



Spark COVID-19 CHECKLIST LARGE Instructions

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Spark COVID-19 CHECKLIST LARGE



CHECK-UP

Hopefully your team is set up with the right devices, and access to the internet from home. It's been a challenging time for NZ businesses; some things might have been missed. Double check you can access all your email, programmes and files remotely, and that your team have done the same across all the systems you use e.g.

CRM, accounting, inventory management systems. Talk to us about any connection help and support you need.

Focus on security

Make sure that remote access to programmes and files doesn't compromise your security. Review who has access to your VPN and update access for any users who don't already have it. Make sure your team are vigilant about any suspicious emails or system warnings, especially anything Covid19 related. For information on current scams or to report a scam go to www.cert.govt.nz/alerts.

Watch your capacity

Check the capacity your network can support, consider the load and stresses and increasing bandwidth if needed. If you can't make changes consider ways of working to manage the load, moving some work onto cloud based apps or users logging on at specific times.

Update your answering system

The message on your phone system should be updated to let your customers know your availability. Update any call routing to make sure calls get to the right people.

Collaborating together

You might have collaboration tools you're already using, now is the time to make sure you have an agreed way of using them. If you're considering new tools and currently use Office 365, Teams is likely available in your licence. For those not on Office 365, Microsoft is offering a free 6-month trial of Teams with full access to the Office suite across devices, plus Teams calling and video conferencing and 1TB of storage. Dropbox Business and Webex Teams also offer a free trial of their full collaboration experience with shared documents, messaging and meetings.

Don't forget to text

Text is a great way to get messages to your team quickly with a very high read rate – 90% are read within 3 minutes.

Keep working on ways of working

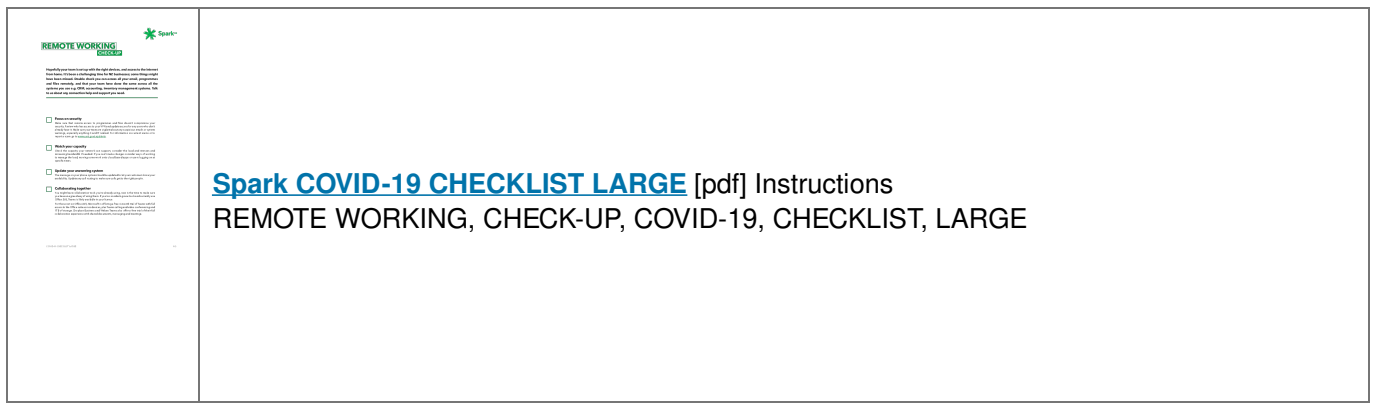
Communication is key in maintaining your productivity during difficult times. Check in with your team to check systems are working. Create a structure to communicate regularly with calls or video chat, and what times you'll do it. Scheduling a daily check-in is a simple way to keep everyone on the same page and help them feel supported and motivated when working away from the office.

We're here to support you

As you go on and through talking with your team you might find areas that need addressing. The current situation with COVID-19 is an unprecedented and challenging time and like all businesses, Spark is adapting day by day. We understand the challenge and are here to help. Reach out to your local Spark Business Hub if there's anything you think we can do to support you.



Documents / Resources



Hopefully your team is coping with the right devices, and maximize the information from them. It's been a challenging time for all businesses, something might have been missed. Double check your network all your social, programmes and files regularly, and that your team have done the same across all the systems you use e.g. CRM, accounting, inventory management systems. Talk to us about any assistance help and support you need.

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