



Working Remotely

Strategies & best practices
that keep the workforce connected

Public Customer Deck

June 2020



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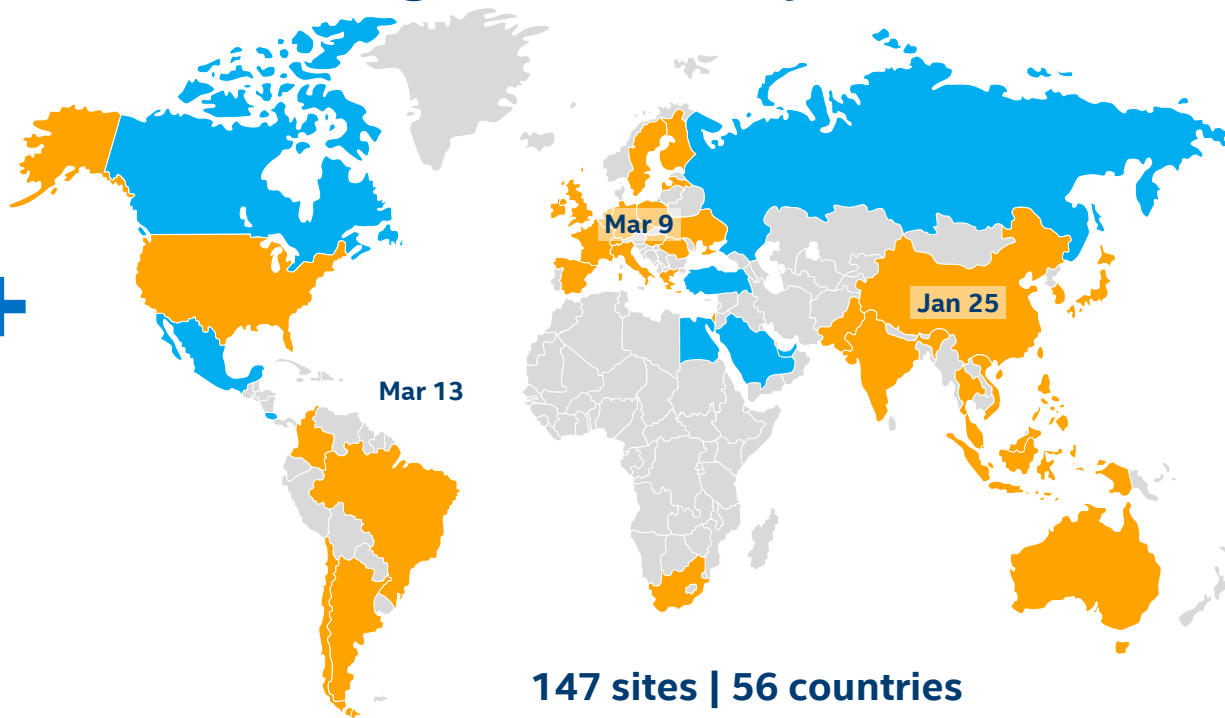
**Over 100,000
working from home**

In 48 days over 100,000 Intel employees and contractors started working exclusively from home

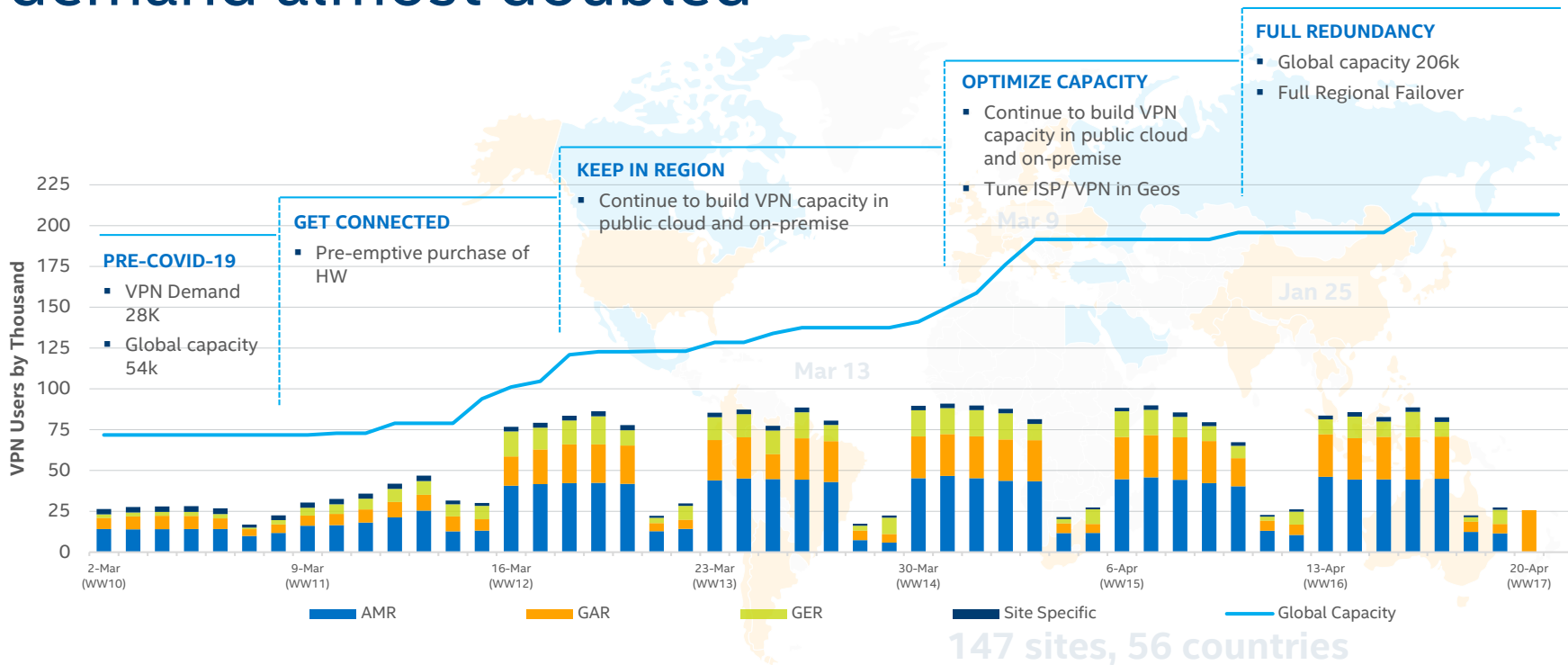


100,000+

working remotely



With massive shift to remote work, capacity demand almost doubled



“*The pandemic may be the tipping point for demonstrating the success and benefits of remote work at scale.*”

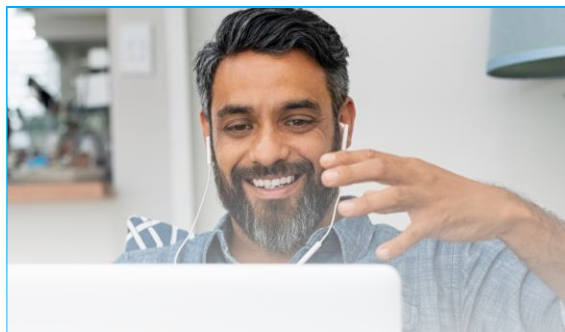
Blog: <https://itpeernetwork.intel.com/how-intel-it-transitioned-to-supporting-100000-remote-workers/>

Podcast: <https://soundcloud.com/intelchipchat/how-intel-is-changing-course>



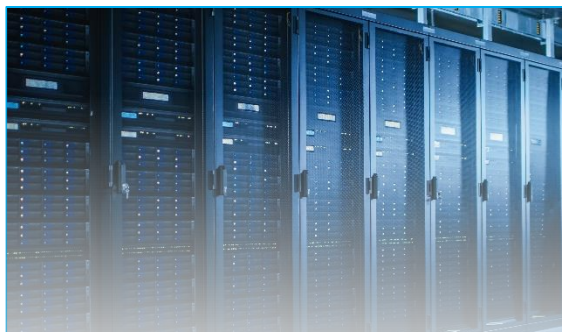
Archana "Archie" Deskus
Intel Senior Vice President &
Chief Information Officer

What it Took to Make This Happen



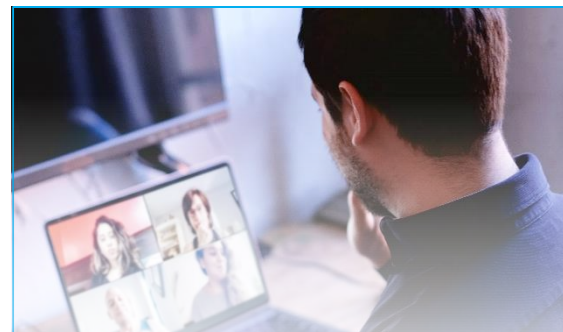
CULTURE OF COLLABORATION

An employee-centric culture of collaboration and productivity working anytime from anywhere



SECURED, SCALABLE INFRASTRUCTURE

A secure, scalable end-to-end infrastructure from device to multi-cloud



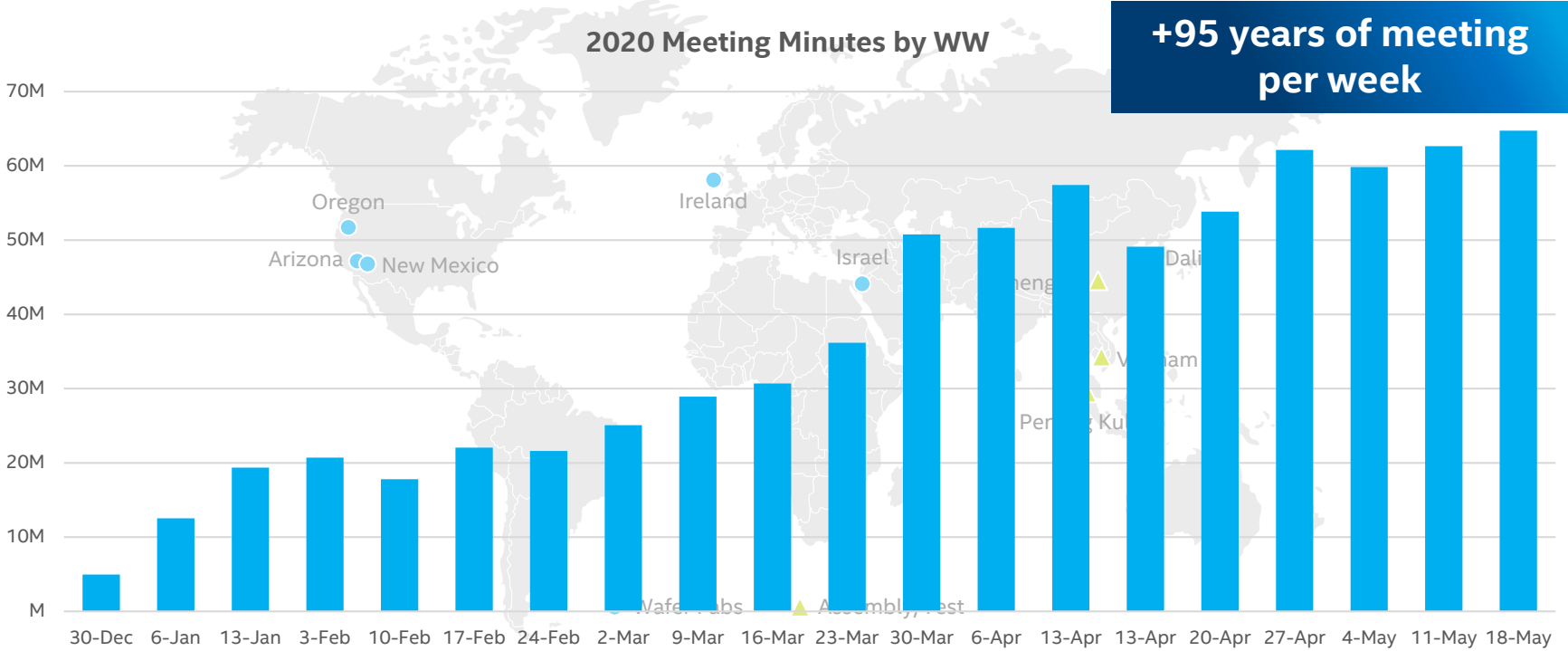
TEAM APPROACH

A cross-functional-team approach to react quickly while staying very connected to the BUs and external partners

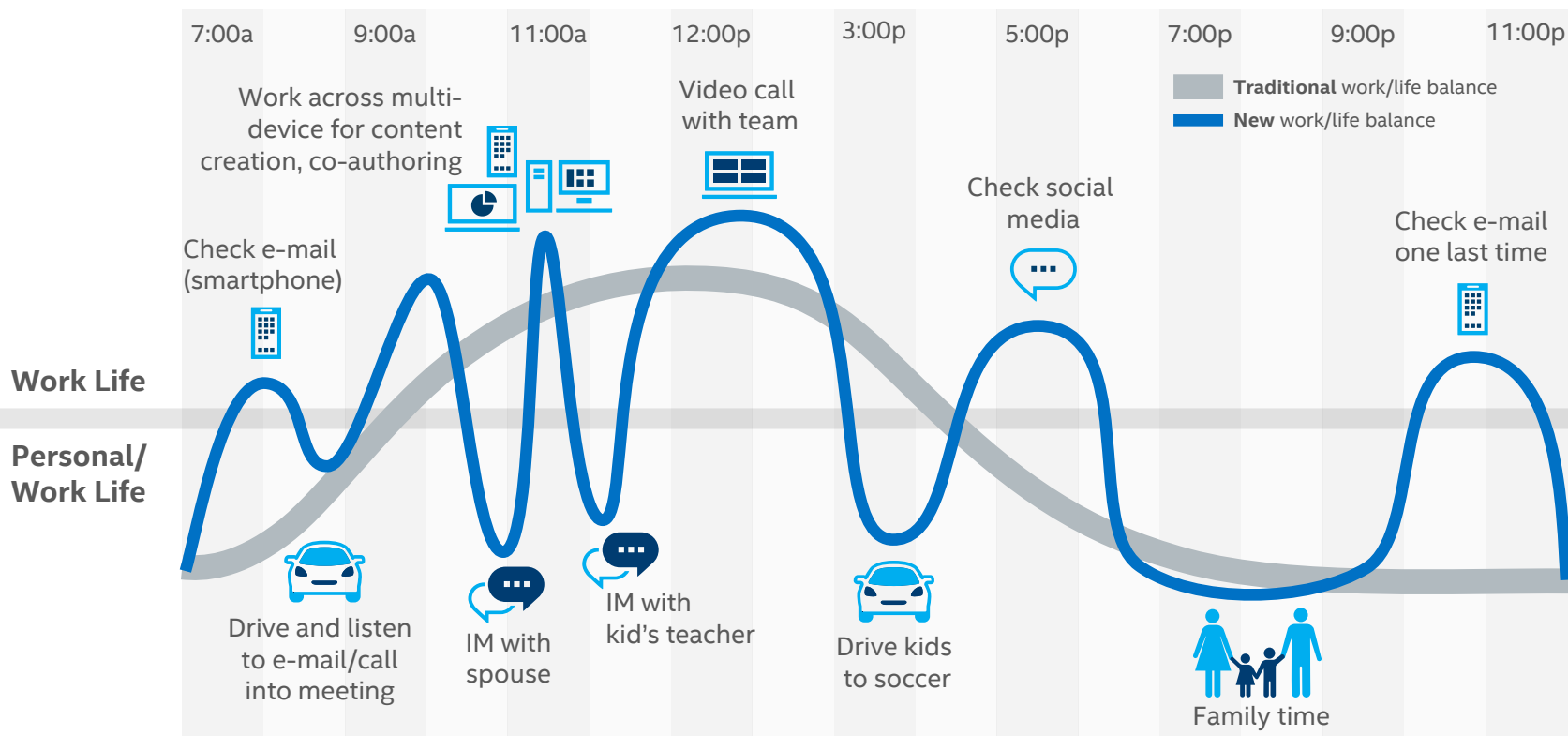


**An employee-centric culture of
collaboration and productivity**

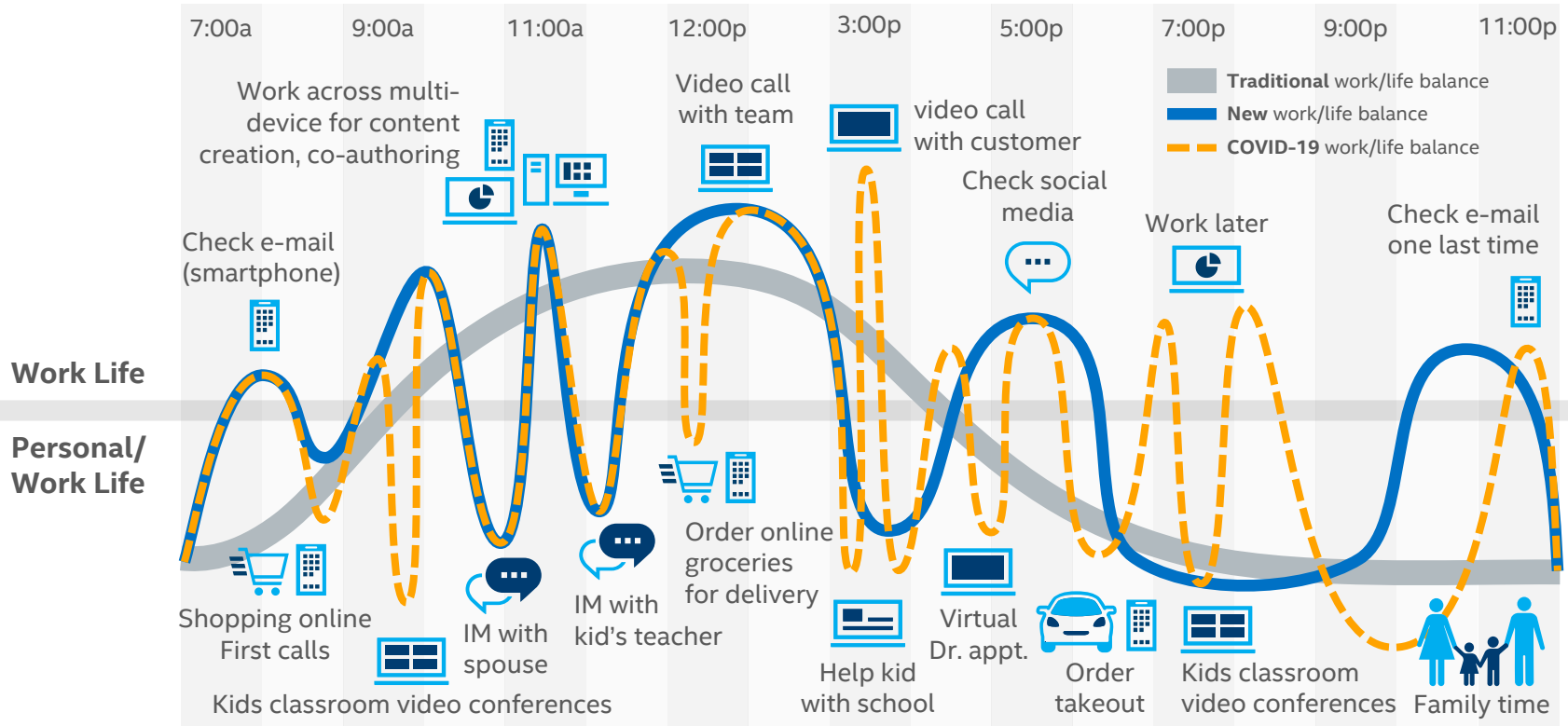
A Culture of Collaboration: +50 Million Meeting Minutes per week in May 2020



Blended Technology Experience – Pre COVID-19



Blended Technology Experience after COVID-19

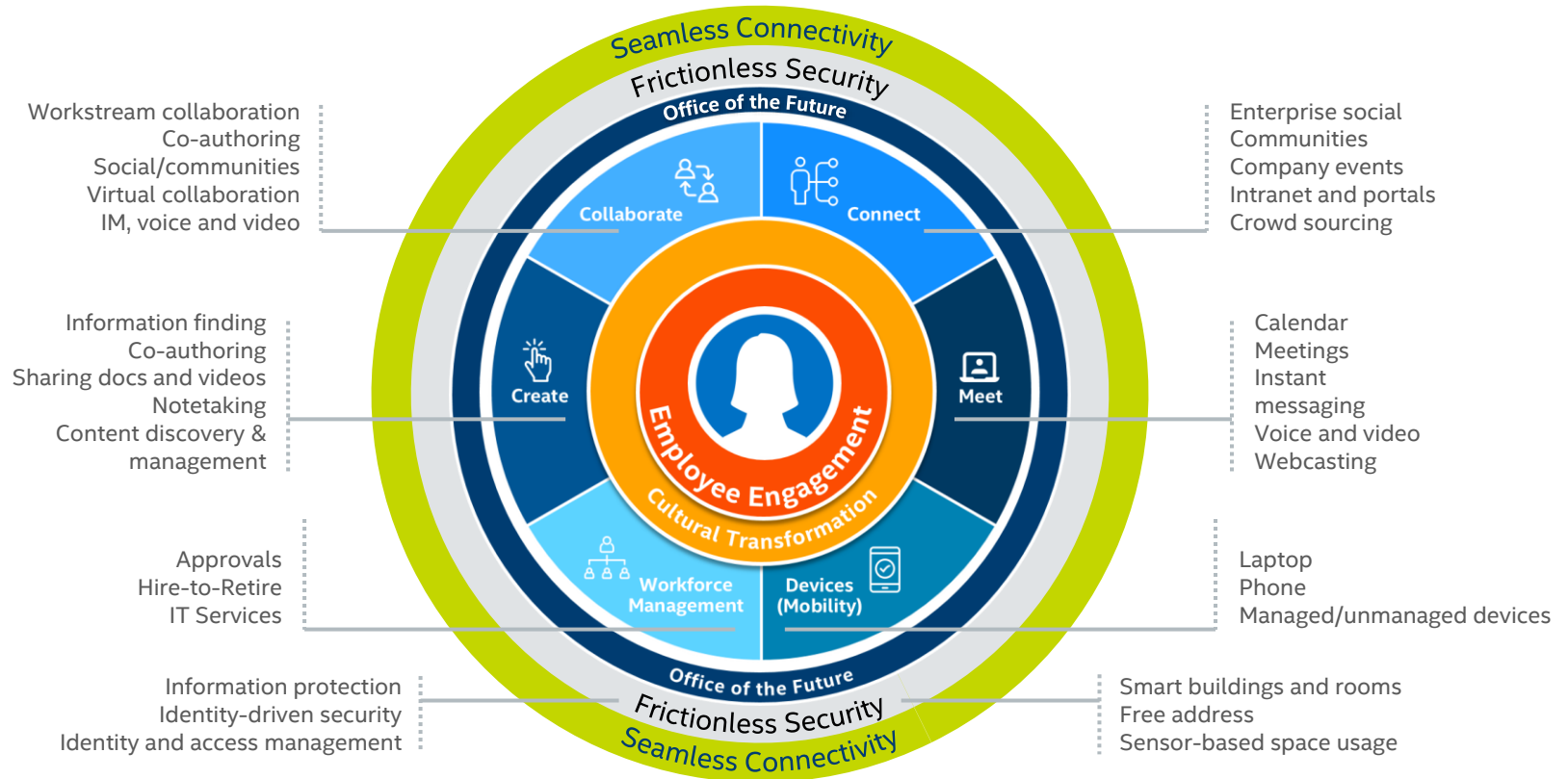


Start with Culture

The work, commitment, and One Intel mindset is pivotal to the success of culture evolution



Elements of Collaboration



Raise the Bar for Workplace Experiences

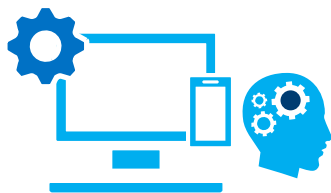
Consumerization is driving higher expectations on devices, user experience and suite of applications.



Mobile Business PCs & Companion Devices

Focus on performance & productivity and use of telemetry to tailor the right device for the employee

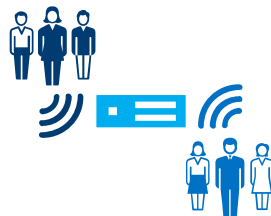
Working remotely is now a necessity



Modern Applications

Broadening list of apps/services and integrating Analytics & AI

Optimizing productivity and efficiency from anywhere



Video Collaboration in meeting rooms

Integrated range of solutions from large room to PCs with over 5000 production rooms

Shifting to virtual video collaboration



Social Media

Internal and external collaboration tool

Using social media to communicate our pandemic response

Serving a Wide Variety of Users with Standard Device Procurement Guiding Principles



Personalized Workspace

Associate the user workspace with the user's persona (customization and personal settings) across platforms



Access to Services

User can seamlessly access content and applications in as native a manner as possible, regardless of device



Seamless Device Switching

Provide tools for the user to seamlessly move the user workspace between platforms

AGILE | SECURE | FLEXIBLE | AUTOMATED | SEAMLESS | COST EFFECTIVE | STANDARDIZED

Seamless User Workspaces

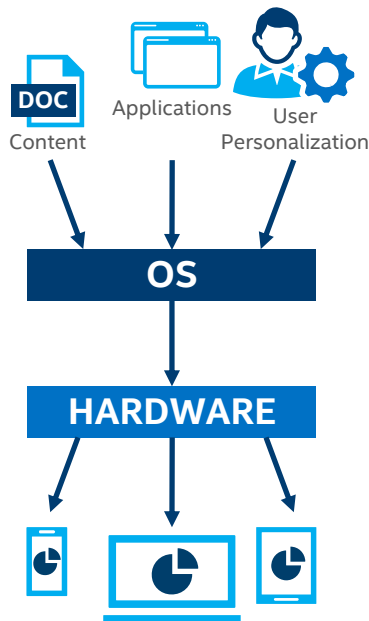
Decoupling User workspace from OS Provisioning Process to reduce IT Touch

We build about 50,000 PC Platforms/year and 30,000 of those builds are PC refreshes and the remaining 20,000 relate to break/fixes issues or new employee devices

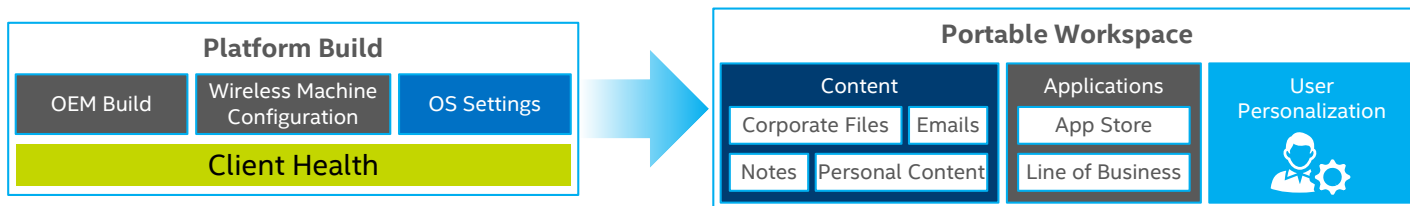
What is in a User Workspace?

At Intel, we define a user workspace as follows:

- Content. The data on the user's device, including corporate files, emails and digital notes, plus personal data such as photos or music.
- Applications. Native and cloud-based applications installed by the user (and not provided as part of the core OS image).
- User personalization. OS customizations, including fonts, wallpaper, task bar, default printer, and more, plus application-specific settings, like a signature or window size.



Platform Build Enables the Portable Workplace



By decoupling the user workspace from the OS provisioning process and abstracting the workspace layer (content, applications, and user personalization) users can seamlessly switch from one device to another with little disruption or loss of productivity.

Data Sources

We integrate four main data sources:

- Intel SW Market
- SW Inventory Information
- Employee Database
- PC Asset Management Database

Use Cases

- The user gets a new PC through refresh
- The user's PC needs a new build
- The user is a new hire
- The user is performing a specific task

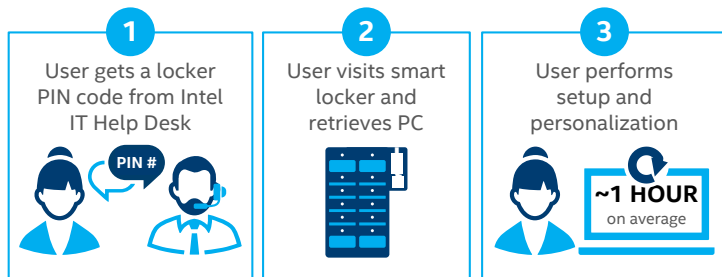
Solution Architecture

We set different goals depending on the trust level of the device

Build & Delivery Service

Process for Build and Delivery

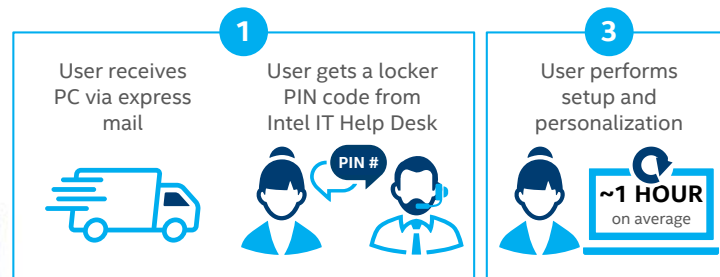
Before COVID-19



1. Grab and Go: No waiting time
2. Express Mail Delivery also available
3. Easy Self set up: highly automated
4. Heavy leverage of Cloud
5. Improved inventory control
6. Improved productivity
7. Seamless across platforms
8. Consistent workspace
9. Minimal need for Service Centers



NOW



- Self-provisioning with Express Mail delivery or Grab and Go available for remote workers.
- Partnered with Human Resources (HR) to coordinate device delivery to new employees, and device returns from exiting employees.

The Standard IT build with a portable USB Operating System makes it easy for remote employees to do self-setup.

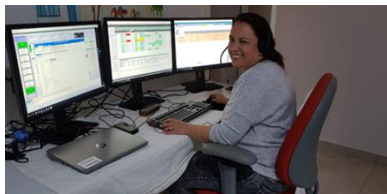
Keeping the Factories Running

How Manufacturing IT (MIT) shifted to working from home

Intel made employee health the top priority while still maintaining factory excellence

Employee Support

- ✓ Rapid delivery of mobile PCs to factory employees holding tech jobs that did not previously need or leverage PCs.
- ✓ Company wide scaling of VPN connections leveraging multicloud strategy
- ✓ Services such as email and video conferencing enabled without VPN connection.
- ✓ Enablement of VbSS sharing on video vs lower quality RDP connections.

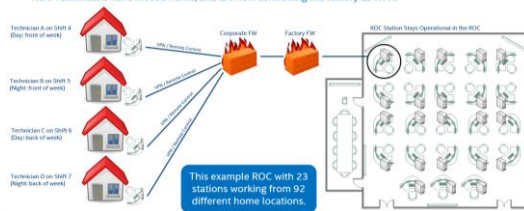


Business Continuity Plan

- ✓ Developed and enabled a HW/SW platform for Remote Operation Center technicians to monitor and control factory from home.
- ✓ For Remote Operation Center employees on site, ROC space was scaled out to enable social distancing

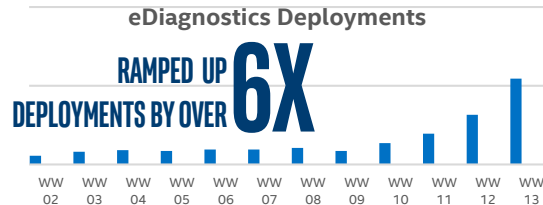
How the ROC has Changed for COVID-19: Work From Home

ROC Technicians have moved home, and are now controlling the factory as WFH.

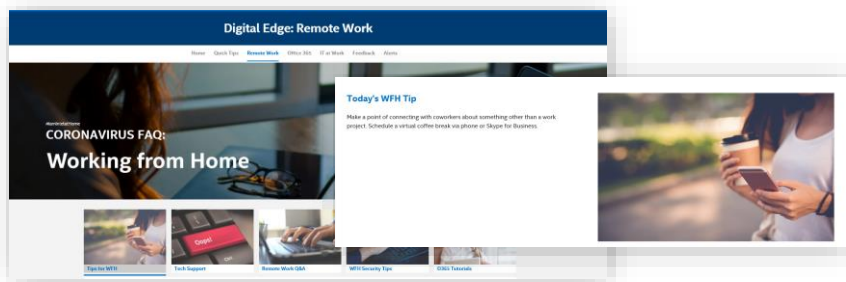


Equipment Vendor support

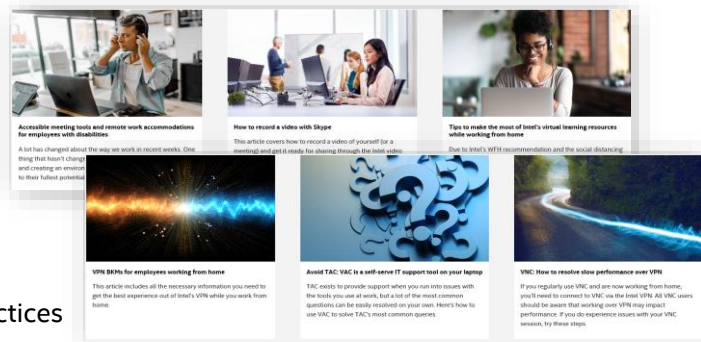
- ✓ Enabled cell phone cameras and remote video conferencing globally to assist troubleshooting and remote install support
- ✓ Enabled Software additions Tool & Wafers operational views to allow engineers access for necessary equipment control via terminal servers over VPN.
- ✓ Scale up eDiagnostics – 3rd party tool for remote control computer connections for vendor connections, factory engineers and technicians access.



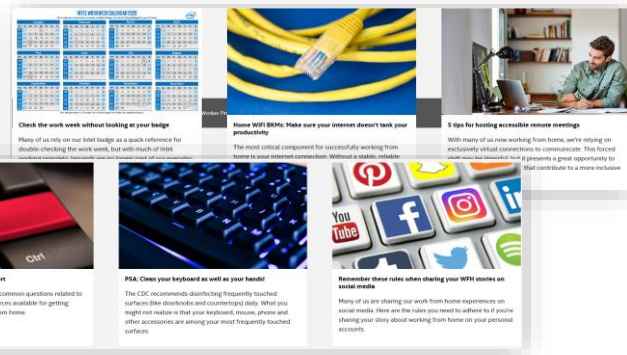
Best Practices: Employee Education is Key



Remote Work support website



Sharing Best Practices



Timely resources in snackable format

Single Resource to Provide Information to All Employees

Providing Tools and Training to Optimize Safe & Efficient Remote Working Conditions

Successful Remote Team Meetings

Culture	 Gratitude: Share a work/personal gratitude to set a positive tone for the meeting.	Preparation	 Self Identify: State your name when speaking when you have new or unfamiliar attendees.
	 Team Working Agreements: Establish and agree to guidelines as a team.		 Dress Properly: You never know when the camera is turned on accidentally.
	 Assume Positive Intent: With lack of visual cues, human interactions your tone can be perceived as negative/angry.		 Collaboration Tools: Ensure you know how to use the collaboration tools & audio settings prior to meeting.
	 Participation & Inclusion: Actively participate by listening and contributing to the meeting. Encourage others.		 Video: Determine and prepare ahead of time if video is required.
	 Recognize: Make it a point to recognize good ideas and good participation.		 Secondary Device: Be prepared to connect via cell phone if conference system falters.
	 Meeting Etiquette: Be on-time to start, and wrap up early.		 Materials: Share meeting materials ahead of time/Post to a location that is accessible to attendees.

Staying Cyber Safe Working Remotely



Connect with care

- Avoid using free Wi-Fi. Open a personal hotspot using your cellular device (data plan charges may apply).
- Turn off unused connections, like Bluetooth and Wi-Fi.
- Use a corporate VPN connection to boost your protection.



Staying safe even when you are out

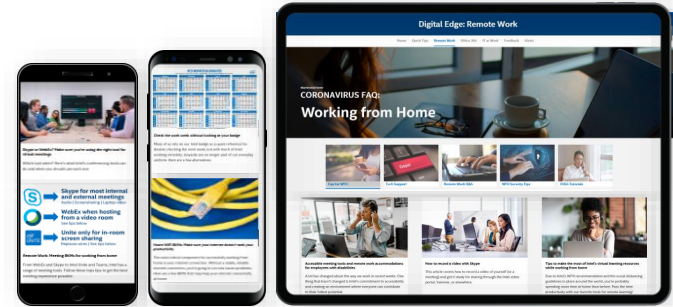
- Remember not to leave devices unattended.
- Conduct telephone conversations out of earshot to avoid eavesdroppers.
- Watch for shoulder surfers! Consider a privacy screen or sit with your back toward the wall or in a corner so that others cannot see your screen.

Continual Employee Support

Continuing Career Development while Working Remotely



Single Sign On
Archival Solution
Reporting



Learners/Employees

- One stop shop to access and manage their training and learning plans, i.e., search, request, enroll, view history, plan, track completion, etc.
- Quick course credits via real-time session closure by instructors

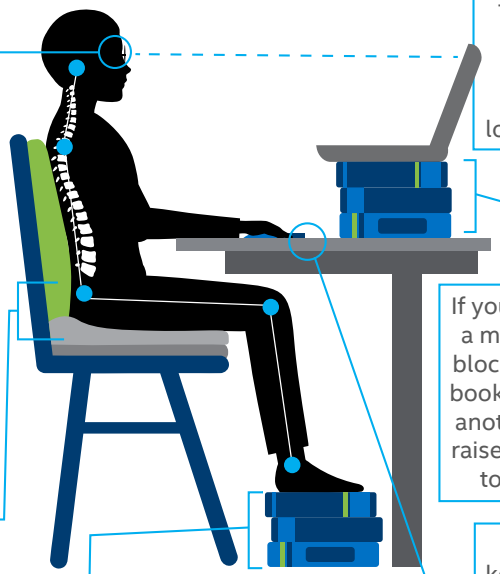
Managers

- One single tool to access direct employees' training history and plans, add/recommend courses, track completion, etc.
- Direct access to basic reporting and tracking tools

Instructors

- Teaching sign-up and view/ plan assignments, finding replacements

Key Ergo Recommendations for Remote Work



The diagram shows a person sitting at a desk with a laptop. Callouts point to various ergonomic adjustments: monitor height, desk height, chair height, foot rest, and laptop display height. The person is shown in profile, sitting on a chair with a green backrest and blue seat. The desk is dark grey, and the laptop is on a stack of blue blocks. The person's feet are on a stack of blue blocks.

Your monitor's location should not cause you to lean forward. Place your monitor directly in front of you, arm's-length from your body.

If you wear corrective eyewear like bifocals or trifocals, you may need to lower your monitor's height to prevent bending your neck backward. Computer glasses may be the best solution.

If your desktop is higher than your elbows when sitting, consider adding a pillow or cushion on your chair to adjust your body higher.






Sit with your feet flat on the floor and your thighs roughly parallel to the floor. Use a foot rest to support your feet if they are dangling and you're unable to adjust your chair height. You may borrow a foot rest from your Intel workspace or create one with books, reams of paper or another sturdy object.

The top line of text on your monitor should be at or slightly below the location of your eyes.

If you use your laptop as a monitor, use monitor blocks, a notebook riser, books, reams of paper or another stable object to raise your laptop display to the correct level.

Use an external keyboard and mouse. Locate them near your work surface's edge and position them so your elbows are near your torso while working.

MORE TIPS

-  A bar-height counter could be used as a standing workstation.
-  Ensure there is no glare on your monitor.
-  Do not multitask. While you are on a call, do not use your keyboard or mouse.
-  A poorly placed monitor can cause neck and shoulder pain, headaches, and other symptoms.
-  Take more breaks. Increase your 5-minute Workplace breaks to every 25 to 30 minutes. This becomes even more important if you have days where you know you will need to spend greater than 6 hours on your PC.

Building Accessibility

Accessibility Check Results: Text Contrast

Hard to Read Text Contrast: when the contrast ratio between background and text color is too low

Low contrast ratio may be difficult for people with vision impairment to read.



High contrast ratio of at least 4.5:1 is required. Intel approved color scheme and font meets these guidelines.

Need to check if you are meeting the requirement? Contrast checking tools are available on the Accessibility website at <https://accessibility.intel.com/Testing/Tools>



11

Our vision is to build an inclusive community of innovation, we must embrace the talents of people with all abilities

Building Accessibility

Count me IN: Self-identify for a more inclusive and accessible Intel

According to the [World Health Organization](#), 15% of the world's population has some form of disability and almost every one of us will be temporarily or permanently disabled at some point in life. Disabilities may include visible physical disabilities as well as invisible disabilities such as hearing loss, low vision, dyslexia, autism, diabetes, anxiety, and depression, to name a few.

Intel encourages employees with a disability to self-identify via Workday. Self-identification is voluntary, confidential, and your specific disability will not be identified. Updating your information helps improve every employee's experience by helping us form a more complete understanding of the prevalence of disabilities across Intel so we can provide the support needed to create an accessible and inclusive culture. Go to Circuit and type "Self ID" in search. The first link will take you to your personal Workday account where you can update your information.

Additional Resources

- [Intel Disability and Accessibility Network](#)

5 tips for hosting accessible remote meetings

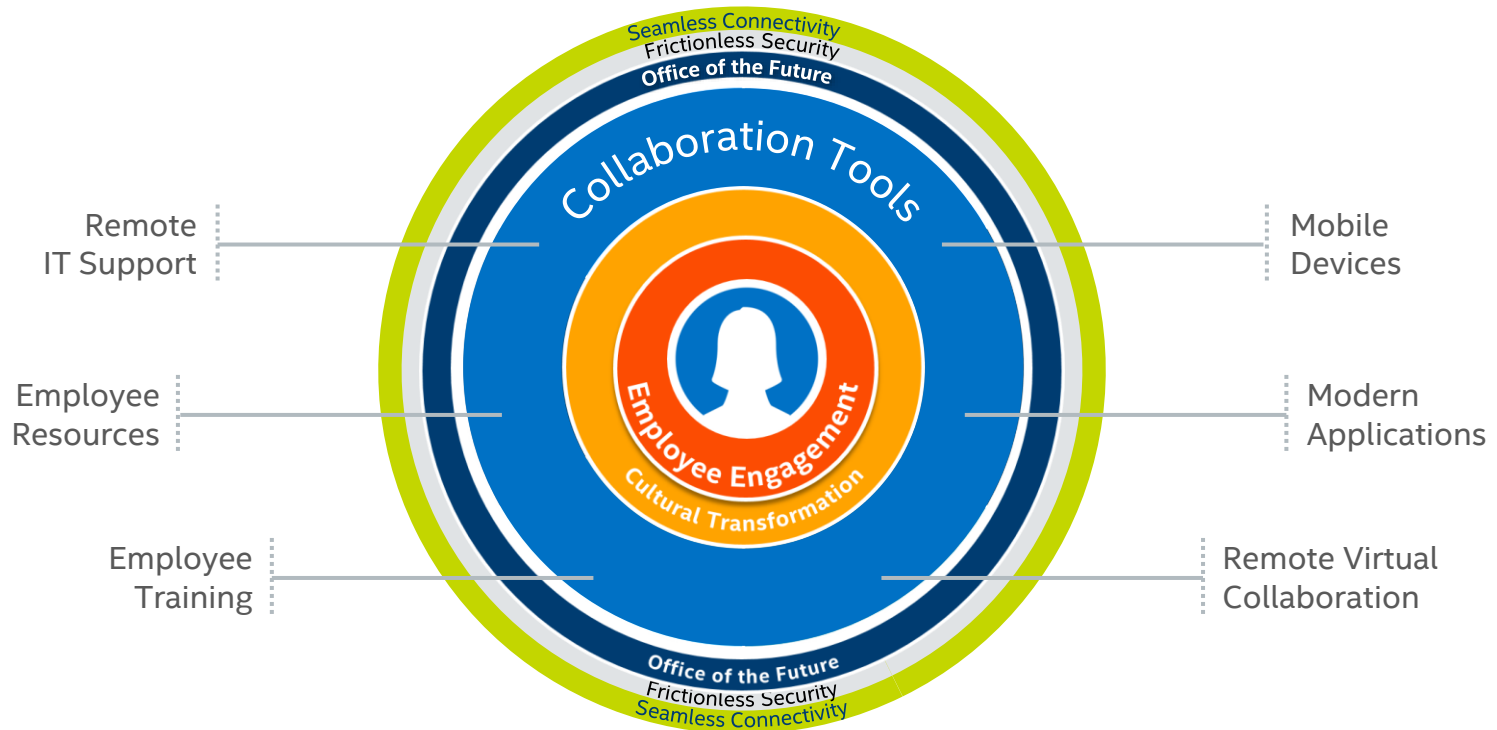
We all play a part in building an inclusive and accessible workplace, even when working from home.

The Intel Accessibility Office
Digital Edge, April 28, 2020

With many of us working from home full-time, we're relying on exclusively virtual connections to communicate with coworkers. The lack of in-person interactions is an adjustment for everyone, and the current situation is accelerating a growing trend toward a more mobile environment in which people are out of the office and away from their coworkers. This forced shift may be stressful, but it also highlights a great opportunity for us to build first-rate work habits that contribute to Intel's mission of building a more inclusive and accessible culture no matter where we work.

**Our vision is to build an inclusive community of innovation,
we must embrace the talents of people with all abilities**

Best Practices: Culture of Collaboration

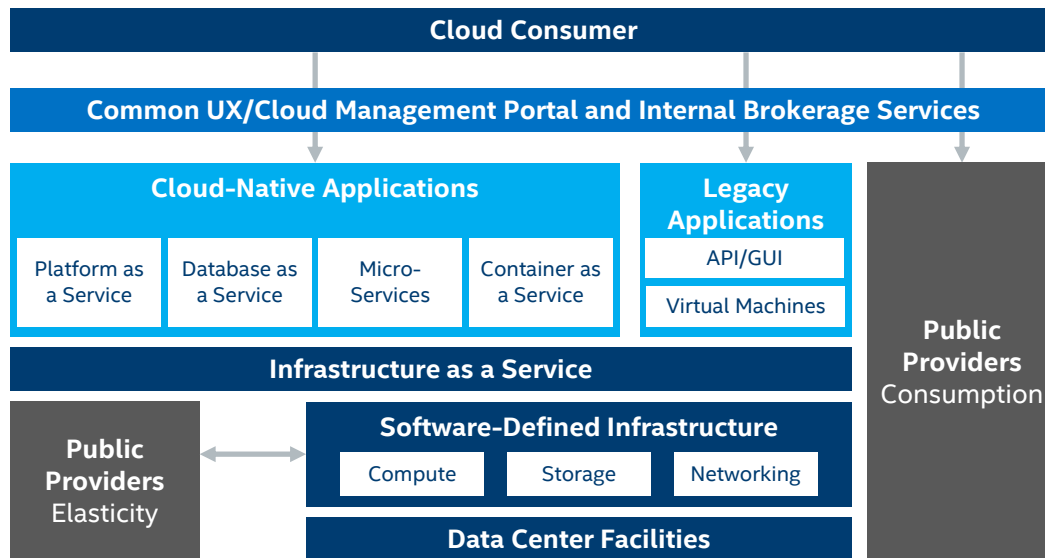




**A secure, scalable end-to-end
infrastructure**

Multicloud Solution Architecture

Our solution architecture delivers a multi-cloud environment that can serve both traditional enterprise applications and modern cloud-native applications.



Cloud Architecture — Before and After

We are transitioning away from an infrastructure-focused cloud strategy to one that focuses more on applications and business needs, using an application platform to increase business velocity and agility.



Traditional
Focused on Infrastructure

- Limited business velocity and agility
- Developers have to design around and manage infrastructure
- Workload placement not necessarily aligned with business needs
- Uncoordinated public cloud usage
- Poor application stability



Cloud Management Platform
Focused on Application
and Business Needs

- High level of business velocity and agility
- Developers just write code, without worrying about infrastructure
- Best-fit workload placement
- Enterprise-wide, multi-cloud, cloud-native environment with a consistent user interface
- Simplified cloud stack with outstanding application portability

Intel IT Operates on a Multicloud Strategy

Intel's Defense in Depth Strategy

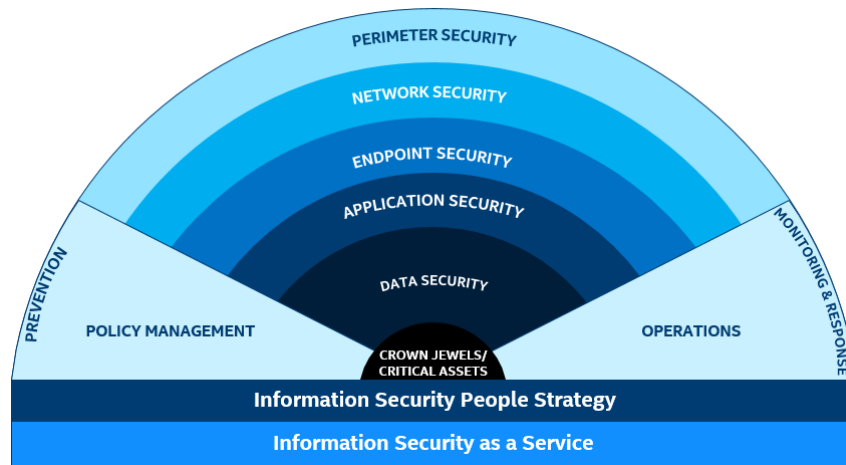
Automated prevention, detection, and response handles 99 percent of threats

Cyber Intelligence Platform integrates data sources and multiple tools to hunt for the highly sophisticated 1% of Threats

Learn More:



[Advanced Persistent Threats: Hunting the One Percent](#)



[Transforming Intel's Security Posture with Innovations in Data Intelligence](#)

Rapid Data Center Capacity Expansion

Goal:

Reduce the server loading dock to production timeline from 10 days to 24 hours

Preparation

- Cross Team Planning
 - HPC
 - Infrastructure
 - Network Ops.
 - Procurement
- Vendor/Supplier Coordination
- Remove Roadblocks
- Documentation



Loading Dock Arrival

Intel Data Center

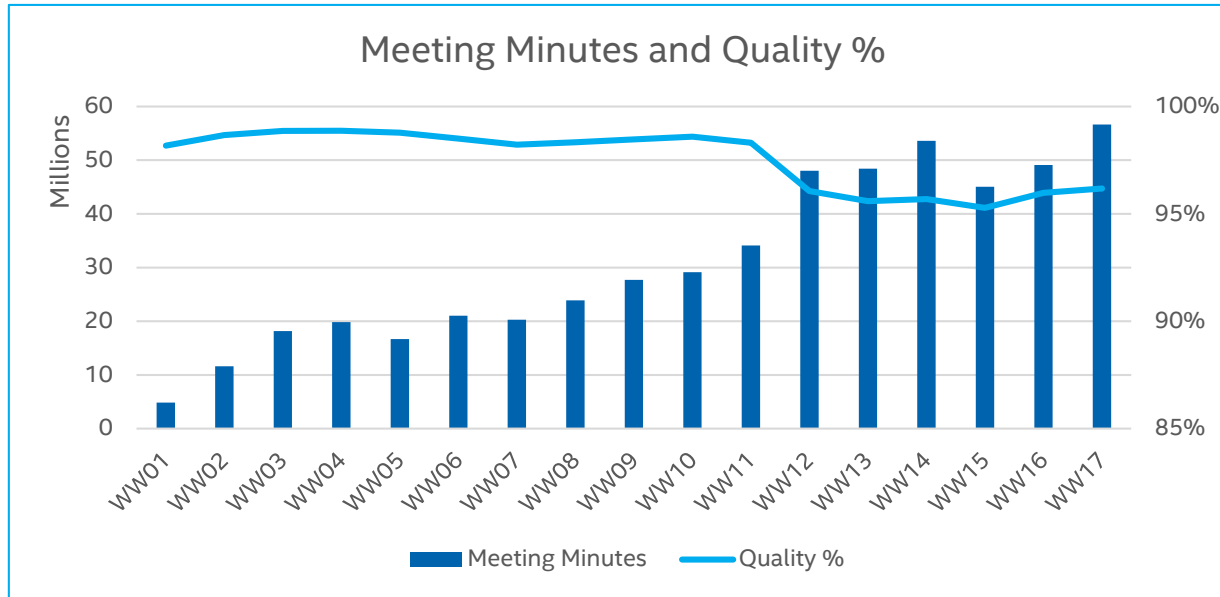
Execution

- Execution Readiness
- Extremely High Utilization >90%
- Repeatable Processes
- Test & Validation
- End-to-end Automation

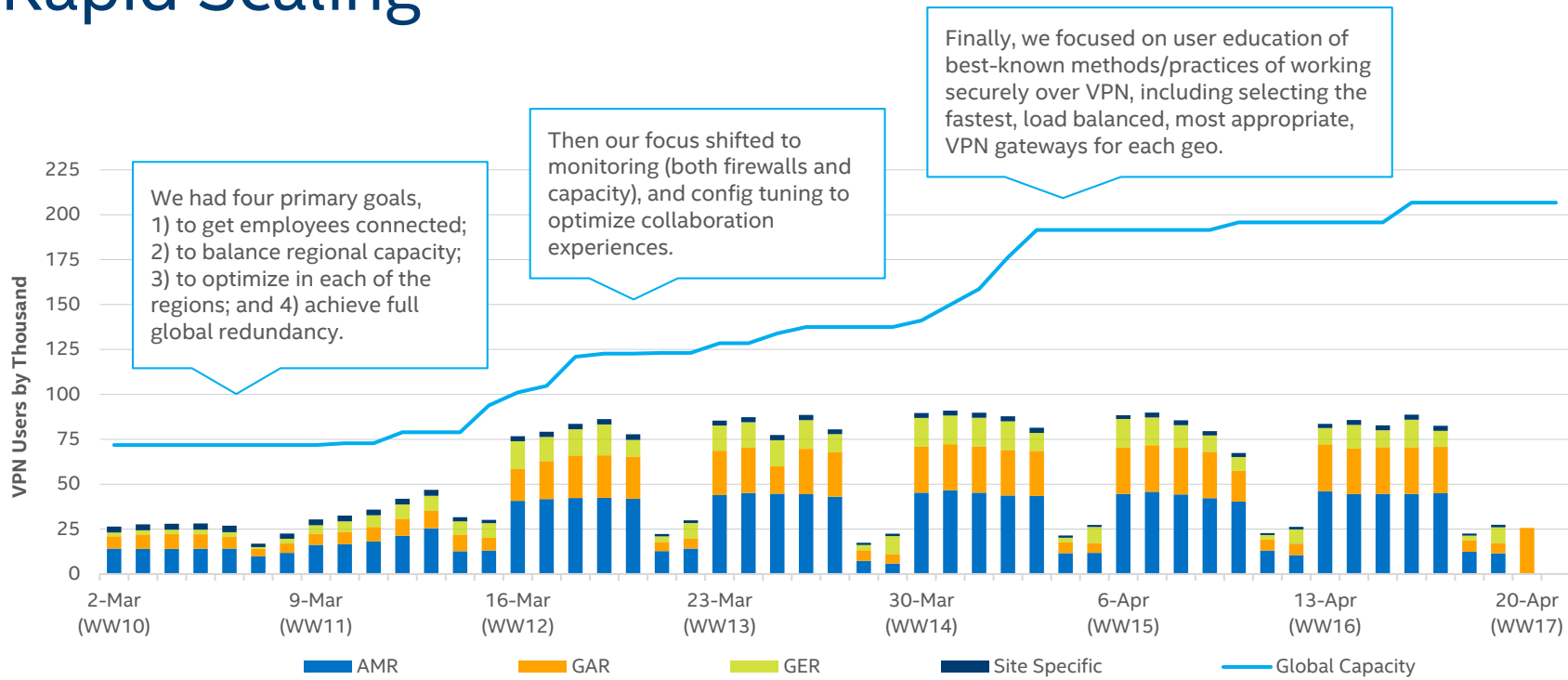
Result:

Repeatable process created that deploys hundreds of servers (300/day) with high quality and customer orientation.

Virtual Meeting Support & Quality Metrics



Best Practice: E2E Multi-Cloud Infrastructure for Rapid Scaling





Cross-functional team approach

Transforming the 'Face' of IT Support



Technology Vending

IT peripheral vending machines – swipe your badge and go!



Grab & Go Lockers

PC Delivery Service



Express Mail

PC Delivery Service



Virtual Agent

Interactive conversation responses to questions



Phone Support Help

Worldwide direct phone numbers for 24/7 support



Chat Support Help

Chat/text with a support agent



VAC Self Help

Virtual Assistance Center (VAC) Self Help Tool proactively detects and automatically fixes/notifyes with self-service options



Online Support Help

Online help via our PC Support Site



Walk-in Service Centers

Get one-on-one help with staffed technicians



Online Device Market

Web based application to order PC, accessories, etc




Virtual Assistance Center (VAC) Self Help Tool

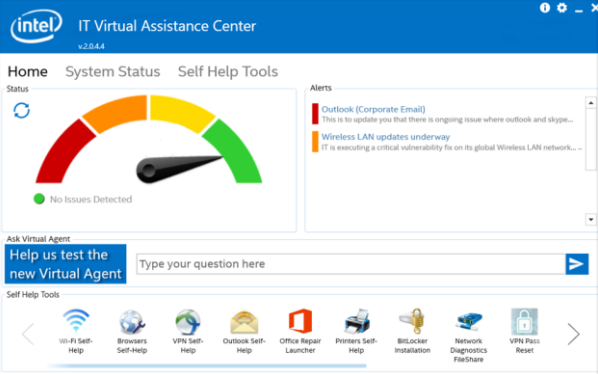
A Client-Server application installed on all laptops that monitors the PC for certain events and provides self-heal, automated self-help solutions and notifications to the user.

VAC has 5 main scenarios:

1. **Self Remediation** – silently identify and fix PC issues
2. **System Notifications** – alert the user on required action
3. **Self Help Tools** – automated utilities to resolve issues
4. **App/system Log collector** – collecting log for troubleshooting
5. **Chat Bot (Virtual Agent)** – Interactive conversation

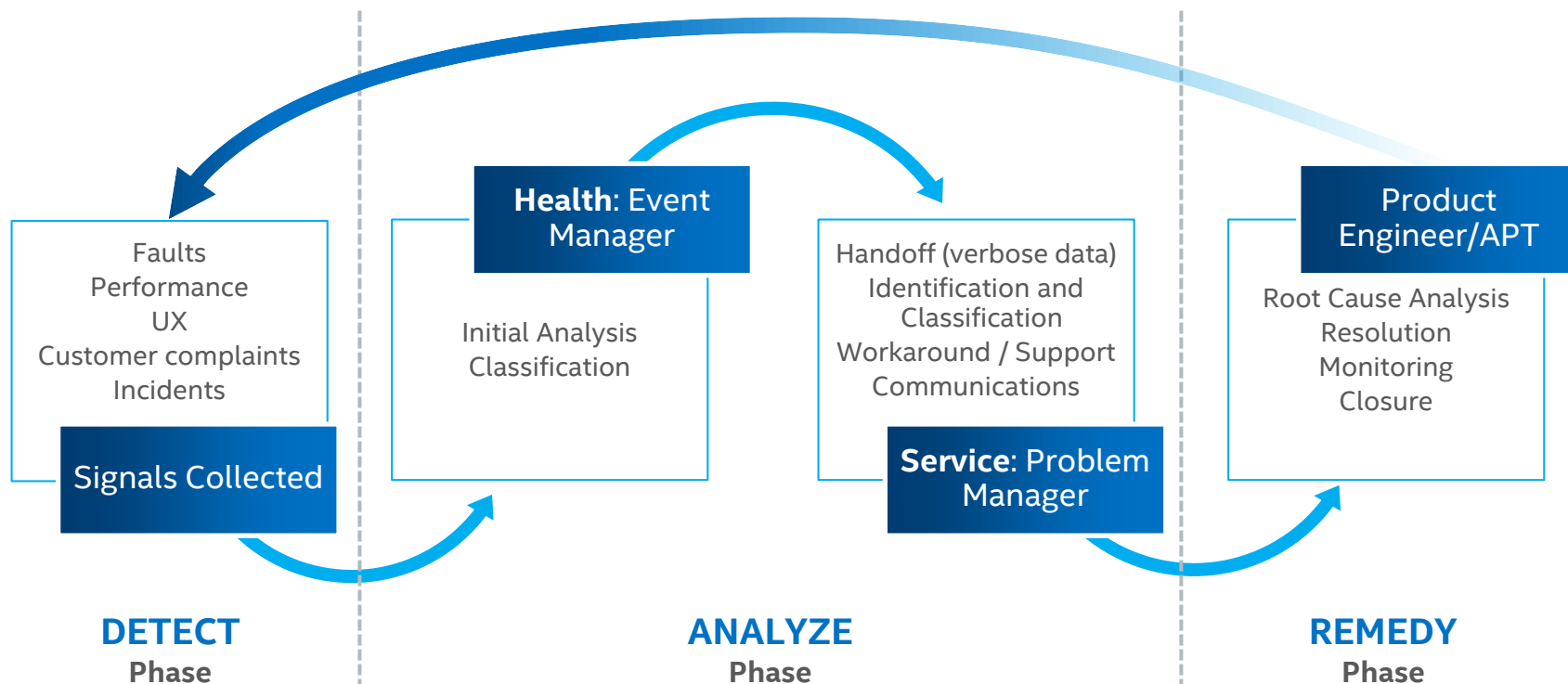
IT Support Vision

Vision Pillars	Desired Outcomes
 PREVENTIVE AND PROACTIVE <i>Remediating</i> issues proactively on customers' behalf	ISSUES ARE ADDRESSED BEFORE I EVEN KNOW THEY EXIST IT JUST KEEPS EVERYTHING WORKING MY SYSTEM STAYS OPTIMIZED AND FREE FROM INTERRUPTIONS
 EFFECTIVE SELF HELP <i>Provide</i> effective and easily found self-help	EASY PATH TO SUPPORT SELF-HELP AND IT INFORMATION IS ACCURATE, UP TO DATE, AND EASY TO APPLY SEAMLESS EXPERIENCE
 HIGH QUALITY SUPPORT <i>Ensure</i> easily-accessed, fast, and effective service for issues	EASY TO FIND AND ACCESS SUPPORT FASTER SUPPORT SUPERB COMMUNICATION EFFECTIVE SOLUTIONS



The screenshot displays the Intel IT Virtual Assistance Center (VAC) interface. At the top, there's a navigation bar with 'Home', 'System Status', and 'Self Help Tools'. The main content area features a 'Status' section with a semi-circular gauge showing 'No Issues Detected'. To the right, an 'Alerts' section lists two notifications: 'Outlook (Corporate Email)' and 'Wireless LAN updates underway'. Below the status and alerts, there's a section for 'Ask Virtual Agent' with a search bar and a 'Help us test the new Virtual Agent' button. At the bottom, a 'Self Help Tools' section contains icons for various utilities: Wi-Fi Self-Help, Browsers Self-Help, VPN Self-Help, Outlook Self-Help, Office Repair Launcher, Printers Self-Help, BitLocker Installation, Network Diagnostics Framework, and VPN Pass Reset.

Client Fleet Health: Issue Resolution Flow

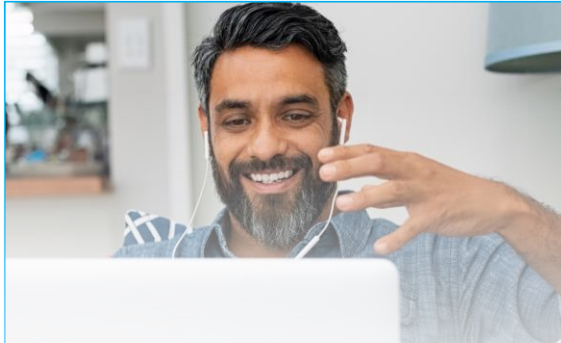


Pandemic Leadership Team: Building Resilience for 15 years

Corporate Emergency Operations Center (CEOC)



Taking what we are learning into our Digital Transformation Journey



CULTURE OF COLLABORATION

We are dedicated to keeping our employees safe and productive wherever they are



SECURED, SCALABLE INFRASTRUCTURE

We are focusing on stabilizing the infrastructure and processes to ensure quality and performance now and into the future



TEAM APPROACH

We want to get closer to our internal and external customers to understand how their business is changing and how we can help

“This pandemic will force us to assess where we are at in our own Digital Transformation Journey.”

Blog: <https://itpeernetwork.intel.com/how-intel-it-transitioned-to-supporting-100000-remote-workers/>

Podcast: <https://soundcloud.com/intelchipchat/how-intel-is-changing-course>



Archana "Archie" Deskus
Intel Senior Vice President &
Chief Information Officer

Additional Resources

[Advancing Persistent Threats: Hunting the One Percent](#)

[Best Practices: Deploying the Intel Unite® Solution](#)

[Advancing the User Experience with Intel® Architecture-based Laptops and Microsoft Windows 10](#)

[Business Continuity and Disaster Recovery with Mobile Business PCs](#)

[Intel IT: Keeping the Business Running in a Crisis](#)

[Developing a Gold Standard for Driver and Firmware Maintenance](#)

[Easy Self-Setup Accelerates PC Delivery and Reduces Downtime](#)

[Boost PC Health and Performance with Sustained, Automated Processes](#)

[Inside IT: Strengthening Intel's Security Culture](#)

IT@INTEL: Sharing Intel IT Best Practices With the World

Sharing Intel IT Best Practices with the World

IT@INTEL: INSIGHT FOR BUSINESS GROWTH

Intel IT plays a vital role in increasing the value of Intel's business. We work at the boundaries of innovation every day, developing and implementing solutions for the operations and processes of a global technology leader. Our deep knowledge and expertise as IT professionals are the key to our success.

IT Leadership | Data & AI | Platforms, Cloud & Security | Process & Applications | Modern Workplace

IT@INTEL: Data Center Strategy Leading Intel's Business Transformation

By applying breakthrough technologies, solutions, and processes, we have optimally enabled the acceleration of Intel's business

Executive Summary

Intel IT runs Intel data center services like a factory, effecting change to a disrupted market and applying breakthrough technologies, solutions, and processes. This enables us to optimally meet Intel's business requirements while providing our internal customers with effective data center IT infrastructure capabilities and innovative business services.

Building on previous investments and techniques, our data center strategy has generated savings exceeding USD 2.8 billion from 2016 to 2018.

Over the next three years, we plan to extend the data center strategy to optimize our data center infrastructure transformation, which will encompass this by using disruptive server, storage, network, infrastructure software, and data center facility technologies that can lead to environmental quality-improvement levels and reduction in total cost of ownership (TCO) for business applications as well as optimizing its overall IT operational efficiency and bring environmental responsibility.

Table of Contents

- Background
- Defining a Model of Repeat
- Building for the Future
- Supporting Our Customers
- Planning 2019 and Beyond
- Conclusion

USD 2.8 BILLION IN SAVINGS THROUGH

- AN INCREASED RATE OF REPEAT BUSINESS
- OPTIMIZED DATA CENTER TRENDS TO REDUCE ENERGY CONSUMPTION
- THE NEW DATA CENTER MODEL
- DATA CENTER INFRASTRUCTURE SOFTWARE
- SERVERS AND STORAGE
- NETWORKING
- OPERATIONAL EFFICIENCY

DRIVING THE DIGITAL ENTERPRISE TRANSFORMATION

2018-2019 Intel IT Annual Performance Report

OUR DATA AND AI EFFORTS PAVE THE WAY FOR GREATER INSIGHTS

INNOVATION BEGINS WITH IT'S TRANSFORMATION

OUR DIGITAL TRANSFORMATION JOURNEY

THE BATTLE AGAINST TECHNICAL DEBT

AMY WARNER, VP Information Technology Group, Intel Digital Business Solutions

IT@INTEL: Security Architecture Enables Intel's Digital Transformation

Intel IT's Enterprise Security architecture enables business units to focus on their goals while maintaining security standards

IT@INTEL: A Holistic Cloud Approach for Big Savings

With a cloud-native app development plan, cost-reduction strategy, and centralized management, Intel IT has reaped big savings on cloud computing

IT@INTEL: Transforming Intel's Security Posture with Innovations in Data Intelligence

Intel's new Cyber Intelligence Platform provides a context-rich environment that provides value across our entire Information Security organization. It has transformed how Information Security works with a data advantage.

IT@INTEL: Building a Multi-Cloud-Ready Enterprise Network

Intel IT has adopted a new network paradigm that supports evolving business needs while continuing to meet Intel's stringent information security and privacy standards

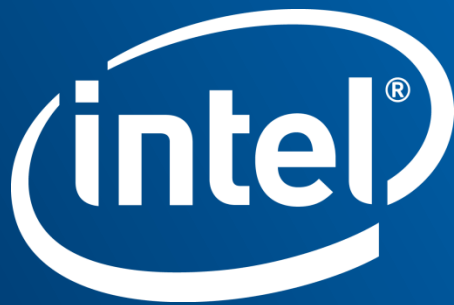
DRIVING THE DIGITAL ENTERPRISE TRANSFORMATION

2018-2019 Intel IT Annual Performance Report

THE BATTLE AGAINST TECHNICAL DEBT

Reducing technical debt demands a shift in IT processes, and skill sets, introducing challenges and opportunities Intel offers a solution to this universal challenge with a unique approach that will drive major business value.

Learn more about Intel IT's initiatives at: www.intel.com/IT



Additional Resources

IT@INTEL
Advanced Persistent Threats: Hunting the One Percent

"There are no innocents in a company's security and its security team can't afford to be complacent and leave its systems unsecured or unpatched."

—David Johnson, Chief Information Security Officer at Intel

Executive Overview
While IT executives have a difficult job, one that changes and evolves as the threat landscape continues to grow, one of the most important aspects of their job is to ensure that their organization's IT infrastructure is secure. This is especially true for organizations that are subject to advanced persistent threats (APTs). These threats are highly sophisticated and can be difficult to detect and prevent. This white paper provides an overview of APTs and offers recommendations for how to protect your organization's IT infrastructure from these threats.

Table of Contents

- Executive Overview
- Advanced Persistent Threats (APTs)
- How APTs Work
- How APTs are Detected
- How APTs are Prevented
- How APTs are Responded to
- How APTs are Eradicated

IT@INTEL
Best Practices: Deploying the Intel Unite® Solution

Executive Overview
The Intel Unite solution is a powerful tool for managing your organization's IT environment. It provides a central location for managing your organization's IT assets, including laptops, tablets, and mobile devices. This white paper provides best practices for deploying the Intel Unite solution, including how to plan, install, and manage the solution. It also provides information on how to troubleshoot common issues and how to get the most out of the solution.

Table of Contents

- Executive Overview
- Planning and Preparation
- Installation and Configuration
- Management and Maintenance
- Troubleshooting
- Conclusion

IT@INTEL
Advancing the User Experience with Intel® Architecture-based Laptops and Microsoft Windows® 10

Executive Overview
The Intel® Architecture-based laptops and Microsoft Windows® 10 are designed to provide a better user experience. This white paper provides information on how to take advantage of the features and benefits of these products. It includes information on how to optimize your system, how to troubleshoot common issues, and how to get the most out of your device.

Table of Contents

- Executive Overview
- Optimizing Your System
- Troubleshooting Common Issues
- Getting the Most Out of Your Device

IT@INTEL Brief
Business Continuity and Disaster Recovery with Mobile Business PCs

Executive Overview
Business continuity and disaster recovery are critical components of any organization's IT strategy. This white paper provides information on how to use mobile business PCs to improve your business continuity and disaster recovery. It includes information on how to plan, implement, and test your business continuity and disaster recovery plan.

Table of Contents

- Executive Overview
- Business Continuity and Disaster Recovery
- Mobile Business PCs

IT@INTEL White Paper
IT@INTEL: Keeping the Business Running in a Crisis

Executive Overview
IT@INTEL is a powerful tool for keeping your business running in a crisis. This white paper provides information on how to use IT@INTEL to manage your organization's IT environment during a crisis. It includes information on how to plan, implement, and test your IT@INTEL solution.

Table of Contents

- Executive Overview
- IT@INTEL
- Keeping the Business Running in a Crisis

IT@INTEL
Developing a Gold Standard for Driver and Firmware Maintenance

Executive Overview
Driver and firmware maintenance are critical components of any organization's IT strategy. This white paper provides information on how to develop a gold standard for driver and firmware maintenance. It includes information on how to plan, implement, and test your driver and firmware maintenance solution.

Table of Contents

- Executive Overview
- Driver and Firmware Maintenance
- Developing a Gold Standard

IT@INTEL
Easy Self-Setup Accelerates PC Delivery and Reduces Downtime

Executive Overview
Easy self-setup is a powerful tool for accelerating PC delivery and reducing downtime. This white paper provides information on how to use easy self-setup to improve your PC delivery and reduce downtime. It includes information on how to plan, implement, and test your easy self-setup solution.

Table of Contents

- Executive Overview
- Easy Self-Setup
- Accelerating PC Delivery and Reducing Downtime

IT@INTEL
Boost PC Health and Performance with Sustained, Automated Processes

Executive Overview
Sustained, automated processes are a powerful tool for boosting PC health and performance. This white paper provides information on how to use sustained, automated processes to improve your PC health and performance. It includes information on how to plan, implement, and test your sustained, automated processes solution.

Table of Contents

- Executive Overview
- Sustained, Automated Processes
- Boosting PC Health and Performance

