

# 7 Questions to Check If Your Information Technology Is Optimized for Hybrid Work

The way we work changed dramatically in 2020, as offices shut and employees shifted to remote work. Although 2021 is enabling a return to the workplace, not all employees are coming back. Some employees will continue to work at home fulltime; some will work at the office fulltime; others will split their time between the office and their home. How can businesses effectively provide technology to all employees wherever they work? Check your answers to these questions to see if you're optimized for hybrid work.

## 1. Is your culture ready?

The culture of work needs to adapt to this hybrid world. Because of health concerns, employees may not be willing to share equipment, unless it's sanitized between users. Even when all employees needed at a meeting are onsite, the meeting may still be conducted virtually. Employees who work from home need access to the same technology and same opportunities as those at the office.

## 2. Do you have a policy?

In order to ensure fair treatment of employees and be able to allocate resources and management appropriately, businesses need to have a policy that specifies who can work from home how often. In addition, policies need to address how work is conducted onsite. This policy can overlap or extend an existing "bring your own device" mobile usage policy.

## 3. Have you established an appropriate budget?

With employees working both remotely and onsite, costs may go up because businesses must ensure employees have the technology resources they need at both locations. Because on premises equipment may be shared, this doesn't have to double expenditures. In addition to implementing additional technology at the office, businesses may need to pay for better equipment and higher speed internet to support employees without top quality home computing environments.



#### 4. Is security strong enough?

When the COVID-19 crisis began, businesses and employees improvised, so there may be a lot of shadow IT to identify and bring under control. In addition, businesses need to review their overall security strategy and usage of controls like firewalls to ensure sufficient protection when a large percentage of staff works remotely. In particular, businesses that didn't already have multifactor authentication in place should implement it to ensure remote access is safe.



#### 5. Do you have enough capacity?

Hybrid work means increased demand on the network and virtual desktop infrastructure. You may need additional licenses for software to support employees on both their home PC and their office desktop. Because videoconferencing is now a primary means of communication, even for employees onsite, that capability may need to be strengthened.

#### 6. Can employees effectively collaborate and share files?

Because employees are working from multiple locations, collaboration tools are critical. File sharing is vital, not only among different employees, but to ensure an employee who works from both home and office can always access the same version of the file wherever they are.

#### 7. Are you able to provide adequate support?

Employees need to be trained to access their necessary files and applications from each location. The help desk needs to be able to support them at home and in the office. There may be new support challenges due to non-standardized home computers, such as employees with a Mac at home when the office is Windows-based.

Supporting technology when employees work in a hybrid work environment doesn't have to be twice as complicated and twice as expensive as supporting technology when employees work either on premises or at home. Comprehensive IT services from Prescient Solutions provide IT support to systems and staff every day they work, everywhere they work.

**Contact Prescient Solutions** to learn how our technology services help businesses optimize hybrid work environments to leverage technology and support employees cost effectively in all the places where your business gets done.

