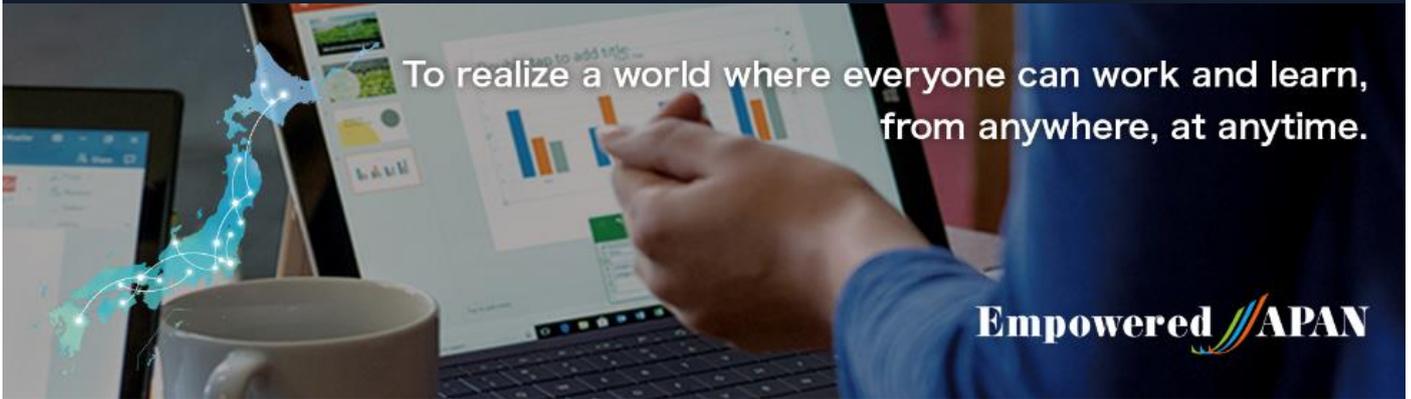


Empowered JAPAN Webinar Report



Empowered JAPAN Executive Steering Committee was established in 2018, "To realize a world where everyone can work and learn, from anywhere, at anytime." To promote the true value of workstyle innovation including telework, the committee has been coordinating symposiums in both Tokyo and regional cities. And in collaboration with various local governments, Microsoft, and partners, the committee has been serving as an advisor to provide telework training for both corporate and individuals. In response to the spread of infection of corona virus (COVID-19) and the government announcement on February 25, 2020, which included the request to citizens to telework, the steering committee made the decision to launch a series of free webinars starting from March 17, 2020, to provide practical information for individuals and organizations across the nation, to telework and/or practice online education.

Category : System (labor work, subsidy, internal rules and remote working manuals)

Date : March, 27, 2020

Speaker : Kyoko Asada

Microsoft Japan Co., Ltd.
Digital Transformation Business Division
Work-Style Innovation Promotion Division
No. 1
Customer Success Manager



Has been involved in the construction of IT environments for corporate customers since the 1990s. Pioneered the introduction of cutting-edge overseas technologies and products to Japanese corporations. Her motto is to provide easy-to-understand explanations for users who are unskilled with IT from the perspective of non-technical personnel. After joining Microsoft Japan Co., Ltd. in 2011, was in charge of Windows product marketing for the corporate market. Since 2017, has been supporting the work-style reform of global corporations from her current position as Customer Success Manager. Registered as an SME Consultant in 2013.

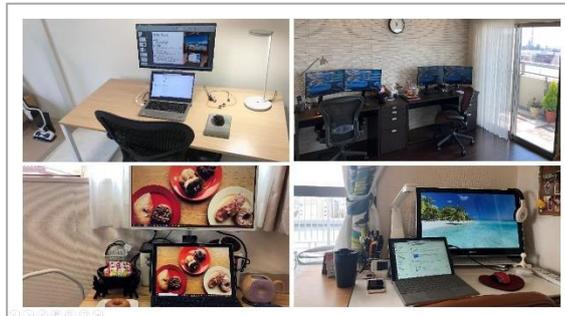
Introduction to Working from Home: Practical Manual

When the emergency declaration was announced and most of us were forced to telework, it was unavoidable to see some management who did not know how to operate, and subordinates who did not know how to work. After adopting telework, what are the changes, advantages, the flow of telework of a day, and how much information can be shared? You can find these answers from the examples of Microsoft employees who telework using Teams.

"Of course, it is difficult for all employees to start teleworking at once, so how about trying to start adopting telework partially? I believe Microsoft Teams can be your virtual office." (Ms. Asada)

Let us find out what we can do by using Microsoft Teams. One important thing is to prepare a work environment such as a desk.

"At our company, there are many employees who have been teleworking. Some of them prepared an office space, but others are working from a living room, transformed the walk-in closet into an office, created a study room in the attic, even in the garden or on the balcony." (Ms. Asada)



Before starting to telework, companies must decide the working conditions, how to notify members of the beginning and end of work, communication methods in case of an emergency, work contents with your manager in advance, and establish rules.

An IT environment requires hardware, Internet connection, and software. For hardware, while some people use PCs, tablets, and smartphones, which are permitted by the company, use of personally owned hardware is increasing. However, security matters, including anti-malware, personal authentication, and encryption, must be cleared and verified.

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For Internet connection, some people use broadband at home, or even use mobile routers or dithering. Headsets are quite important. They help to hear and speak clearly, block background noise, and keep the video meeting contents private from your family. It is even better with wireless headphones which give you mobility.

When a work environment is prepared, create Microsoft Teams accounts and set them up. A license must be assigned to each user. Software is available in the desktop app, mobile app, and web browser versions.

When you are ready, it is time to start teleworking. First, check the device and network connection, notify the start of work, and contact the business partners outside your company. To notify your team members of your work status, you can create a channel named "Attendance," post a comment, and your manager can acknowledge with [Like]. Also, if you set the status and enter telework information with the validity period, other members can understand your situation and may choose to contact you by email, etc.



You can book a meeting by selecting [New meeting], search people, and invite them. To invite people outside your organization, type the person's email address and send an invitation. When you join a meeting, simply select the meeting in the Calendar, and select [Join]. For external guests, click the link in the invitation email, and join the meeting through a web browser.

By selecting [Share], you can share your desktop and apps. If you share Whiteboard, the other members in the meeting can write in real time. Teams has a useful feature to generate captions and subtitles by detecting what is said in a meeting and present real-time captions and subtitles. You can turn on the feature by selecting [...] (More options) > [Turn on live captions]. This feature is available only for English, and currently the company is working to support Japanese.

Another useful feature is recording. You can record a meeting and share with a member who could not join the meeting later on. Even shared screens will be recorded and saved to Microsoft Stream. Meeting logs are available for Teams' chat.

When you work from home, you often forget to take a break, so add breaks and lunch time in your schedule. Having proper breaks improves efficiency. Another concern for teleworking is report/contact/consultation.

"To share information that is the same as the daily and weekly reports of your work, I recommend using OneNote. It comes with Windows 10 pre-installed and you can use the app like an ordinary notebook. If you create a tab for OneNote in Teams, and share tasks, issues, requests, etc. of the team members, work operation can be visualized easily." (Ms. Asada)

Video conference, chat, notes, streams, etc. By linking and using various tools according to the needs of a company, telework can change the image of conventional "phone calls and emails," and may be transformed into a virtual office where everyone can communicate as if they were in the office.

