Workstation Requirements Guide

Overview

Welcome to the Independent Business Owner Workstation Requirements Guide!

In order to help ensure your company's success, you and your Client Support Professionals must have a strong working knowledge of computers including - but not limited to:

- Being able to use a mouse and computer keyboard
- Being able to shut down and turn on the computer properly
- Understanding how to navigate the computer's files and desktop environment
- Knowing how to create, name, save and delete a folder
- Functional knowledge of programs including how to launch and close a computer program
- Understanding how to use e-mail including sending and opening email
- Knowing how to use the Internet including navigating to a site and using search engines like Google
- Ability to navigate through multiple screens

Maintaining an optimal workstation setup is key to providing the good quality and service to the client programs that your Independent Business supports.

As an Independent Business Owner, you must ensure that each of your CSP(s) obtain, configure, and maintain their workstations. This guide is here to help you do just that!

Computer Hardware

A **desktop/tower** computer with a separate monitor is recommended.

1. **1.6 GHz Dual-core CPU (processor)** or greater

2. **4 Gigabytes of RAM** or greater

3. **1280 x 1024** (**SXGA**) screen resolution
   1920 x 1080 (Full HD or 1080p) is recommended.

   Note: All-in-one computers may not be compatible with some client programs. Please refer to the opportunity announcement for additional requirements. Dual boot machines, Netbooks, and Tablets are prohibited from use.

Accessories

Each of the below accessories are needed:

1. **USB headset with microphone** *(needed for Certification)*
   Logitech, Plantronics, Microsoft, or similar brands recommended.

2. **Hard-wired Telephone and headset** *(needed for Production)*
   Plantronics T10 or similar recommended.

Software

Client programs may have varying requirements for additional software compatibility. Please refer to the opportunity announcement for additional requirements.

1. **Windows 7 or Windows XP***
   Mac OS X or Windows Vista (UK only) may be supported for a very <u>limited</u> set of opportunities. Windows 8 and 8.1 are incompatible with Arise systems at this time.

2. **Internet Explorer 8.0 or 9.0**

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3. **Microsoft Security Essentials**

   Other security software may be incompatible and should be avoided. Technical support may be refused if your company's software configuration is not compatible with Arise systems or is determined to cause incompatibilities with required servicing software.

   Note: Your Independent Business is responsible for maintaining the security and reliability of its equipment. The following items are considered security risks to the Arise network and, upon detection, may subject your company to the suspension or termination of its MSA or SOW:

   - *Unlicensed or pirated software*

   - *Malware infected software*

   - *Virtualized Operating Systems (ie: VMWare, Parallels, etc.)*

   - *Non-Arise provided VPN software or Proxy settings*

   - *TOR or other privacy software*

Internet and Phone Service Providers

1. Hard-wired **3.0 Mbps download / 1.0 Mbps upload** broadband Internet service via **DSL, Cable, or Fiber Optic** connection

   Note: The use of wireless connections to access any Arise system at any time is prohibited, even if the connection is encrypted. Additionally, Satellite, Microwave, and Cellular Hotspot Internet Services are not permitted.

   Note: 2Wire Brand Modem/Router combos and USB connected modems are not supported.

2. Hard-wired land line telephone service

   Note: Unless stated otherwise in the opportunity announcement, most client programs are compatible with the following types of services: POTS (plain old telephone service), cable telephony, digital service, or VoIP. The service should be connected directly from the wall to your telephone, as Softphones and cell phones are not permitted. The telephone line should not interface at any point with the computer. The servicing telephone line should not have voicemail, fax, or other features on the line (other than long distance, if necessary). Please review the client opportunity announcement for details.

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Security Requirements

To ensure high level security for confidential information, it is recommended that IBs prohibit their CSPs from undertaking the following activities while servicing a client program unless such activity is part of a process that the IB is specifically authorized to perform:

- Utilization of any external devices (including but not limited to CD/DVD drives, printers, external drives, scanners, etc.);
- Copying/printing/reproduction in any form, including but not limited to local hard drive, email, chat/instant message, screenshots, handwritten or electronic notes, or pictures of any Client data;
- Connecting to any network other than the Arise network while connected to any client network (bridging networks, peer-to-peer/workgroup, etc.);
- Use of public applications including but not limited to social media sites, email, instant message/chat (other than with Arise or client representatives), and video/audio conferencing solutions not specifically approved in writing as necessary in performing a specific client's tasks; or
- Desktop sharing or remote control of a desktop with anyone other than an authorized technical support representative.

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