Spark nz

GET PREPARED FOR
REMOTE WORKING
CHECKLIST

Get remote prepared

Grab your org chart, or look at your business structure, and note which roles are *Easy*, *Hard* and *Not Possible* to work remotely. Make sure your team is set up with the right devices, and have access to the internet from home. If you don't supply work laptops, ask if they have computers at home. A hotspot from their work mobile could be an option in a pinch.

Test everything

Make sure you can access your email, programmes and files remotely. Identify all the systems you use e.g. CRM, accounting, inventory management systems and ask your team to connect at home tonight or via a hotspot on a mobile device today and see if they can access them offsite.

Focus on security

Make sure that remote access to programmes and files doesn't compromise your security. Review who has access to your VPN and update access for any users who don't already have it. Consider if employees will need training on how to access the VPN. If you don't already have a BYOD policy in place look at if this is something you can change and assess the policies that need to be in place to meet your security requirements.

Test your capacity

Check what capacity your network can support, consider running a stress test and increasing bandwidth if needed. Assess the capacity of the devices within your network e.g. routers, switches and firewalls in case they need upgrading for the number of concurrent users you need to support

Update your answering system

Your message on your phone system can be useful to update your customers on any changes to your availability. Update any call routing to make sure calls get to where your team are working.

Collaborating together

You might have collaboration tools you're already using, now is the time to make sure you have an agreed way of working on these tools. If you don't but are using Office 365, Teams is likely available in your licence.

For those not on Office 365 Microsoft is offering a free 6 months trial of Teams providing users with full access to the Office suite on phones and tablets, with Teams calling and video conferencing and 1TB of storage. Dropbox Business and Webex Teams also offer a full collaboration experience with shared documents, messaging and meetings and have a free trial.

Call centres

Determine if your call centre agents are able to work remotely with access to a computer, internet, VPN and headsets and that your Call Centre software supports remote access.

Don't forget to text

Text is a great way to get messages to your team quickly with a very high read rate (90% of texts are read within 3 minutes).

Set up a work from home day

Set a date to practice working from home. Get your team to check they can perform all the tasks critical to keeping your business running. Inform your customers that you are doing a trial. It's is a great way to signal you're getting prepared and have a plan in place.

Agree on ways of working

Communication is key in maintaining your productivity during difficult times. Have a plan for how you'll communicate regularly such as phone calls or video calls, and what times you'll do it. Scheduling a daily check-in is a simple way to keep everyone on the same page and ensure everyone is feeling supported when working away from the office.

Where are the gaps?

Once you've worked remotely create an action list of all of the things you need to improve/work on now that you've done it for real.

We're here to support you

During this challenging time we want all NZ businesses to know that we're here to help.
Reach out to your local Spark client lead if there's anything you think we can do to support you.