

Collaborative Technologies for Telework

King County Metro
July 2020

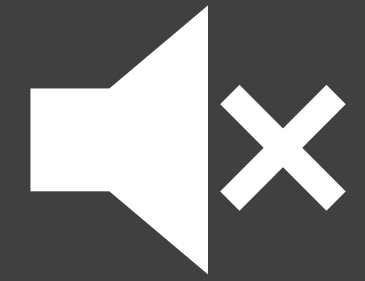
Presented by:

Bernie O'Donnell

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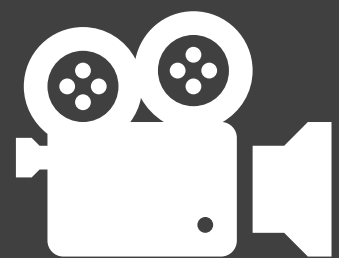




We cannot hear or see you



Post questions in the Q&A box



Slides and a recording will be emailed out after



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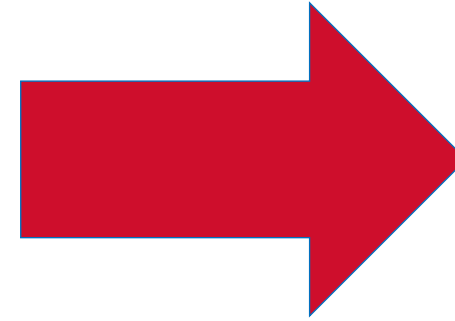


Drew Kaliszewski
Vice President
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Telework Technology Changes

On-Premises Technology

Computer Terminals
Desk Phones
Copy Rooms

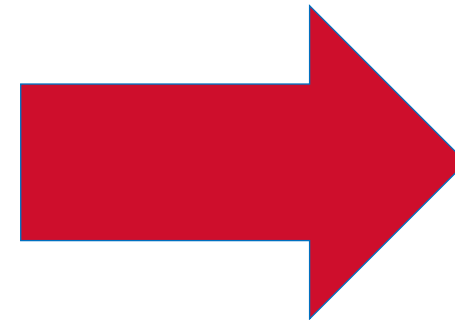


Cloud Technology

Application-Based
Device Agnostic
Available Anywhere

Basic Communication

Meetings
Email
Telephone

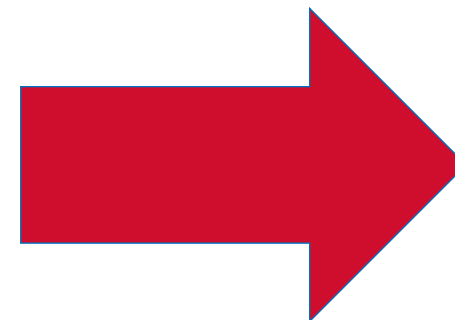


Multiple Forms of Communication

Instant Messaging, Texting, Voice
and Video Conferencing,
Desktop Sharing, Presence

Limited Connectivity

Dial-up Modem
Hard-Wired Connection



Connectivity Abundance

High-speed Internet
Wi-Fi
Cellular Data

Worksite Collaboration Practices

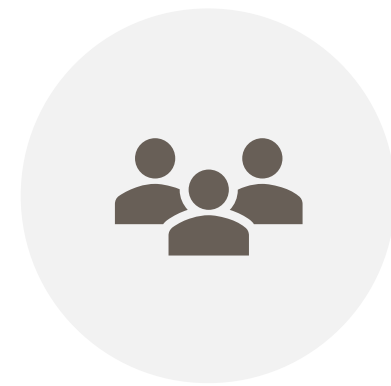
Collaboration at the office

- Physical meetings
- Drop-in meetings
- One-on-one meetings

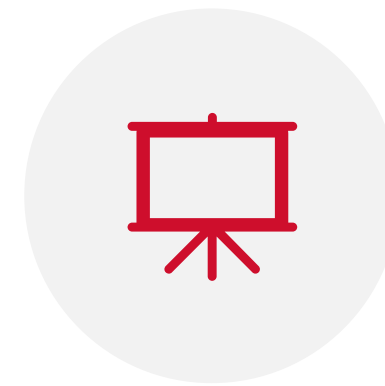
Tools we used

- Monitor / Projector
- Whiteboards / Flipcharts
- Software (i.e. MS PowerPoint, Excel, etc.)

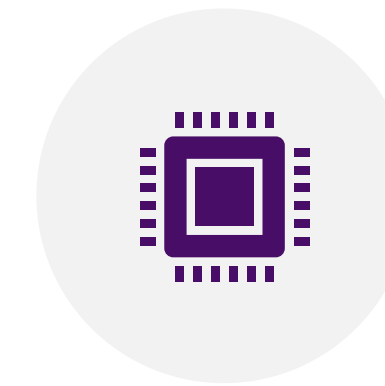
Using technology to replicate “in-person” collaboration



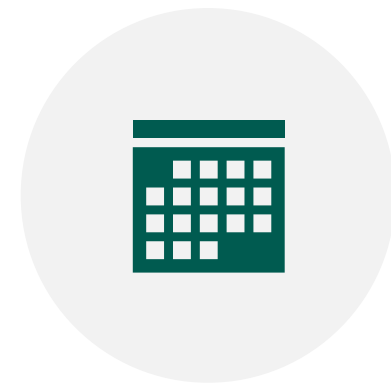
Voice & Video Conferencing to take place of in-person meetings



Screen Sharing for presentations and collaboration



On-line Whiteboarding applications to facilitate collaboration









Presence to determine if your colleagues are available



Instant Messaging for quick communication

Collaboration Technologies

Application	Use	Description / Useful Info
	Collaboration	Web Conferencing: Upgraded free package for work at home (up to 100 participants, meet as long as you want)
	Office Tools & Collaboration	<u>Office Tools</u> : Gmail business email, Calendar, Google Drive, Docs, Sheets, Slides, Forms, Sites, Keep <u>Collaboration</u> : Hangouts – Chat (secure team messaging) & Meet (Video and Voice Conferencing up to 100 participants)
 	Office Tools & Collaboration	<u>Office 365</u> : Word, Excel, PowerPoint, OneNote, email and calendaring with Outlook, cloud file storage and sharing with OneDrive <u>Collaboration</u> : Online meetings with Teams & Skype for Business <u>SharePoint</u> : Share files securely inside or outside of your organization
	Collaboration	Alternative to email (replacing email), Uses messages and channels, free plan includes unlimited messaging and the ability to search 10,000 most recent messages and 1 to 1 video calls
	Collaboration	<u>Online meetings</u> with voice, video, screen sharing, chat and whiteboarding. <u>Video Webinars</u> broadcast to 100 to 10,000 participants <u>Free plan</u> – Host up to 100 participants with a 40 minute meeting limit, unlimited meeting time for 1 to 1 meetings

Evolution of Video Meetings



1960s "Picturephone"



2020 Zoom Meeting

Next generation features of Video Conferencing

Artificial Intelligence

- Take meeting notes by transcribing audio
- Take meeting attendance
- Contact parties not in attendance

Machine learning

- Determine who is speaking/presenting
- Block out background noises (dog barking, car horns, baby crying)



Microsoft Teams Together Mode

The Technology Assessment Process



“Technology assessment should be an iterative process”

Define your requirements



HARDWARE



APPLICATIONS



COLLABORATION



FILE SHARING



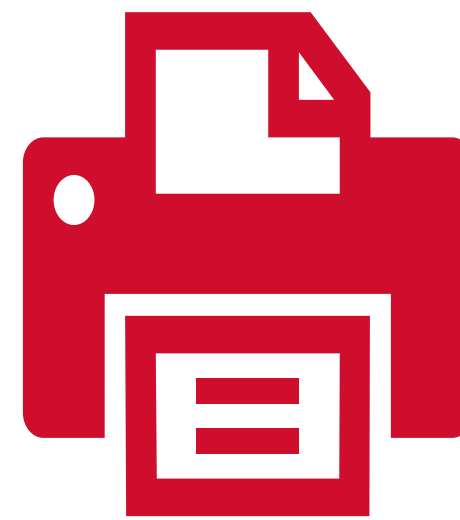
ENVIRONMENT

Review Current Technology



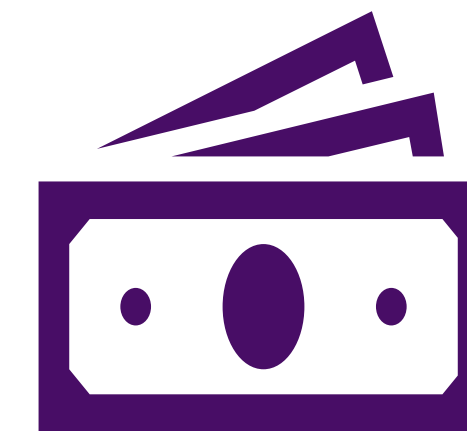
Applications

Office tools
Financial systems
HR Systems
Business applications



Hardware

Laptops
Printers
Scanners

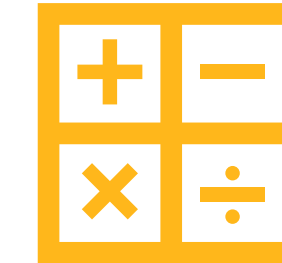


Leverage existing technology

Faster to implement
Saves money
Minimizes learning curves

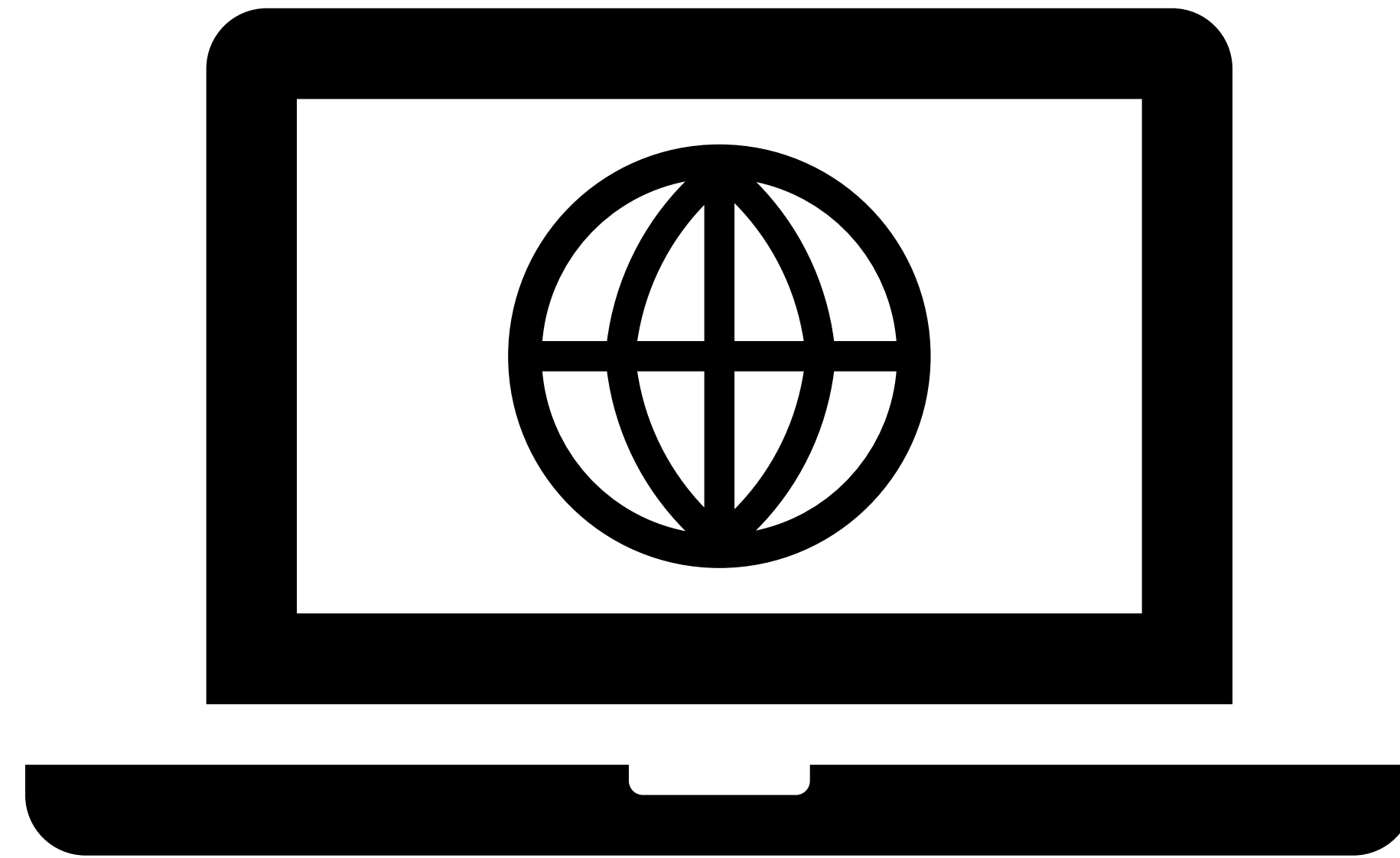
Determine Gaps

- Identify requirements not met by current technology
- Finalize requirements based on needs
- Identify / Evaluate new technologies
 - How well they meet your requirements
 - Experiment with features
 - Determine which ones are useful
 - How well it meets your budget
 - Utilize free trials, conduct pilot programs



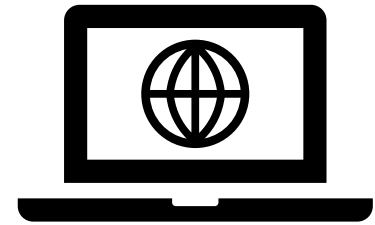
$$\begin{aligned} & \text{Business Requirements} \\ - & \text{Current Technologies} \\ \hline & = \text{Gap Analysis} \end{aligned}$$

Protecting Your Online Presence



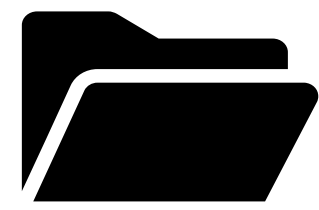
Protecting Your Online Presence: Security

Secure Connections



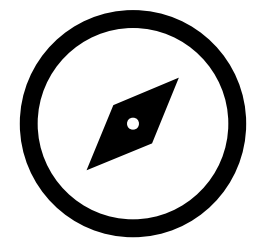
- Network and Infrastructure: Unsecured Public Open/Guest WiFi
- Connectivity Security: VPNs, Encryption, Multi-Factor Authentication

Secure Data



- Customer Information
- Employee Personal Information
- Company Secrets or Confidential Information
- Custody, Access and Protection/Backups

Secure Behavior



- Enterprise-Wide, Well-Communicated Policies
- Frequent Employee Awareness Guidance and Training
- Testing and Clear Communication to All of Current Threats

Develop an awareness of fraud

“Change often includes an element of risk”



Bad actors will always capitalize on vulnerabilities

- Fraudulent charity websites
- Sites selling fraudulent products
- Sites that deliver malware

Protect yourself from online scams

- Look for spelling errors in links
- Suspicious emails, links or files

Zoom-bombing



Uninvited attendees disrupting
your meetings

- Make sure your software is up to date
 - Newest security updates are in the latest versions
- Don't post meeting links in public places
- Use passwords for meetings
- Use the virtual waiting room and only allow in people you know
- Know how to use the meeting controls so you can mute and kick out unwanted attendees

Resolve Problems



Problems with your Home Internet

Check all components of your home network:
ISP - Cable Modem/Router (Comcast, Charter, Verizon)
Wi-Fi (Wireless router)
Application (servers, sites)
Cellular as Back-up - Personal/Mobile Hotspot



Avoiding technical glitches on conference calls

Hold test meetings – make sure you are familiar with the tools
Make it a habit to start calls early to ensure they start smoothly
Test your mic, speakers and camera



Home Office Set-up

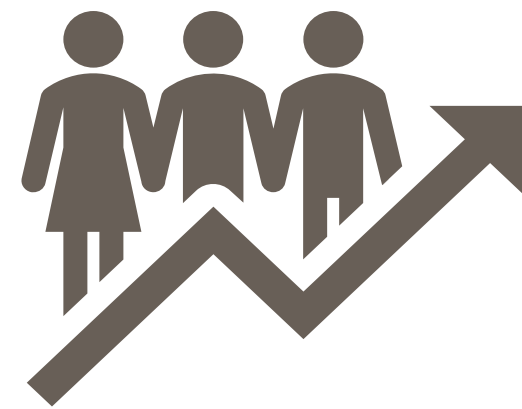
Invest in a headset

- Reduces background noise
- Ensures clear communication

For Video Calls

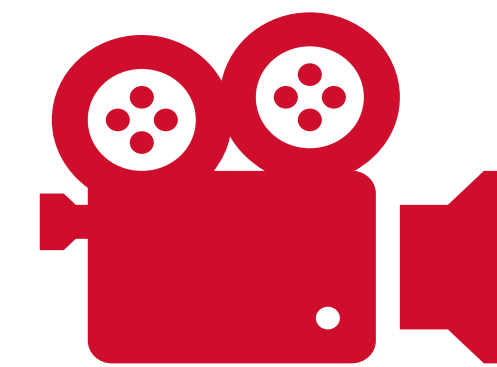
- Check your Lighting
- Check your background
- Nothing confidential
- Remove clutter

Recommendations for a Smooth Transition to Telework



Implement solutions that will grow with your company

- Consider the benefits of telework from a long-term perspective
- The solutions you implement today will become your business continuity plan in the future

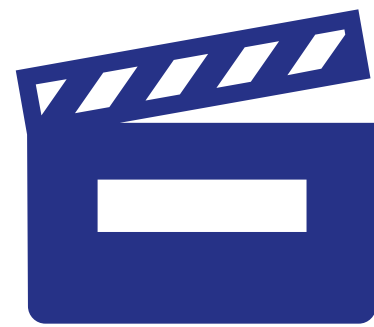


Develop a video culture

- Video meetings allow for facial expression and body language
- Video meetings ensure that everyone is engaged
- Video meetings generally end earlier – more engagement & less small talk

Steps to Success

Develop and Optimize your Collaboration Environment



Actions

- Build on the things you are comfortable with
- Seek help with the things that you are not



Resources

- Committees or peer groups
- Consultative assistance

WorkSmart Free Services –One on One Consultation

- Lead you through every step to put a program into place
- Assess potential and necessary steps for customized program delivery
- Assist with overcoming concerns
- Develop custom presentations and marketing materials
- Consult on technology needs
- Develop policies, procedures and agreements
- Train managers and employees
- Provide evaluation guidelines and strategies
- Help meet CTR goals

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