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Preparing for Flexible Working

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Home-working considerations

Physical environment is vitally important when encouraging people to work away from the office. Ensure that people are aware of best practices for location and equipment.



Does your **Culture** support flexi-working, do your people know how to collaborate digitally and how important work-social interaction is, even when working remotely?



People – not everyone is used to working remotely and very few will have done so for a long period, which can be isolating. Take steps to support people's mental as well as physical wellbeing.



Data Security & Compliance policies are still important, while it is important to let people get on with their jobs, they must be enabled to do so securely, minimising risk wherever possible.



Technology is the enabler, not the destination, it must support your people's ability to work from anywhere, providing suitable balance between access, control and security.



Agenda



People, Culture & Physical Environment

How to I keep people happy, productive and motivated?

What can line managers do to support their people?



Technology

What is the Minimum Viable Solution I need to provide my people with?

What steps can I take to enable this or develop a complete Digital Workplace?



Data Security & Compliance

What considerations do I need to make for Data Security & Compliance?

Can I take more risks under these circumstances?

People, Culture & Physical Environment



For people leaders

Managing a remote team for the first time can be daunting, but there are a few simple things you can do that help.

Stay In Touch

- Check in with your people, **20%** of remote workers report **loneliness** as it's biggest downside (buffer.com)
- Use video and encourage team collaboration
- Provide regular updates, little and often is best, it's what you would do in the office

Establish Trust

- Work out how to measure the work being done rather than how it's being done
- Remote workers are generally more productive, working an average of **1.4 days** more per month. (inc.com)

Use Video

- **92%** agree that **video conferencing helps** drive the effectiveness of remote workers (forbes.com)
- Be social, people are unlikely to be going far, organise team calls to catch up on the issues of the day

For individuals

Some have been doing it for years, for some it will be their first time. Here are some simple tips for maintaining focus and wellbeing while working from home

Structure & Balance

- Have a work area & approach the day as if you were in the office – **plan, get dressed, take breaks.**
- Actively **manage work-life balance**, 29% of remote workers struggle with this (inc.com)

Be Comfy & Healthy

- A work environment is important, it doesn't have to be perfect
- Most importantly – be comfortable!
- Get up, move around, go outside.

Be Social

- It's easy to become isolated when working remotely, **take the time to be social.**
- Think about establishing virtual meeting rooms and hangouts.

Physical Environment

Working from home often raises questions and concerns over the physical environment you are working in, here are some tips to get the basics right

Get Comfortable to be Productive

- It's important to be comfortable for what you are doing.
- A good chair and surface is essential.
- The sofa will not be comfortable or healthy for 8 hours!
- Make sure you have appropriate lighting

Consider Physical Security

- Being away from the office can be a challenge – make sure you are not overlooked
- Lock devices when you are not using them
- Be aware of others around you.

Provide Separation

- If possible, it is preferable to have a separate work area, with a door you can close
- This provides separation for when you start and finish working.

Technology



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Start with the User

User profiling is a useful way of understanding your users by grouping them into those with similar needs and using this profile to understand how and when to deploy appropriate technology. Some typical examples are:



Office Worker

Based in the office, unlikely to have the facility or technology to work remotely, may also need some support in getting



Home/Hybrid Worker

Works remotely or from home at least some of the time, likely to have most of the tools and resources they need available to them already.

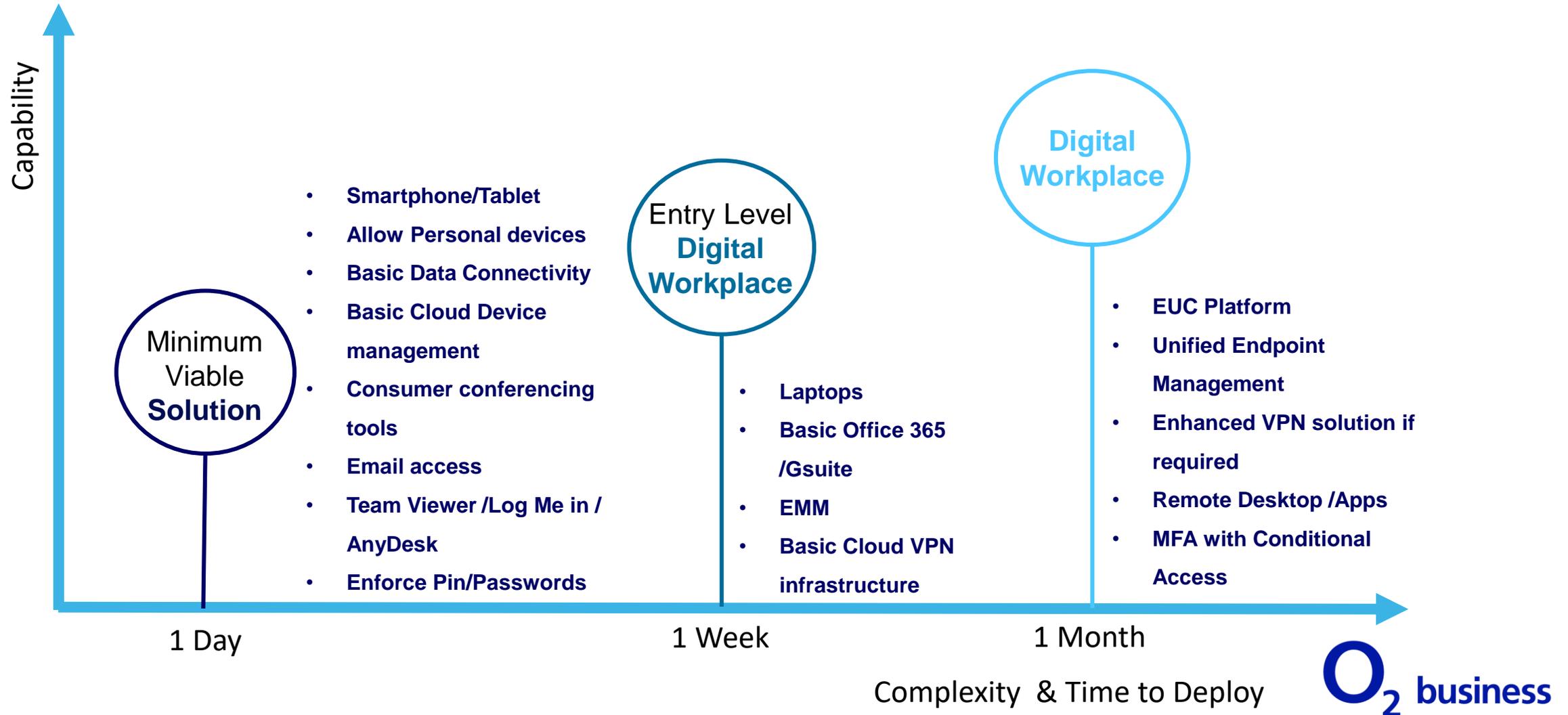


Production Worker

Front line staff who do things which require them to be physically present. For example production line, field staff etc.

What is the minimum viable solution?

You may be faced with an ask to enable large numbers of users to work remotely at very short notice, so where should you focus your efforts to offer a minimum viable solution?



Smartphone/Tablet

Basic Cloud Device
management

Allow Personal devices

Basic Data Connectivity

Consumer conferencing
tools

Email access

Team Viewer /Log Me in /
AnyDesk

Enforce Pin/Passwords

What is the minimum viable solution?

You may be faced with an ask to enable large numbers of users to work remotely at very short notice, so where should you focus your efforts to offer a minimum viable solution?

- Consider using technology that can provide a desktop experience office based employees are familiar with.
- Cloud based Device Managements solutions can provide a quicker way to deploy, manage and secure mobile devices.
- Consumer communication tools are available but must be used with guidance around data security
- Cloud based remote desktop services could provide a way to get access to desktop based apps/websites that cannot be usually accessed externally
- Enforce security policies to further secure the endpoint devices

Laptops

EMM

Basic Office 365 /Gsuite

Basic Cloud VPN
infrastructure

How can I offer additional services, securely in the medium-term?

Following the minimum viable solution, what steps can you take to provide more functionality and security to remote users?

- Laptops clearly offer a more rounded user experience for anyone working from home when compared to a tablet/smartphone.
- Supply chain is likely to be constrained. Use rental services to cover short to medium term shortages.
- An Enterprise Mobility Management (EMM) solution will allow you to manage content that is available to remote devices
- Office 365 E1 free for 6 months offer. If you don't have Office 365 already, the Office 365 Tenant setup is fairly simple but does need some planning and thought.
 - Quickly get up and running
 - Teams will enable collaboration
 - Use Microsoft calling plans to add PSTN telephony. Could forward on prem PBX numbers to MS DDI's.
- Cloud based VPN/Remote Access solutions such as ZScaler Private Access can be spun up quicker than on-premise solutions.

EUC Platform

Unified Endpoint
Management

Enhanced VPN solution if
required

Remote Desktop /Apps

MFA with Conditional Access

If remote working becomes a long-term reality

Some users may demand remote working in perpetuity, what final steps should I take to enable a truly Digital Workplace?

- You may already have O365, consider upgrading to the full M365 suite to enable advanced features. (Maybe more cost effective than individual SKU's)
- After initial O365 tenant signup, Hybrid identity, Hybrid Exchange and Hybrid Sharepoint/Onedrive would come next if required and it will need considerable planning.
- Remote desktop/virtual desktop infrastructure (VDI), could be delivered on Azure/AWS or on prem. Gives access to on prem/cloud applications and is secure.
- An alternative to VDI could be to use Azure Active Directory's Application Proxy, which provides secure remote access to both cloud & on-premises web applications.
- Conditional access along with MFA should be configured and enabled. This is recommended as its likely home workers will be connecting from unmanaged, personal PC/laptops.



Security & Compliance

Homeworking Information Assurance 101

- ✓ With many more people working from home there is a higher likelihood that some equipment maybe lost, stolen or damaged.
- ✓ Do use a suitable table or desk to work from and put equipment away and out of sight when not in use
- ✓ Don't leave equipment unattended and visible through downstairs windows
- ✓ Do remain vigilant against phishing attacks as there are many Coronavirus specific attacks circulating
- ✓ Don't use your computer for non work related activities or allow others to use your computer
- ✓ Many systems are available without the use of VPN access. However:
 - ✓ Do logon via the VPN where possible as it is much more secure
 - ✓ Don't forget to consider processes for changing passwords due to expire, patches and software & antivirus updates

**If you fall victim to theft, phishing attack or other security incident report it IMMEDIATELY
Having a clear simple security incident reporting process will help reduce the impact to your
organisation**



A man with dark hair and a beard, wearing a light blue button-down shirt, is speaking and gesturing with his hands in an office environment. He is holding a blue mug in his right hand and has his left hand raised with fingers spread. The background shows office cubicles and windows with blue curtains.

**How can O₂
help?**

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Our end-to-end approach

Governance: Service, Technology, Commercial



What does your organisation need to achieve, and what do your people need to achieve it?



Bespoke, high-level architecture for your organisation's software and apps



All design, deployment and testing for all necessary devices



With expert project managers and support from O2 Gurus



Ongoing network analysis and custom reports, EM management and device lifecycle management

The change might not be temporary



“As we navigate this global pandemic, the future of work is changing, as the work-from-home model becomes the norm and work itself becomes more distributed, we will continue to build infrastructure and technology solutions optimized for the workplace of the future. This is a ‘black swan’ event that I believe will permanently change the way we work, learn, connect, worship and simple how we live in community with each other.”

Pat Gelsinger – CEO, vmware

Got a new business enquiry? Get in touch.

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in and let's start our conversation.

<http://bit.ly/o2dwp20>

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The logo for O2 business, featuring a large blue 'O' with a subscript '2' and the word 'business' in a smaller blue font to its right.

Additional resources

MS teams meeting 6 months free licenses

<https://docs.microsoft.com/en-us/MicrosoftTeams/e1-trial-license>

Lifesize: Free Unlimited, no fine print Video collaboration in response to Covid 19

<https://pages.get.lifesize.com/remote-work-with-lifesize/>

Webex for Free from Cisco

<https://www.webex.com/go-covid19.html>

Google: Free access to Hangout Meet Video capabilities and Google Classroom

<https://cloud.google.com/blog/products/g-suite/helping-businesses-and-schools-stay-connected-in-response-to-coronavirus>

Mitel: MiTeam Meetings 6 Month Free Trial (If required we look to arrange with Mitel)

<https://www.mitel.com/voip/partner-marketing-corner/remote-working-resources>



Q & A



Thank you

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