



# COVID-19 – Preparing your organisation for the possibility of long-term remote working

25<sup>th</sup> March 2020

**Thank you for joining – we'll be starting soon**

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**the I.T. team<sup>TM</sup>**

Maintaining the health of your I.T. system



# WHAT WE WILL COVER TODAY?

- What are we facing?
- Challenges to consider (and overcome)
- Getting your staff home (and operational)
- Long term remote working – how to work well?
- Some Quick Wins



# About the I.T. team

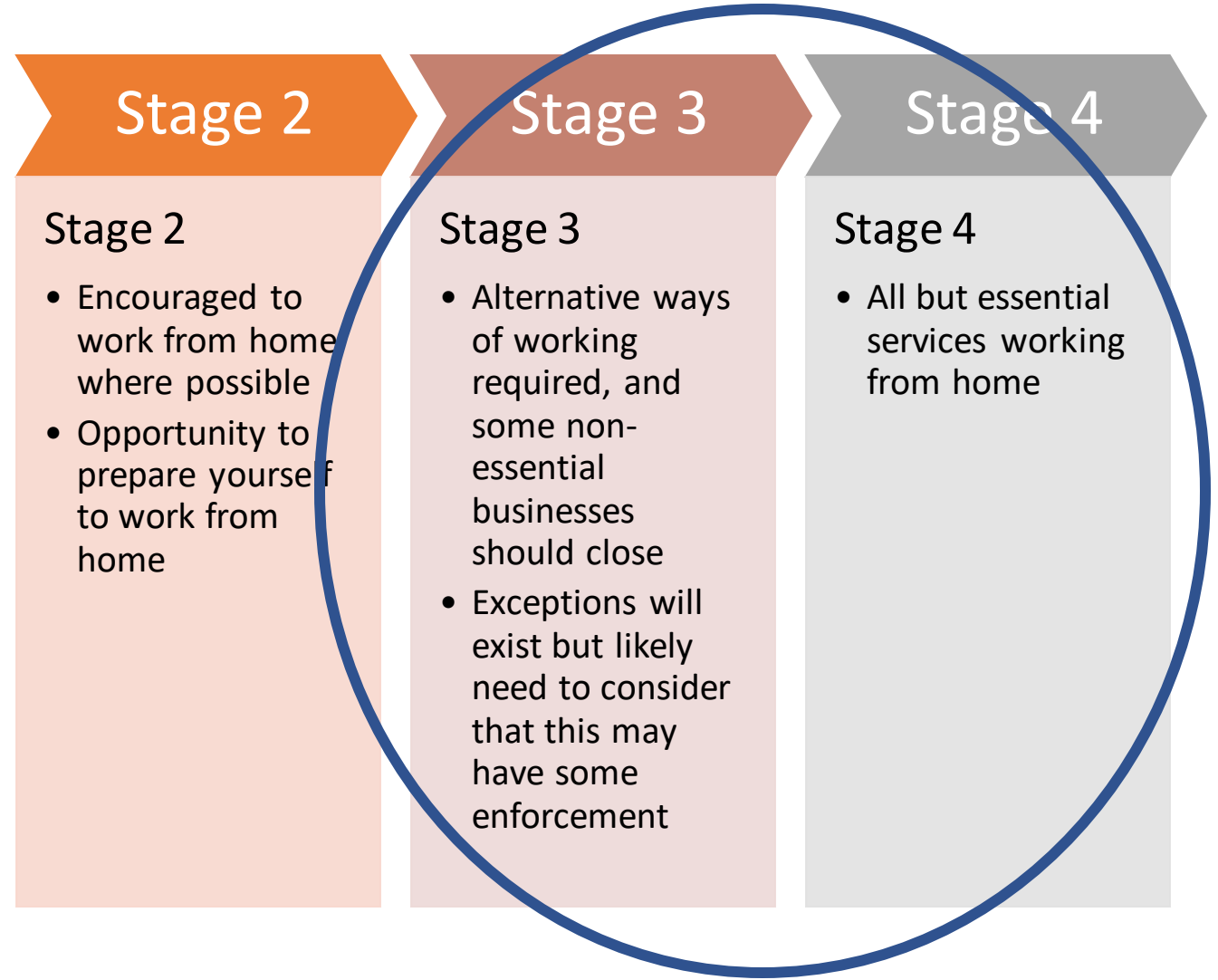
- Formed in 2011
- Office 365 since its inception
- Managed Services/IT support
- A wide range of IT services
- Large Not for Profit base
- Offices in Auckland, Christchurch, Dunedin, coverage nationwide


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# What are we dealing with?





# What will working from home look like?

- All staff working in isolation
- Need to consider that you may be working from home for 6 weeks +
- No meetings, quick chats, taps on the shoulder
- Inability to see if they are available, working, busy, on the phone
- Inability to see how your team are

# WORKING FROM HOME FIRST RUN

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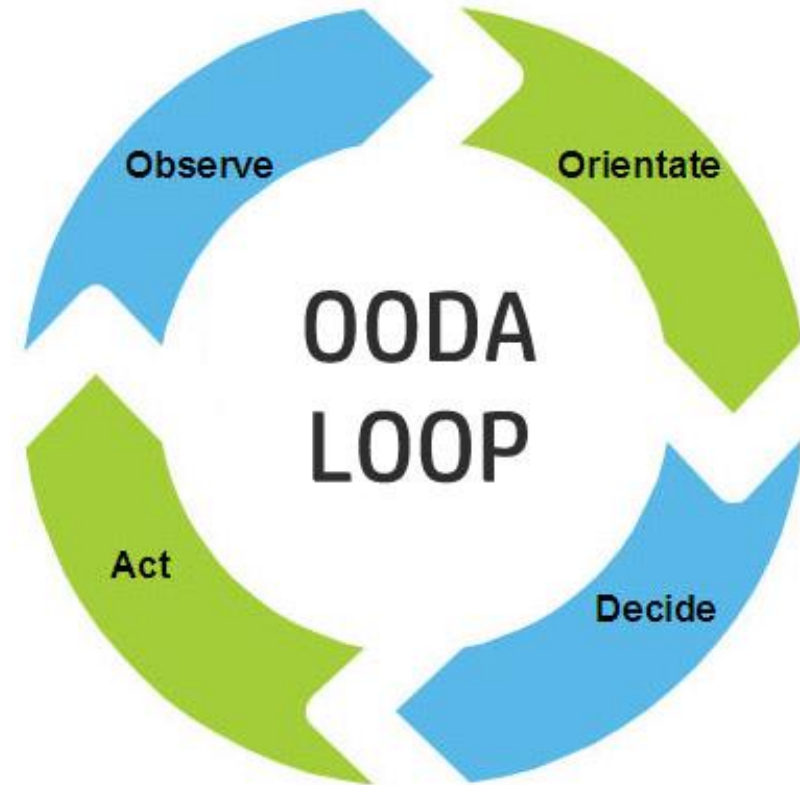
- The first few days might be tough, but this is the time to discover issues!
- Identify the technical issues & lack of access.
- Get staff to take a log – what worked well, what didn't work at all, what could be better.
- Consider the softer stuff. Are you communicating?
- Are their key roles in your organisation that may need extra attention?

# TAKE TIME TO REFLECT

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This is the “Loop” part of the OODA Loop

- What is working well?
- What is not working?
- What do you need to change?
- What should you stop?
- What should you start?



# GETTING OPERATIONAL - WORKSTATIONS



- When considering working from home what should you take into account?
- Do your staff have laptops?
- If no laptops? Will they transport their Desktop home, or use a Home PC?
- Will their transported Desktop connect easily enough (does it have wifi)?



# GETTING OPERATIONAL – ACCESS/SYSTEMS


- Are your systems Cloud Based? Server Based? Or a Mix
- What will be affected whilst working away from your site (applications/services)?
- Will your staff need a VPN or Remote Access System to access services?
  - If so do they need assistance to get configured?

# GETTING OPERATIONAL - COMMUNICATIONS

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- Let's assume Email will be fine
- Phone Systems – do they work from anywhere?
- Phone Systems – if not, will you need to redirect calls or some other method.
- Phone Systems – if you can move handsets home, connecting to a connection may not be as easy for some users as you may expect.
- Internal communications – will cover later.





# GETTING OPERATIONAL – USER ASSISTANCE

- Will your users know how to get things setup?
- VPN's, Remote Desktop Protocol – can be an issue to setup for the first time?
- Personal “BYOD” users – there may be incompatibilities, may need assistance getting connected.
- Please use our FAQ's page - <https://www.theitteam.co.nz/remoteworking/>



## LONGER TERM

There is a difference between the  
ability to work and working well!

Think 6, 12, 18+ weeks




# 6 WEEKS OF WORKING FROM HOME

- Workstations
  - Ergonomics to consider
  - Small Screens vs Multiple Screens
  - Temp old workstations may have an impact
- Remote Access
  - Remote Desktop Server/Terminal Server can be a less than ideal experience depending on speed
  - Accessing File Server (i.e. VPN) if slow, could cause pain over time
- Communications
  - Forwarding calls to one or two users (or a cellphone) may be an issue long term

# 6 WEEKS OF WORKING FROM HOME

- Communications
  - Instant Messaging
  - Video Calling
  - How frequently will you check in?
- Family & Home Situation
  - Availability/Timing
  - Space, Noise
  - Sharing Devices
  - Connection Quality/Load



# LONG TERM – TEAMWORK SUGGESTIONS

- Communicate frequently
- Ideally, all staff should have a headset (improved audio quality)
- Consider daily standups in teams, over video.
- Video calling for third parties/customers – everyone is going this way!
- Avoid non-video ideally, encourage all staff to enable video

# QUICK WINS - CONSIDERATIONS



Communications – Instant messaging for quick communications and Presence



Communications – Meetings – ensuring you still have them



Communications – Company wide communications and information sharing



Process/Sign-off - Paper distribution will be an issue



Customer Proposals – Paper distribution will be an issue



File Systems - Document storage and sharing – ensuring ease



# QUICK WINS - CONSIDERATIONS



Teams/Zoom/Slack – Instant messaging, presence, Video Calling, Company comms



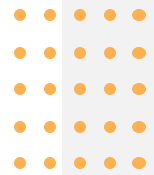
Microsoft Power Automate/Flow – Internal Processes/Approvals



Docusign, Pandadocs – eSignatures, Digital Proposals



Sharepoint - Document storage and sharing



# HOW TO GET STARTED QUICKLY – TEAMS

## Microsoft Teams Set-Up Guides:

[Microsoft Teams User Setup Guide](#) A simple guide that explains how you launch, sign-in and set audio settings for Teams

[Microsoft Teams Quick Start Guide](#) A handy Quick Start Guide, which gives an overview of key features of the tool.

## Microsoft Teams Training Guides:

To explore the tool more comprehensively, Bigger Brains have made most of their Office 365 training videos available for free to business Their Microsoft Teams resources include;

[Microsoft Teams Essentials: Teams and Channels](#)

[Microsoft Teams Essentials: Chat and Meetings](#)

[Microsoft Teams Essentials: Best Practices – Teams and Channels](#)

[Microsoft Teams Essentials: Best Practices - Notifications and Chat](#)

[Microsoft Teams Essentials: Best Practices – Files and Meetings](#)

Full Link – Mailchimp – We will share -

<https://mailchi.mp/ead2ea3655bc/covid-19-important-update-for-our-customers-4111489>

The IT team Webinar – Link at the end

# Power Automate



Microsoft's cloud-based workflow engine (formerly known as FLOW)



You can quickly automate time-consuming manual tasks



Requires little technical know-how



Workflows can be simple or complex



Build your own or download

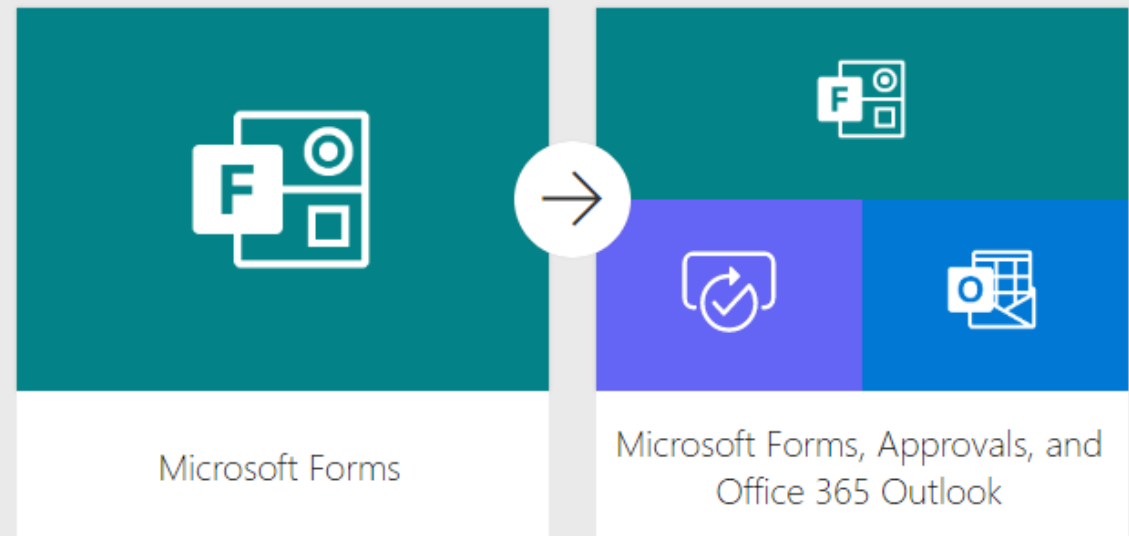


Purchase Approval, Credit Card Approval, Leave Requests etc

# Rapid approval processes

- If you need to get an electronic approval processes up and running quickly, Microsoft have pre-built templates you can use
- Just set up a form to collect the info you need, and then work through the Flow builder to ensure this gets to the right place for approval

Start an approval process and send an email on Microsoft Form submission



When a response is submitted to Microsoft Forms, start an approval process, if approved send an email for successful approval else send an rejection email.

# Make time to be human.



- Acknowledge the stress people are under
- Make time for real life -- sad and fun!
- Make up for missing hallway talk
- Be mindful and inclusive – families will be visible!
- Social meetings, e-Drinks
- Welfare check ins
- Encourage healthy habits

# WHERE TO FROM HERE

- Use our FAQ page - <https://www.theitteam.co.nz/remoteworking/>
- Our Customers - **Please fill in your surveys if you haven't already.**
- For Teams help - view the mailchimp link (Ben to repost)
- Link to Teams Webinar (will provide later)
- If you need assistance or have any questions, contact us!



# QUESTION TIME

[webinar@theitteam.co.nz](mailto:webinar@theitteam.co.nz)



# THANK YOU

Our focus has always been on offering a fresh range of I.T. related services and support designed to help client organisations maximise productivity and protect themselves from all kinds of data related risks.

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