TRAFFIC OPERATIONS DIVISION
2020 COVID-19
Remote Readiness Plan

Purpose

This support plan provides the Transportation Management Center's (TMC) leadership teams with expected support and instructions on utilizing remote operations during the COVID-19 global pandemic that is currently impacting the State of Tennessee.

Equipment

If TMC operations are directed to switch to remote operations, all supervisors should have access to a take home laptop. At this time request have been made to ensure this is completed. Two PCs are set up at each TMC to act as the connection points for remote operations. Client software will be directed to these IP addresses at which point the user will have virtual control of TMC functions.

In addition to the installing the remote access clients, each laptop will have the ability to control:

- Cameleon camera control through remote Pit computers
- ActiveITS
- IM Locate
- SWIFT
- Vero Video Wall control to post on EVP
- Email

Following the setup of the laptops and TMC computers, all applications will be tested to ensure full remote functionality.

Remote Camera Viewing and Control

The following are instructions for the access and use of the remote clients. Secure information such as the IP addresses of the host computers have been omitted.

1. Establish a VPN connection with Cisco Anyconnect (installed by IT) to the Region's portal.
   This will be the user's JJ# account on the TDOT domain
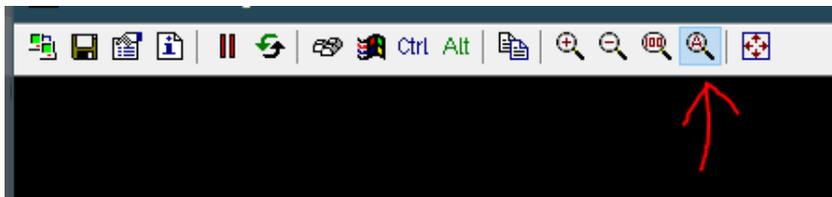
   - Portal IP: XXXXXXXXXXXXXX   .
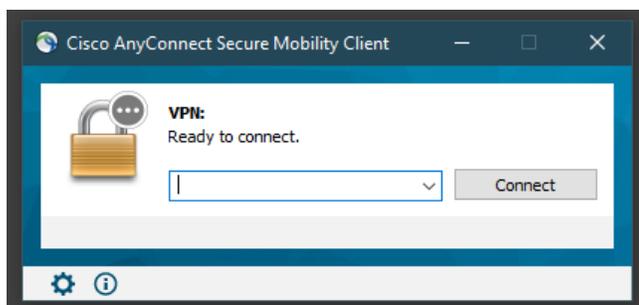
2. Open TightVNC viewer (installed by IT), type in the provided IP address for pit machine to be accessed.

- DESKTOP IP: XXXXXXXXXXXX   .
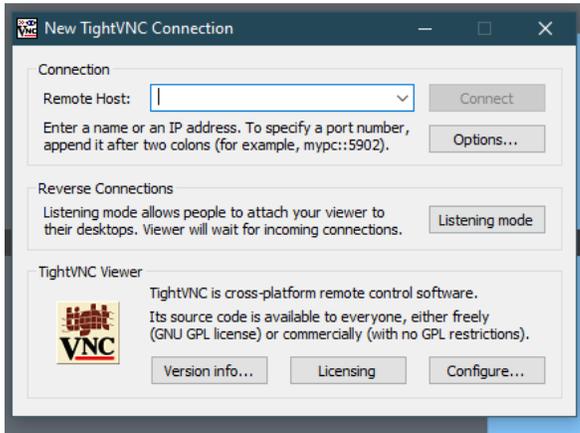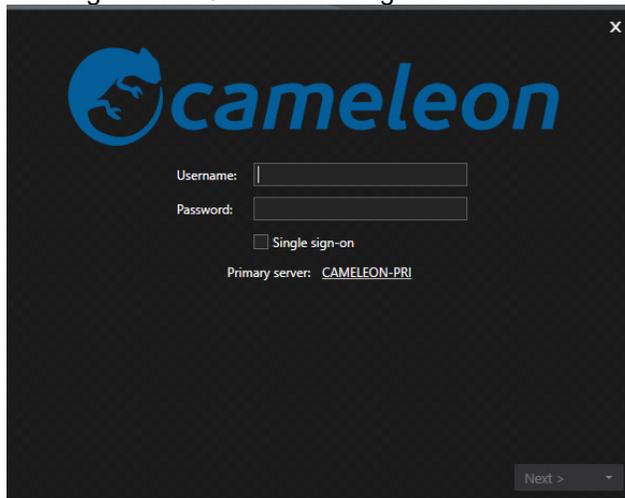

3. Click connect.

Make sure the scaling is set for automatic and it will fit the desktop to the window

The user would then be shown the desktop of the remote machine and would control as if one was physically there.

One can then log into the Cameleon using their local credentials.

Remote Operations Notes

- There is a small learning curve of interface controls and how it responds. A lag existed that the operator will need to become accustomed to.
- It will provide a single monitor interface.
- Each user must have both **Anyconnect** and **TightVNC** viewer installed on their own machine they will be using to remote in.
- **VPN accounts** will be needed for each user, as well as an account (license) for the Cameleon server they are connecting to.

- **Anyconnect is not** a direct replacement for JVPN, as it won't support access to all of STS services. Only TDOT domain (TMC)

If a user is using the Verizon card on their laptop, they should be fine as they will be able to access STS services. Camera views may be choppy and control may have a little lag.