



Technical Guide for Working From Home (WFH) for the Royal Civil Service Commission

Version 2

September 2020

Technical Guide Book for Working from Home (WFH) for the Royal Civil Service Commission

1. Objective

This Technical guideline has been developed with reference to the guideline for WFH developed by RCSC. The guideline will help guide employees at RCSC to deliver the services mentioned in the Business Continuity Plan remotely. Business Continuity Plan is attached in the internal website Annexure A.

2. Role and Responsibility

Following are the distribution of the role and responsibility to enable WFH in RCSC.

| Division Level | HRC Level | MISD Level | AFS Level |
|---|--|--|--|
| <ul style="list-style-type: none">● Identify Services that can be done remotely (Already done)● Develop on Internal communication and working plan● Identify staff categorization | <ul style="list-style-type: none">● Develop External Communication Protocol.● Setting Ground rule for the Organization as a whole.● Developing overall engagement plan | <ul style="list-style-type: none">● Technical Backstopping● Training and Refreshers on the Tool Box● Making the Tool Box available | <ul style="list-style-type: none">● Arrangement Laptop and Desktop for those who don't have. |

3. Resources Required

For WFH to work more effectively following resources are must haves:

1. Laptop/ Desktop (with wireless facility)
2. Printer for Commission members/Director/Division head (where required)
3. Webcam and Microphone for desktop users.

4. Communication Protocol

- a. All WFH information will be accessible from WFH for RCSC internal website.
- b. Personal Details and Contact Number of staff in RCSC and HROs of Agencies are also available on the internal site.
- c. Primary Communication channel (ICT Tool Box) for RCSC would be as follows:

ICT Tool Box for Remote Working (RCSC)

Synchronous communication Channel

- Whatsapp Groups
- Google Meet
- Phone Call & SMS

Asynchronous communication Channel

- Email
- G-Suite

Task Management and Others

- Trello
- Internal Site
- Dispatch System
- GDrive & G-Suite

d. Internal Communication

- All internal communication hierarchy within the organization will be as per the existing delegation of authority.
- Division heads are expected to set a clear target and clear deadline;
- All communication which are not time sensitive are to be delivered through the Asynchronous communication channel.
- Division heads are required to have a daily team stand up meeting every morning.
- Divisions are required to manage their Task through Trello/ or their own task management tool, for keeping track of task and to get status update from members.
- Every division will have their own Trello/other Task Management Tool and Director, RCSC will be a member of all the Trello boards in order to keep abreast of the progress of the projects and also to check on the utilization.
- All decisions made both through Synchronous communication channel or Asynchronous communication channel should be documented in the division common folder.
- Divisions shall create their own internal protocol (Ground rules) on how and when the teams will coordinate and meet depending on their nature of work, And also how tasks will be managed.
- Divisions shall also maintain document movement and equipment movement log for their own division.

e. External Communication

- All external communication will either be signed by Commission Members/Director/Division Head depending on the existing delegation of authority.
- All outgoing letters dispatch numbers to be fetched and recorded in the online dispatch number management system. All division heads will be required to save the dispatched letter (Dispatch here means to

scan and send the letter via email) to the Outgoing Letter folder in the common folder on Google Drive.

- iii. To manage the signatory issue, Commission/Director/Division heads will use their assigned printer which may be sent home for this purpose. Cloud print is to be established where possible to cut down the process.
- iv. The scanned copy of the letter should be reverted back to the person concerned by email and the person concerned needs to maintain a copy of the letter in the outgoing file on G-Drive.
- v. And the hard copies should be filed and given back to office once WFH is lifted.

5. Safety and Security Considerations

Safety and Security Considerations

Do(s)

- Review privacy policy and settings when using new applications
- Enforce use of multi-factor authentication (MFA) to secure your credentials
- Keep your antivirus up-to-date.
- Maintain offline backup of your important work.
- Ensure to turn on your AV when downloading files. Pay extra attention to what you are downloading (Some files could be malware).

Don't(s)

- Do not share your personal information or credentials online.
- Do not click on unverified links shared by friends or colleagues especially related to CoVID-19 as it could be a phishing email.
- Do not forward misinformations related to CoVID-19. Fact check with reputable sources such as the Ministry of Health, or the WHO.
- Do not visit unnecessary websites.

6. Reference

Detailed technical guide on using the ICT Tool box can be found on the internal website for WFH.

7. General Tips for WFH

1. Create a good morning routine
2. Start with the most important tasks
3. Run stand up with your teams
 - a. Quick 15 minutes meeting (only 15 minutes max)
 - b. Tell your team what you have done yesterday
 - c. What you plan to do today
 - d. If there are any challenges
4. Be on time
5. Be responsive and active in checking your mail and internal communication system

6. Show your work, Make sure that everyone on your team gets an update on what you have done and it is as detailed as possible.
7. Is the information time-sensitive? if yes, go to chat. If no, go to Trello
8. When WFH, over-communication is better than under communication

| Under Communication | Overcommunication |
|--|---|
| Can you please provide me with reporting on content once you get a chance? | Can you please provide me with a short report (~1 page) on our blog metrics, with data pulled from Google Analytics, for next Tuesday before 2PM EST? Make sure to include the following: Top posts, Unique page views, Bounce rate, Conversion rate, and Plans for future posts. You can find a good example of a report in a similar style here: Content Report Template . Thanks! |

9. Example of a clear deadline

| Unclear Deadline | Clear Deadline |
|--|---|
| "I'll have this complete for Tuesday." | "I'll have this complete for 4PM MDT on Tuesday, September 24." |

Definition

Synchronous communication includes every form of communication that happens in real-time – responses occur immediately. This form of communication will be used where the information is time sensitive or to have real time engagement of team or stakeholders. RCSC's channel for synchronous communication will be Google Meet for Video Conferencing and Official WhatsApp groups. All divisions will be required to make their own WhatsApp group and one will be made for the management including the commission, director and division heads. The HROs WhatsApp group will also be used for common clarification.

Asynchronous communication includes every form of communication that doesn't happen in real-time – responses can occur intermittently. RCSC's channel for Asynchronous communication will be through our government email address and In-G-suit comments (i.e Google Docs). All emails will be required to be responded to within 24hrs timeframe.