

COVID-19 Remote Work Transition Checklist for Managers

Since March 16, 2020, Infopulse successfully transitioned to remote work. We had to prepare the necessary infrastructure and provide our teams with first-grade tools for remote work within the shortest time frame. Thanks to effective team work, rapid responses and unified actions, we managed to complete the entire transition on short notice.

Now we'd like to help other companies to embrace remote work. Below is a quick checklist that should help you get past the initial chaos and frustration and streamline your company's transition to remote work.

Prepare the remote infrastructure to support remote work

- Provide every employee with a laptop. Skip approval requests for taking assigned equipment home.
- Grant access to remote desktop and other essential software.
- Estimate the expected external traffic load and ensure the critical infrastructure is configured.
- Verify that the current system's setup can handle the increased bandwidth.
- Check if your Internet service provider (ISP) allows for temporary increases over the configured bandwidth to cover any temporary traffic spikes.
- Ensure that all the cloud apps can sustain increased traffic workloads.
- Provide VPNs to all employees with setup and usage instructions.
- Set up a help desk/support team that will assist remote workers with troubleshooting.



Upgrade your communications

- Set up an initiative group who will rapidly respond to all incoming queries from your teams.
- Conduct regular briefings for department managers.
- Transfer all office calls to a remote workplace.
- Create a checklist of communication tools that every team will use and make sure everyone has them installed and configured properly
 - Email
 - Slack
 - Microsoft Teams
 - Zoom/Skype
 - Project management tools
- Create a schedule of daily/weekly team meetings. Share calendar access
 - Stay connected on a personal level! Organize virtual lunch breaks, after-hours and informal check-ins to keep the team spirits up!
- Organize new work routines
 - Propose sample daily work schedules
 - Agree on expectations around response times and working hours.
 - Allow flexible working hours for parents
 - Update milestones/checkpoints
 - Introduce new reporting routines
- Communicate updates to your clients
 - Reassure of business continuance
 - Inform on any updates in reporting/communication/service provisioning

Promote a health remote work culture

- Urge your team to maintain a healthy diet and work/life balance.
- Tackle isolation through informal virtual activities.
- Get your updates from trusted sources – WHO and local healthcare authorities.
- Keep those hands clean!

Remote work scenarios

Possible Scenarios / Related Services	People can just take their work notebooks and connect from home	People will get new empty notebooks and will connect from home	People should use their own computers from home
Network/VPN configuration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft Teams Communication Platform	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft Office 365	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Configure Virtual Desktop Infrastructure (VDI on Azure)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IT Security and Access management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Backup management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Update management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Desktop management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Stay safe!