

Investigating Remote Work Readiness in the Mountain West

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ABOUT THIS REPORT



Assess remote work readiness in the Mountain West states



Adapted from Toptal's *Remote Work Playbook* and survey assessment



Survey questions covered six areas for assessing remote work proficiency

SIX AREAS OF REMOTE WORK PROFICIENCY



Hiring, Management, & Engagement



Technical Infrastructure



Remote Strategy & Leadership



Policies & Compliance



Communication & Collaboration Tools



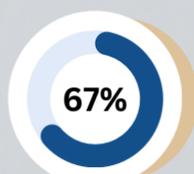
Security & Privacy

SIX AREAS OF PROFICIENCY SCORES

Online survey; N=418 managers with 5+ years of professional experience, involved in decision-making, and located in the Mountain West states.

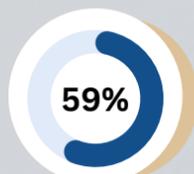
Ranges: 0-40% (low score), 41-79% (medium score), and 80-100% (high score)

Hiring, Management, & Engagement



Suggests challenges with employee engagement and retention. **To improve score:** invest in educational tools, establish culture of learning, provide frequent and transparent feedback, provide opportunities for creating career maps.

Remote Strategy & Leadership



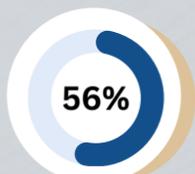
Suggests some connection among organization structure, culture, and goal-setting practices with room for improvement. **To improve score:** provide clear org. chart, review core values, clearly communicate Objective and Key Results.

Communication & Collaboration Tools



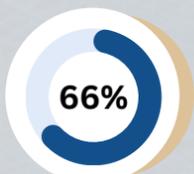
Suggests some digital communication and collaboration tools are in use with room for improvement. **To improve score:** audit how often tools are used and tasks used for; establish communication charter; professional training.

Technical Infrastructure



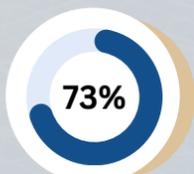
Suggests organization has some infrastructure in place to support remote teams. **To improve score:** ensure internal IT Operations is functional to support remote teams, update single repository for FAQs, promote use of ticketing system (if not already in use).

Policies & Compliance



Suggests organization has some policies and compliance mandates in place for remote work. **To improve score:** regularly review policies, ensure an operational compliance team to report data breaches, frequent training on policies and compliance issues.

Security & Privacy



Suggests organization has some security and privacy guidelines in place to protect company data. **To improve score:** frequent security audits, update security protocols, ensure clear communication policies to help avoid scams.

REMOTE WORK PROFICIENCY SCORE

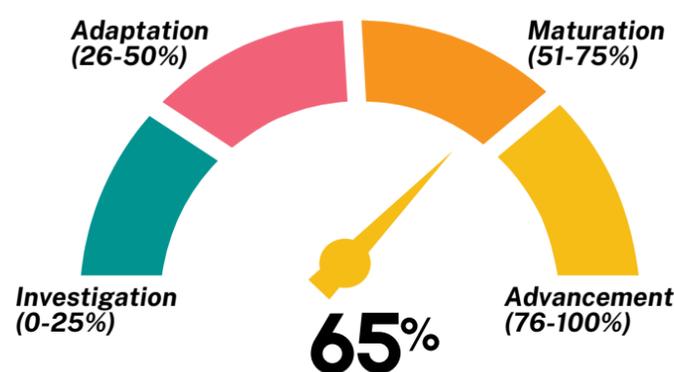
What is the proficiency score?

Scores from each area of evaluation were calculated into an overall proficiency score, which provides a preliminary insight into where an organization is classed in terms of remote work readiness. Score ranges between 0-100%.

There are four levels of remote work proficiency >> **Investigation, Adaptation, Maturation, Advancement.**

MOUNTAIN WEST SCORE

Businesses scored an overall proficiency score of 65% which falls into the Maturation level.



CHARACTERISTICS

1 Investigation - have numerous opportunities to adopt new technologies, tools, processes that will enhance productivity & cooperation of teams, reduce risk and security concerns, and significantly enhance the org's capacity to work effectively and efficiently in a remote environment.

2 Adaptation - uncertainty about ability to thrive in remote environment. Some steps may be taken to make systems and processes adaptable to remote work, but many organizational aspects are still tied to a physical location.

3 Maturation - some confidence and progress toward increasing the ability to thrive remotely. There are usually specific areas that can be improved upon to enhance remote work efforts, particularly in areas such as technology, tools, personnel, and operations.

4 Advancement - full confidence in ability to work remotely; discovered using suitable technologies, adjusting people and operations, and prioritizing culture of trust are essential for success. Room for improvement in leadership, communication, efficiency, and risk management.

DEMOGRAPHICS

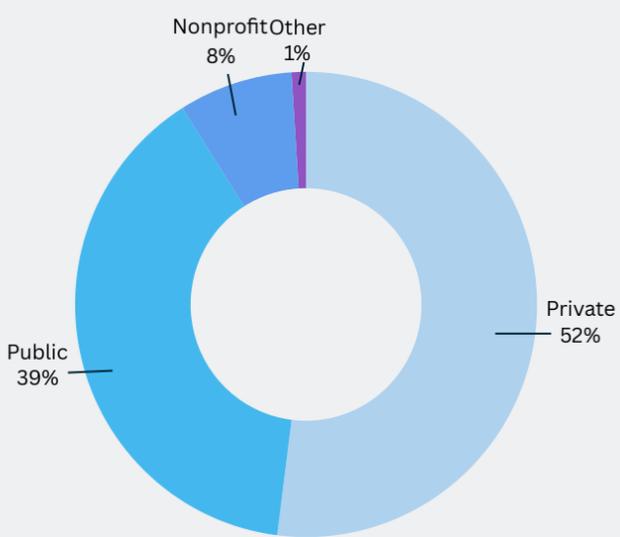


Figure 1. Business Sectors

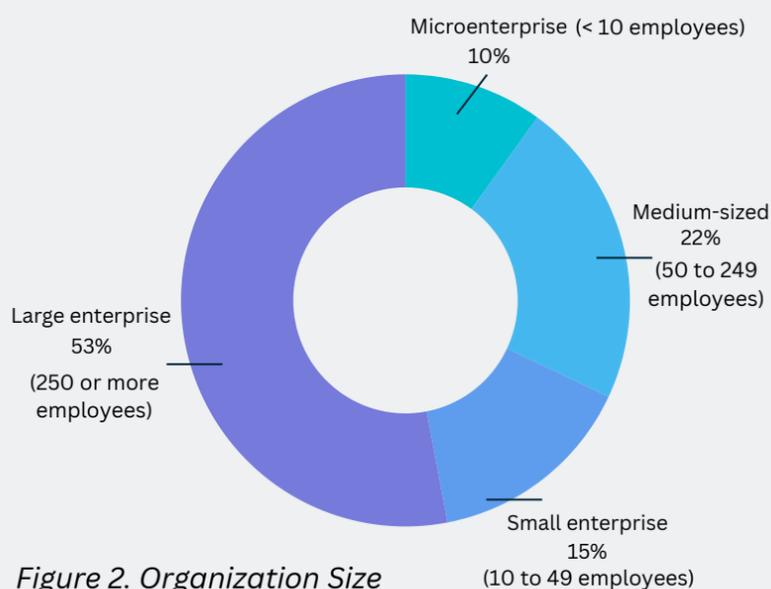


Figure 2. Organization Size

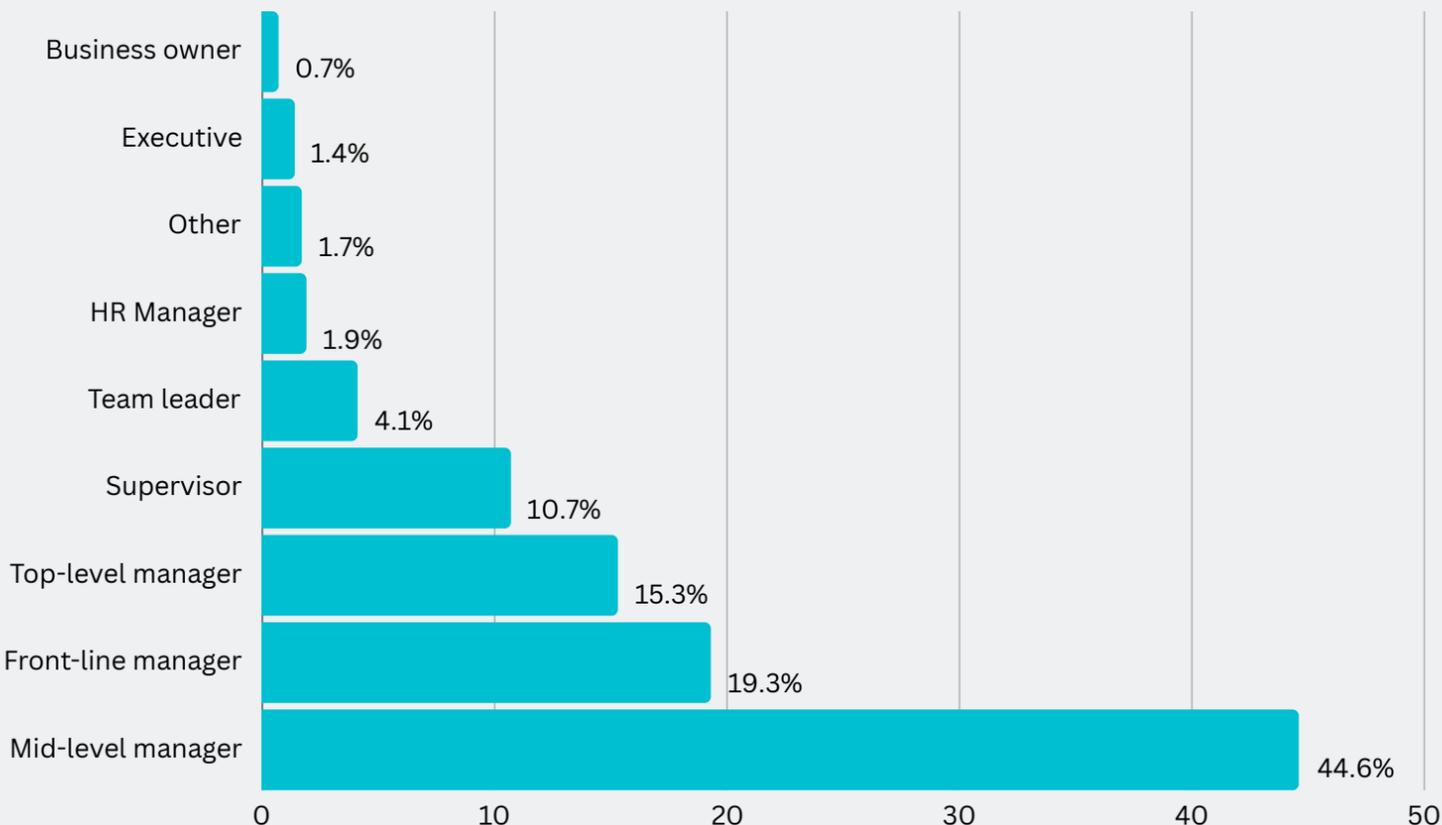


Figure 3. Respondent Job Position

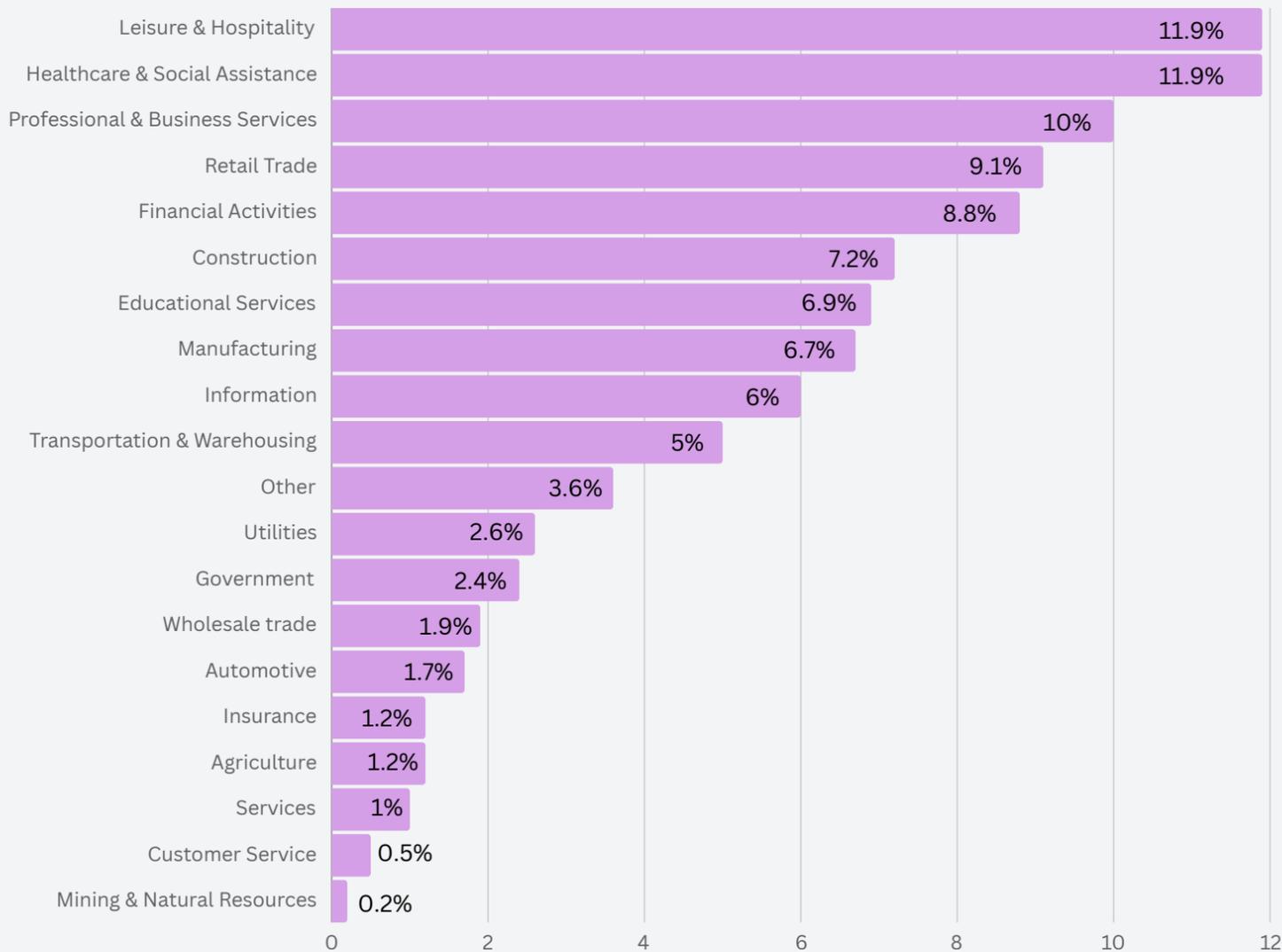


Figure 4. Industry

SUMMARY



The overall proficiency score indicates an organization's level of overall remote work readiness.



Businesses in the Mountain West states scored 65% -- **Maturation level.**



The six areas of proficiency complement the overall score, providing further insights into where an organization can direct its resources for remote efficiency.



Businesses scored in the **mid-range** across all six areas of remote proficiency.

Organizations that thrive in a remote work environment -



Prioritize organizational culture, trust, and transparency



Possess technical infrastructure and technology to support remote teams



Have clear organizational structure, and communication; values-based culture



Have robust remote work policies & compliance mandates to protect remote employees' sensitive data



Are intentional about communication goals and productivity



Establish strict security protocols to ensure their systems are protected from outside intrusion