

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 Basis

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Tropical Topics

- 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?

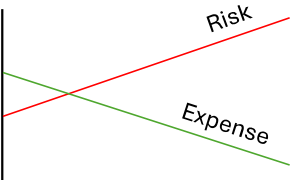



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Let them keep it!

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

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The Proof is in the Processes

Be specific about:

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

Processes

HR Finance IT

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Connected Systems

Systems

Processes

Policies

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Connected Systems

Shipping

Systems

HR ITAM

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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

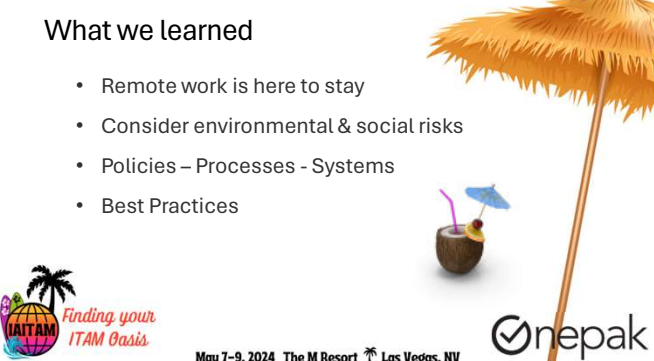
G – Putting policies in place to govern what happens



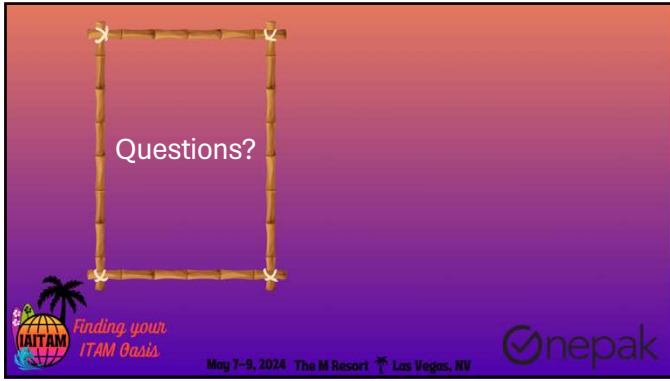
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What we learned

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



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