Creating Collaborative Culture through Remote Work

Group on Information Resources, Webinar

Panel Presenters: Jessica Chen, Ralph Zottola, Nicolette Franck, & Darwin VanDyke
Introductions, History, & Status of *Telecommuting*

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Remote Work Roadmap – UTMB.US/411

Download Guide at UTMB.US/411

In September-2019, Gartner said: By 2024, due to remote work only 25% of meetings will take place in person, down from 60% today.
Source: Zoom.us/Gartner

March Monopoly ©
Analysis, Business Case, Sponsorship, Consultation

Despite these steps **previously** taking months & years…
This pandemic has proven organizations **can** conduct these essential steps **very rapidly**

Normalization vs. *Special Circumstances (Stigma or Preconceptions)*
+ Attire, dogs, kids + Crisis connected humanity *virtually* + Shared Commonality

Emphasized the need for IT to support Accessibility & Inclusivity

*Rapid Rollout* created a “*go-with-what-you-know*” philosophy
which has now already been enhanced, improved, and optimized

**Steps to Building a Remote Team**
1. *Clear Communication*
2. *Encourage & Enable Collaboration*
3. Define Clear Goals
4. *Build a Community*
5. Touch Base *In-person* (when possible)
6. Ask for Feedback

Source: utmb.us/436
Trust is the *stacking & layering of small* moments & reciprocal *vulnerability* over time.

Trust & vulnerability *grow* together, & to betray one is to destroy *both*.

-Brene Brown, DaretoLead.BreneBrown.com
Framework Poll – Remote Connectivity?

When rapidly converting to remote, did your organization *primarily*..?

A) Utilize *existing* toolsets
B) Use *existing* toolsets & supplement *new* applications
C) Adopt & implement *new* toolsets

Throughout the pandemic event, did your organization *primarily*..?

A) *Standardize* to a specific set of applications by purpose
B) Use a wide *variety* of similar platforms
C) *Prioritize* preferred platforms by function or department accordingly
## Framework – Meeting Solutions Matrix Example

<table>
<thead>
<tr>
<th>Application</th>
<th>Vendor</th>
<th>Benefit</th>
<th>Purpose</th>
<th>Insight</th>
<th>Licensing</th>
<th>Pros</th>
<th>Cons</th>
<th>Metrics</th>
<th>Training &amp; Documentation</th>
<th>Resources</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skype for Business</td>
<td>Microsoft</td>
<td>Organizational Standard</td>
<td>IM, Meetings, Presenting</td>
<td>Legacy (converting to Teams)</td>
<td>Enterprise License</td>
<td>+Whiteboard, +Pop-out, +Polls, +Phone #</td>
<td>-Archived History, -Mobile, -Offline Messaging</td>
<td>300 participants</td>
<td>Guide: utmb.us/3WF</td>
<td><strong>Skype.com/Business</strong></td>
<td></td>
</tr>
<tr>
<td>Teams</td>
<td>Microsoft Teams</td>
<td>Comprehensive Solution</td>
<td>Chat, Meetings, Conversations, File Repository, O365 Integration</td>
<td>Recommended for Students</td>
<td>Limited Enterprise License</td>
<td>+Persistent Chat, +Whiteboard, +Offline Messaging, More</td>
<td>-Pop-out, Breakout Rooms, -Polls, -Ratings, -Quad</td>
<td>250 participants, 100 attendees</td>
<td>Video Overviews: utmb.us/3Y3</td>
<td><strong>Teams.Microsoft.com</strong></td>
<td></td>
</tr>
<tr>
<td>Zoom</td>
<td></td>
<td>Ease of Use</td>
<td>Open Video, Meetings, Presenting, Learning</td>
<td></td>
<td></td>
<td>+Breakout Rooms, +Hand Raise, +Gallery View, +Mobile</td>
<td>-Security (Zoom Bombing), -40 min free, -Persistent Chat</td>
<td>100 participants</td>
<td>New Teams to <a href="mailto:ISHelp@utmb.edu">ISHelp@utmb.edu</a></td>
<td><strong>Zoom.us</strong></td>
<td></td>
</tr>
<tr>
<td>Webex Meetings</td>
<td>Cisco Webex</td>
<td>Industry Leader</td>
<td>Meetings, Presenting</td>
<td></td>
<td>Temporary Enterprise License</td>
<td>+Industry Standard, +Unlimited time free</td>
<td>-Licensing</td>
<td>100 participants (Free)</td>
<td>Online Courses: utmb.us/3Y4</td>
<td><strong>Webex.com</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Additional info:** utmb.us/42P
Framework

**Critical Components**

1. Internet Access
   Public Wi-Fi parking lots statewide across all of Alabama
   ISP & personal equipment dependencies

2. Virtual Private Network (VPN)

3. Communication Platform (Email)
   Skype, Zoom, Webex, Teams, Google, BlueJeans, etc.

4. Collaboration Platform
   Slack & Microsoft Teams & Google Cloud Platform etc.

5. Systems & Applications
   Leveraging primary systems for effort & objectives, etc.
Framework Assessment

Prepare for Life Post-COVID

Do you have metrics to assess what works and what does not in your org?

How can you convert your experience to a strategy?

And change how IT (and your organization??) works forever more?

Remote work is here to stay.
Guidelines & Pilot

Defining "Normal" and "Acceptable" Expectations: Management, Customer, Colleague

(R)Evaluating & defining success - What is a Pilot?

Tips: Profile Pictures, Video!, Social Channel
  • Training Curriculum for Working Remote
  • Documentation & Knowledge Transfer is now essential

Communication is key throughout but critical here
Share clear, concisely, succinctly, and consistently in various format
Insights & Adoption

Additional Resources:
WorkLife podcast by Adam Grant (Audio): utmb.us/42q
Radical Transparency TED Talk by Ray Dalio (Video): utmb.us/42r
Principles Excerpt Summary by Ray Dalio (PDF): utmb.us/42s
Insights Poll

Increase? Decrease? Same?

How has productivity been affected?

How has capacity been affected?

How has engagement been affected?

How has your job satisfaction been affected?
Insights & Adoption

Emphasis on IT but *not everyone* is ready for remote…

Maintain a *variety* of application options App Rationalization as needed

Speed of Adoption!? Push the limit, but monitor for stress & burnout

Prioritize & Plan! Just like always

Adaptability, Agility & Flexibility Change efficiently, Communicate often

Collective Community Forums *Channel* based crowd-sourced feedback

Leadership *Leading Precedent of Remote* Be transparent, set the tone

Policy! Formal definition of Processes, Practices, & Procedures (FAQ's)

Celebrate Success Show appreciation sincerely & compliment contributions
Expansion & Future Strategy

What is the ROI for staying majority remote?
How are you measuring this (experiment) to justify the ongoing Business Case?
Are you assessing office space reductions or other cost saving changes? (Facilities)

Is your organization planning to return to the office? When & why?
Do you have valid reason to return, and if so, have you defined the Guidelines?
Have you considered the impact recruitment & benefit of retention? (Human Resources)

Have you gathered feedback on WFH?
How could you conduct qualitative Analysis & quantitative Insights on perceptions of remote?
Conduct Survey to validate eligibility & perception; Requires Sponsorship & necessitates Consultation

How are you sustaining meaningful connection & communications?
Has your team collaboration & morale changed? How are your customer relationships?

What action item will you commit to today?
We've attempted to give you a variety of different concepts & tactics, so we hope you can utilize them
Questions? & Comments?
Additional Resources

Remote Work Roadmap – utmb.us/411

TED – Why Working from Home is Good for Business – utmb.us/3UK

Farewell, Office. -

Telecommuting will be radically different & that's a very good thing -
**Bonus Resources**

A Conference Call in Real Life - youtu.be/DYu_bGbZiiQ

A Video Conference Call in Real Life - youtu.be/JMOOG7rWTPg

Quarantine Stereotypes by Dude Perfect - youtu.be/eZUKSxE2UZg

Ode to Zoom – Parody Medley - youtu.be/gEbLloJV3rw
THANK YOU for attending!