issues
- Loss of Respect
- Loss of Productivity
Finding 4:
The ACT of addressing conflict leads to increased team productivity.
Finding 5

IT Subgroup Conflict is not always the concern; inter-departmental conflict and individual-to-individual conflict were of higher concern.
In short, apply these concepts to your organization.

They are common sense... but ask yourself – do you work to apply these concepts?

Leadership is a skill set, and we need to improve and hone our leadership skills the same way one of our technical team members acquires new knowledge and practices to improve their skills.

Conflict kills productivity and efficiency. Reduce the conflict, and your organization will be rewarded with happier employees and greater efficiency.