All.Net Analyst Report and Newsletter

Welcome to our Analyst Report and Newsletter

Live Online Remote – Work from home – the 37 things you absolutely must know

COVID-19 may have forced your hand, but you should have been here long ago… We have been operating in this mode for more than 5 years. And our standards of practice have been supporting our clients doing so all along.

And there aren't 37 things. There are many more than that. Effective large-scale business operations are complicated things, and many of our clients are now saying it was a good thing that we went through the 120 or so different items in the one-day live online remote session long ago, because they already know how to do this.

Emergency actions

So right now, today, in case you didn't know it, there are a few simple things you can do to batten down the hatches for the work at home storm. But **BEWARE!!!**

Once you do these things you will have to do lots of other things!

Here are some quick fixes:

- Use zoom.us for live online remote meetings
    - Yes – I know there are other services – and you should keep using them as well.
    - But – if you are just starting out in this, zoom is the one to go to (for now).
- Use remote desktop from home so you can act like you are at work.
    - Yes – there are lots of these – Amazon (AWS) has an offering you can get to now.
    - But – remote desktop is slow and high bandwidth, so you will have to change soon.
- Most "security" stuff will keep you from getting the job done and be hard to shift over.
    - You will end up turning off a lot of precautions you had in place in order to operate.
    - And the bad guys know this and are already scaling up to take advantage of it.

Warning about what?

Here's the thing. The Internet is a commons. And as such, it suffers from the tragedy of the commons. In this case, the reason it is so inexpensive is because it is a shared infrastructure. We share the bandwidth and facilities, so when you are not using it, I can, and vice versa.

> But **if we are all using it all the time** and doing live videos and movies all the time, **we will run out of shared resources**. It will slow, and the solutions requiring lots of bandwidth will have big problems – as will you if you depend on them.

And I think I mentioned, you will have to turn off or change a lot of that security stuff you had in place. Unless you already had a strong work from afar program in place that met the need.

> And even for those who had a strong work-from-home program in place, **some/most is very different from (almost) all**.

So how do you cope beyond the first week or month?

In the first week, work from home is something between a holiday and an inconvenience.

> Yay! They aren't watching me all the time.

> Hey – I can take a break and play with the kids for a few minutes.

> Wow – I am saving hours of commute time and gas every day!

But for typical office workers, other things start to show up soon…

> It's lonely at home, and my office friends just aren't the same from afar.

> I don't want to do it their way, so I won't.

> My desk is too small, my office is a closet, and my Internet is too slow.

The term is "stir crazy", and it affects work at home folks all the time.

It's not as simple as it seems

You need a plan that addresses the entire scope of issues you face.

- How the business works will change and you need to change with it.
- Duties to protect should stay mostly the same, but there are some significant issues.
- Risk management has lots of changes – some things are easier, some harder.
- Management will necessarily change and that means a whole different set of issues.
- The control architecture will require some changes, but not too many if you had one.
- Technical security architecture will change significantly – in emphasis if not in details.

From changes in the cognitive security plan to changes in the physical and perimeter architectures, a shift you probably should have been making all along is now being forced upon you. But it's also not all that hard to do if you…

Engage the right expertise

Now this is a serious challenge to face. There are only so many real experts out there, and they are being rapidly consumed by the urgent needs of their customer base.

When they run out you cannot simple print more of them. There are three strategies here:

- Lock them up immediately under retainers so you have enough.
- Use them more efficiently so you can get more out of the few you have.
- Create the hierarchy of folks so fewer experts support more next tier folks.

Conclusions

It's complicated. While you have immediate needs you can rapidly address, that solution will not last very long. And as more companies adopt these approaches, the limited supply of capabilities and expertise will advantage those who act sooner to make better decisions.

<p style="text-align:center">DON'T PANIC!!! <u>DO PLAN IT</u></p>