



**STATE OF NEVADA  
DEPARTMENT OF ADMINISTRATION  
DIRECTOR'S OFFICE**

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**MEMORANDUM**

March 13, 2020

TO: All Department Directors

FROM: Laura E. Freed, Director  
Department of Administration

SUBJECT: **COVID-19 Planning – VPN Priority List to be Submitted by  
Department Directors**

As noted in the memorandum of March 11, 2020, the Division of Enterprise Information Technology Services (EITS) has received a large number of requests for Virtual Private Network (VPN) connections in recent days. This memorandum provides an update on the progress being made to accumulate VPN capacity.

Though EITS now has more physical capacity for VPN connections, it does not have the staff capacity to set them all up quickly. Therefore, we are requesting that department directors follow the prioritization process below.

1. Department directors should provide the Director of the Department of Administration **one** ranked request, listed by division if applicable, of essential positions needing VPNs. Department directors may send an Outlook email or attach a Word document. Those on the department's ranked list should be essential positions as specified in department's/division's Continuity of Operations Plan (COOP) that require access to specialized on-premises applications. As backup, departments should attach the COVID-19 COOP page that lists all essential positions.
2. Prepare the VPN request forms for each of those positions as normal, and remember to have the Information Security Officer for each department/division sign the form. The form can be found here: [http://it.nv.gov/Sections/ClientSvcs/Helpdesk\\_Support/Pages/VPN\\_New\\_Accounts/\\_Maintenance\\_Page/](http://it.nv.gov/Sections/ClientSvcs/Helpdesk_Support/Pages/VPN_New_Accounts/_Maintenance_Page/)
3. Send the prioritized request to the Director of the Department of Administration on or before Wednesday, March 18.

4. The Department of Administration will send the forms in priority order to the EITS Help Desk for processing.

After EITS has set up VPNs for all essential positions, it will begin VPN requests for non-essential positions. Please remember that if existing VPNs that have not been logged into for more than 120 days, EITS is likely to re-purpose those VPNs for essential positions.

As mentioned previously, for departments that have moved to Office 365, VPNs may not be necessary for as many staff as originally envisioned. If your department has Office 365, and staff have their own desktops or laptops at home, they can log in to office.com and have use of the full Microsoft Office Productivity Suite, including Outlook, Word, and Excel, as well as access to documents saved to One Drive. Staff can also use Teams—within the office.com environment—to collaborate on documents and communicate directly. In-depth training on Office 365 is available at quickhelp.com, and EITS will be publishing on their website quick reference guides for how to load files into One Drive and access those files and applications within office.com. The Department of Administration recommends that departments save their most frequently used documents to One Drive so that those documents can be accessed from home without a VPN.

As always, we appreciate your patience as we all prepare for a possible COVID-19 outbreak that would disrupt normal state business.