



## Working from home – what should I do?

Guidance from BSI's consultants on how to keep you and your business safe and secure when working from home:

### 1. Preparing for travel – What should I do when I leave the office?

Make sure you have your IT dept's contact details as you may need their support during the days ahead. If you are asked to take your laptop, business equipment and business information, take care when travelling and remember basic personal security. Criminals are opportunistic and if they see something lying in the back of the car, for example, it could be stolen

### 2. Business information – What should I do if I have confidential business information?

Always keep it secure and have in your possession and never out of eyesight. If you are taking a break or leaving the documentation, stow it in a safe environment. Remember business information will need to remain confidential even if stored in your home

### 3. Using home Wi-Fi – I've never connected my work laptop or device to my home Wi-Fi?

If you have been asked to connect to your home Internet, make sure that your Wi-Fi connection is secure and password enabled so you can control who connects to it. For public and unsecured Wi-Fi's, the best advice is to avoid connecting with them

### 4. Use your VPN – What is a VPN and how do I connect to it?

A VPN is a Virtual Private Network that most businesses use to allow you to create a secure connection to the network over the Internet. Most companies have a policy on VPN usage and how to connect to it – usually a password enabled or token system. How to find out ask your IT dept as a starting point

### 5. Phishing – What is phishing and why do I need to be careful?

Phishing is a fraudulent practice where scammer or cybercriminals send emails that look like they are reputable and trustworthy sources in order to entice individuals to reveal personal information, such as passwords and credit card numbers. It is one of the largest causes for cybercrime and all users both in work and home office need to be on the watch out. If you do see any email that look from untrustworthy sources, report it to your IT dept and follow their advice. If you happen to click a link or download one, contact your IT dept immediately who will have protocols in place to remediate or solve the issue

### 6. Mobile phone and device security – is my mobile phone safe?

Maybe not. We are seeing an increase in phone numbers calling that you may not recognize or calls from "unknown numbers". Best not to answer the unknown numbers and for those ringing from unrecognized numbers, use caution when answering as fraudulent activity can occur with such calls

### 7. Backups – What is a back-up and what do I need to do?

A backup or data backup is a copy of computer data taken and stored elsewhere. It can be used to restore the original data after an event or preparing for a potential data leak event. Talk to your IT dept about what you need to backup, how to back it up and what equipment you need to do it

### 8. Conference calling and internal communication – What are they and why use them?

Your company may be able to provide you with calling capabilities through the different application you will use in your normal work environment. Check in with teammates using your company conferencing equipment like WebEx, Microsoft Teams and Zoom to name a few. Keep up to date with the company policies and internal communications. For client engagement also ensure that your clients have this equipment or if not that they can download and access in line with their company policies

### 9. Working patterns – How can I maintain my normal working habits?

Keep your good working habits for those who are not accustomed to working from home, the prospect can be difficult to adapt to and for extended periods of time. Apply as many of the normal office routines as possible such as waking up time, start and finish times, coffee breaks, lunch breaks, meetings and client interactions, even when conducted remotely. The more in sequence with normal office practices, the easier the remote working process becomes

### 10. Working environment – What is the best working environment for me?

Where you can, establish a comfortable working environment. Ergonomics are as important at home as they are in the office. Think about the equipment, data and information you will now have in the home and how you need to protect it from unintended sight or use and your company policies around disposal of data and information