

Maintaining Team Culture and Security

A Checklist for Helping Teams Thrive Remotely

During this unprecedented time of migration to virtual work environments, you still can help your team thrive, not just survive. Here are some practical tips to help you maintain their operations, security, and culture.

- Actively anticipate common inquiries**
Employees want to know how to set up their devices, connect to meetings, update corporate passwords, and use cloud services.
- Disseminate a list of concrete security tasks for remote workers**
IT teams can prepare a mini-lesson on establishing a secure home network. Include a guide to items like:
 - Replacing old routers
 - Changing WiFi router administrative passwords
 - Updating firmware (if access points don't update automatically)
 - Checking network configurations (opt for WPA, WPA2 and WPA3 over outdated WEP)
 - Running a network port scan to detect external vulnerabilities
- Encourage workers to practice good cybersecurity hygiene**
Be alert to the uptick in phishing and online scams. Initiate regular software and browser updates. Authenticate clients and limit sensitive information sharing.
- Don't be afraid to admit what you do not know**
Many employees view a frank admission of the "unknowns" as a mark of confident leadership.
- Share work-from-home best practices with employees**
Create a forum dedicated to advice on productivity and time management, so everyone can contribute.
- Empower team leaders to manage remotely**
Discuss solutions such as time-blocking tools and project management services.
- Distinguish productivity and professionalism**
Make accommodations for atypical circumstances. If a dog barks on a conference call, reframe a potential professional embarrassment as an opportunity to build rapport ("Is that your new Goldendoodle?").
- Prioritize social connectivity**
Encourage teams to use Slack or Trello, and make yourself available.
- Delegate responsibilities**
Clarify precisely what you expect from your team, and what they can expect from you.

About Rapid7

Rapid7 is advancing security with visibility, analytics, and automation delivered through our Insight cloud. Our solutions simplify the complex, allowing security teams to work more effectively with IT and development to reduce vulnerabilities, monitor for malicious behavior, investigate and shut down attacks, and automate routine tasks. Our customers rely on Rapid7 technology, services, and research to improve security outcomes and securely advance their organizations.