

Dear all

Let me share a note that is a simple reference guide to help us with an effective working from home strategy, this is useful so we can respond professionally to the work demands.

**TIPS and TRICKS:**

- At this time collaborating with the teams is critical, and for that the preferred tool is **MS Teams**. In the company we have enabled about 900 people with this tool, this is the time to maximise usage for chat, calls and **SCREEN SHARING** – **you don't need a VPN for using this tool.**
  - *If any team member needs to access NAV for e.g., they can connect via MS Teams to another team member and they can share screen and give control so that the activity can be performed.*
- **Zoom** is a tool we have embraced and being used well, zoom has opened up their facility for free use for all. This means without a corporate ID, you can still go ahead and set up your own personal ID with a basic plan using just gmail/facebook ID. <https://zoom.us/docs/en-us/covid19.html>
  - This is a recommended tool but the limitation on a basic plan is that session will time out after 40 minutes. This is still sufficient to get work done. & **you don't need a VPN for using this tool.**

A lesson learned is that we seem to have deployed laptops to a lot of non-critical staff, whereas operationally critical staff and functions seem to be hit with people at home with no ability to contribute effectively due to lack of remote access. Another gap to fill in the BCP for future.

We CANNOT enable vpn on home machines for obvious security reasons. But we are permitting office desktops to be taken home on an exceptional approval mode. These desktops will not likely get UPS protection nor a network link at home (no LAN) but will function as a standalone system and this will suit R&D and design teams.

Lastly, VPN and remote access from home is not going to be fast, you will need to make a mental adjustment to work on a slower responding mechanism. These days every internet and broadband provider is struggling with the traffic and congestion as Netflix, amazon prime, YouTube and other streaming content is choking the pipes.

Let's deliver and support our organisation and colleagues irrespective of where we are.