

# Transitioning to Remote Working Environment

Thank you for joining us for this webinar. We will begin shortly.

## Participant Guide for Webex Training Centre

- All participants are Muted upon Entry and are NOT able to Unmute themselves
- Throughout the webinar, please feel free to type your questions into the Chat window and one of our panelists will attempt to answer your question
- If we don't get to your question, you will have the opportunity after today's webinar to ask your question

# Transitioning to Remote Worker Environment

April 2020

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Click on 'Chat'

# Transitioning to Remote Worker Environment

Chat

To: Everyone

Enter chat message here

# Transitioning to Remote Working



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# Assess IT Infrastructure



# Assess IT Infrastructure

## Remote Work Readiness Assessment

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When assessing Remote Work Readiness, consider the following aspects:

- ▶ Cloud based (file server, authentication endpoint, etc.)
- ▶ Do employees have access to company network outside of the office?
- ▶ Remote access tools for users and IT Tech support? (LogMeIn.com, GoToMyPC, TeamViewer, etc.)
- ▶ Company provided desktop, laptops and other equipment or allowing employees use of their personal devices (BYOD)



# Assess IT Infrastructure

## Remote Work Readiness Assessment

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Give Employees Multiple Ways to Communicate Quickly and Efficiently

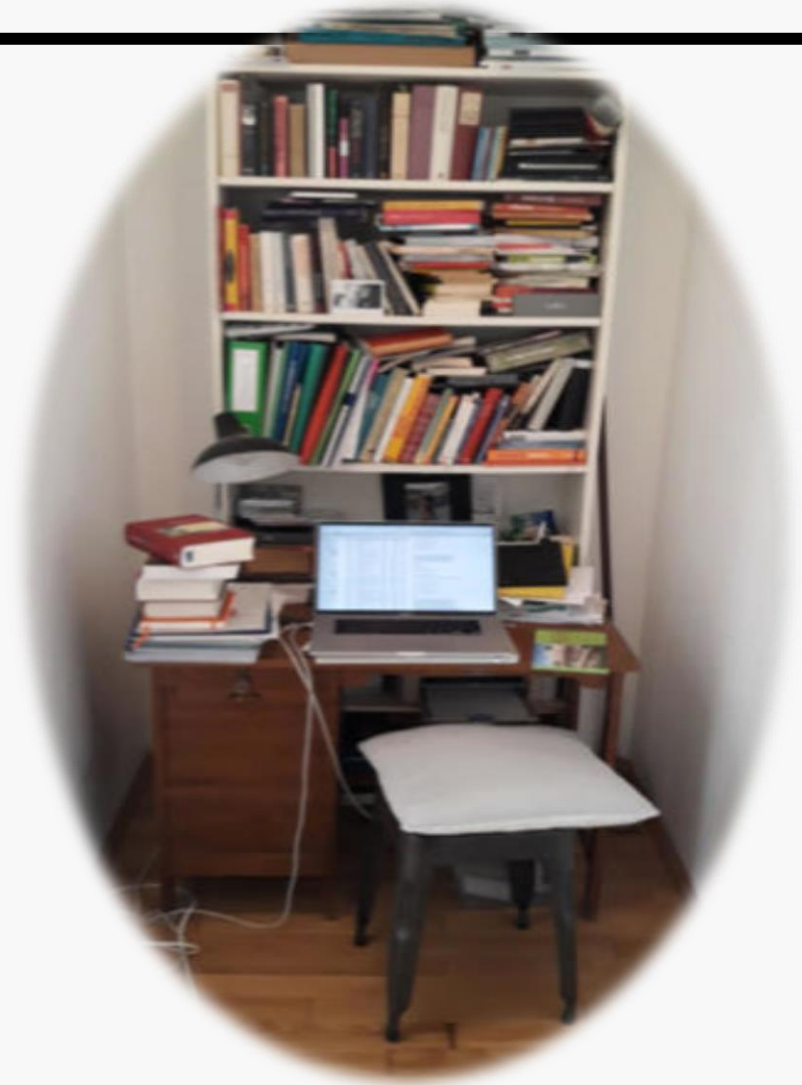
- ▶ Collaboration platforms - Zoom, Webex, GoToMeeting, Google Hangouts, MS Teams or similar software
- ▶ Document Control / Configuration Management tools - OneDrive, SharePoint, etc.
- ▶ Remote / Automated Software and Security updates
- ▶ Tech Support
- ▶ Training on Remote Working



# Implement a “Security-First” Mindset

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- ▶ Install Antivirus and Anti-malware tools
- ▶ Use VPN at all times when working
- ▶ Disconnect VPN outside of work hours
- ▶ Lock your computer
- ▶ Password Complexity
- ▶ If you see something, say something ASAP
- ▶ Backup your Data! Encrypted if possible.

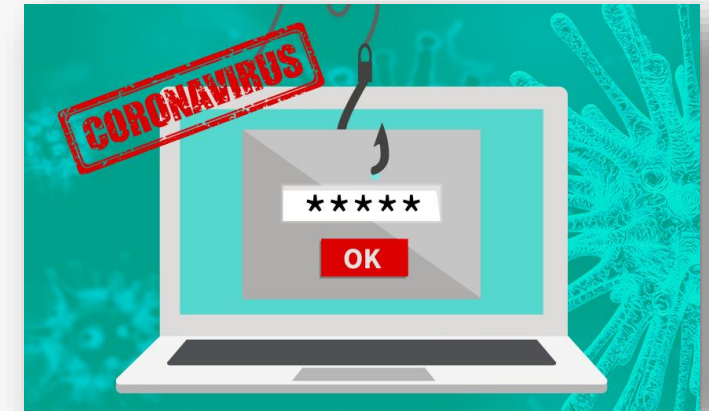




# Things we've learned as a result of COVID-19

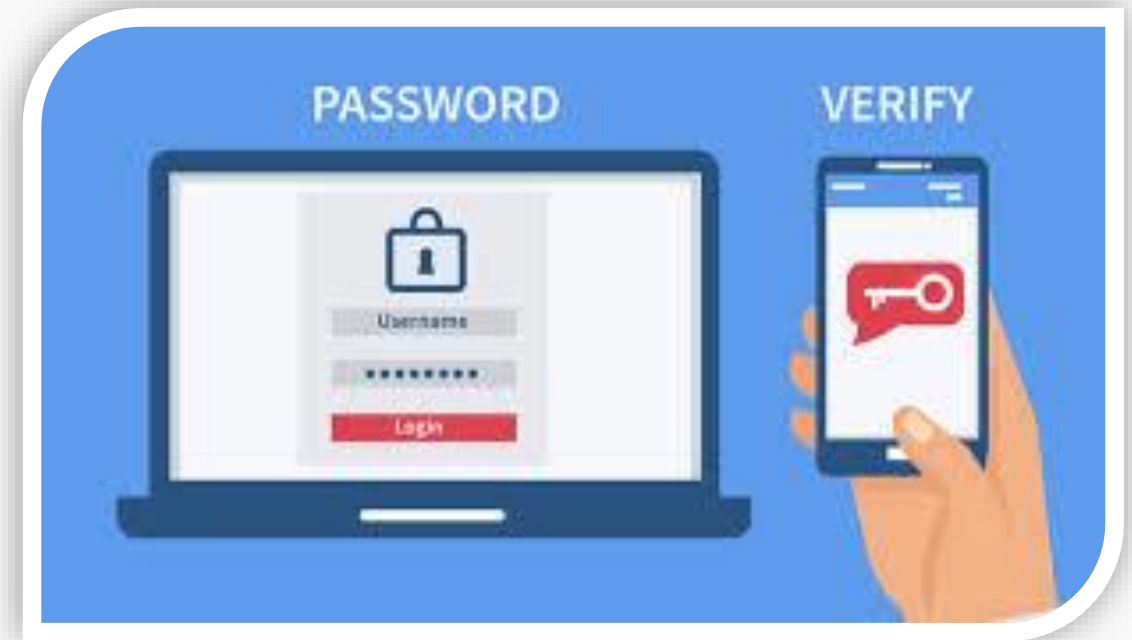
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- ▶ Phishing: SPAM email that is broadcast widely.
- ▶ Spear Phishing: SPAM that targets you or your organization.
- ▶ Who: Nation states and organized crime.
- ▶ COVID-19: Expect to see COVID related messages to induce you to click on a link to infect your computer, steal your credentials, install a key logger etc. Mobile too.
- ▶ Threat actors will use LinkedIn, Facebook, forums, and corporate web sites, to get your personal information. This includes work and home email systems. Watch what you post online.



# An Ounce of Prevention is worth a pound of cure...

- ▶ A Virtual Private Network (VPN) connection can be used to remotely access business systems.
- ▶ A split VPN tunnel allows access to the Internet and business at the same time. Can be bad as home PC can be used as a gateway to the business.
- ▶ Consider different access levels for BYOD and corporate assets.
- ▶ Use two factor authentication for VPN and / or cloud. Banking too.



# Spear Phishing example

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- ▶ **Caution:** Business Email Compromise or CEO Email Compromise is spear phishing emails that target executives and Finance for financial fraud.
- ▶ **Recommendation:** Add administrative or technical controls to authorize customer payment detail changes such as wire transfer and account numbers.
- ▶ Some controls may be relaxed during COVID such as segregation of duties. (e.g. AP clerk also authorizing payments).
- ▶ Add audit steps to watch for insider and external threats.



# Other Considerations....

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- ▶ Consider adding a backup Internet connection for the business network if you are remotely accessing it.
- ▶ Watch for physical security of corporate assets. Most devices have a little slot that can take a cable lock.
- ▶ Is the data in the office being backed up while everyone is working from home?
- ▶ More data may get stored locally rather than on network drives. Watch for unencrypted customer data.

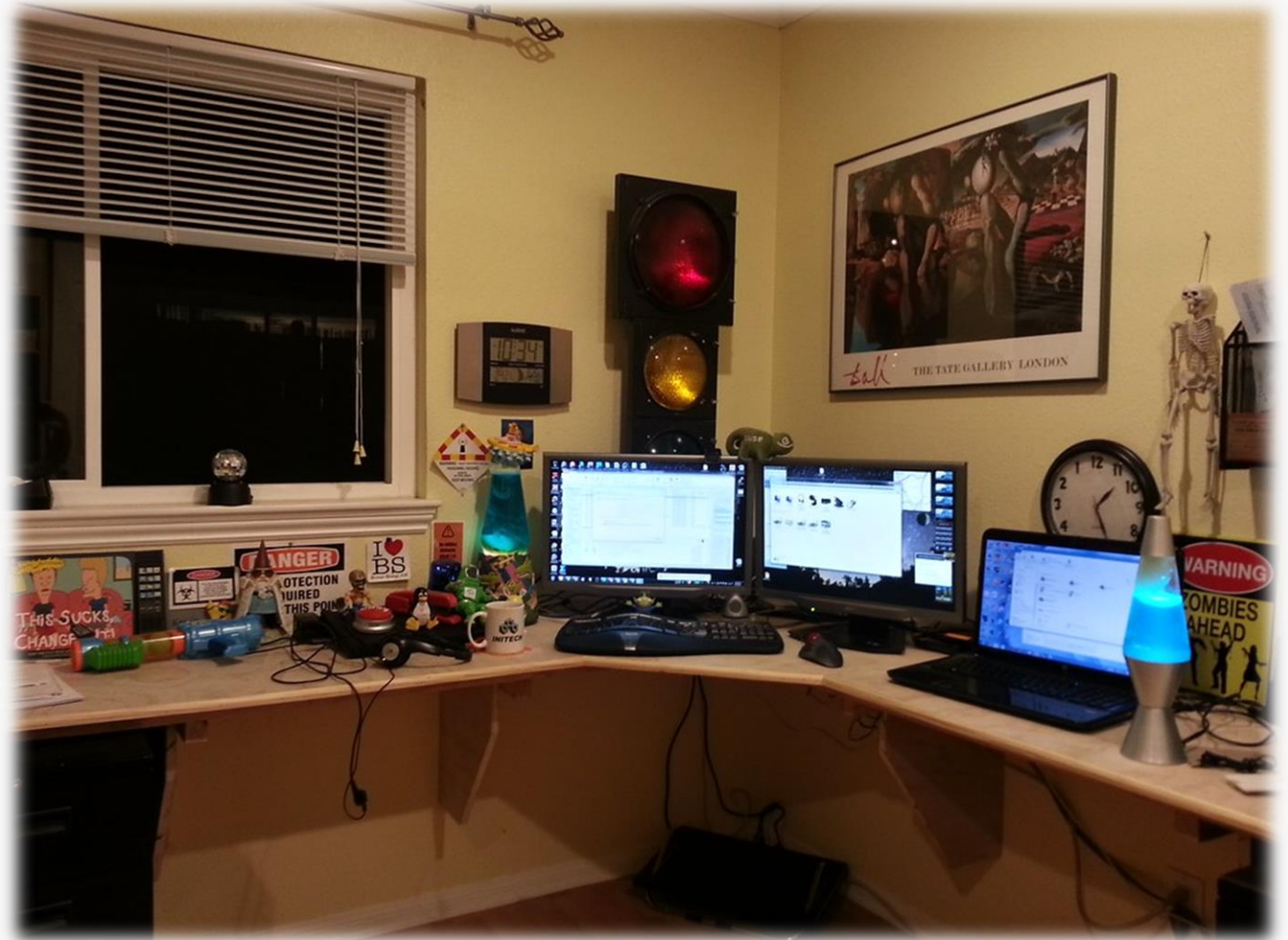


# Get more information here

- ▶ <https://www.proserveit.com/>
  - ▶ Remote Work Readiness Assessment Tool
  - ▶ COVID-19 Remote Worker Emergency Kit
- ▶ [Intruder Alert: Secure Your Remote Access Tools From Cyberattackers](#)



# Remote Worker Policies

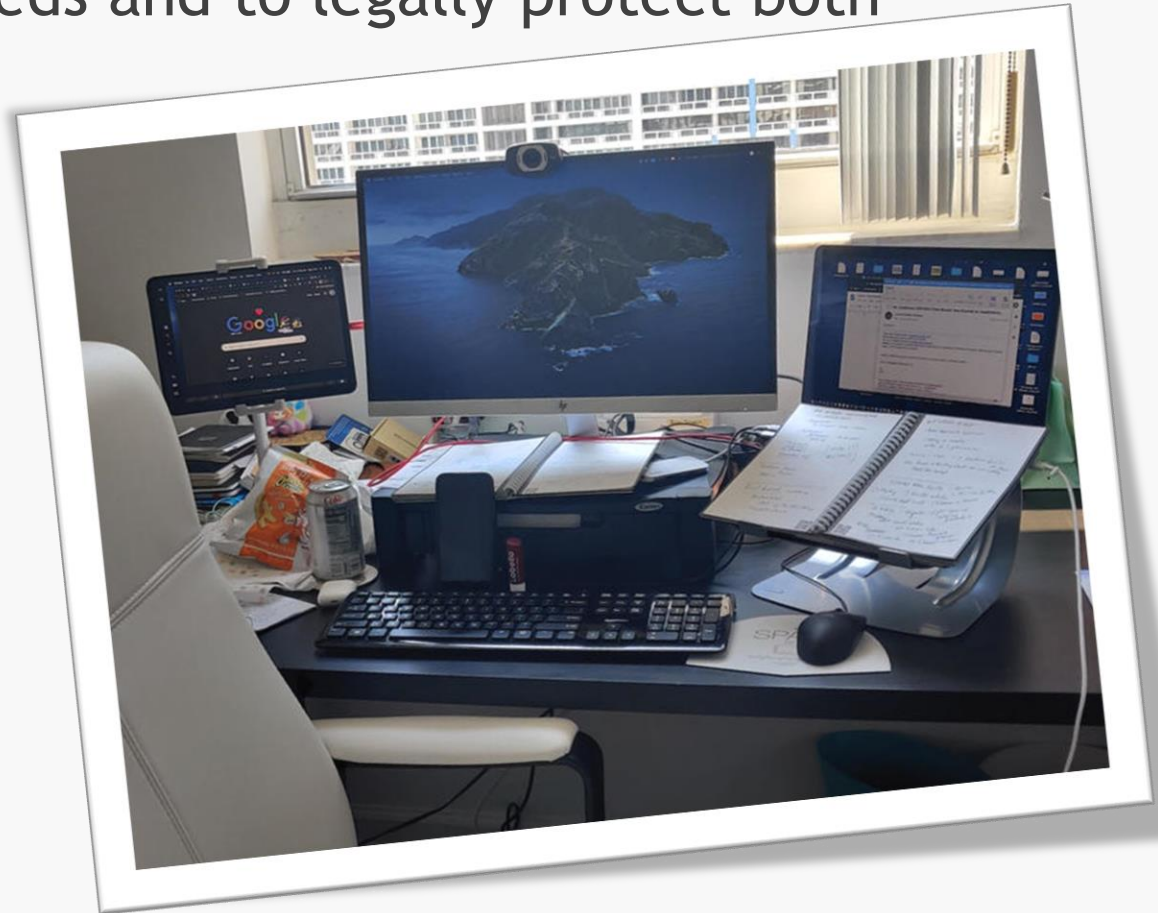


# Remote Worker Policies

## Establishing Remote Worker Policies is a Best Practice

Customize the Policy to fit your needs and to legally protect both the employer and employee rights

- ▶ Eligibility for Remote Worker
- ▶ Payroll
- ▶ Expenses
- ▶ Company Property
  - ▶ IT & Security
  - ▶ Tech Support
- ▶ Employee Personal Devices
- ▶ Health & Safety
- ▶ End of Agreement



# Remote Worker Policies

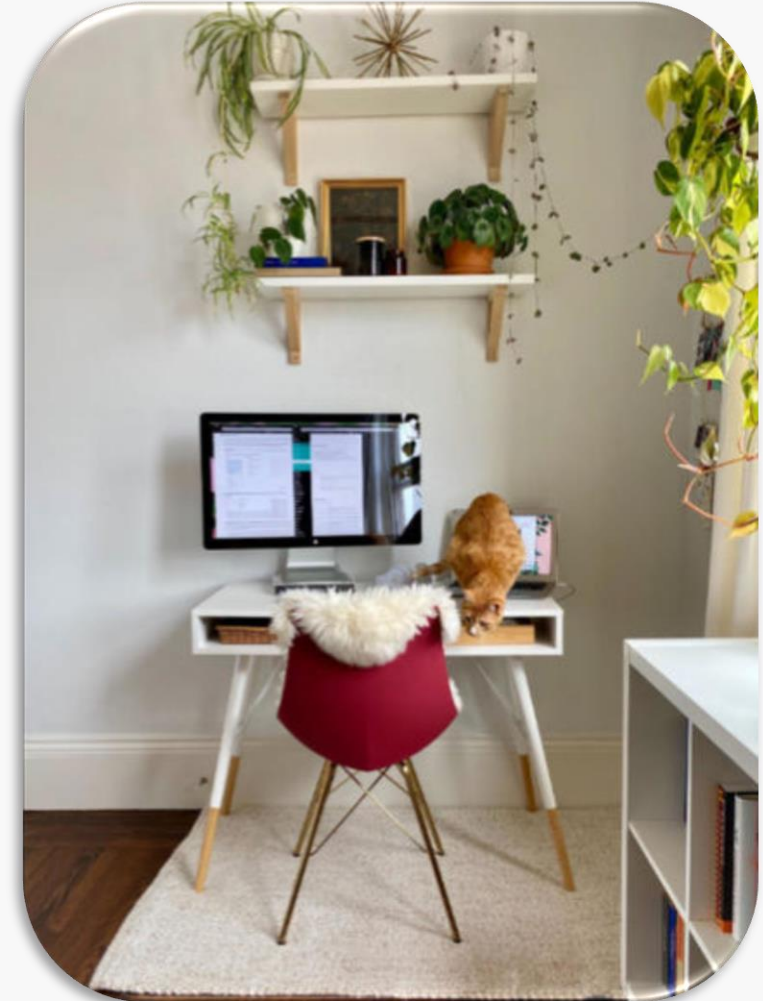
- ▶ Eligibility for Remote Working
  - ▶ Analyze which positions can be performed remotely and under what conditions
  - ▶ For eligible positions, determine company provided resource requirements (computer, cell phone, etc.) and employee provided resources (ie., Internet Service Provider, physical space, etc)
- ▶ Payroll
  - ▶ Timesheets, determine working hours
- ▶ Expenses
  - ▶ Determine what expenses related to remote working shall be covered by the employer and how expenses can be claimed





# Remote Worker Policies

- ▶ **Company Property**
  - ▶ Employer and employee shall agree on assets for remote work (laptop, monitor, keyboard, mouse, printer, etc), traveling with company property
- ▶ **Employee Devices**
  - ▶ Identify under which conditions employees may utilize their personal devices for company business
- ▶ **IT & Security**
  - ▶ Create policies to enable a secure remote workforce
  - ▶ Establish security policies for example, VPN at all times when accessing company network, rules for accessing company network in public unsecured wi-fi spaces
  - ▶ Policy for security on personal devices
  - ▶ Lost or Stolen equipment



# Remote Worker Policies

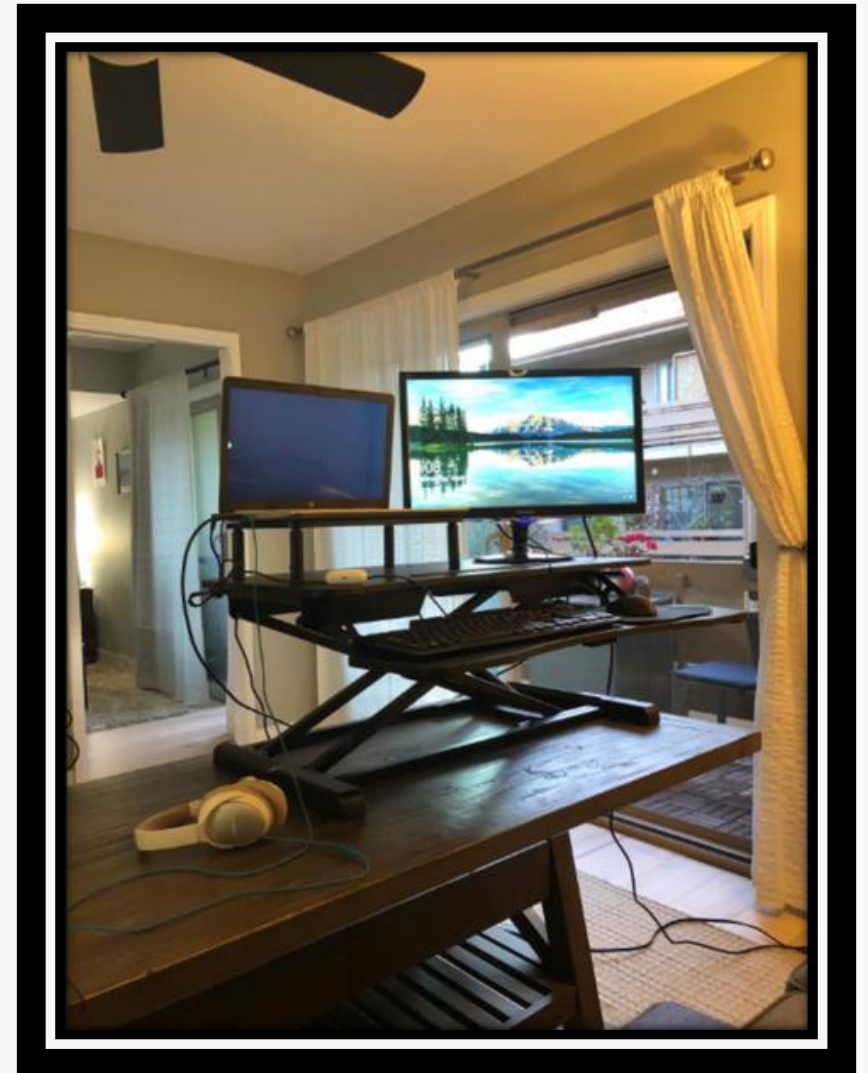
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- ▶ Tech Support
  - ▶ Define policy and practices for requesting technical support from remote workers
- ▶ Health & Safety
  - ▶ Ergonomics & Workspace
  - ▶ If remote working becomes a permanent arrangement, consider WSIB related requirements
- ▶ End of Agreement
  - ▶ Identify under which conditions the Remote Worker agreement ends and any steps required - ie., return of equipment, final expense reports, etc.



# Remote Worker Policies

- ▶ Company supported Collaboration Software
  - ▶ Audio conferencing bridge
  - ▶ 1-1 Meetings
  - ▶ Team Meetings
  - ▶ Training / Webinars
  - ▶ All Hands / Town Hall Meetings
  - ▶ Document Control / File Sharing
  - ▶ Version / Source Control



# Additional Resources

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- ▶ <https://www.techrepublic.com/article/the-10-rules-found-in-every-good-remote-work-policy/>

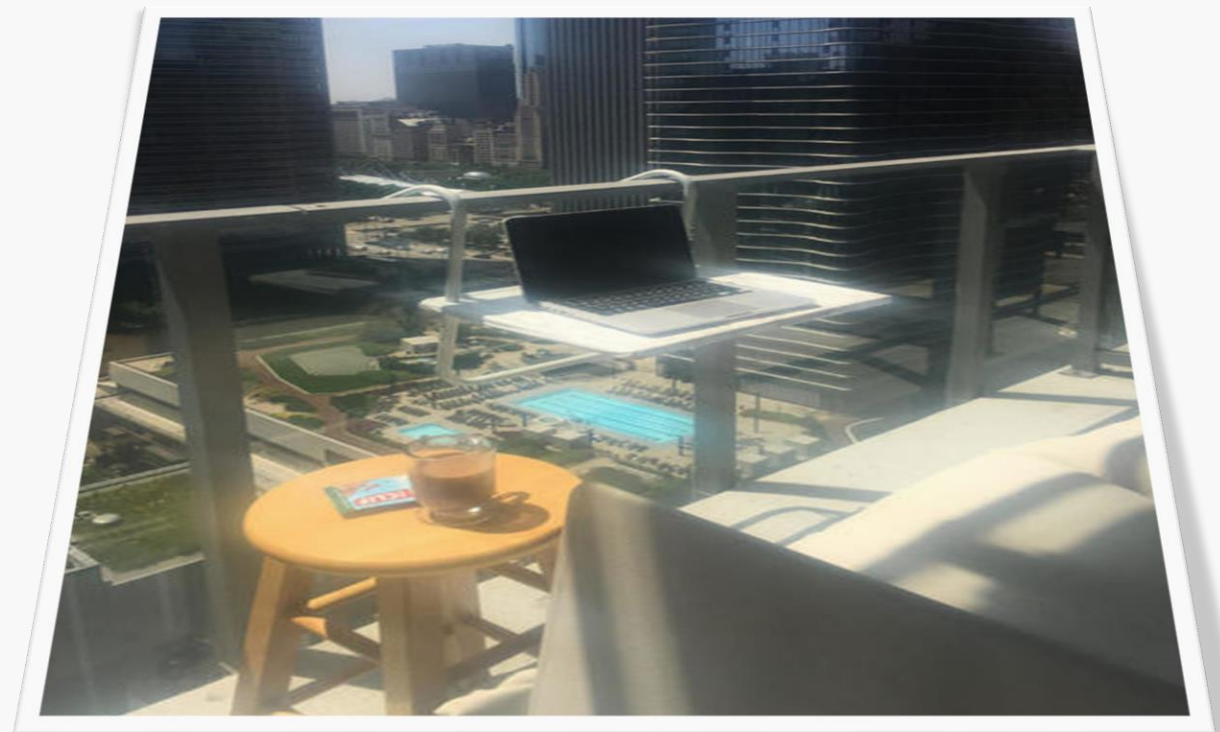
# Managing in a Remote Environment



# Managing in a Remote Environment

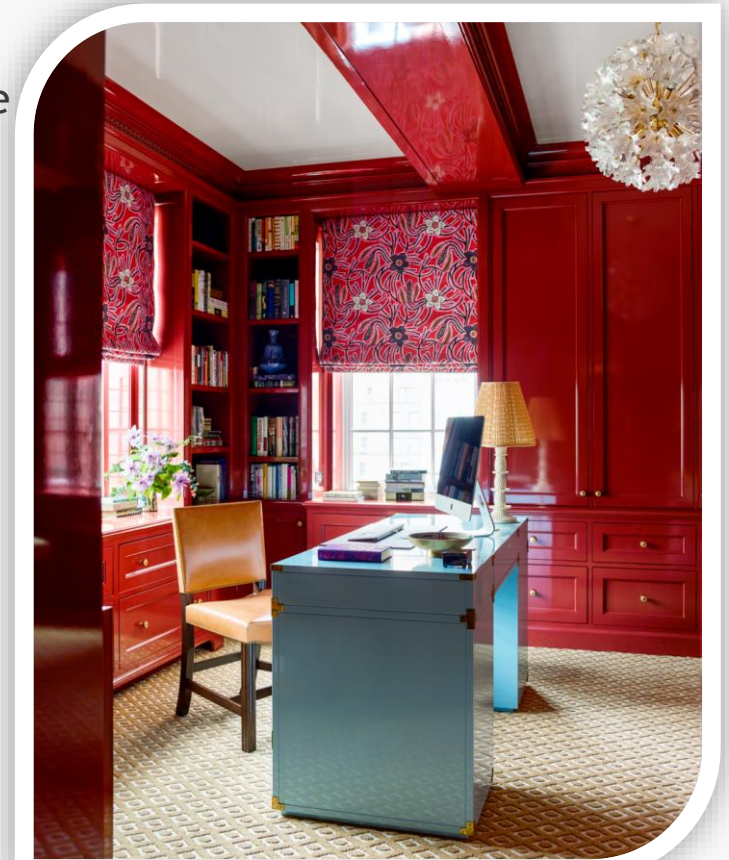
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- ▶ Appropriate Equipment
- ▶ Conduct Remote Worker Training
- ▶ Establish a Foundation of Trust
- ▶ Communicate!



# Managing in a Remote Environment

- ▶ **Manager Responsibilities:**
  - ▶ Commit - establish infrastructure, consistency, rituals and tools to enable team success
  - ▶ Clear Objectives - Provide clarity and solicit feedback from team - failure may be a road to success
  - ▶ Find the right tools - so many tools out there, find the one that fits your unique culture
  - ▶ Quality Time - Make time for 1-1s that are just as much friendly exchanges as they are work-related
  - ▶ Maintain accountability - daily stand-ups, 1-1s, regular team status meetings especially when you transition

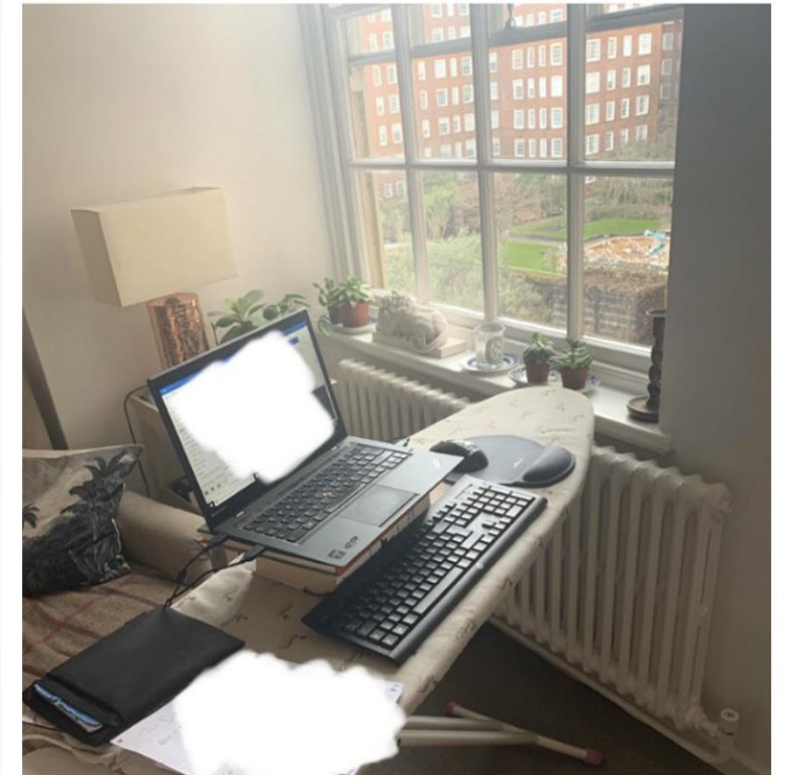


# Managing in a Remote Environment

## ▶ Employee Responsibilities:

- ▶ Practice good habits - Discipline is important
- ▶ Communicate - reliable communication in a remote environment is key, leverage video as appropriate, review emails for 'tone', set-aside a few minutes to informally chat at beginning of calls
- ▶ Never Assume - misinterpretation happens, take care to be direct, but not rude, use emojis with discretion
- ▶ Responsive - quick responses to communications demonstrate you're engaged and helps to build trust in a remote environment
- ▶ Deadlines - commit and meet deadlines to demonstrate your accountability and reliability

am lucky enough to have a height-adjustable workstation at home...





# Managing in a Remote Environment

- ▶ Short daily team touchpoint calls (with video)
  - ▶ Team building/bonding (physical distancing is not social distancing)
  - ▶ Grounding exercise - improves attention, reduces stress
  - ▶ Short Game/Icebreaker (Scavenger Hunt, Charades, etc)
  - ▶ Shout Out - Recognize team accomplishments
- ▶ Healthy Choices
  - ▶ Reserve a location to be your office-away-from-the-office
  - ▶ Consider a "virtual commute"
  - ▶ Ergonomics - practicing posture and positioning at home
  - ▶ Stay active & maintain nutrition



# Managing in a Remote Environment

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- ▶ Challenges & planning for the worst
  - ▶ Interruptions will occur - structure your day around family (and pet) time
  - ▶ Technology redundancies - preparation is key
  - ▶ Balance your news/media consumption - pick two reliable sources
  - ▶ Maintain human connections - avoid losing yourself in email/SMS
  - ▶ Develop a social support network (and consider a buddy system)
  - ▶ Recognize that this is not 'business as usual'
  - ▶ Be kind - everyone is dealing with the transition in their own way



# Managing in a Remote Environment

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- ▶ Stay-Connected.ca
  - ▶ Free service will connect you with an IT or a mental health professional
  - ▶ A solution that helps all Canadians overcome technology challenges and connect digitally with essential services
  - ▶ Join the **Stay Connected Tech Q&A Forum** - to share remote worker best practices or to seek advice / guidance on a remote worker challenge
  - ▶ <https://stay-connected.ca>



# Managing in a Remote Environment

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*"The move to working from home has been a challenge. Connecting daily for our virtual 'squats' has been great opportunity to meet face to face and get our bodies moving. We would start 'squats o'clock' by checking in with each other, choosing a goofy song and then either dancing or squatting. It brings laughs and social connection into your day. I know if I'm having a bad day, tuning in with the team for a check-in and some squats will always make it better!"*

- Chantal Baran, CMHA National Communications Coordinator

*"The transition to working from home has been extremely smooth thanks to the protocol and processes in place that made the overall move feel almost natural. Maintaining the personal touch of 1 on 1 has helped add a human element to the IT side of my day-to-day. Also, knowing that I can reach my team with a single IM, text or call alleviates the stress of being on my own."*

- Mohammed Sharmarke, CMHA National Web Developer

# Additional Resources

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- ▶ [18 Things to Make Your Remote Work Secure, Convenient, and Stress-Free](#)
- ▶ [IT Pro's Roadmap to Working Remotely](#)

# Hints & Tips for Remote Workers



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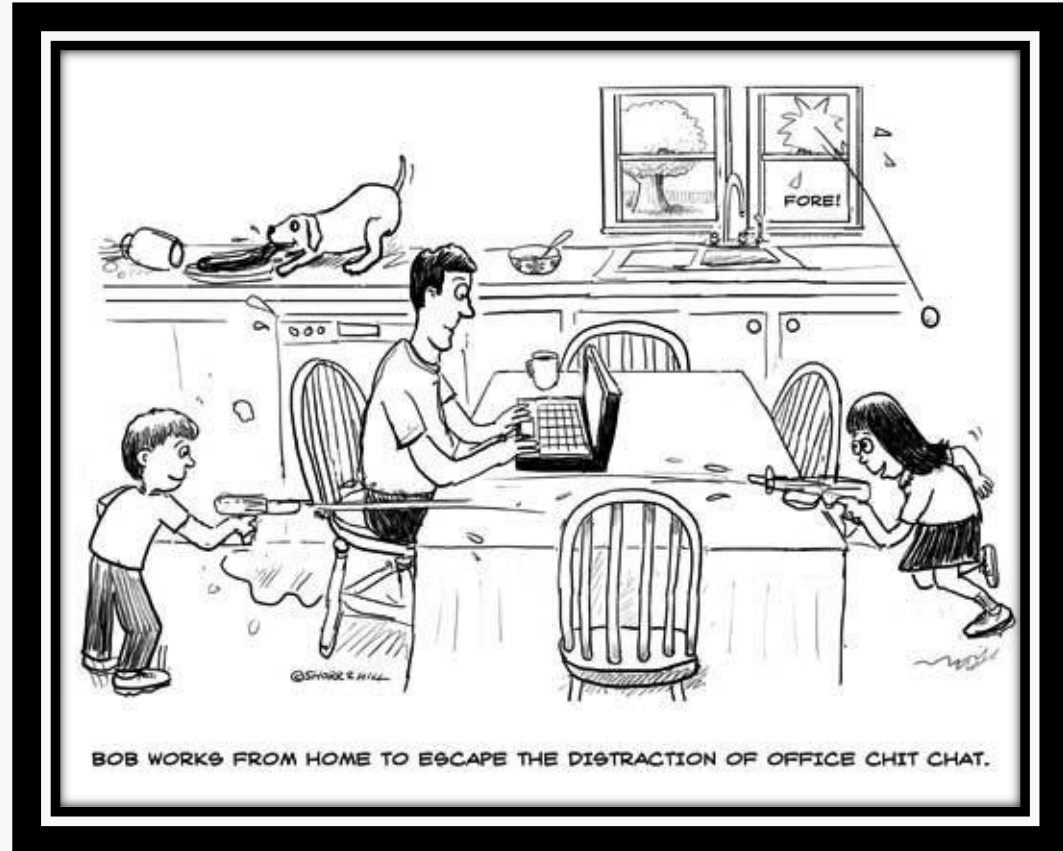
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- ▶ Functional workspace with appropriate equipment
- ▶ Communication with peers and management
- ▶ Important to Train on Collaboration SW tools
  - ▶ Identify early adopter or Subject Matter Experts
- ▶ Embrace developing a new skillset
- ▶ Manage the workload with flexible work times



# Hints & Tips for Remote Workers

- ▶ Set a Schedule
- ▶ Get Dressed
- ▶ Create a workspace
- ▶ Stay in touch
- ▶ Set ground rules for family
- ▶ Set a schedule for your kids
- ▶ Prepare for Interruptions
- ▶ Patience





WE'RE MEETING TO  
TALK ABOUT COL-



WHAT'S "COL"?



IT LOOKS LIKE HIS  
SCREEN FROZE.



SHOULD WE WAIT?



YEAH, LET'S WAIT.



I WAS ON MUTE  
...I AGREE.



HI, SORRY I'M LATE.  
WHAT DID I MISS?



-LABORATION.



TOM  
FISH  
BURNE

# Thank You