Introduction - Video Conferencing and the unprecedented, enforced changes to the new ways of working.

The ongoing Coronavirus pandemic has made life more difficult for everyone.

These unprecedented and enforced changes to our daily life with the need to socially distance has rapidly forced us all to adapt, change and embrace, often for the first time, a totally new way of working.
The expeditiously increased use of technology and the forced changes to the way that we communicate with each other in a more remote and agile way has brought many advantages, but with all change, a shift in culture and human behaviours will also bring with it some disadvantages.

Virtual communication platforms such as Microsoft Teams, Zoom, Skype, Facetime and What's App etc, have never been so important. Whether it be in our personal, family, business, or workplace these new pieces of software will now forever be mission critical and part of the 'New Normal' and future ways that we conduct our day-to-day interactions.

It is therefore imperative that we not only have the right equipment and technology in place, but that we also understand how to use it safely, mitigate the risk and rules around data protection and cyber security and factor in its limitations and the longer-term health and wellbeing risks associated with the increased way and ergonomic environment in which we use it.

Problem Statement

Because of the rapidly expanding and unprecedented changes brought about since the early part of 2020, the reliance on virtual communication platforms is still evolving. We will all need to be flexible and fluid in the way that use them, but also at the same time ready to adapt and embrace them and move forward at pace.

Problems, Issues and risks:-

- Digitally excluded individuals, people with low digital literacy, learning difficulties or disabilities cannot easily access remote-working or collaboration support platforms and are now being isolated and disadvantaged by not being able to communicate effectively online.

- Most organisations, inclusive of the large corporations, small to medium enterprises, the 3rd sector, non-government organisations and the wider public authorities, have not yet adequately provided the necessary, and often basis training material, guidance, mentoring, policy, and guidance for its use.

- Platforms are often perceived as being complicated and bring with it a fear of the unknown which often creates barriers.

- The associated Cyber Security risks and how people protect themselves from cyber-attack on-line has often been overlooked.

- The deployment, configuration, choice of platform and wrap around protection is often rushed without the required due diligence and risk assessments being carried out.

- The basic but essential privacy controls, such as where the data is held, what can be done with it, what features should be enabled and what not and simple basics such as verifying the participants are often overlooked.

The Digital Safety approach and what we can offer

The Digital Safety Community Interest Company have developed a suite of service offerings which include several modules ranging from training, simple guidance, mentoring and familiarisation, larger scale capability building, business transformation, change and operational workshops.

We have a strong innovation agenda to utilise the support of digital experts and citizens who volunteer their time for civic good.

We offer a flexible approach that can be easily aligned towards the specific needs of an organisation and tailored to fit anything from, a large corporate, public authority or non-government organisation right down to the smaller business enterprise or charitable organisation.

We will always aim to tailor our approach in support of the digital safety agenda by teaching, mentoring and familiarising people with a benefit driven approach, while also being tightly focussed with the mission to shield and protect the public against digital harm.

Although our range of services was initially built to complement the rapidly accelerating way that the Microsoft 365 Teams platform was being rolled into national policing, it is important to understand that Teams was only ever built as a proprietary business platform, specifically aimed at improving productivity for the global mass market which was to be predominantly used as a persistent workplace chat based collaborative app to help business communication stay organised and have conversations all in one place with the added file sharing, storage and application integration.

We are cognisant of the fact that 'one size doesn't fit all' and will nuance our deliver to exactly whatever the needs of the customer are. We will introduce the same principles and blended approach which will be tailored towards the preferred and most accessible, or currently used communications software provider of the customer whether that be, Zoom, Skype, Facetime or What's App etc.

Through our background in law enforcement, we will also be able to offer an exceptional level of understanding into the management and protection of data and information security. We have a vast amount of experience in the culture and infrastructure change within Government and Law Enforcement, not only within the operational arena but also tightly focussed on the legality of necessity and proportionality compliance will which is mandated from an Information Security and legislative governance perspective.

Our Proposition: Core Digital Remote-Working Course

Fundamentals/Basics

- Signposting to Teams

- How to launch Teams through Microsoft online/offline

- How to accept a Teams invitation and access the meeting link

- How to complete basic tasks in Teams

- Jargon/specialist terms associated with Teams

- Difference between using it on windows vs IOS etc...

- Security briefings

Technical element

- Bandwidth

- Webcam

- Wi-Fi issues

- Hardware capabilities

Troubleshooting

- Why can't I log on?

- Why won't my background work?

- How do I send out a meeting invitation?

- How do I see if my co-workers are online?

- How do I update it?

Tasks

- Simple tasks to complete understanding of Teams basics

Bolt-on Options

Digital Etiquette and Professionalism

- Presentation over teams - e.g. clothing
- Use of 'raising a hand' in team meetings
- Appropriate use of the messaging functions

Virtual Review for Employers

- Review of environment
- Review of technology in home workspace
- Vulnerability assessment

Employee Wellbeing

- Mental health
- Physical wellbeing - fitness and exercise
- Sunlight
- Nutrition
- Environment and setup (posture etc...)

Security/Risk Management

- Environment
- Ergonomics of workspace
- Security of official/sensitive documents and information
- Teams calls - mitigate risk of sensitive information being overheard
- Backgrounds - to obscure home working space

Equality

- How to be neurodivergent friendly
- Presentation colours - optimised for colour blindness/poor sight
- Accessibility and use of screen reader for those who are blind/partially sighted
- How to enable captions etc for those who are deaf or hard of hearing.

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