



# IAITAM ACE

May 7-9, 2024 The M Resort  Las Vegas, NV

Shawn Stockman

Onepak

**IT Impact Considerations of Remote Workforce Offboarding**



*Finding your IAITAM Oasis*



## Shawn Stockman

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18 Years with Onepak

## Onepak

Reverse supply chain platform  
company specialized in creating a  
circular economy for the IT industry.

[ReturnCenter.com](https://ReturnCenter.com)



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# Tropical Topicals

- Trends and Common Questions
- Options, Risks & Tradeoffs
- Big Picture Thinking
- Best Practices



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# Outlook on Remote Workforce

As of 2023, 12.7% of full-time employees work from home, while 28.2% work a hybrid model

By 2025, 32.6 million Americans (22%) will work remotely

16% of companies operate fully remote

**Forbes** ADVISOR



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## Common Questions

- Where do the responsibilities of HR end and IT begin?
- Who is ultimately responsible for employee equipment getting back to your company?
- Will the assets retrieved be redeployed or retired?
- Will they return to your company's facility or be sent to a depot, an IT asset disposition or recycling company?



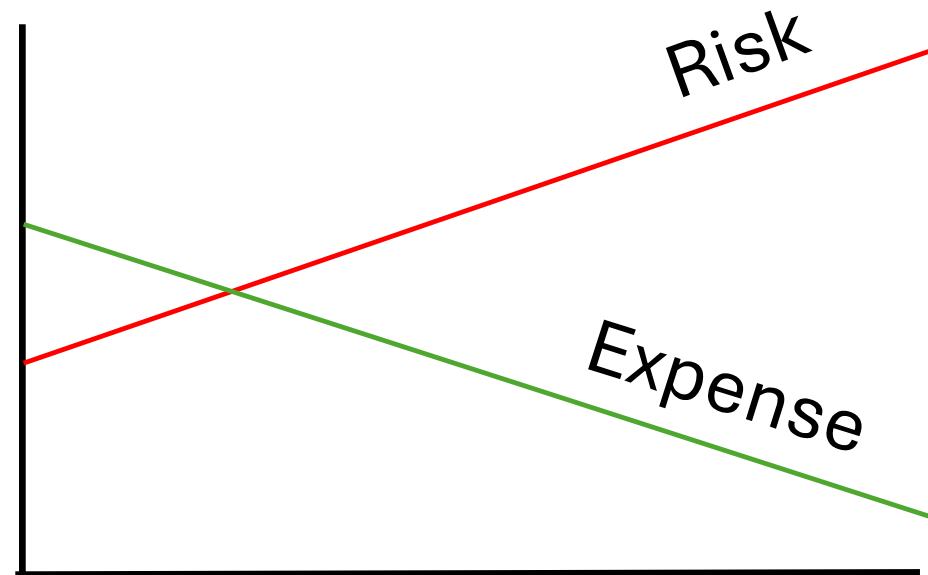
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Let them keep it!

## Risks

- Environmental
- Security
- Social



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## Let them keep it—Environmental Risks

- If your company purchased the equipment, you are responsible for the proper disposal
- Options vary in risk
  - Instructions for proper disposal—can you prove it?
  - Means for proper disposal—can you track it?



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How much equipment do you recover from remote employees?

None

Some

All

Irresponsible

Very

Responsible

How environmentally responsible is your company?



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## Let them keep it—Security Risks & Costs

- Company data may be at risk of exposure
- May have compliance issues (such as HIPAA, SARBOX)
- Your network may be open to unauthorized access
- Assets may be tying up software licenses you could reassign
- Users might come back to you for updates or service



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## Let them keep it—Social Tradeoffs

- Could have donated assets to targeted community use
- Could have made assets available to *current* employees
- What do current employees think about your practice?

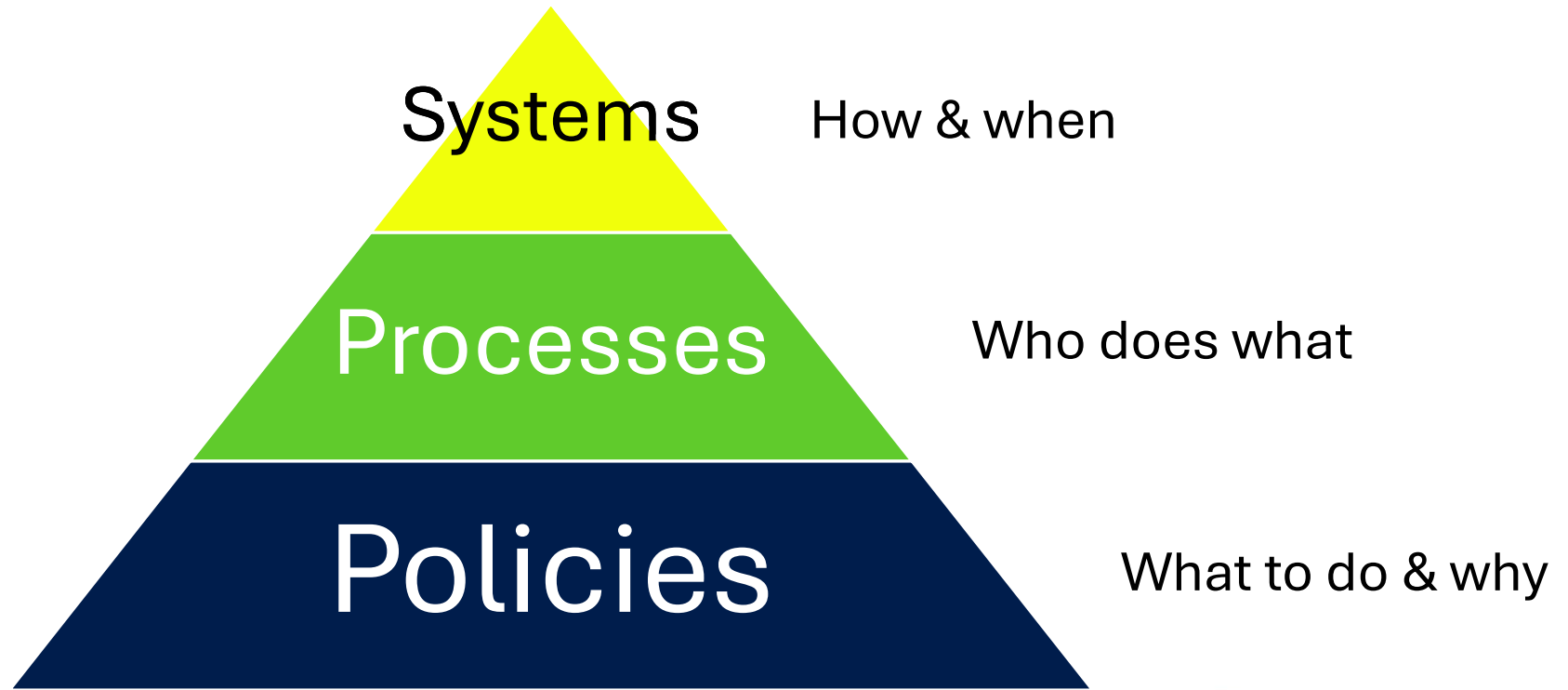


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# Big Picture for Remote Offboarding



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# The Power of Policies

Be specific about:

- Reasons why policy exists—objectives to be achieved
- Asset types covered
- User stories – under what circumstances, use cases
- Ramifications if policies are not followed

# Policies



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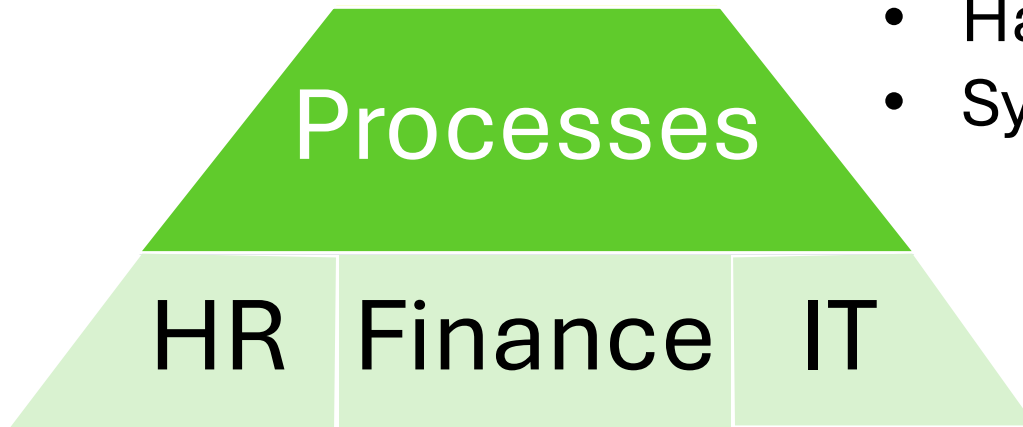
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# The Proof is in the Processes

Be specific about:

- Workflows
- Hand-offs between teams
- Systems to use

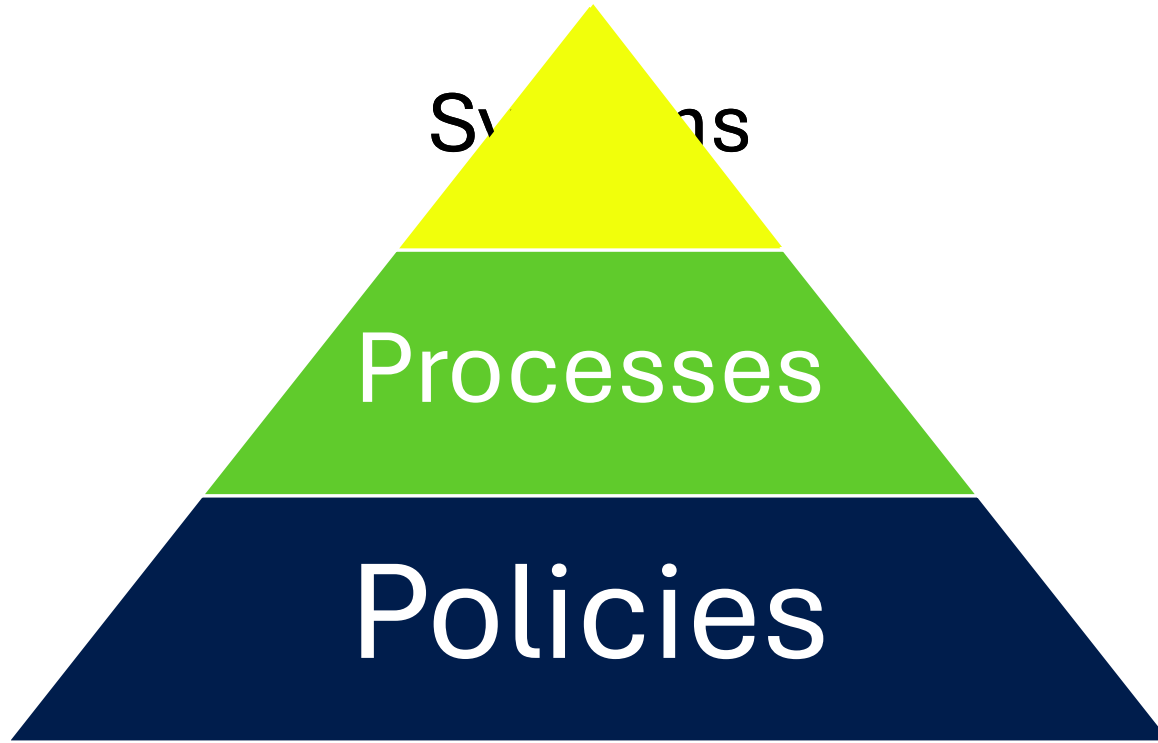


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# Connected Systems

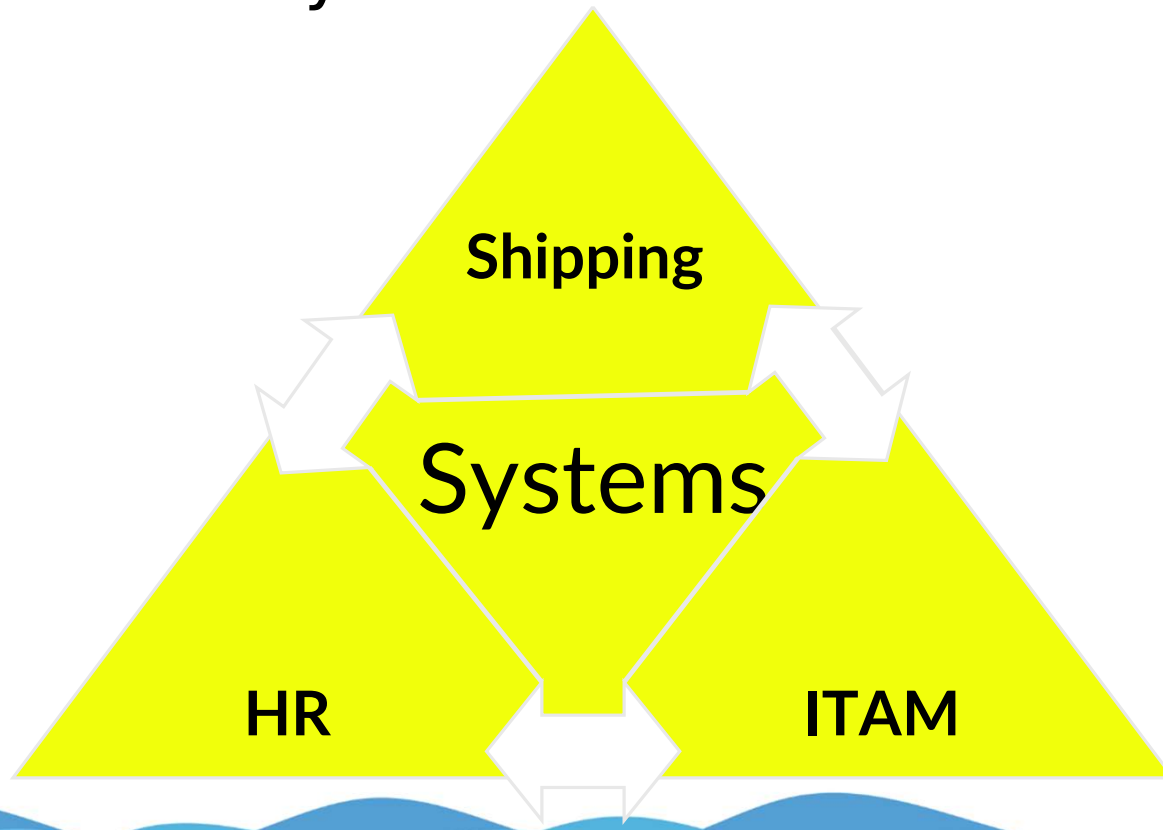


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# Connected Systems

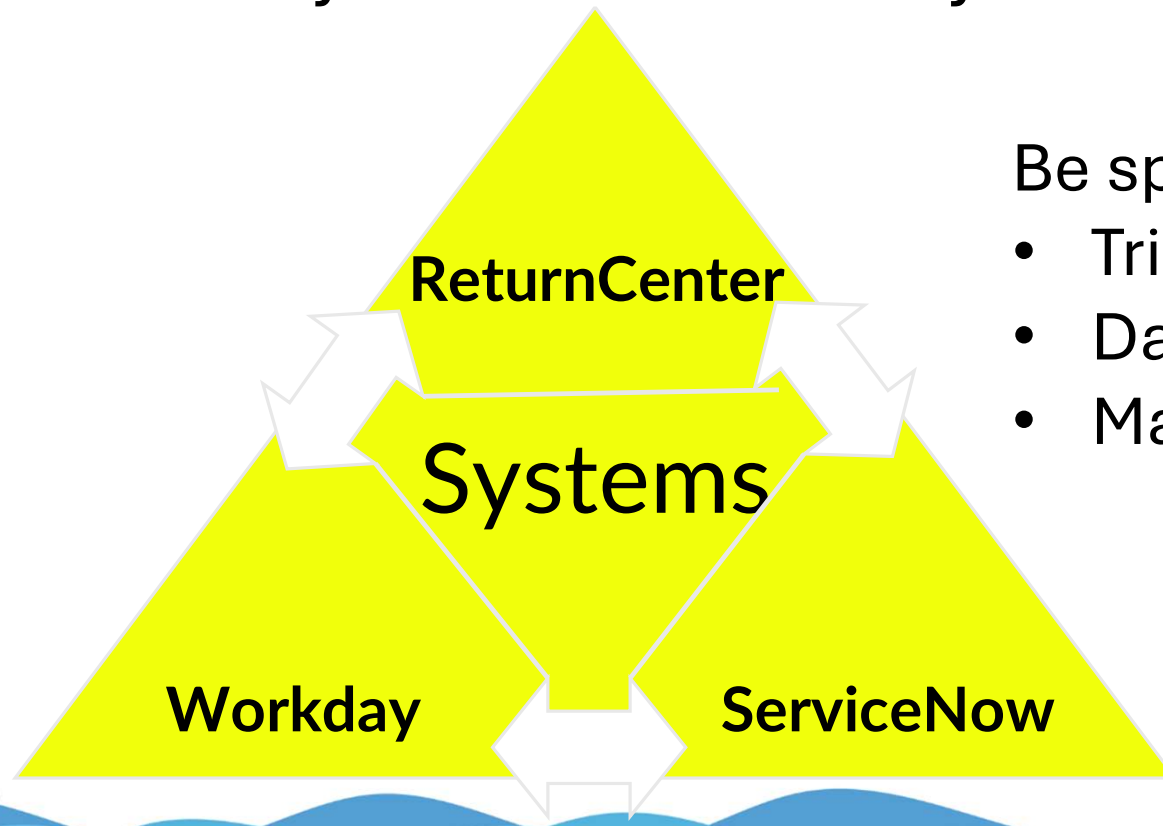


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# Connected Systems—Case Study



Be specific about:

- Triggers
- Data flow
- Manual vs Automated



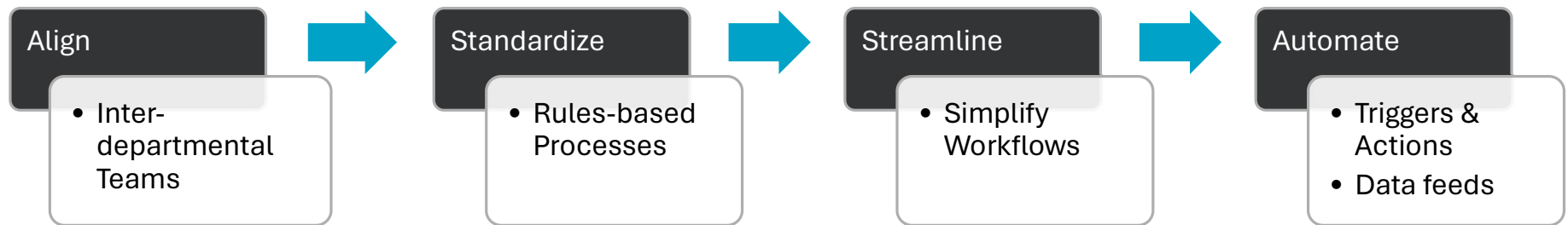
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# Best Practices – Big Picture



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# Best Practices – Remote User Experience

- **Packaging:** Are you providing the right packaging with enough protection?
- **Return shipping label:** Do they have to print a label or are you providing one?
- **Pickup or drop-off:** How convenient or inconvenient will it be for them to get it to the parcel carrier or do you offer a home pickup?
- **Instructions:** Is it clear exactly what items they are required to return or if it is acceptable to keep anything they were originally sent?



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# Best Practices – Internal Experience

**Supplies:** Does your staff have to manage boxes and labels?

**Consolidated Information:** Is all the information about equipment returns in one place and easily understood?

**Complete Information:** Do you know the equipment being returned? Can you track “To” and “From” shipments to provide accurate reporting?

**Access:** Is all information stored in a shared resource, such as an online portal with multi-user access?



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Did you know we've been discussing ESG?

**E** – Controlling environmental impact

**S** – Controlling community/social impact

**G** – Putting policies in place to govern what happens



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# What we learned

- Remote work is here to stay
- Consider environmental & social risks
- Policies – Processes - Systems
- Best Practices



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Questions?



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