Your Essential Guide to Emergency Remote Working

It's moving fast, and everyday is different, but we're in it TOGETHER

To our Valued Clients, Partners and Friends,

Feelings of uncertainty, fear, anxiety and just plain frustration are around us. But also there is compassion, empathy and responsibility. We want to make sure we are ok, our families are ok, our businesses are ok, our employees are ok and their families are ok. There is a balance we are trying to achieve that is becoming more and more difficult.

As company leaders, innovators, visionaries, decision makers, movers and shakers we have to accept this greater responsibility we have for the people we work with and society as a whole.

So lets do it…we are flexible, we have the power to make decisions, we have the tools! *And* we're doing it together, at a large scale, as a whole.

A challenge is an equal opportunity and we now have an opportunity to reassess how we do things, to redefine who we are, how we work and how we collaborate.

Stay safe, healthy and positive

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01. Establish the right mindset

Having the right mindset when starting on this journey is key. Both for you and your team.

1. Know there will be some hiccups. Give time to get everything working.

2. Both you and your team are feeling anxiety. Be considerate and practice positive, constructive and conscious attitude towards the transition

3. Make reasonable choices around what to do and what not to do.

4. Know this is an everchanging process with our current environment.

flexible solutions for your business needs

Technology that'll help

When it comes to video conferencing, we find Teams, GTM and Zoom to be most stable, however Google Hangouts is a great option too.

For group chats throughout the day, Teams and Slack work great. We use Teams internally for all our communication needs

02. Constant Communication

Establish a daily huddle / meet-up

Just 15 minutes of facetime on MS Teams, Google Hangouts, or Zoom (or something similar) creates connection, and brings your culture to life when working remotely. A quick run around of everyone's top 3 priorities for the day, and perhaps an opportunity for anyone to ask for help if they're stuck on anything, is a simple agenda to keep you all on track. Keep it quick and short.

Chat Online

Being physically apart doesn't mean the daily banter and chit chat needs to stop. Use a messaging platform to communicate exactly as you would if you were all in the same space. Ask for help, say hi, all the usual. If you're the leader, creating a habit of checking in at least daily with a quick hello lets your team know you're thinking about them.

Set up a weekly meeting

Set up a weekly meeting. Committing to all coming together for 30-60 minutes each week to go over the health of the business, review any key priorities or projects, will keep everyone engaged and focused.

Simplify and Modernize IT! Affordable, Secure and Efficient!

Advantages of the right Workspace

Employees can work easily and securely from their home computer

All company data stays in the virtual work space with added security features

Turnkey solution once initial setup is complete. Quick turnaround

Highly scalable, built in Disaster Recovery, and less risk of data loss

03. Technology at Home

Every business is different, and each one has a special and unique way of doing things. There are several things to be mindful of as you start your teams working from home. There are multiple ways of being set up and you must ensure you have the right one for you.

1.   Do you need to abide by any compliances?

2.   Is your access secure?

3.   What is your current set-up. Are you in the cloud already? Do you have remote licenses? Do your employees have access to company or personal laptops at home? Etc...

4.   Where are you clients located? Do they need to access files?

5.   How are your passwords and admin rights currently being managed?

6.   Who needs access to what?

7.   Do you have the needed equipment? If not, what are your options?

04. Data Security

And here is the final piece of the puzzle. Working from home opens up a lot of gaps if not done properly. The last thing you need now is a security breach. With the situation we are currently in, data security is of the utmost importance. This is the time cyber criminals will go after you, they THINK we are in a vulnerable position. So let's not be!

1.   Work with your IT team to determine the correct WFH solution.

2.   Data security is different if using a personal laptop vs a work provided laptop?

3.   Take time to think if everyone needs access to everything.

4.   Do you have the right tools in place in terms of 2FA and Encryption?

5.   Has the team gone through security awareness training?

6.   Is your collaboration solution secure and encrypted?

7.   Do you have a Disaster Recovery plan in place?

A Final Word

I really hope this guide is useful. Do not over think things. Even though this is a new experience, context and work set up for you, you already have the skills you need as well as the support of technology to make it a successful transition.

Support your team: challenging times call for conscious leaders; help your team with the transition in the best way you can.

Be organized: make sure your systems & processes are documented.

Be open minded: about learning new tools and techniques.

Doing IT with C.L.A.S.S.

CARE   LEADERSHIP   ACCOUNTABILITY   SERVICE   SPEED

We're here to help, and if you're still feeling stuck and have a bunch of questions on how to make this all work for your team, feel free to reach out any time: slakhani@techwerxe.com