

Remote work

Accenture experience

"Esi drošs", 24 March 2020

**GROW
CONFI
DENTLY**

Is remote work a regular practice in our business?

Yes.

Flexible work conditions and remote work possibility is one of the most evaluated benefits across Accenture Latvia people.

In the current situation 95% of our talents deliver the promised work to our clients without interruption from home.

Remote work vs. Seat management challenges

In the modern world where people travel for work and take advantage of remote working, average office occupancy is **60-70%.**

No matter how well we plan who sits where still a lot of chairs are unoccupied. A different approach was needed. At Accenture Latvia, we have confronted this problem as we grew to **>1500 talents and to 4 offices.**

Accenture Latvia internal sensor based seat management system

SEATIFY GOAL



Disclaimer: We designed it ourselves and outsourced production for internal use. This is not a sales slide 😊

The aim of Seatify is to increase the freedom of Accenture people via:

- Dynamic seating
- Optimization of seat occupancy
- Flexible working approach

SEATIFY
SEAT MANAGEMENT SYSTEM

Seatify system provides relevant, scalable, and reliable data for meaningful management decisions.



DIGITAL WORKER



Best Practices for Working Remotely

Use Secure Networks

Use Secure Networks



If working from home,

- [Change the default administrator password](#) on your router to one that is both strong and unique.
- [Enable WPA2 or WPA3](#) on your router to encrypt your online activity.
- [Create a strong network password](#) and only share it with people you trust.
- Turn off public folder sharing and, when connecting to a new network, select "do not allow my computer to be discoverable by other devices on the network".

If working in public,

- If you can, use your smartphone as a hotspot to connect to the internet.
- If you must use a public network, confirm with the establishment the [network is genuine](#) before connecting and only navigate to sites that begin with "https" indicating an encrypted connection.

NOTE: Sensitive Company and Client applications require you to [connect via VPN](#) to access. Ensure Home wireless networks used to access Company and Client Information are configured to meet the [Home Wireless Security Guidelines](#)

Use Secure Devices & Solutions

Use Secure Devices & Solutions



Only use authorized devices for client work and never store Company or client information on [personal devices](#).

Only use company-provided software and tools for collaboration, files storage, etc. Unapproved 3rd party tools can be insecure or in breach of contract.

Only use the Company mobile apps for on the go business collaboration. First you need to enable your device with [Mobile Access Management](#) (MAM) solution that provides secure access to Company applications and data.

Don't let friends and family use your work devices.

Install the latest operating system updates on workstations and run up-to-date security software.

Enable automatic updates on all of your internet-connected devices to protect against vulnerabilities that could spread through your network.

Work in a Secure Environment

Work in a Secure Environment



Always be aware of your surroundings. Use a [privacy screen](#) if you have one, always lock your screen when you step away.

Be mindful where and how you take conference calls.

Don't leave printed materials in the open and, if possible, shred before disposing.

Physically secure unattended devices in a locked drawer or room, or with a [cable lock](#).

Report Incidents

Report Incidents



Call Company communicated channel if you suspect that your device might be compromised or that you might have fallen victim to a phishing scam.

A fast response can minimize the consequences of any security incident.

Beware of Phishing

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Cyber attackers are capitalizing on COVID-19 fears by impersonating governmental agencies, sharing fictitious supply invoices, and posing as charities. **Take extra caution** with every email or phone call you receive soliciting action related to this health threat. Company will only contact you via standard business channels, like email and portal notifications.

Complete the [latest phishing training](#).

[Click here for information about COVID-19 specific phishing threats.](#)

STAY TRULY HUMAN

Key to staying focused when you are creating and working remotely is establishing a structure and proactively balancing your screen time, finding the right place to work and connecting with people.

- **Set a routine to start your day and mentally get into work mode** – get your coffee, read your emails + messages, etc., and do what you typically do during a workday.
- Think about your **“virtual dress code”** as you will be connecting with people via video.
- Ensure you have a **dedicated place to work** that is quiet, has enough space for you to work, and allows you to focus. **Ergonomics** is important so think about your desk height and your chair.
- Working from home, or remotely, often leads to increased screen time and less time away from your desk. **Take breaks, go for a walk, and get up from your desk regularly.**
- Connect with colleagues, team members and others. **Virtual “coffee breaks”** are a great option.
- And when you’re ready to sign off for the day, **truly unplug and try to resist the urge to check your messages frequently.**





Questions?

CONTACTS



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