

Good morning.

As we work to disperse staff and enable remote work capabilities, I'd like to share with everyone a few items regarding our I.T. systems and our ability to support you.

- We understand that enablement of remote access allows you to work after normal business hours from home. Unfortunately, I.T. is not staffed to expand our normal support window to support work from home issues after hours. Normal I.T. support will continue to be from 8am – 5pm, M-F. We ask that you only call the I.T. on-call phone if there is an emergency (Defined as a customer facing issue and usually is generated from the branches or Advantage).
- I.T. performs many required maintenance items, including patching, after normal business hours (8-5, M-F). This will need to continue. If you choose to work from home after 5 pm, there is a possibility you may be interrupted or disconnected due to this activity. As stated above, please do not call the I.T. on-call phone unless you have an emergency with a customer facing issue.
- Like the rest of the bank, I.T. will be disbursing staff to create critical staff social distancing. We may not get to your Service Desk issues as timely as we would like to or you may have to leave a voicemail when you are used to getting a person. We truly appreciate your understanding as we work to support you the best we can.

We will do our best to support you as you continue to do great work for the Bank. While we are proud of what we have built to enable remote access, and we intend to enable as much as possible, there will be some limitations to what we can provide you due to technology and/or security concerns. Our main goal this week is to get the base set of capabilities out to everyone designated to work remotely. One off individual items may have to be researched and if possible enabled in a second wave.

Thank you for your understanding and patience with us!

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