

29 September 2020 | 09.30 - 11.30 WIB

**SelindoAlpha**

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Welcome to Webinar

# SURVIVAL TIPS IN THE ERA OF NEW NORMAL (IT PERSPECTIVE)



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- Saat ini sedang diperdengarkan lagu, apabila anda tidak dapat mendengarnya silakan cek audio anda.
- Webinar akan dimulai pukul 09.30 - 11.30. Mohon ikuti acara sampai selesai karena ada doorprize di akhir acara.
- Selama webinar, anda akan dimute oleh host, pertanyaan dapat diketik di kolom "Chat / Q & A".



# COVID-19 Impact in Organization

COVID-19 is a most extreme case of VUCA (Volatility, Uncertainty, Complex, Ambiguity)

## Crisis management

- Setup stage (Mar – Apr 2020)
  - Some ready, others are not
- Recovery stage (???)
- New Normal (May 2020 – 2021)

# IT Management Challenges During Covid-19



BCP is just on paper



Work From Home – Not That Easy

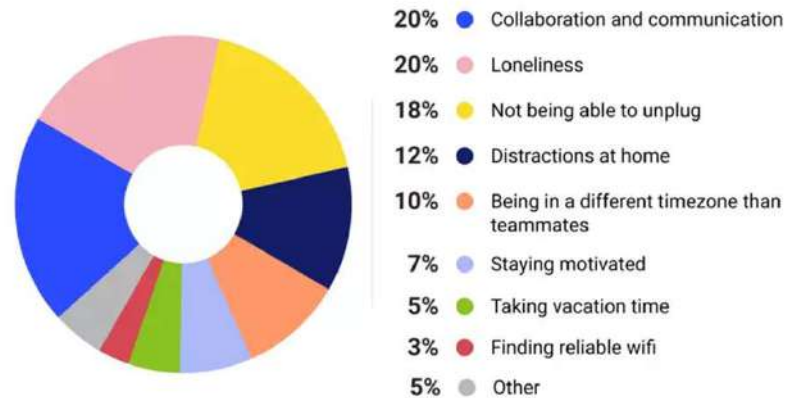


Data Security Risk Exposure

# Work From Home – Challenges

**88% of the organizations, worldwide, made it mandatory or encouraged their employees to work from home after COVID-19 was declared a pandemic (Gartner)**

**What's your biggest struggle with working remotely?**



State of Remote Report 2020  
[buffer.com/state-of-remote-2020](https://buffer.com/state-of-remote-2020)



# Remote Contact Center is a New Normal

- 50% of call centers report spikes in digital channel traffic during the Pandemic.
- Voice is still alive and well and remains preferential for complex customer support issues.
- Accessing sensitive customer data remotely should be handle carefully

An illustration of a person with dark hair, wearing a white top and dark pants, sitting at a desk and working on a laptop. A white speech bubble with a red warning triangle icon is positioned above the person. The background is dark blue with light blue circuit-like patterns.

**52%** of legal and compliance leaders are concerned about **third-party cyber risks due to remote work** since COVID-19.

Source: Gartner

# THANK YOU



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