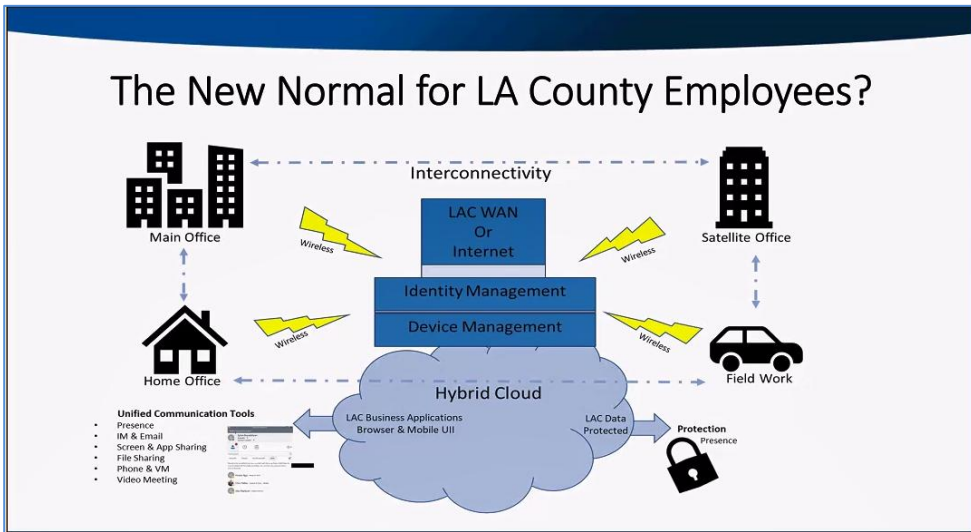


Technology Enabling the *New Normal* in the COVID-19 Era

Remote work has become part of the *New Normal* in the Covid-19 era. Technology plays an important role to enable this *New Normal* and address the challenges associated with it, including security challenges related to telework.

At the most recent Business Management Council and Technology Management Council meetings, LA County's OCIO led several conversations on how the County should define, adapt to, and embrace the *New Normal*, as well as technology's key role in supporting it.

In addition, OCIO's Bill Kehoe joined other local, state, and national experts as a speaker at New America's "Reimagining our Workforce Through Mobility and Digital Innovation." The event explored the question of how work and the workforce will change as a result of the pandemic and how mobility can shape the contours of this *New Normal*.



Remote Work Security Challenges

- **Security of Remote Environments**
 - Network Security
 - Physical Environment
 - Family
- **Computer Hygiene**
 - Patches, Updates
 - Endpoint Security
- **Using a Personally-Owned Device**
 - Shared with Family
- **Printing**

ACE Analysts' Role in Assisting COVID-19 Response

| LABORATORICS | size | % (95% CI)* | positive | % (95% CI)* |
|----------------------|------|---------------------|----------|-------------------|
| Entire sample | 863 | 100 | 35 | 4.06 (2.84-5.60) |
| Sex | | | | |
| Male | 347 | 40.21 (36.92-43.57) | 18 | 5.18 (3.10-8.07) |
| Female | 514 | 59.56 (56.19-62.85) | 17 | 3.33 (1.94-5.24) |
| Nonbinary | 2 | 0.23 (0.02-0.83) | 0 | 0 |
| Age, y | | | | |
| 18-34 | 191 | 22.13 (19.40-25.05) | 6 | 3.14 (1.16-6.71) |
| 35-54 | 475 | 55.04 (51.65-58.39) | 21 | 4.42 (2.75-6.68) |
| ≥55 | 197 | 22.83 (20.06-25.78) | 8 | 4.06 (1.77-7.84) |
| Race/ethnicity* | | | | |
| Miscellaneous | 190 | 22.01 (19.29-24.93) | 4 | 2.10 (0.58-5.30) |
| White (non-Hispanic) | 487 | 57.58 (54.21-60.91) | 22 | 4.43 (2.79-6.62) |
| Black (non-Hispanic) | 72 | 8.34 (6.58-10.39) | 5 | 6.94 (2.29-15.46) |
| Other | 104 | 12.05 (9.95-14.41) | 4 | 3.85 (1.06-9.55) |
| Income | | | | |
| <\$50 000 | 175 | 20.28 (17.64-23.11) | 9 | 5.14 (2.38-9.54) |
| \$50 000-\$99 999 | 253 | 29.31 (26.29-32.47) | 4 | 1.58 (0.43-4.00) |
| ≥\$100 000 | 367 | 42.52 (39.2-45.90) | 18 | 4.90 (2.93-7.64) |
| Missing data | 68 | 7.88 (6.17-9.88) | 4 | 5.88 (1.62-14.38) |

Symptoms in previous 2 mo

Abbreviation: SARS-CoV-2, severe acute respiratory syndrome coronavirus 2.
*Confidence intervals estimated using exact binomial distribution.

Two Analytics Center of Excellence (ACE) members — Ricardo Basurto-Davila and Irene Vidyanti — assisted DPH and USC in conducting COVID-19 antibody testing among a random sample of county residents. This ongoing study provides critical information to better understand the spread and severity of the disease and inform policies accordingly. Results of the first wave of the study were published at : <https://jamanetwork.com/journals/jama/fullarticle/2766367>

