

Dear CDER staff,

While FDA has a mature telework program and network infrastructure in place that's periodically tested, we anticipate that some issues like network delays may arise. The most likely issue will be with the "last mile" – the connection from your internet service provider to your neighborhood and the usage within your home. Here are a few suggestions to reduce the burden on your network and the potential for slowdowns:

- Connect your laptop directly to your router with an ethernet cable
- When teleconferencing, use your home or work phone instead of voice-over-IP
- Don't use the video feature in teleconferences
- Avoid streaming videos online
- When in the office, if you can anticipate the need for large files or documents while teleworking, try to download them directly onto your laptop for local access
- Where possible, minimize the use of your home network by others when you need to work – the biggest usage will be from video streaming (for example, Netflix) or online video gaming
- If you're able to, work without connecting to the network, or connect only when needed
- If you experience slowdowns, consider taking advantage of early morning or evening hours to work when the demand may be lower

If you experience issues, don't hesitate to contact the ERIC Helpdesk. OIMT is committed to maintaining 24/7 helpdesk support and can even replace equipment if it becomes necessary.

We ask that you provide feedback on your experience, both positive and negative, at the end of this 2-day test. Another email will follow explaining how to do this.