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| To: | All NASA Personnel (Civil Servants and Contractors) |
| Subject: | Using Non-Portable NASA Equipment (Desktops/Monitors) for Telework by Civil Servants and Contractors |
| What's Happening: | <p>To support the possibility of an extended period of telework, NASA is implementing a temporary Equipment Take-Home policy for non-portable Enterprise-Managed equipment provided by the CIO-managed End User Services Program Office (EUSO).</p> <p>This temporary guidance is intended to allow those who require a desktop system to effectively telework (contingent upon appropriate supervisor approval) and is limited to computers, monitors (including those used with laptops), mice, keyboards and PIV card readers.</p> <p>This guidance applies only to equipment provided and managed by the NASA CIO's End User Services Program Office (EUSO). If employees have government-owned computer equipment or equipment provided under a different contract, they should follow their Center's existing procedures for taking property off site and ensure they have the appropriate approvals before doing so.</p> |
| ACTION: | <p>Enterprise-Managed Desktop Computers</p> <p>If you do not have a NASA-issued laptop and <u>your work would allow you to work on a laptop temporarily</u>, please contact your <u>organization's point of contact</u> to determine your options for obtaining an Enterprise-Managed loaner laptop (supply may be limited).</p> |

Prior to taking home Enterprise-Managed equipment (Desktops/Monitors) provided by the NASA End User Service Program, employees should:

- Send an email to your supervisor (and/or appropriate contract representative) to receive written email approval. You must specify what equipment you want to take home, and receive a confirmation email approving the use of that equipment for teleworking.
- Once your request is approved, you are required to go into the Enterprise Service Desk (ESD) website and update the location of the asset via the "[Correct My Assets](#)" service request ([instructions](#)) and upload the supervisor approval email to your request in ServiceNow.
- You must print and carry a copy of the approved email with the equipment at all times.

In order to telework, you will need to ensure that AnyConnect VPN software is installed on your computer prior to leaving the center. All desktop computers must have encryption with Data-At-Rest (DAR). If you are unsure if your system has DAR, please contact the ESD.

When removing approved NASA End User Service Program equipment from the normal on-site duty location employees should observe common safety practices such as proper lifting and carrying techniques, including use of a mobile cart and obtaining assistance if needed. Also, ensure any equipment is properly secured in transit. It is the responsibility of the employee to ensure that all equipment in their possession is secured at all times whether in transit or in their telework location.

Center-Managed Desktop Computers (GFE)

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| | <p>Follow your Center’s existing procedures for taking property off site and ensure you have the appropriate prior approvals in place.</p> |
| <p>Additional Information:</p> | <p>Although the agency is encouraging employees to take laptops home daily to be prepared for teleworking on short notice, employees should not transport desktop computer systems to and from their homes each day. If a decision is made for a Center to move to a mandatory telework status, or if an individual employee has determined that they must begin extended telework, approved equipment should be relocated at that time, provided the Center is open and access to the normal work site is authorized by Center management.</p> <p>If your work <u>cannot be facilitated on a laptop computer, and it is not feasible for you to take your desktop equipment to a telework location</u>, NASA offers “remote-in” access from an authorized, PIV-enabled device in certain cases. Please call the ESD for assistance.</p> <p>We will continue to provide information as we have it available. Please continue to stay in contact with your supervisor throughout this period and check the NASA People website for additional guidance as events progress.</p> |
| <p>Support:</p> | <p>For technical assistance, contact the Enterprise Service Desk:</p> <ul style="list-style-type: none"> • Website: https://esd.nasa.gov/esdportal • Telephone: 1-877-677-2123 (1-877-NSSC123) Option 2 |

