Collaborative Technologies for Telework

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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.
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

*King County METRO*  
Moving forward together
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

<table>
<thead>
<tr>
<th>Application</th>
<th>Use</th>
<th>Description / Useful Info</th>
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<tbody>
<tr>
<td>Cisco Webex</td>
<td>Collaboration</td>
<td><strong>Web Conferencing:</strong> Upgraded free package for work at home (up to 100 participants, meet as long as you want)</td>
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</table>
| G Suite    | Office Tools & Collaboration | **Office Tools:** Gmail business email, Calendar, Google Drive, Docs, Sheets, Slides, Forms, Sites, Keep  
**Collaboration:** Hangouts – Chat (secure team messaging) & Meet (Video and Voice Conferencing up to 100 participants) |
| Office 365 | Office Tools & Collaboration | **Office 365:** Word, Excel, PowerPoint, OneNote, email and calendaring with Outlook, cloud file storage and sharing with OneDrive  
**Collaboration:** Online meetings with Teams & Skype for Business  
**SharePoint:** Share files securely inside or outside of your organization |
| Slack       | 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 |
| Zoom        | Collaboration| **Online meetings** with voice, video, screen sharing, chat and whiteboarding.  
**Video Webinars** broadcast to 100 to 10,000 participants  
**Free plan** – 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

Define your requirements

Review current technologies

Determine gaps

“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
    o Experiment with features
    o Determine which ones are useful
  • How well it meets your budget
• Utilize free trials, conduct pilot programs

Business Requirements – Current Technologies = Gap Analysis
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

- 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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