



CSAA Insurance Group,
a AAA Insurer



CSAA VDI System and Hardware Requirements

Operations Shared Services

10/22/2024

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Why These Requirements Matter for Success in the Role

Our Operation Shared Services department supports Claims and Services Operations. To ensure the best possible experience for our customers and efficient workflows for our team, agents must have a reliable and efficient system setup. Below are the system requirements, along with explanations of why each is necessary:

1. **Operation System:** Windows 10 or newer versions are fully compatible with the software and tools we use. These platforms offer the security, stability, and functionality needed to handle sensitive customer data efficiently. Not Supported: Tablets (iPad, Chromebook, etc.) or MAC iOS systems do not support our VDI software or essential business applications.
2. **Processor:** A processor of at least Intel i5 or AMD Ryzen 5 ensures that your system can handle multitasking smoothly. This is important for running the VDI software, handling multiple applications, and ensuring there are no lags or delays during customer interactions.
3. **RAM:** At least 8 GB of RAM is required to handle multiple applications at once, which is critical for seamless work in a fast-paced environment where you may need to access several systems simultaneously.
4. **Hard drive:** Adequate storage space is important for running essential software, receiving updates, and saving necessary files. A minimum of 50 GB ensures that your system performs well without running into storage issues that could slow down operations.
5. **Internet:** A hardwired Ethernet connection provides a stable and secure internet connection, which is crucial for a virtual work environment. A minimum speed of 10 Mbps download and upload ensures uninterrupted access to systems, clear communication, and fast processing of claims and data.
6. **Monitor(s):** While you can perform your tasks with a single monitor, having two monitors improves productivity by allowing agents to manage multiple systems at once. This is especially helpful during training, as agents can follow the trainer's instructions on one screen while interacting with the application on the other, leading to faster learning and better hands-on experience. Additionally, two monitors make day-to-day tasks easier, such as referencing claim documents, making transfers, and following procedures simultaneously.
7. **Mouse:** A physical mouse provides better precision and speed when navigating various systems. While a touchpad is acceptable, a physical mouse is preferred to enhance productivity and reduce fatigue during long shifts.
8. **Headset with microphone:** High-quality communication is essential in this role. A headset with a microphone ensures that both the agent and the customer experience clear audio, reducing background noise and making conversations professional and effective.
9. **Camera:** A camera is required for virtual meetings, training sessions, and check-ins with the team. It helps maintain accountability, build team relationships, and contribute to an engaging remote work environment.
10. **Smartphone:** A smartphone is necessary for Multi-Factor Authentication (MFA), which enhances security when accessing company systems. This additional layer of protection is crucial for safeguarding sensitive customer data and ensuring compliance with industry standards.

By meeting these system requirements, agents will be fully equipped to excel in their roles, ensuring smooth operations and excellent customer support. These tools and resources help facilitate a secure, efficient, and productive virtual work environment.



Check List

Full Name:

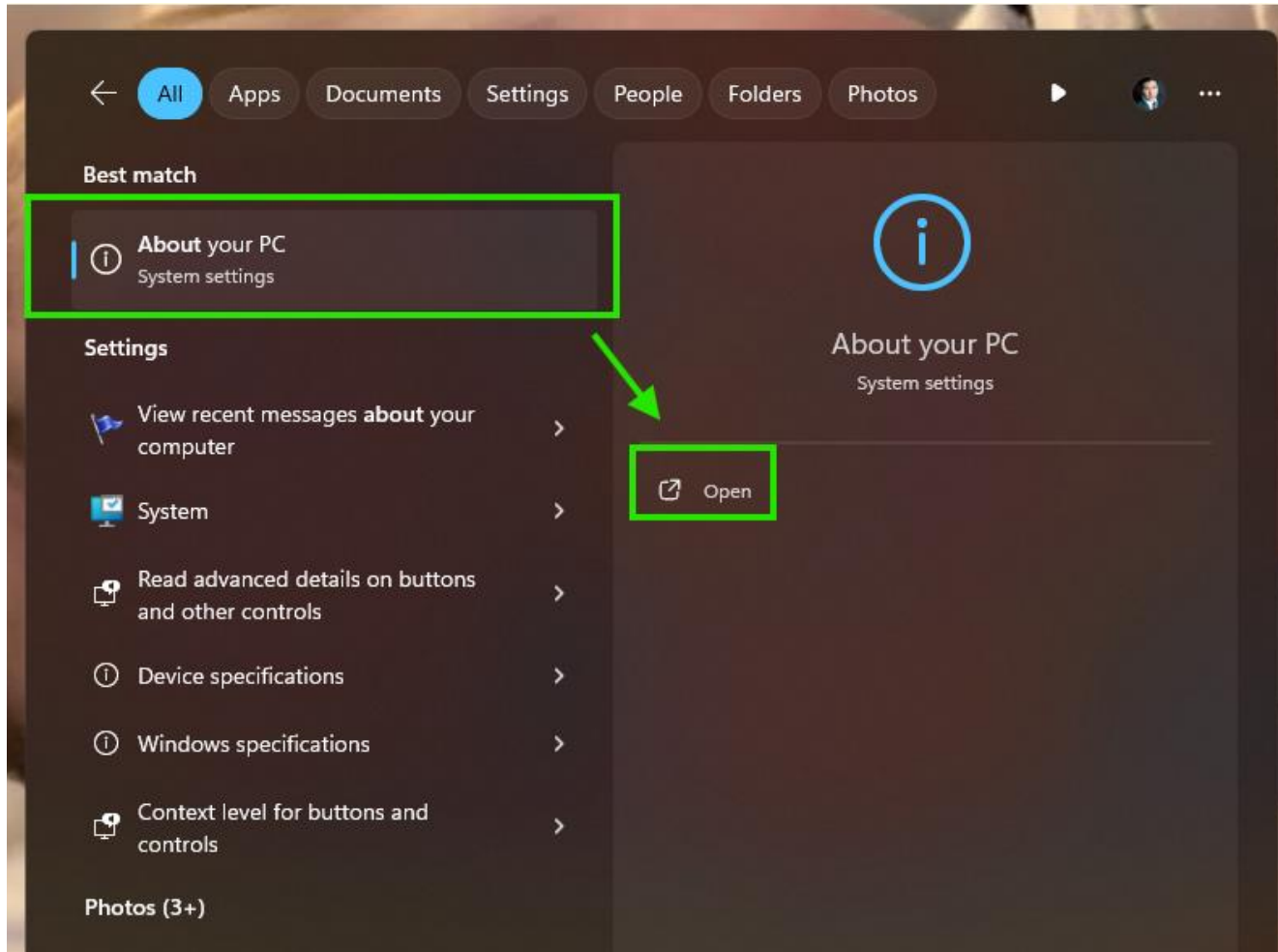
Date:

Technical and Equipment Requirements	Configuration/Hardware Requirements	Comments
Operation System	Windows 10 or higher OS Not supported: 1. Tablet platforms (e.g. iPad, Chromebook) 2. MAC IOS	
Processor	1. Intel i5 or better Intel(R) Core(TM) i5-8365U CPU @ 1.60GHz 1.90 GHz 2. AMD Ryzen 5, or better AMD Ryzen 5 5625U with Radeon Graphics, 2301 ...	
RAM/memory(minimum)	8 GB	
Hard drive (minimum)	50 GB	
Home Internet w/ full access to modem	10+ Mbps download and upload speed	
Monitors	1 Highly recommend 2	
Mouse	1 Highly recommend an external mouse	
Headset w/ mic (wired)	1	
Camera	1	
Smartphone: Android or Apple to install applications for daily MFA (Multi-Factor Authentication)	1	



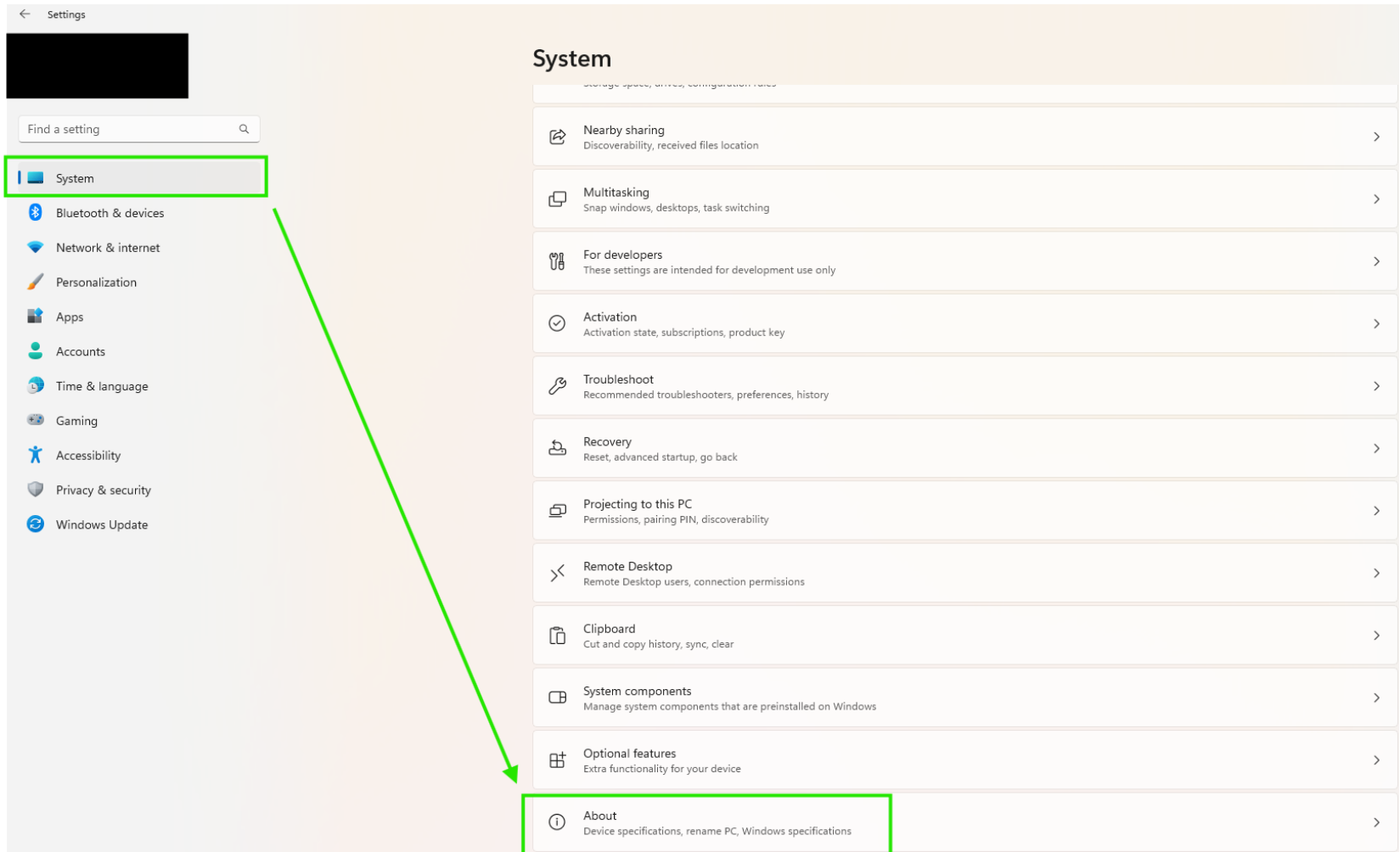
Operation System, Processor, and RAM look-up (1:3)

- Windows search box, search **About**
 - Select **About your PC** and click **Open**



Operation System, Processor, and RAM look-up (2:3)

- Under **System**, select **About**



Operation System, Processor, and RAM look-up (3:3)

- Here, you will see the **Operation System (OS) – Processor - Installed RAM**

The screenshot shows the Windows Settings application, specifically the 'System > About' page. The left sidebar lists various settings categories, with 'System' selected. The main content area is titled 'System > About' and displays two sections of system information. The first section, 'Device specifications', lists details about the hardware, with 'Processor' and 'Installed RAM' highlighted by a green box. The second section, 'Windows specifications', lists details about the operating system, with 'Edition' highlighted by a green box. Below these sections are links for 'Related links' and 'Related' information.

System > About

Device specifications

Device name	[REDACTED]
Full device name	[REDACTED]
Processor	Intel(R) Core(TM) i5-8365U CPU @ 1.60GHz 1.90 GHz
Installed RAM	16.0 GB (15.8 GB usable)
Device ID	53333f3c-ae32-4ef3-8905-973f3eadb590
Product ID	00330-80000-00000-AA568
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

Windows specifications

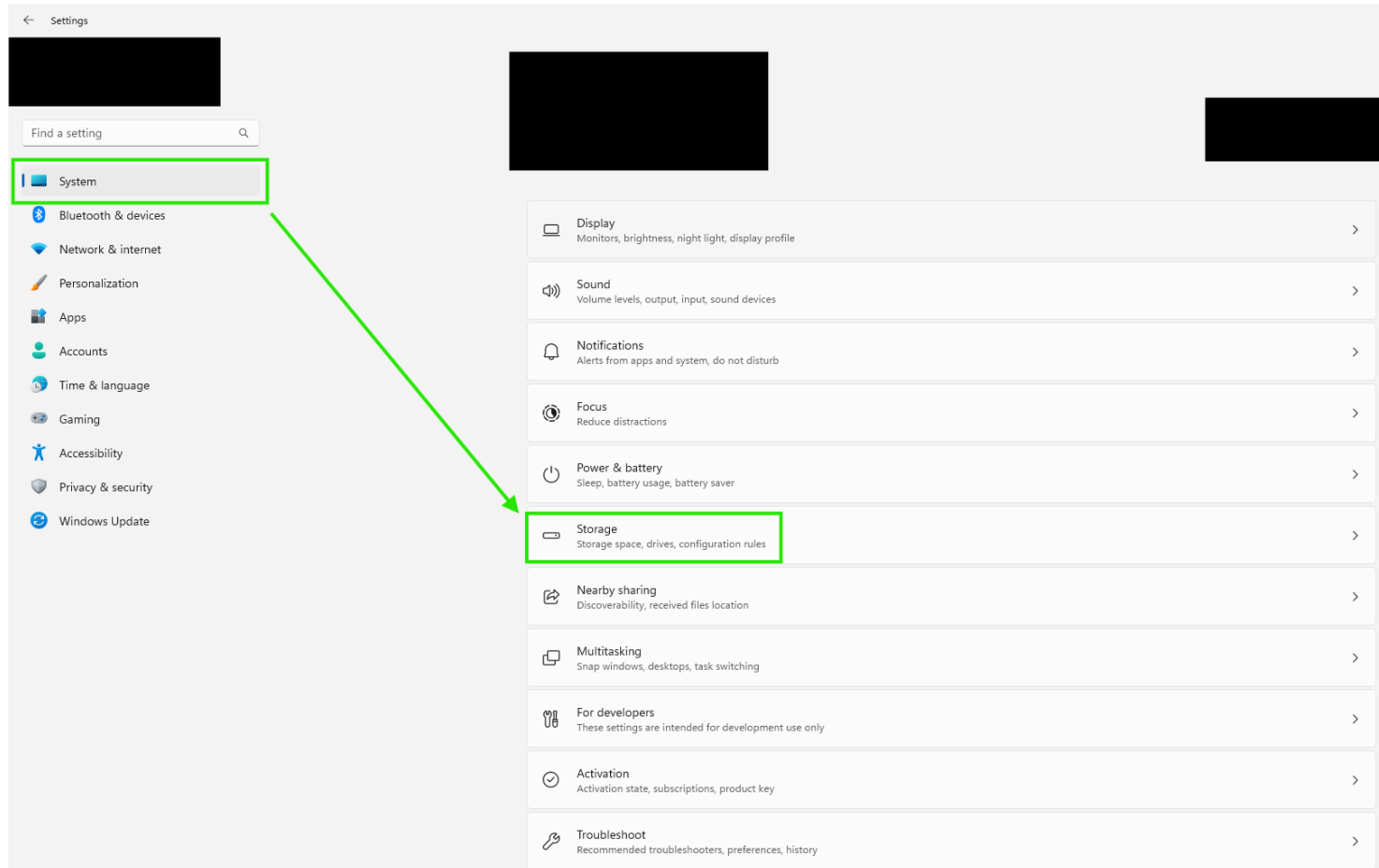
Edition	Windows 11 Enterprise
Version	22H2
Installed on	4/20/2024
OS build	[REDACTED]
Experience	[REDACTED]

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Hard drive information look-up (1:2)

- Return to the main Settings menu for hard drive information
 - Select **System**, then **Storage**



Hard drive information look-up (2:2)

- Here, you will see the **Hard drive** information

System > Storage

Windows (C:) - 237 GB

216 GB used 21.3 GB free

Category	Used Space	Total Space
Installed apps	95.2 GB	216 GB
Other	20.7 GB	216 GB
Temporary files	8.63 GB	216 GB
Mail	5.99 GB	216 GB
Desktop	4.52 GB	216 GB

Show more categories

Storage management

- Storage Sense: Automatically free up space, delete temporary files, and manage locally available cloud content. On
- Cleanup recommendations: Over 3.00 GB of storage available.
- Advanced storage settings: Backup options, Storage Spaces, other disks and volumes.

