

Remote Office IT Setup and Support Guide

Department: Operations (Internal IT)

Applicable To: All NexaCore Remote Employees (outside Dubai HQ)

Date: 2025-09-01

1. Remote Workstation Requirements

All remote employees must meet the following minimum IT security and hardware standards to access the NexaCore network.

Requirement	Specification	Enforcement
Device Security	Full Disk Encryption (FDE) mandatory (BitLocker/FileVault).	VPN access is blocked if FDE is not detected.
Operating System	Windows 10/11 Pro or macOS 13+. Must receive automatic security updates.	Updates must be applied within 7 days of release.
VPN Access	Mandatory use of NexaCore's VPN for all access to internal services (CRM, JIRA, internal cloud console).	Enforced via SSO integration.
Anti-Virus/EDR	Corporate-provided Endpoint Detection and Response (EDR) software must be installed and active.	Managed centrally by Internal IT.

2. Network and Connectivity

- Minimum Speed:** Employees must maintain a minimum reliable internet speed of 25 Mbps download and 5 Mbps upload.
- Wi-Fi Security:** Home Wi-Fi network must use WPA2-Personal or WPA3 security. Using public or unsecured Wi-Fi is strictly prohibited for accessing corporate resources.

- **Home Router Security:** Employees are required to change default router passwords immediately.

3. Remote Support and Troubleshooting

Issue Type	Triage/Reporting	Troubleshooting Steps (Self-Help)
VPN Connection Failure	Create a P3 ticket (Internal IT).	1. Check internet connection. 2. Restart the VPN client. 3. Reboot the machine.
Performance/Slowness	Create a P3 ticket with a network traceroute attached.	1. Close all unnecessary applications. 2. Run a speed test (report result).
Hardware Failure	Create a P2 ticket (Requires asset number).	Contact IT immediately. We will initiate the hardware replacement policy (next-day delivery in major MENA cities).

4. Hardware Replacement Policy (Remote)

1. Employee reports hardware failure (P2 ticket).
2. IT confirms failure and initiates a replacement order.
3. The logistics partner delivers the replacement hardware within 2 business days (major MENA cities).
4. The employee must return the faulty hardware using the prepaid shipping label within 5 business days of receiving the replacement. Failure to return the faulty asset will result in a deduction from the next payroll cycle.