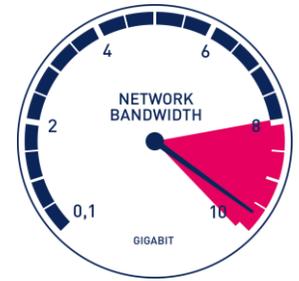


Remote Worker Update - Guidelines to Conserve Bandwidth and Available Collaboration Tools

With a large majority of employees working from home, a critical technical resource we need to work together to conserve is **network bandwidth**. While we have made great strides in the past two weeks to repurpose and rebalance our networks to support working from home, it's important for everyone to be cognizant of the need to minimize network activity when possible.



What exactly uses bandwidth?

- Emails
- Guidewire and Workday transactions
- Video/audio traffic from collaboration tools
- Internet browsing - please limit activity to business related activity only
- Video traffic - which is the largest and most taxing, and should be avoided (e.g. YouTube)

This does NOT mean that you can't perform normal work or make use of needed collaboration technologies to help maintain normal business levels. On the contrary, we're expecting increased use of collaboration tools to help with team coordination and communication. **However, we do ask that you minimize unneeded, non-business activity and avoid generating unnecessary network traffic.**

Collaboration Tools Available

The following tools are available to support communication with remote staff:

- **Voice-only conference bridge lines** – Available to schedule as a Resource via Outlook. Useful when voice-only collaboration is needed without content sharing or video capabilities.
- **Microsoft Skype for Business** – Available for *internal only* communications - Instant Messaging, Audio and Video meetings can be held with several NJM people simultaneously.
- **Cisco WebEx** – Collaboration suite that can be used with both internal and external attendees. Options allow for audio, video, content sharing or a mix of these capabilities for team collaboration (note: Only the meeting host requires a WebEx account).

Guidance to minimize network traffic when using these tools:

- **Use video collaboration sparingly** - The use of video meetings places a higher demand on our networks which are shared across business units. Use audio and screen sharing capabilities instead of video whenever possible to conserve resources.
- **Use Skype for Business when you have small meetings with only NJM employees.** This will conserve WebEx resources and shared conference bridges for meetings that require larger groups and/or external attendees.
- **Use the Call-in number provided in the WebEx meeting invite to remotely join from any external cell-phone or landline.** This will put the audio traffic on the public phone network as opposed to NJM's network. This also helps eliminate audio feedback during the conference.

Finally, if you need to transfer large amounts of data, please consider scheduling those activities during off-peak hours.

Questions regarding various workloads and any potential network impacts, as well as general questions about these guidelines can be submitted to the ServiceDesk@njm.com.