GUIDELINES FOR WORKING REMOTELY

Remote Working/Productivity Tools

The University wishes to support staff to remain productively engaged and to carry out their duties even as they work remotely. The University is constantly finding ways to do this in the most practical and financial sustainable manner possible. The tools below are thought to be essential in enabling staff to work remotely.

a. Airtime:

Please review your work responsibilities and should they require constant phone conversations, kindly write to your respective Head of Department (HOD), copying your People and Culture Business Partner for facilitation.

Those with personal internet solutions such as fixed home fiber connections, are encouraged to use alternative calling options that ride on such internet connections for free instead of phone calls. They include WhatsApp calls, Skype calls or meetings application calls using TEAMS, ZOOM, Google Meet, among others.

b. Internet bundles:

We communicated earlier that the University partnered with Safaricom to provide internet solution for students. The Management Board, through the Director, ICTS is currently evaluating sustainable internet solution for members of staff. In the interim should you need internet connectivity (bundles etc.), kindly get in touch with your HOD, copying your respective People and Culture Business Partner for facilitation.
Please Note: We highly encourage those with personal internet connectivity solutions such as home fiber to consider using this. This will go a long way in supporting the University manage the surging operations costs during this period.

c. Laptops and Personal Computer (PCs)

As we can all appreciate, the University is currently not able to provide each member of staff with a laptop. However, there are members of staff who have a personal computing device such as a laptop/computer or have access to one, through family members, among other sources. We do encourage you to use these during this period.

However, members of staff who do not have access to a computing device (laptop, PCs) and are in extreme need of one due to the nature of their work, are requested to contact their HOD, who upon consideration of the request and subsequent approval, will write to Director, ICTS (through the email support@strathmore.edu) justifying the need. ICTS will work closely with the HOD to find a suitable solution for the staff member.

Staff are expected to safeguard computers issued to them by the University and will be held liable for any loss or damage to them.

d. Digital and online platforms for remote working and their training/empowerment

Remote working has, despite some challenges, given us an opportunity to explore and learn how to use many useful digital and online productivity tools, which we would probably not be exposed to under normal circumstances. ICTS will continue to update us of the available digital platforms as and when they become available to support these new mode of working. Further, faculty will continue to receive guidance through the Centre for Teaching Excellence and Educational Innovation on topics that are more relevant to technologies-enabled teaching.

Some of the common digital and online platforms currently in use are;

- Online meetings (TEAMs, Zoom, Skype for Business, Google Meet etc.)
- Online teaching (Zoom, Skype for Business, TEAMs, Big Blue Button (BBB) etc.)
- Computer documents backup (Google Drive)
• Office Programs for your other devices at home (use your 0365 account to log in to Microsoft O365 website and to download MS Office, TEAMs, Skype for Business etc. onto your gadget).

• Digitally signing documents: Although an email may be used to approve something by virtue of the approver (e.g. HOD), copying the person who is meant to rely on the approval to act, other forms of signing such as Adobe E-sign may be used. There will be need to acknowledge the esignature, say in a department, before proceeding to use it continuously. Please write to ICTS (support@strathmore.edu) if in need of assistance on how to sign documents electronically and they will provide further guidance.

To ensure we are fully empowered to make use of these digital resources, learning sessions targeting the respective digital tools/platforms have been organized in collaboration with ICTS, some of which have been carried out in the past while others will be available in coming days. Kindly get in touch with ICTS (support@strathmore.edu) if you are in need for training on a specific tool/platform.


e. Exposure to online security threats and risks:

Working on the internet from home, away from the highly protected Strathmore network, requires that we be extra vigilant in spotting suspect activity online or on email, and to take requisite measures, so as not to fall prey/victim.

You are requested to be conversant with and to follow the security guidelines of the respective digital/online tools and platforms that you may decide to use. Further, you need to be wary of various digital and online platforms before using them for work. Please contact ICTS (support@strathmore.edu) for clearance before using a new platform for work that you are unsure about.

It is good to know that ICTS has been conducting cyber security awareness training (in partnership with a South-African cybersecurity company KNOWBe4) having started with staff categories who were considered to be more risky due to the nature of work or offices they hold.

This and other targeted trainings will be organized by ICTS in coming days.
Please note that such training/courses are mandatory for staff and we therefore appeal to you that you make time to complete them as and when they are offered by ICTS, as a way of keeping us safe from hackers and other threats.

f. Confidentiality in communication

Remote working has placed us in a situation where most of the information sharing is placed on online platforms. We are urged to apply high level of discretion in determining the mode of communication for the different matters we will be handling during this time. For online meetings use of passwords and waiting rooms like in zoom, is highly

g. Physical Records and documents access

For those members of staff who for one reason or another need to access physical documents archived/filed in the University, you are advised to gain approval from your respective supervisor before you access the same in the University. Refer to the guidelines on how to physically access the University below

h. Off-premise access to University systems and networks

Some of us work through different work-based systems and networks, most of which are directly accessible while on campus through sagana intranet. ICTS has made it possible for staff needing access to such systems to do so securely off-premise over an internet connection. Staff with such access needs are requested to contact ICTS (support@strathmore.edu) for assistance and guidance.

i. Physical access to the University

Should you need to be at the University for work related reason, kindly seek approval from your respective Head of Department, copying the Director Safety and Security on jmweu@strathmore.edu. All members of staff who wish to physically access the University are advised to observe the below:

i. Wear a mask
ii. Avoid public means of transport as much as it is possible
iii. Use hand sanitizers provided in the University premises
iv. Observe social distancing with any other colleague who may be in the University premises
v. Wear decent and professional dress code