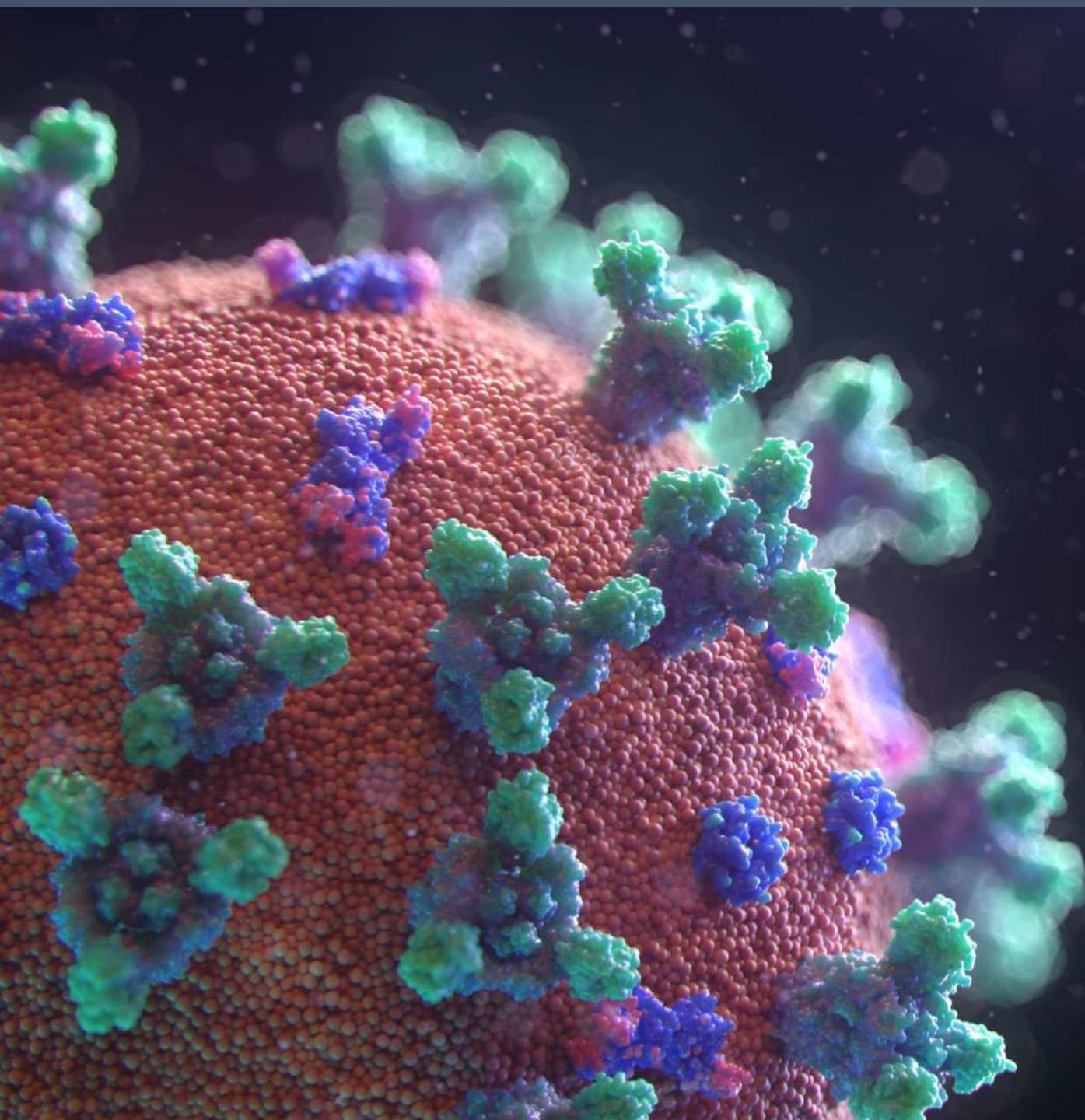




Working Remotely & Response Best Practices

How Microsoft is empowering every person and organization in the world to do more





Microsoft

Microsoft activities with Governments, Healthcare, Education, Commercial

Business Continuity and Remote Working

Microsoft Teams

The Power of Azure, Power Platform : innovation for crisis management

Adaptive Biotechnologies and Microsoft expand partnership to decode COVID-19 immune response and provide open data access

March 20, 2020 | Microsoft News Center



Differentiated approach may improve detection methods and inform vaccine discovery for COVID-19

Other industry leaders including LabCorp, through its Covance drug development business, Illumina, and Providence join forces to accelerate this critical effort

Decoding the immune response to COVID-19



Microsoft

 Microsoft Remote Work and COVID-19 [General](#)
[Home](#) [Field checklist](#) [Customer checklist](#) [Enterprise playcards](#)

Help customers enable remote work with Microsoft 365 and Azure

Use the guidance and resources on this site to help customers provide immediate solutions to their users in the wake of COVID-19, and begin preparing for the future:

- Study the [Field checklist](#) to make sure you're familiar with the resources available.
- Share the [story from our CSEO team](#) on how Microsoft has shifted to remote work because of COVID-19.
- Tell customers Microsoft 365 and Azure have free services and use [Microsoft 365 and Azure offers](#) to get started.
- Tell customers we've made Teams available for free and use the [new Teams offers](#) to help get them started.
- Use the [Customer checklist](#) to offer customers a simple framework to think through what's needed.
- Engage [Microsoft FastTrack](#), [Microsoft Services](#) and our [partners](#) to enable remote work.



MARCH 10, 2020

Helping our developers stay productive while working remotely

By Jared Spataro, Corporate Vice President for Microsoft 365

In Since Microsoft made the move to remote work two weeks ago, we're discovering so much as a company. Last week, my colleague on our internal IT team, Nathalie O'Hearn, [shared how many her team enables tens of thousands of employees to work remotely](#). In her post, O'Hearn mentions the unique challenges that development teams face when moving to remote work. This piqued my interest in what engineering teams at Microsoft are doing to enable remote work for devs, so I asked Alek Hobelik, Corporate Vice President of the Office Experience Organization Engineering team, to share his top tips and insights. I think you'll find them as interesting and helpful as I did. Take it away, Alek.

Keeping our team productive is key to making our services useful for our customers. As so much work goes online, we're mobilizing to continue to be able to respond quickly and effectively. Here, I'll share some of the ways we're working to make this as seamless as possible, including early learnings on how the switch to remote work has impacted our productivity.

Technology

Microsoft Teams New Features May Prove Helpful For Workers At Home

Noise cancelling and hand-raising features planned months ago take on importance as employees forced from offices.

By Dina Bass
Updated on

Delivering information and eliminating bottlenecks with CDC's COVID-19 assessment bot

Mar 20, 2020 | [Hadas Bitran, Group Manager, Microsoft Healthcare Israel](#), and [Jean Gabarra, General Manager, Health AI](#)



WHAT our GOVERNMENTS are PRIORITISING during the CRISIS:

TRANSFORMING PUBLIC SECTOR OPERATIONS to WIN the crisis:

- AGILE DECISION MAKING (data-based and coordinated)
 - RE-REGULATION based on insights, trends, simulations
 - ECOSYSTEM coordination (public safety, health, critical infra...)
- VIRTUAL GOVERNMENT:
 - CONTINUITY OF SERVICE incl REMOTE WORKING, V-MEETINGS,

ENSURING CITIZEN & BUSINESS ACCESS to SOCIAL & FINANCIAL BENEFITS

- PROVIDING NEW BENEFITS, INCOME GUARANTEE &/OR TAX REDUCTION
- PROVIDING NEW SUPPORT MEASURES FOR BUSINESSES

MITIGATING the PANDEMIC

- RESEARCH & CONTINUOUS FEEDBACK LOOP
- INFECTION PREVENTION & CONTROL
- MONITORING, TRACKING, TRACING THE INFECTION
- DISEASE IDENTIFICATION & DIAGNOSTIC
- HEALTHCARE PROCESS OPTIMISATION
- COMMUNICATION

Governments Current Priorities

ENSURING the WELL-BEING of CITIZENS & COMMUNITIES

- REMOTE LEARNING and EDUCATION
- REMOTE WORKING

MAINTAINING CRITICAL INFRA-STRUCTURE & SUPPLY CHAIN CONTINUITY

- Monitoring and coordination with key critical infrastructures and supply chain actors (transport, retail, utilities, internet services...)

MAXIMISING the CRISIS MANAGEMENT EFFECTIVENESS

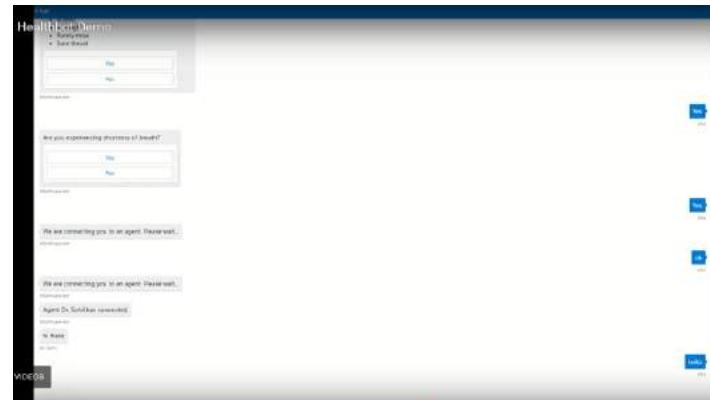
- CRISIS COMMUNICATION
- EMERGENCY RESPONSE CAPABILITIES incl planning, responding, learning
- CROSS-AGENCY COLLABORATION

OPTIMISING AGILE LAW ENFORCEMENT FOR CITIZEN SAFETY

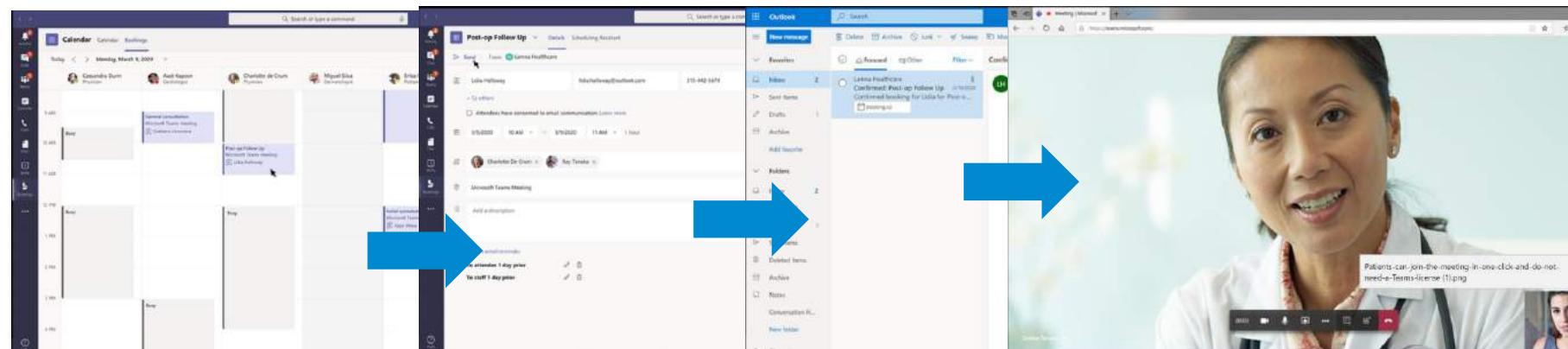
- MOBILISING & COORDINATING VOLUNTEERS (RESERVISTS, FIRE-FIGHTERS...)
- PUBLIC ORDER & ENFORCEMENT OF COVID-19 REGULATION
- CYBERSECURITY

WHAT Are we doing for Healthcare

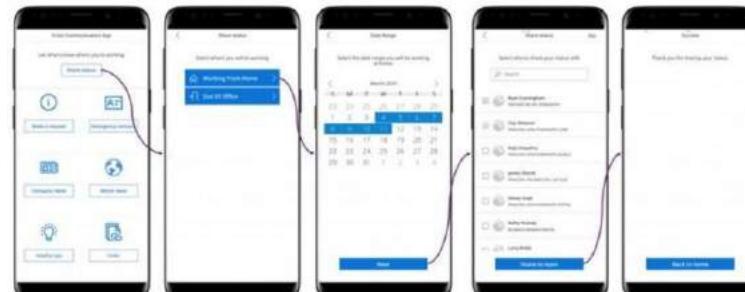
Healthcare BOT



Remote Consultations



Crisis Management & Response





Education Anytime, Anywhere Learning

Remote Learning Best Practices



UAE Remote Learning

- MOE UAE shut down schools for 4 weeks of which 2 weeks are school holidays and the next 2 weeks will be used for remote learning.
- MOE created 2x Office 365 environments. One for Public schooling system and One for the Private education system..
- Microsoft Education, Tech, Public Sector Teams geared up and orchestrated efforts to align with MOE's requirements
- The project plan broken down into the 4 main areas:
 - Infrastructure
 - Communications
 - Strategy
 - Support
 - Training
- Successful pilot testing completed to reach 180K students and teachers
- Next step is to deploy for all 1.2M students & teachers





Kuwait Petroleum Corporation and subsidiaries | مؤسسة البترول الكويتية وشركاتها



Enabling Collaboration & Remote work

Bring your teams together
effectively



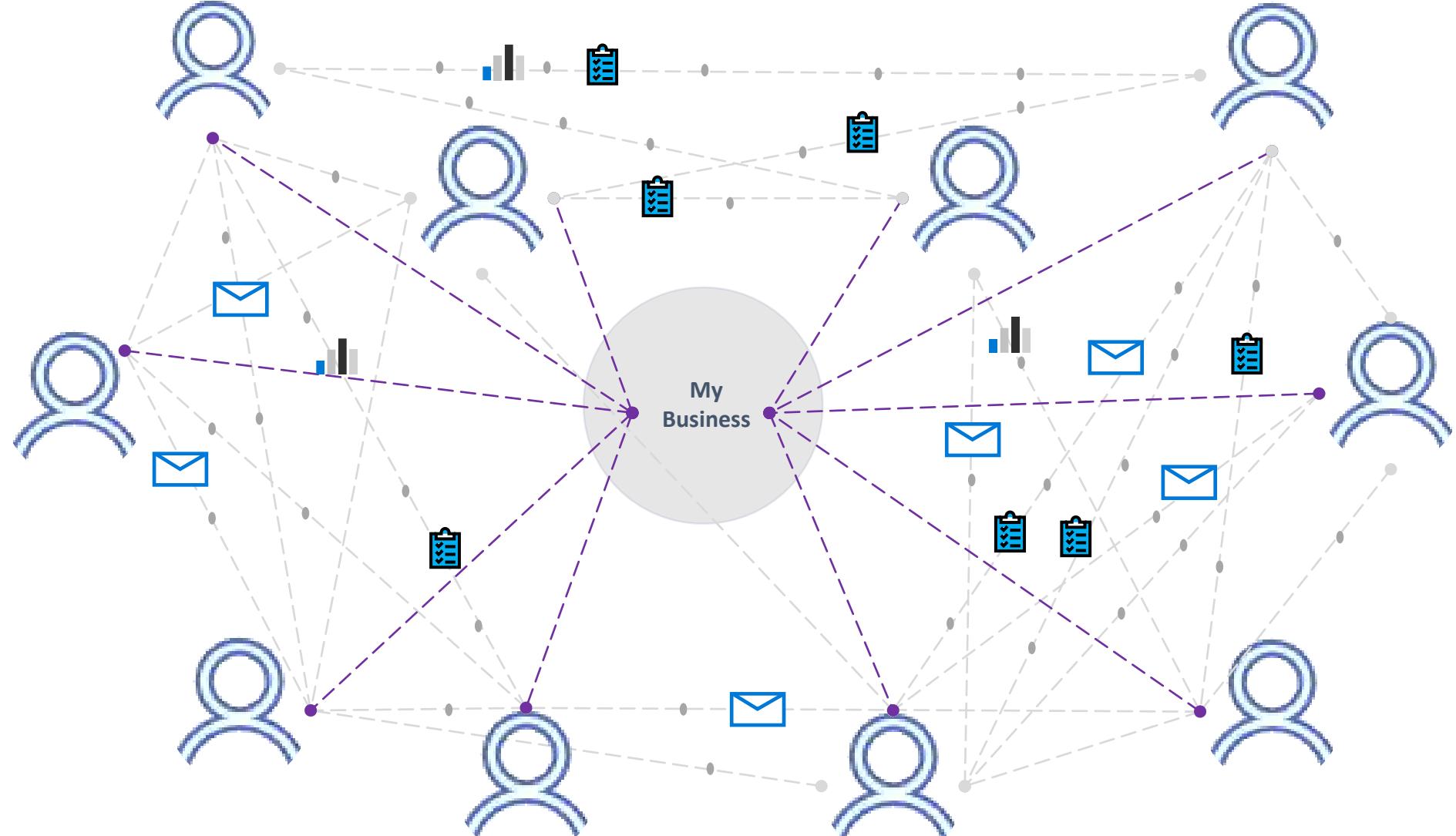


Microsoft Teams
Audio Meetings

Microsoft Teams
Video Conferencing

Microsoft Teams
Chat

Microsoft Teams
Document Collaboration



Microsoft Teams

The hub for teamwork in Microsoft 365



Persistent 1:1 & Group Chat



Powerful Online Meetings

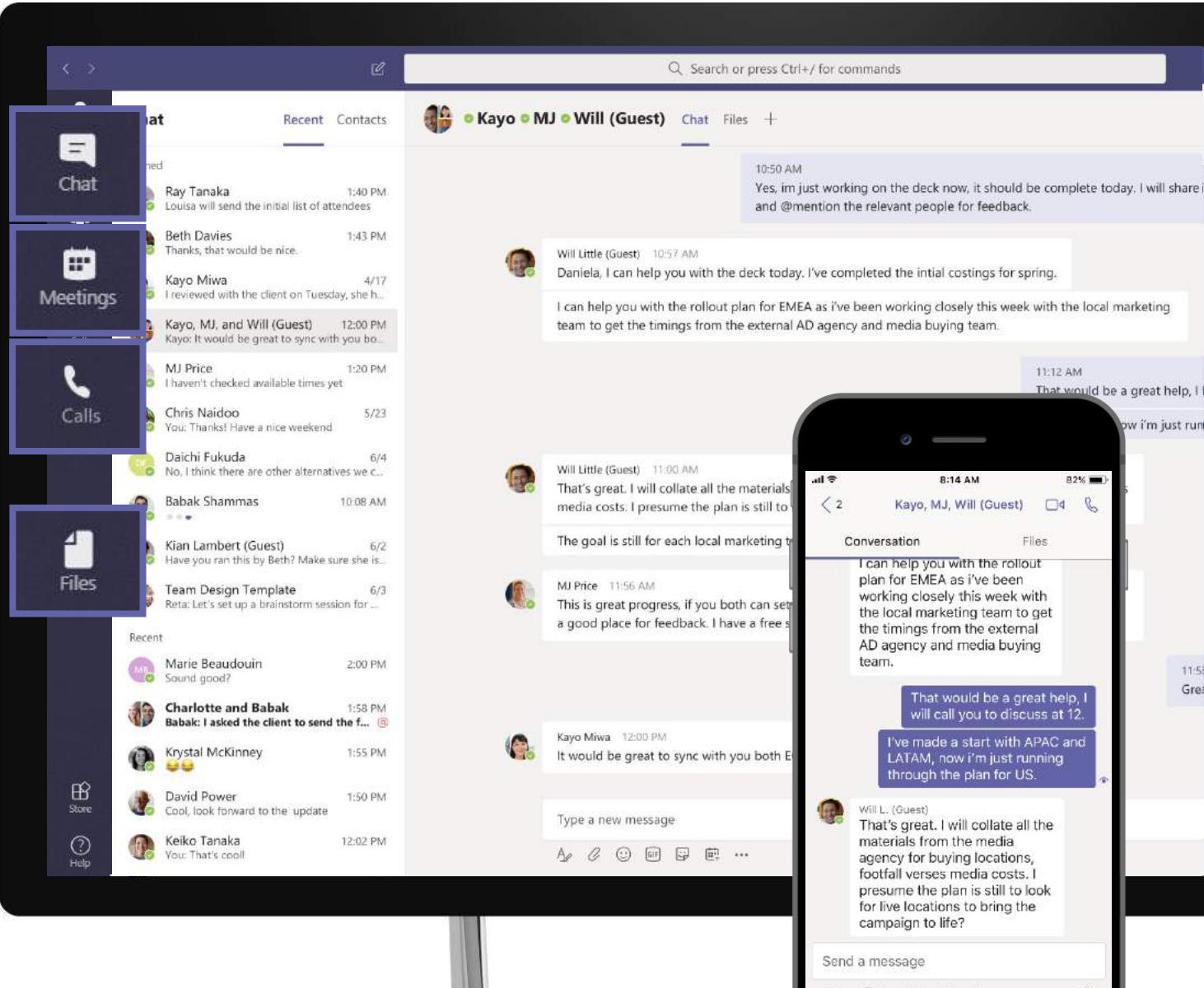


Enterprise Calling & Voice



Built-in Office 365 Apps

Built with the enterprise-grade security and compliance our customers rely on





Communicate through chat

Communicate across geographies, languages and organizations

Share information in an open and transparent way with **threaded, persistent channel discussions**

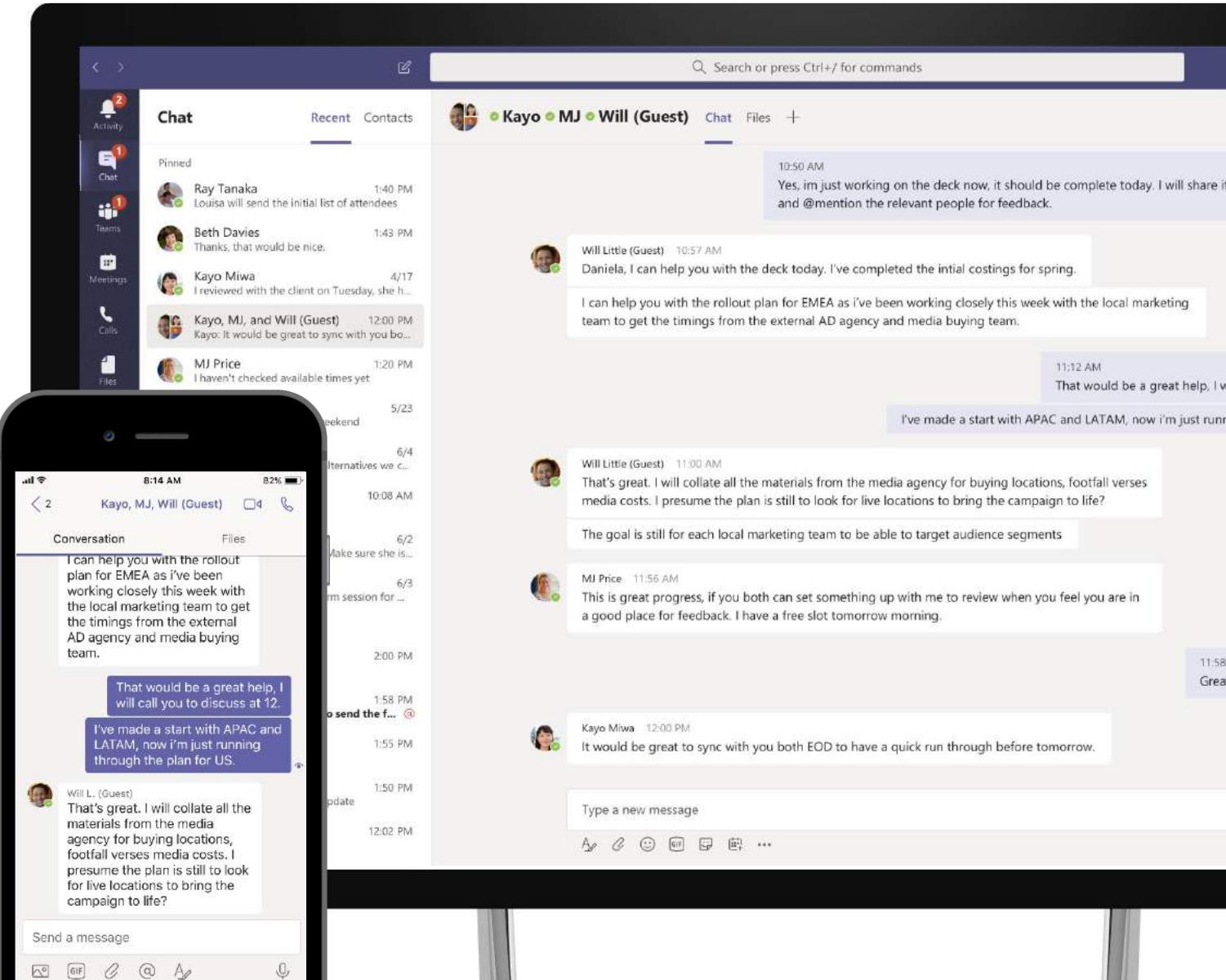
Manage private conversations with new **secure private channels**

Stay in sync with **1:1 or group chats**

Communicate across geographies, languages, and organizations with **guest access, federation, and translation**

Add some fun to your conversations with **gifs, memes, stickers & emojis**

Available across **mobile, desktop, browser**, and a wide range of devices





Communicate through meetings

Communicate from anywhere with an intelligent cloud meeting solution

Stay connected with an **intelligent meeting solution** using video, content sharing, digital whiteboard, notes and chat

Engage in **all types of meetings**—spontaneous, scheduled, external and large-scale live and on-demand events

Make meetings more effective by having meeting history and **relevant content at your fingertips**

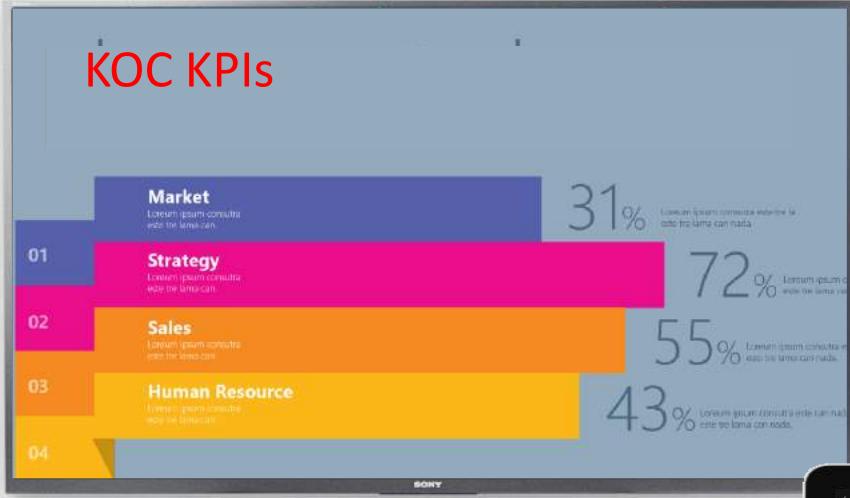
Search through **meeting content** with cloud recordings and automatic **transcription and translation**

Join from a **range of platforms and devices**, including desktop, browser, mobile, and meeting room devices



Meet Anywhere

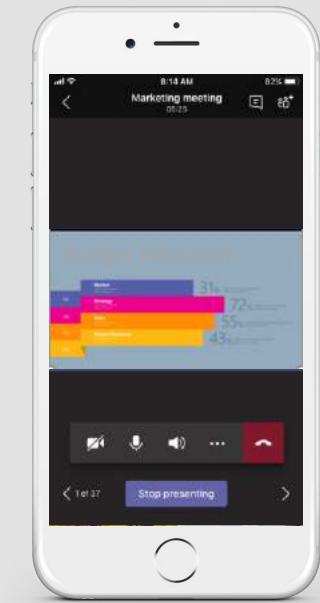
Join and collaborate quickly from any experience



Meeting room



Desktop



Mobile

Meet anywhere





Communicate through calling

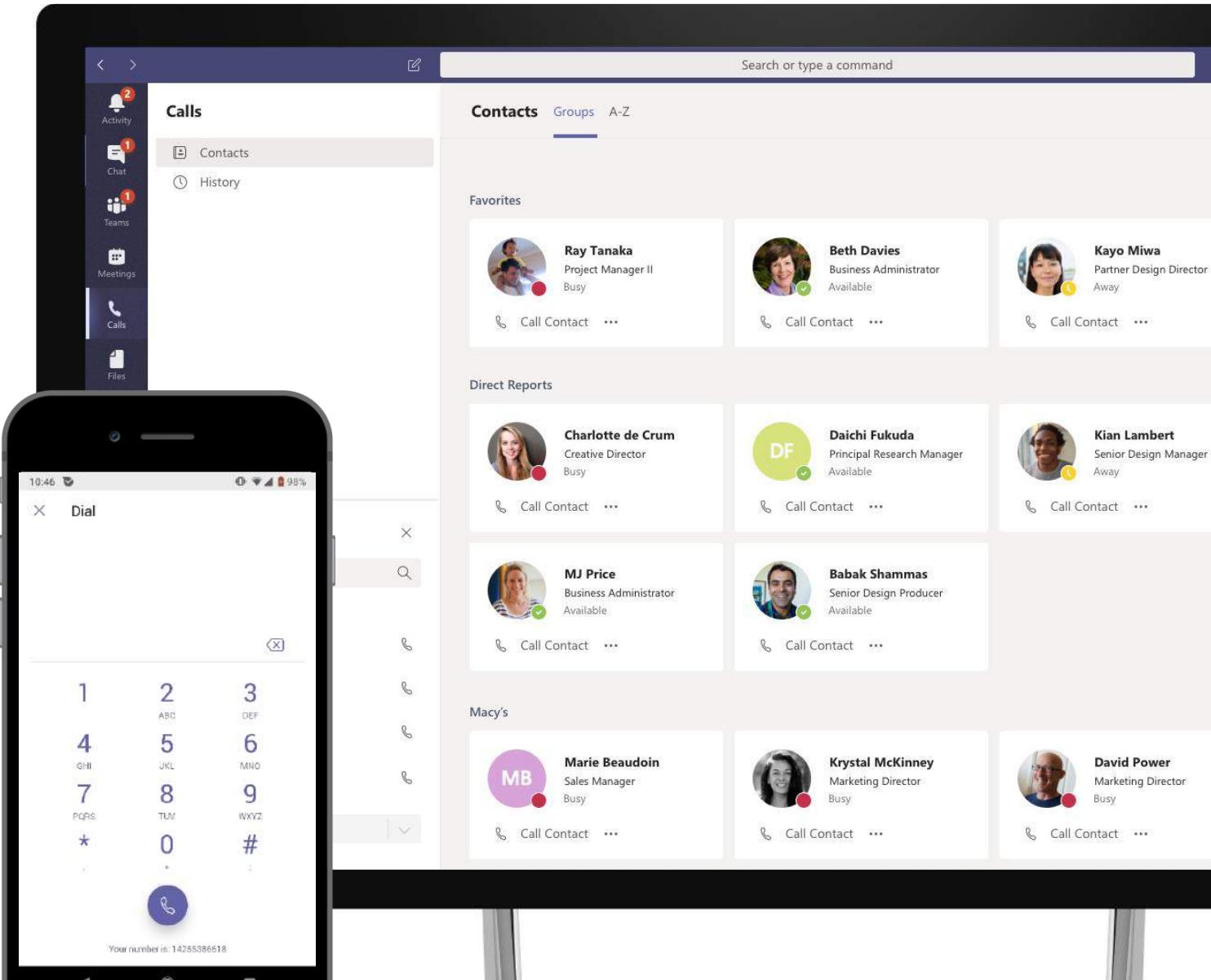
Connect with anyone through Phone System, Calling Plans, or Direct Routing

Provide software, service and phone lines for each user with [Microsoft Calling Plans](#)

Keep your voice trunks and configure as needed with [Microsoft Direct Routing](#)

Leverage the [latest key calling features](#) such as Cloud Voicemail, improved delegation, Busy on Busy, updated Cloud Auto Attendant, Call Park, Group Call Pickup, and Shared Line Appearance

[Future support](#) coming soon for Location-Based Routing, Dynamic e-911, and Call Recording





Collaborate with integrated Office 365 apps

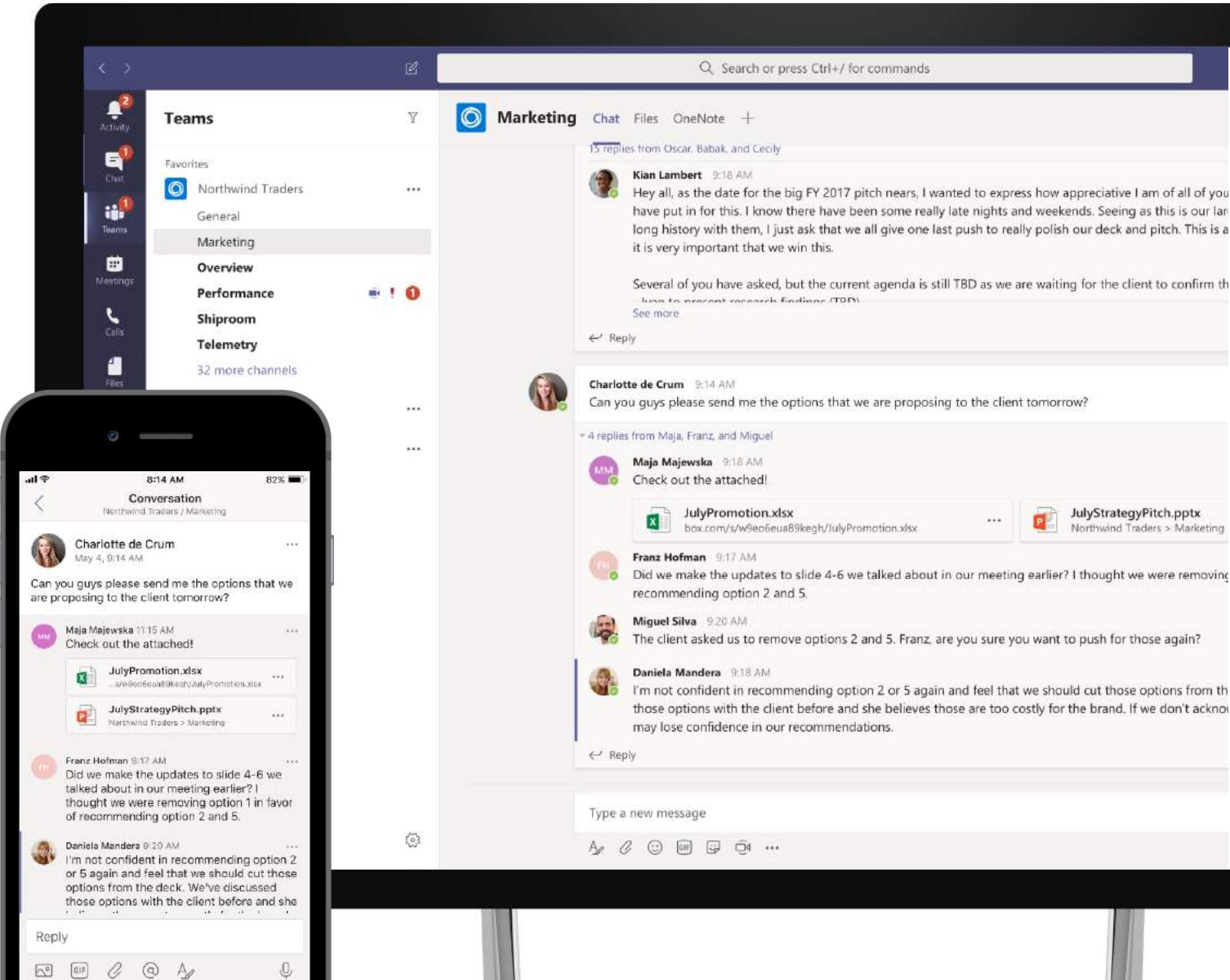
Quick access to the apps you love

Share and co-author Office documents from within Teams app

Reduce context switching with built in access to Office 365 apps—SharePoint, OneNote, Power BI, Planner, Flow and PowerApps

Search across people, files and chats to find what you need—leveraging intelligence from the Microsoft Graph

Keep the whole team in the loop with email integration and notifications





Customize and extend

Personalize your workspace to include the apps and services you love

Customize your channels by **pinning important files, apps, or dashboard** for easy reference

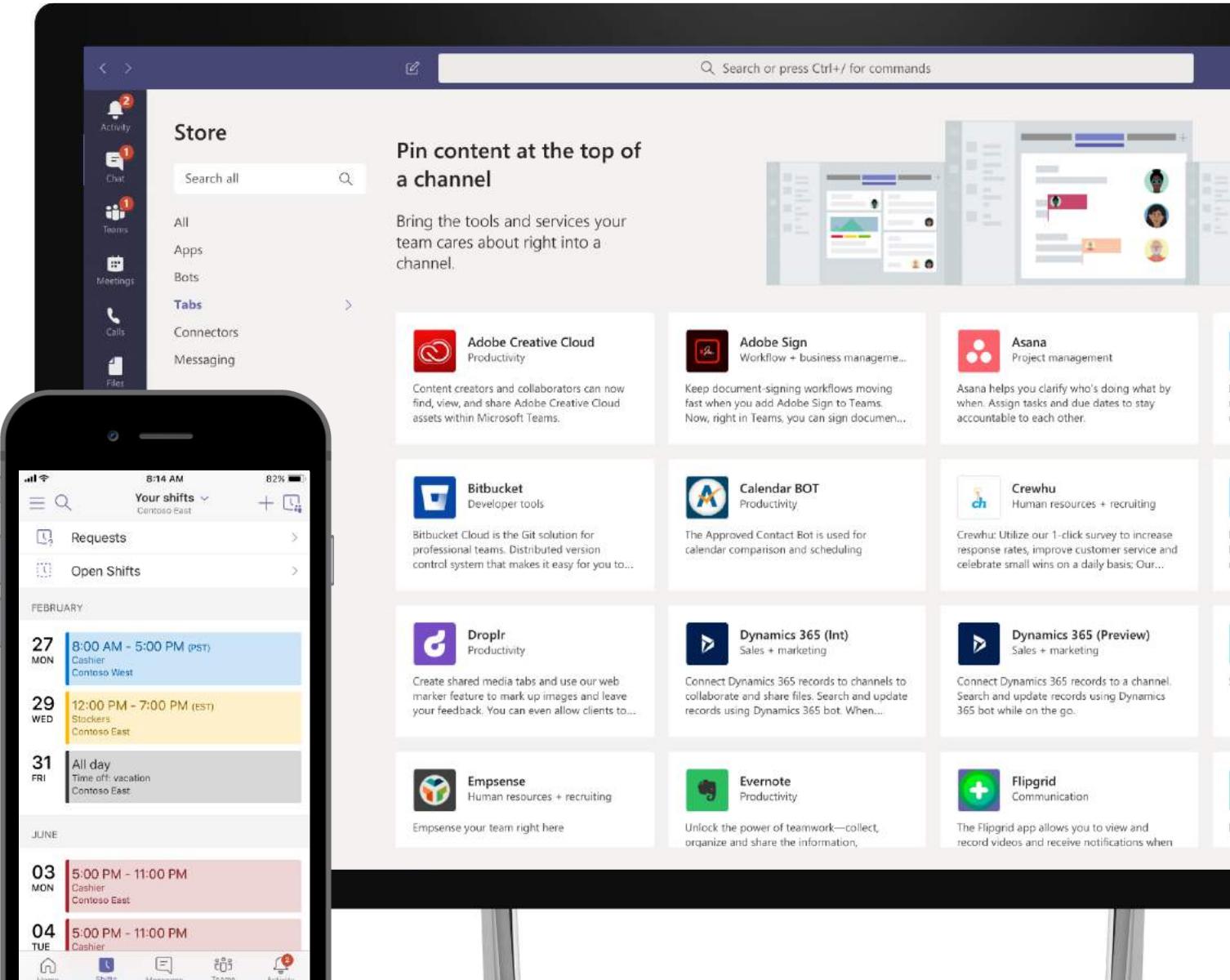
Add **3rd-party solutions** so the team can quickly access information when needed

Integrate workflows to simplify processes and accelerate decision-making

Build integrations to existing business apps with the **Teams developer platform**

Simplify management of these app & services with new App Policies in the Modern Portal

Empower Firstline Workers with tools to succeed every day, including schedule management

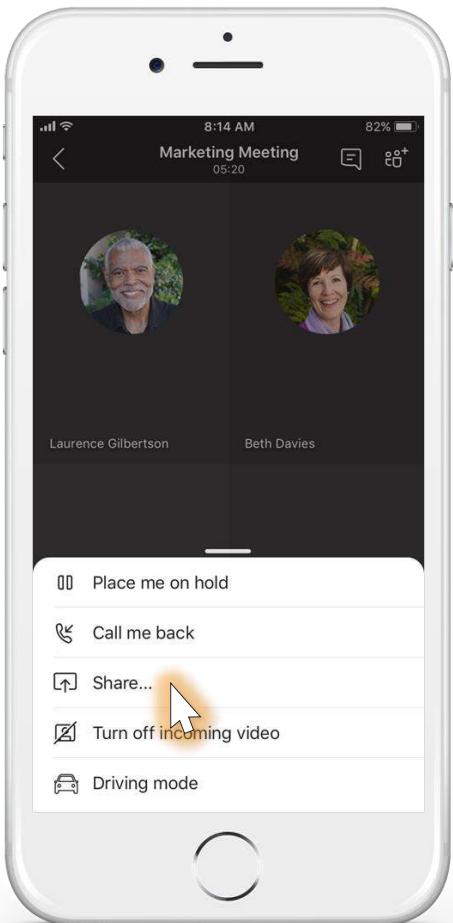




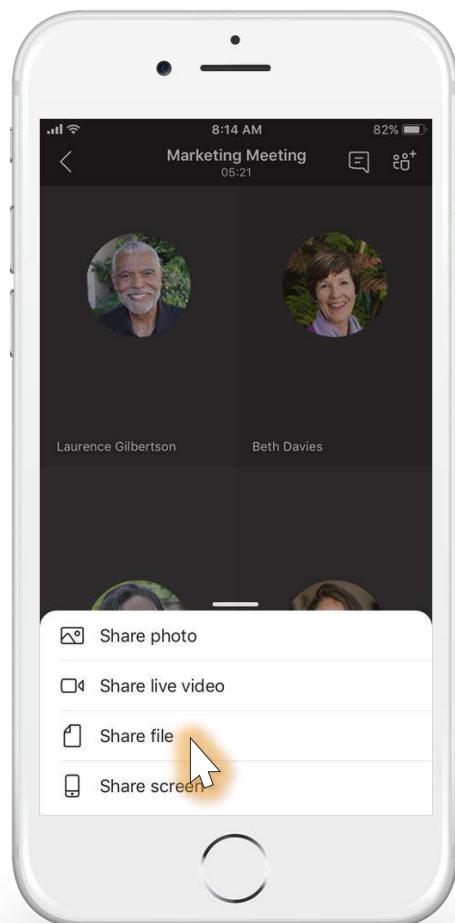


Meet Anywhere

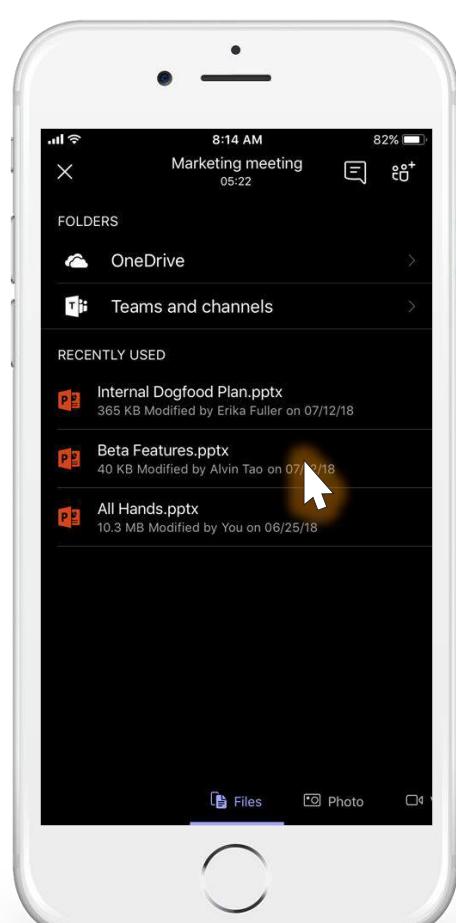
Optimized for mobile: Share PowerPoints, screen or live video



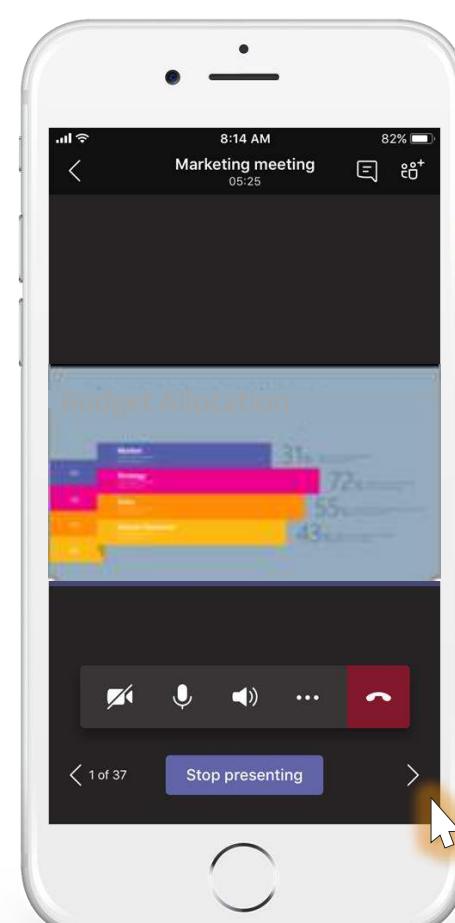
Navigate



Share



Present PowerPoints



AI in Teams—available today!

Inline Message Translation



todo el restaurante El Camino en Fremont!

lles gute Optionen für mich, da ich dort immer gut

أنا احب جميع انواع الطعام ، لكنني سأصوت للمأكولات البحرية.

Mark as unread

Copy link

Translate

Obviamente me encanta la comida mexicana y picante. Sobre todo e

Anne Michels Yesterday 9:31 AM Ich liebe asiatisch! Japanisch, chinesisch und thailändisch sind alles gu kann.

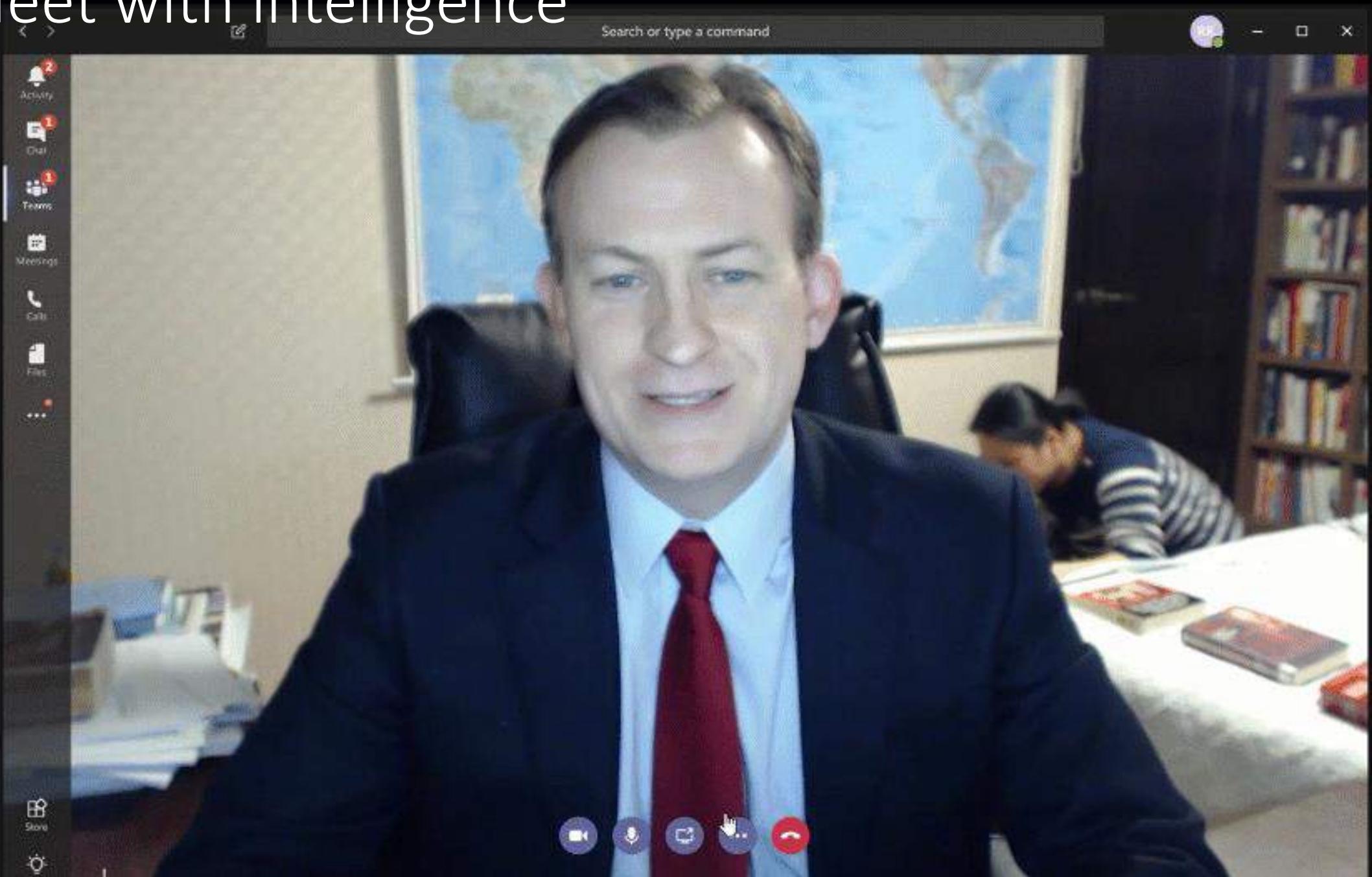
Yousaf Sajid Yesterday 9:59 AM I love all kinds of food, but I'll vote for seafood.

Reply

Customized Background



Meet with intelligence



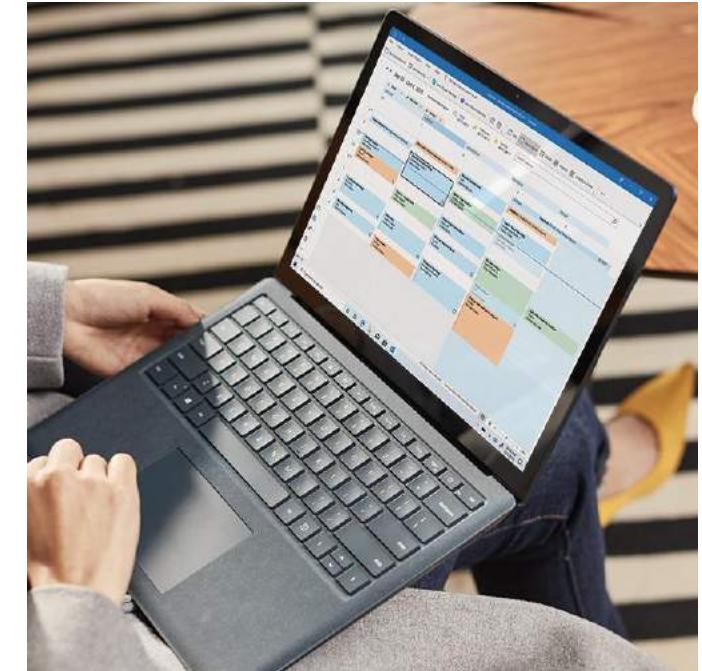
Guide to working from home



**Set up
your workspace**



**Stay connected
to each other**



**Manage your time
and well-being**

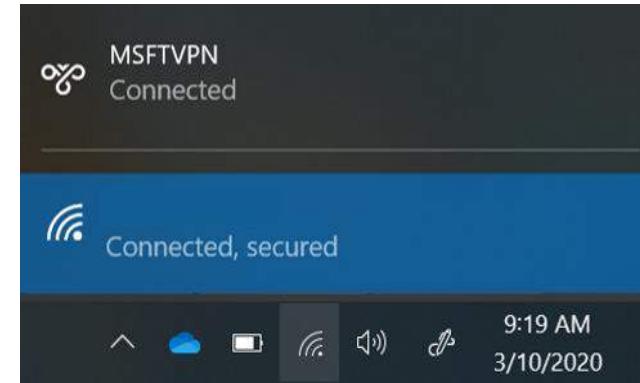
Set up your virtual workspace

Continue to collaborate and be productive from wherever you might be working.



Use your best connection

A wired network connection is best, if possible. When using a wireless connection, consider your distance from the router and obstacles in between that can affect your connection quality.



Think secure, be secure

You can use many apps and sites with a standard internet connection. To securely access internal resources and work with confidential data, you might need to connect via VPN or remote desktop.



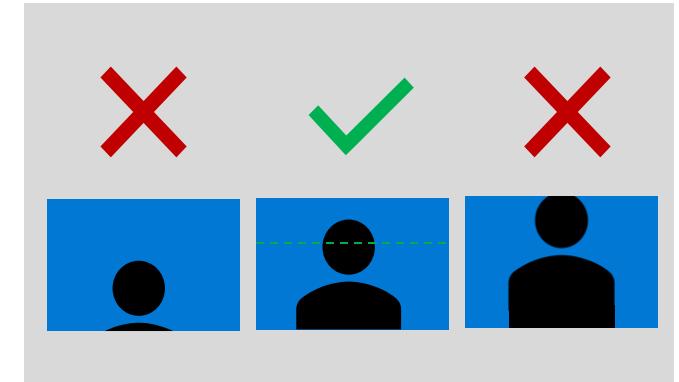
Mobile when you need it

Installing the apps you need on your phone is a great alternative when your local internet is experiencing high usage that affects your connectivity.



Get your video ready

Using webcam can help connect with colleagues and customers when you are not together in person.



Video on (when possible)

It makes for more inclusive meetings and helps you to be present and engaged in the meeting. It can also help to see facial expressions to increase connection and understanding.

Check your surroundings

Be aware of what is in view and use 'blur my background' in Microsoft Teams to help minimize distractions and protect privacy.

Camera framing

Point your camera so your eyes are ~2/3 up the screen and your face is visible.



Video can sometimes strain limited bandwidth so consider turning your camera off if the connection is poor. Need additional resources for using Teams video? Learn more on the [Office support site](#).



Stay connected to each other

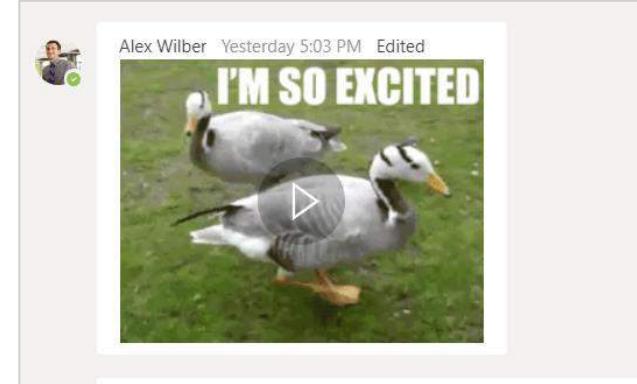
Communicate

There are many ways to stay connected while working from home.



Communicate often

Make it a habit to connect frequently with your colleagues and stakeholders. Open a Teams channel for ongoing conversations or start a shared document to share progress updates.



Make space for fun

Use a Teams channel dedicated to fun—share news, pictures, and stories. Try a GIF, sticker or emoji to express yourself.



Virtual 'water cooler'

Make up for missing hallway talk or connecting in the kitchenette or café by using chat messages or calling. Set yourself a reminder to check in with people regularly.

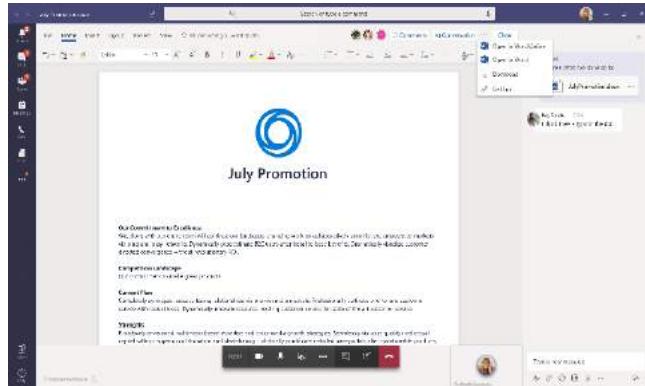


[Channel conversations in Teams](#) are a great way to keep the whole team in the know.

Watch the [Quick Start Videos](#) for a walk-through of Teams and use the [Quick Start Guide](#) to learn the Teams basics.

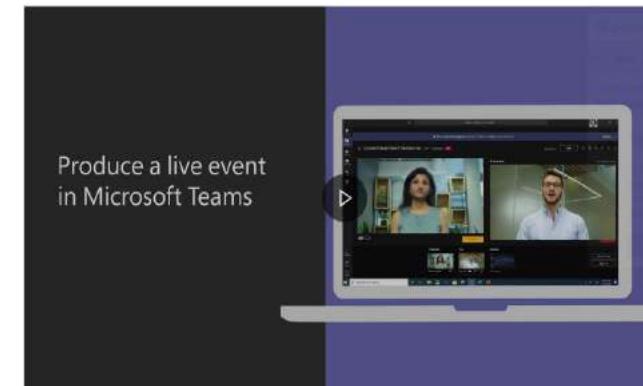
Collaborate

Don't miss a beat by using technology to connect and collaborate regardless of location.



Ideate and iterate—real time

Share the content your audience needs to see with screen sharing, and work to edit in real time with coauthoring in Teams. If you need to brainstorm, use Whiteboard in Teams as a digital canvas for your ideas to come to life.



Switch to digital events

Keep your events on the books with Teams live events that allow you to broadcast video and meeting content to large online audiences. This can be used for anything from a team all-hands to external forums.



Virtual 'huddle'

Quick meetings are effective at getting everyone on the same page quickly. Schedule a quick call with your collaborators to get the same impact of a quick in-person connection.

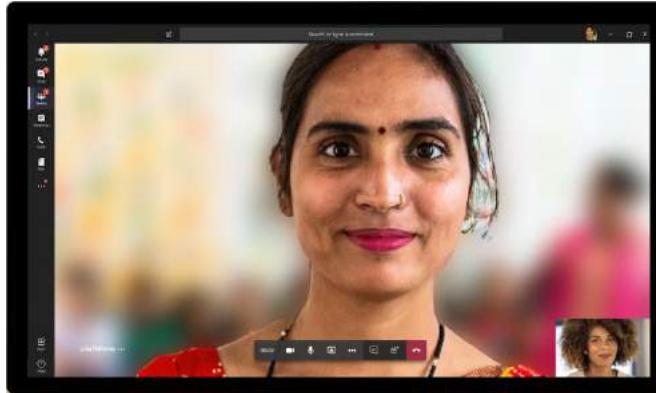


Use the [Microsoft Whiteboard app in Teams](#).

Watch a [training](#) on how to produce a Teams live event.

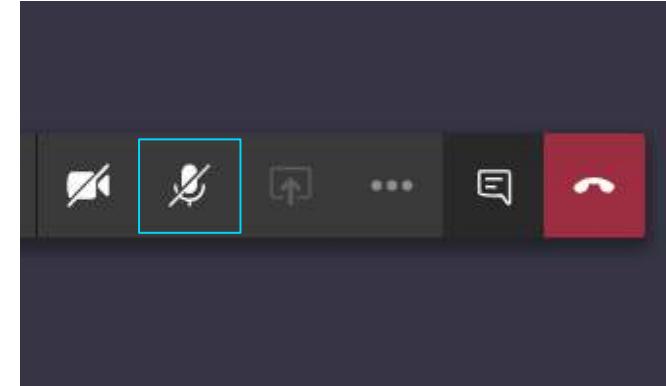
Lead inclusive online meetings

As you move your meetings online, take these steps to make them productive and welcoming for everyone.



Be present and respectful

Limit multitasking during meetings. Turning on your video can show that you are paying attention and allow you to focus on the person or people on your call. Blur your background to reduce distractions.



Pause for others to speak

It can be hard to find space to speak in a meeting, and even harder when everyone is virtual. Make sure there's time and opportunity for all voices to be heard.



Monitor meeting chat

People may not feel comfortable breaking into the conversation or may be having technical difficulties. Check the Teams meeting chat often for comments.



Make sure all meetings have a [virtual "join" option](#) to create an online conference room. [Record meetings in Teams](#) and share the recording link in chat so people can catch up later.

Power Platform : Crisis management & rapid response

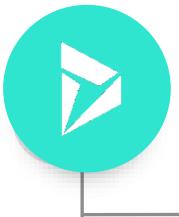
Empowering organizations
managing crisis



Microsoft Power Platform

Low Code : Analyze | Act | Automate

Dynamics 365



Office 365



Azure



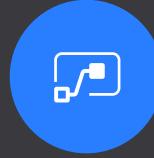
Your business apps & data



Power BI
Business analytics



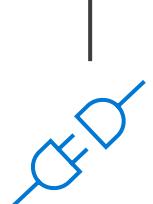
Power Apps
Application development



Power Automate
Workflow automation



Power Virtual Agents
Intelligent virtual agents



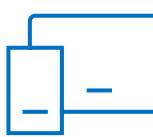
275+ Data
connectors



Common
Data Service



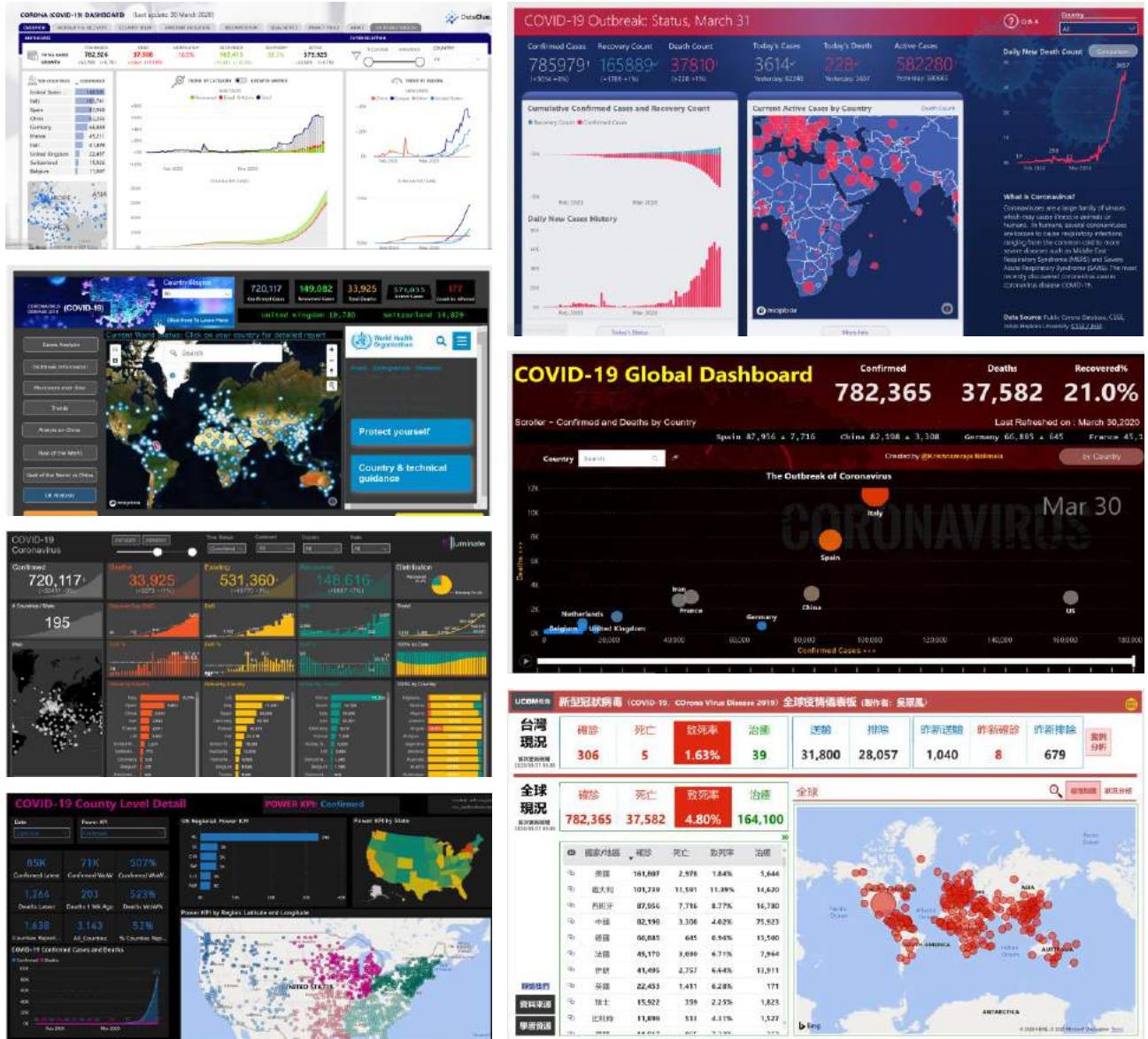
AI Builder



Portals

Real-time COVID-19 Public Dashboards with Power BI

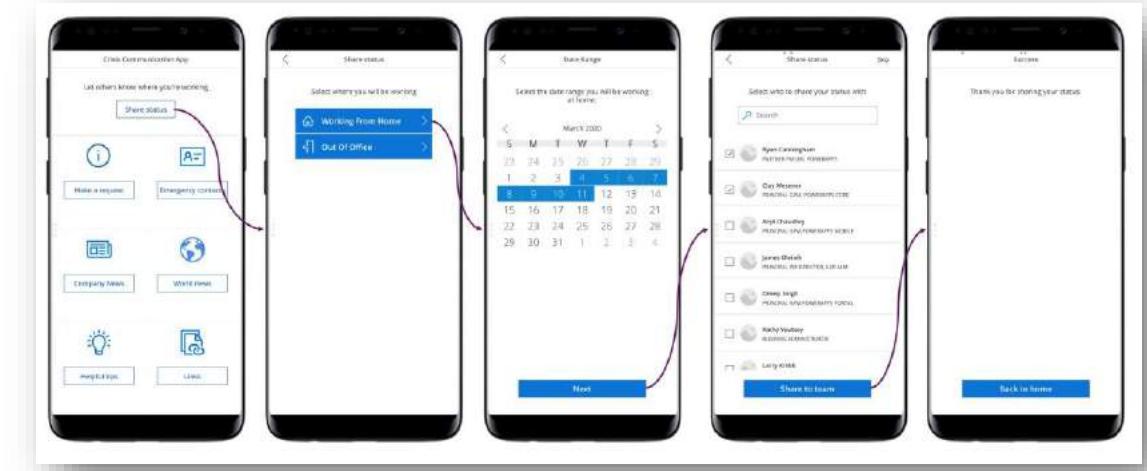
https://community.powerbi.com/t5/COVID-19-Data-Stories-Gallery/bd-p/pbi_covid19_datastories



Crisis Communication: a Power Platform template

As news of COVID-19 cases spread globally, Microsoft pulled together a team to help customers coordinate their own information sharing and team collaboration in response to evolving conditions in times of crisis.

The *Crisis Communication* app provides a user-friendly experience to connect end users with information about a crisis. Quickly get updates on internal company news, get answers to frequently asked questions, and get access to important information like links and emergency contacts.



Use the Power Apps template for Crisis Communications to share information and report work status



MANAGE AND MAXIMIZE YOUR RESOURCES

Emergency Response data tracking

Power Platform based COVID-19 response tools for healthcare facilities

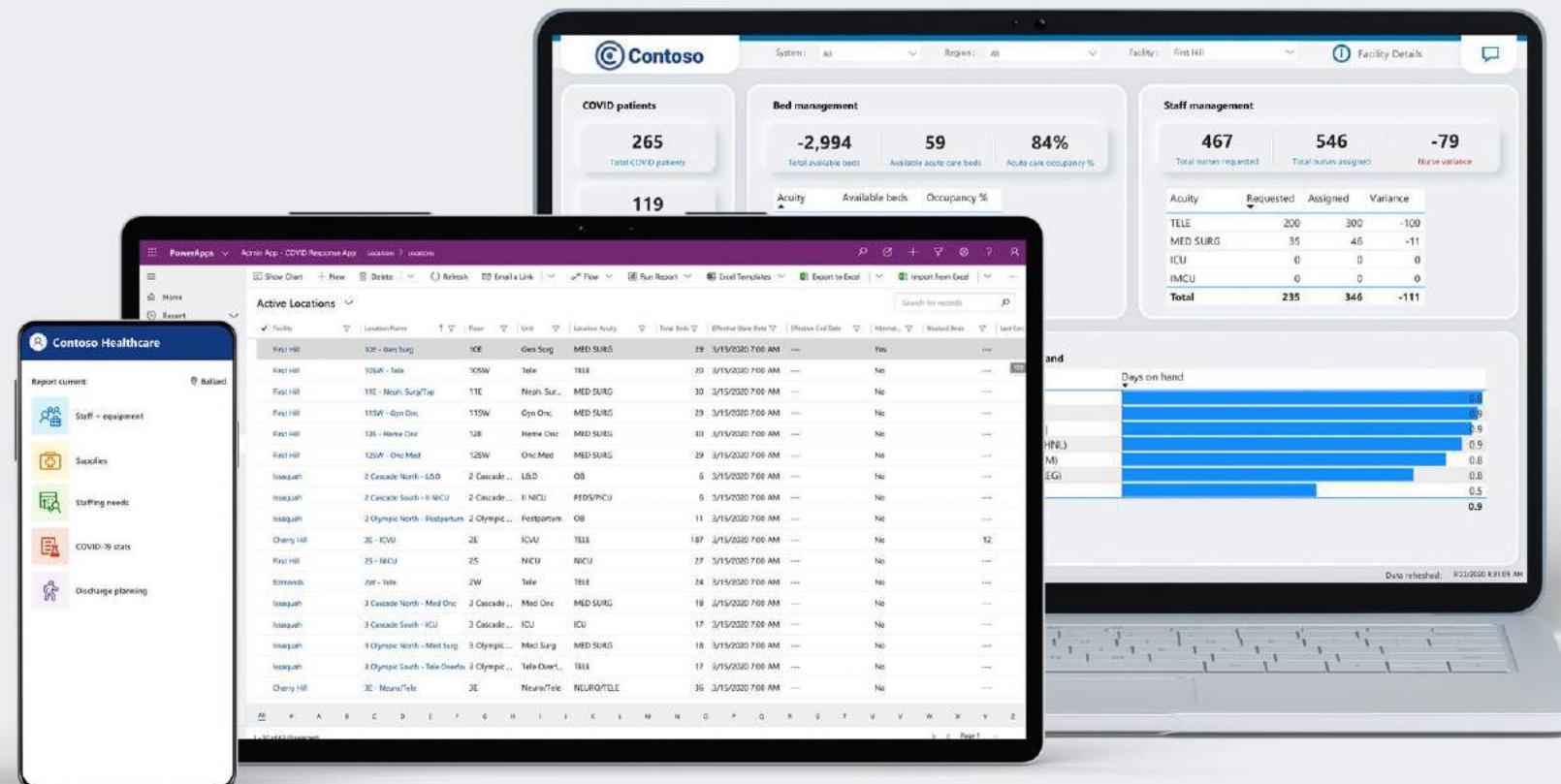


MICROSOFT CONFIDENTIAL | INTERNAL USE ONLY

Emergency Response: Maximize critical resources

Instantly report on available beds, equipment in use, COVID-related patients, and more.

Know what's needed and what's available—everywhere in the facility.



Remote Work Management Solution

Enables managers and HR departments to track the employees work progress while they are working from home

Employee Work Hours (Partial Data):

Employee	Post Start Duration	Date	End Time	Worked Hours	Exe
MOD Administrator	6.32	3/27/2020	1:06:00 PM		
		3/26/2020	3:41:00 PM		
		3/25/2020	10:29:00 AM	10.00	My I
	4.47	3/25/2020	10:23:00 AM		
	1.50	3/24/2020	8:30:00 AM		
	1.00	3/24/2020	7:00:00 AM	6.00	
		3/24/2020	3:00:00 PM	7.00	
		3/24/2020	3:00:00 PM	8.00	
	0.50	3/23/2020	6:30:00 AM		
	2.25	3/22/2020	4:30:00 PM	8.00	
		3/22/2020	8:15:00 AM		

Employees Locations:

Kuwait Bay, Kuwait City, Al Jatra, Farwaniyah, Al Ahmad, AL AHMADI

Attendance Date:

Employee	Attendance Date
admin@M365x881617.onmicrosoft.com	3/27/2020
AlexW@M365x...	3/27/2020

Total Attendance Today: 5

Total overworking employees: 5

Average Late Time: 5

Total Tasks: 24

Finalized Tasks: 24

Assigned Tasks: 24

Finalized Tasks: 24

Assigned Tasks: 24

Start/End

End Day

Show All 3/27/2020

Start Work 3/24/2020 10:00 AM Late By 1.00 Hours

Start Work 3/23/2020 9:30 AM Late By 0.50 Hours

End Work 3/24/2020 6:00 PM Worked 7 Hours

Start Work 3/24/2020 11:30 AM Late By 1.50 Hours

Good evening, MOD

Belajat Street 42, Salimiyah-Block 5 Hawally, Kuwait

Todays Tasks

Submit your expenses Due by 3/27/2020 1:00 PM Done

Finalize agreed documentation Due by 3/27/2020 1:00 PM Done

dsads Due by 3/27/2020 1:00 PM Not Completed

dasdas Due by 3/27/2020 1:00 PM Not Completed

I have finalized all the tasks we have agreed on today!



Thank you