

## Working from home

So we are teleworking now, at least a large part of us. So we fire up our (private) computers and off we go ... but first of all we have to establish secure access to the DESY intranet.

[https://it.desy.de/dienste/uco/dokumentation/home\\_office](https://it.desy.de/dienste/uco/dokumentation/home_office) helps with this - we made it! We are now ready to start.

But here comes the next challenge: group meetings via telephone/video conference. You may need to install software and test the microphone, camera and conference dial-in in good time before the start. In the picture of your own camera you may notice some private details. Better tidy up quickly and check hairstyle and clothing. While the meeting in progress my child interrupts: "Daddy, where did you put my exercises?" During this extraordinary time we should react about such interruptions - on both sides of the video conference.

It's helpful and good practice anyway to mute your microphone while you're listening to avoid unnecessary noise. If the connection is generally poor, you should also switch off the image transmission, which will significantly reduce the amount of data to be transmitted. A bad connection can also be caused by the domestic provider: currently, the data throughput between Telekom and the research network X-WiN, which is used to connect DESY, is increasingly lacking.

Lunch time - no canteen, so you have to cook for yourself and for the rest of the family, who are also in the home office ... everything takes much longer than the visit to the canteen. Afterwards, work continues on the screen. And as you scroll and change windows frequently, you notice what a luxury two workstation monitors are, like we often have them in our campus offices at DESY. Meanwhile, your own telephone rings more often than usual - that's right, it's switched from the office phone to your home phone according to the website instructions.

After a few days of home office experience, one thing is certain: home offices have their own special features, even if after a little practice and experience the technology itself is ready - "meetings" via Video/audio are better than nothing, but also more strenuous and in the end they do not completely replace meetings in real life.

Ladies and gentlemen, we are all facing new challenges at the moment. On the IT side, we want to support them as much as possible, but we can't do everything at the same time, apart from the normal operation that would otherwise remain the same. During this time, we have revised our instructions for the new working environment and multiplied the technical capacities for secure access to the DESY intranet. In some cases we even created new ones from scratch in order to meet certain data protection requirements. Our audio/video conference systems have been extensively expanded in terms of hardware and software to meet the naturally strong increase in demand. And we are working on the introduction of further communication platforms, very specifically on a messaging/chat service similar to WhatsApp, but running on infrastructure in the DESY computer centre.

We are always grateful for suggestions and constructive criticism - please contact the User Consulting Office UCO (e-mail: [uco@desy.de](mailto:uco@desy.de), phone: -5005).

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