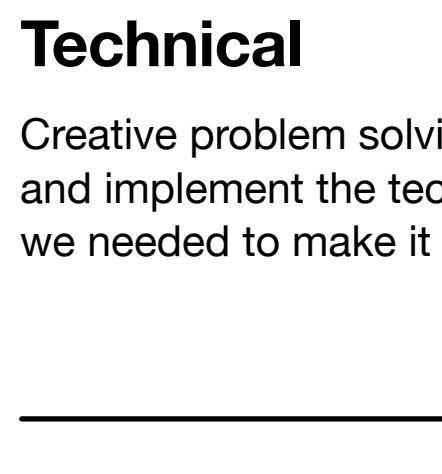




How we shifted to a remote workforce

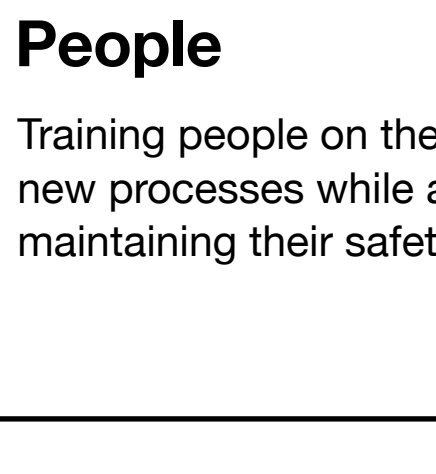
With hopes that it could benefit others, we thought it might be helpful to share experiences during this time of prevalent telework. We'd love to know how you are overcoming challenges. Tweet [@CNNNewsSource](#). We'll share best practices that emerge!

Our Three-Pronged Approach



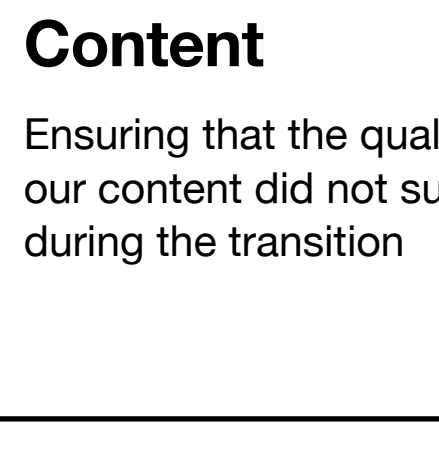
Technical

Creative problem solving to find and implement the technology we needed to make it work



People

Training people on the new processes while also maintaining their safety



Content

Ensuring that the quality of our content did not suffer during the transition

DON'T BE AFRAID TO FAIL

“Be open to anything. Pack your patience and creativity because you will need both.”

Rapid Adaptation without Degradation



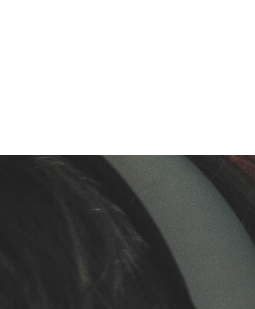
The Challenge

How do we quickly replicate all newsroom activities from offsite locations? This required a complete mindset shift.



What We Did

We took a scaled approach, starting with just a few people working from home. Then, we gradually pushed more people home as we solved issues. What we thought would take us a year was achieved in four weeks, while continuing to maintain a high-quality product on a daily basis.



What We Learned

We never thought we could do this. But our success has proven that we can be very adaptable and agile when there is no other option.

YOU CAN FIGURE IT OUT

“This is something we've never seen before so we're going to have to do things we've never done before. We don't have the luxury of saying we cannot try. When there is no option presented in front of you, you figure it out.”



Connectivity & Collaboration

An Incredible Equalizer

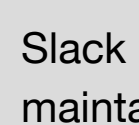
We are seeing a whole new level of collaboration unlike anything before. Because everyone is in the same situation, we are all forced to communicate more openly with each other. Previous boundaries have dissipated.

Successful the Feel of a Newsroom

A successful newsroom has a cohesiveness that you can feel in the room. That energy cannot be replicated at home. To overcome it, we have daily Webex sessions (with cameras on!) so we can see each other, connect, share, and be human.

Shared Practices

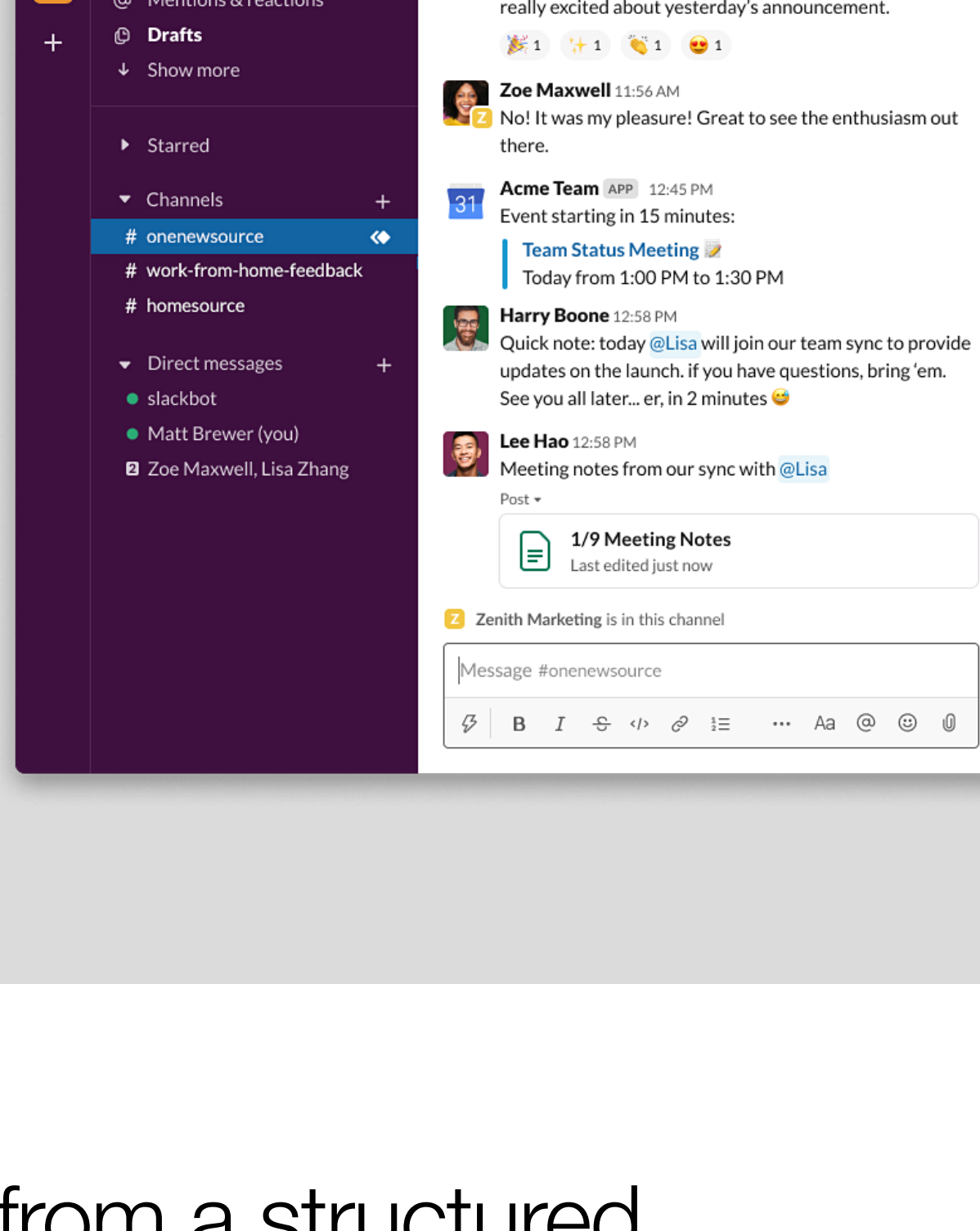
People are learning from each other more. They're collaborating and sharing how to solve issues they're having with connectivity or productivity.



The Vital Role of Slack

Slack has been an essential communication tool to maintain a cohesive team. It's a messaging platform where conversations are organized by topic, team, or whatever makes sense for your company. We have three primary channels:

- #OneNewsSource**
Daily business operations and communications.
- #WorkFromHomeFeedback**
Issues related to and solutions for working remotely.
- #Homesource**
Fun stuff like pet photos, jokes, and weekend activities.



STEPPING UP

“When we walked away from a structured environment, we watched everyone step up and show strength in a way we've never seen before. This has allowed people to shine in ways that they were never asked to within the structure we had.”

Mental Wellness

Health Checks

We hold weekly health checks to make sure employees are taking time for themselves. With these, we're less concerned about work than mental health.

Staff Safety

Akin to a Battlefield

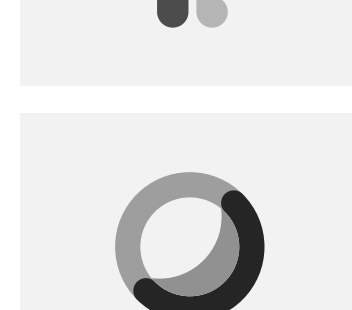
This has been really scary for a lot of people. Letting them know that we can keep them safe and still give them the resources to do their job has paid off in a huge way.

For Managers

Overcommunicating

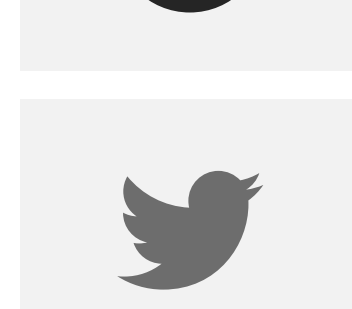
Connecting one-on-one with direct reports daily is tremendously important. It's an opportunity to check their temperature – literally and figuratively.

Critical Tools



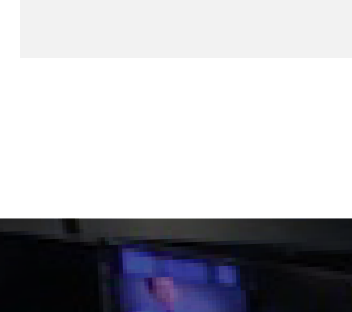
Slack

Direct, instant messaging. Creation of topical channels that increase collaboration.



Webex

Twice daily team and one-on-one calls with video to see each other and connect.

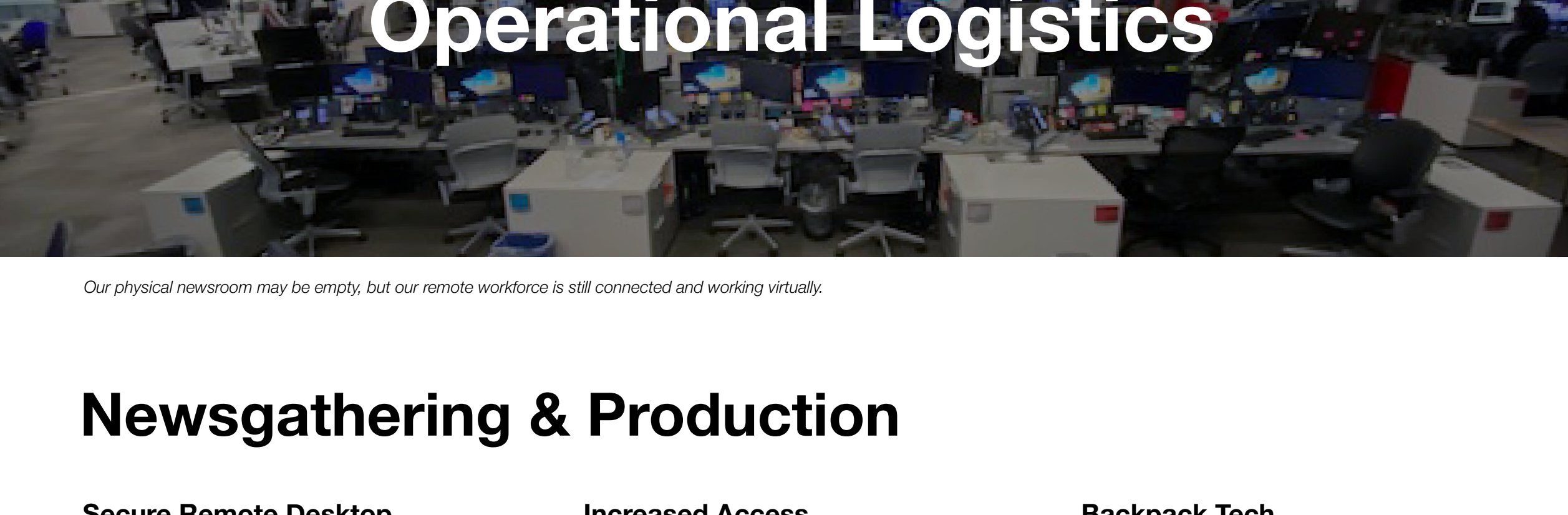


Twitter

Pushing external communications to partners and affiliates.

LISTEN TO ALL VOICES

“You don't necessarily have to have a title to be a leader. Some of your greatest thinkers are the people doing the day-to-day work. Be open to hearing from all levels. There are a lot of great thinkers out there.”



Our physical newsroom may be empty, but our remote workforce is still connected and working virtually.

Newsgathering & Production

Secure Remote Desktop

It's essential for our staff to see the live feeds coming into the building. Now they're able to gain secure remote access to their desktop computer in the newsroom and the feeds that hit the router while still following network protocol.

Increased Access

With more affiliates and municipalities using TVU and LiveU, we are able to receive and distribute packages, feeds, and news conferences more easily from remote locations.

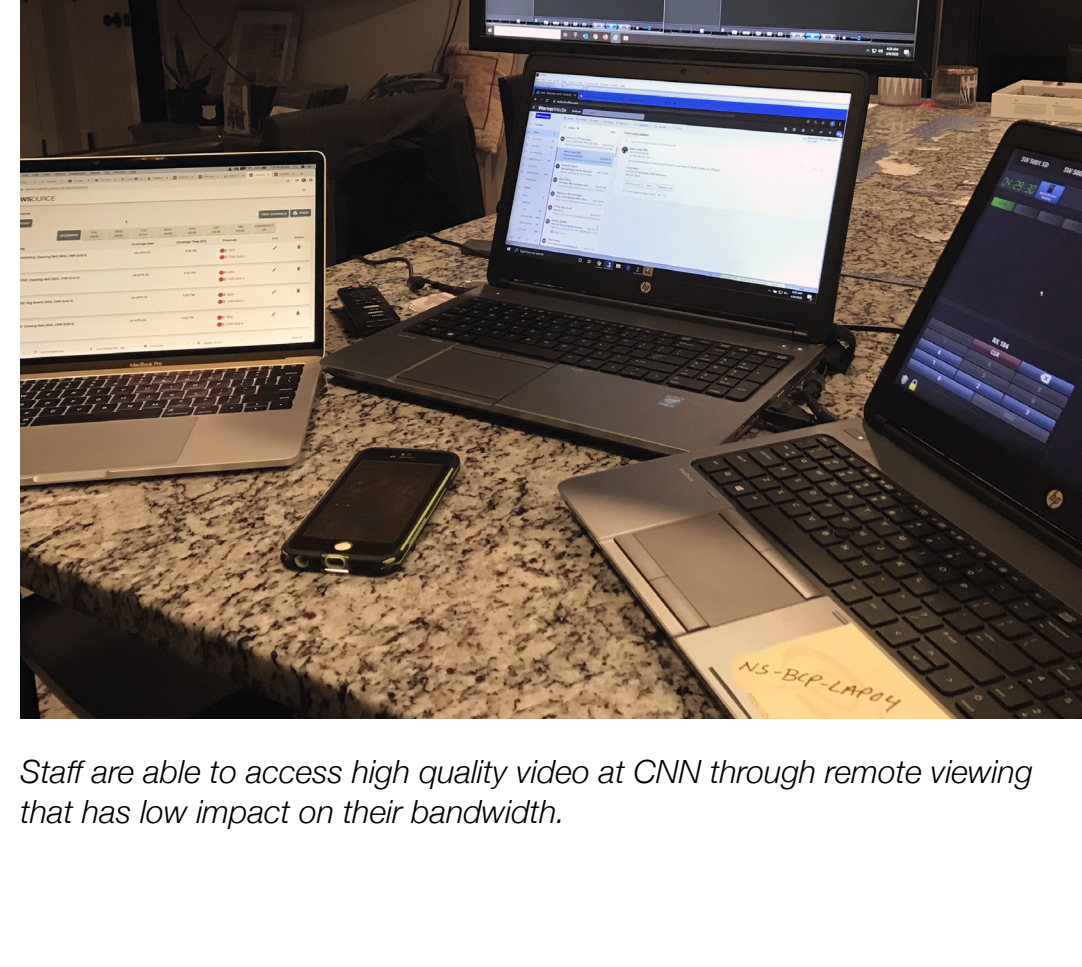
Backpack Tech

Our reporters are leveraging the same backpack technology that field correspondents use. Using a phone with cellular data and wi-fi combined, we are able to broadcast better quality video from anywhere we can get connected.

OVERCOMING A TOUGH CHALLENGE

How can our editors access high quality video on servers at CNN?

We use the Splashtop app that enables them to connect to a computer in the building in order to view and edit the HQ video remotely. We also use the TightVNC app to allow them to direct live shots from home.



Staff are able to access high quality video at CNN through remote viewing that has low impact on their bandwidth.

Bandwidth

The Challenge

Viewing HQ video was eating up at-home Internet bandwidth of our staff at home. What's a low-fi way for them to view video and live feeds?

What We Did

Staff use a VDI remote desktop connection to access a server with a desktop profile in order to play the video on that server. The video player then throttles the quality to account for bandwidth of the staffer at home.

What We Learned

When we get our team together, our collective technical ingenuity can overcome herculean hurdles.

“The number one challenge is bandwidth and the ability to have conversations and meetings. Not all things are equal when it comes to Internet access.”

Home Studios

The Challenge

How do we create a universal look for all reporters broadcasting from home studios?

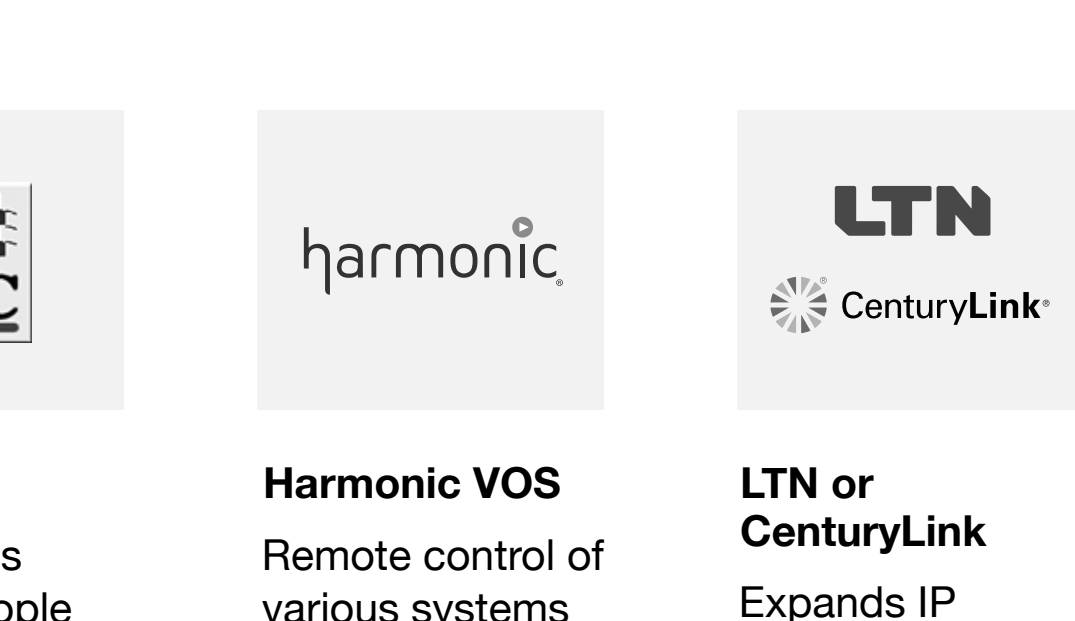
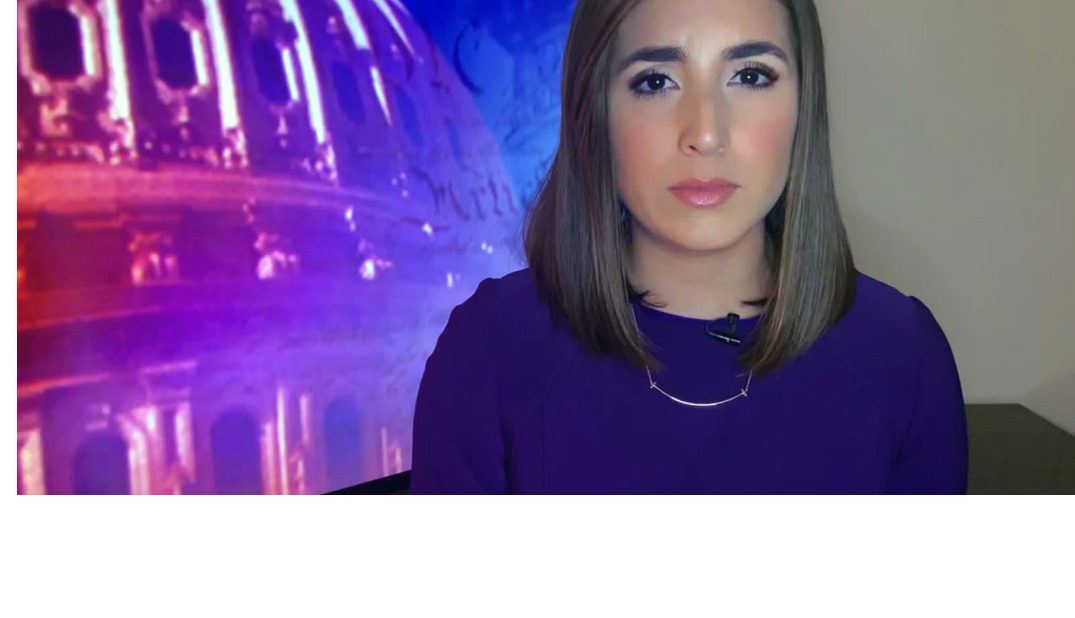
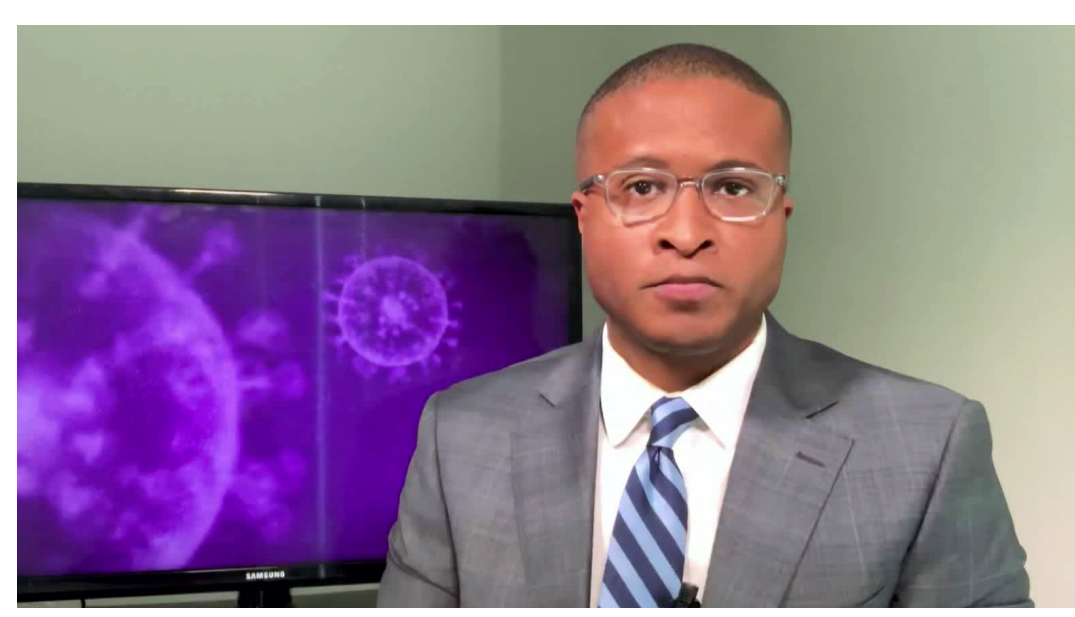
What We Did

A pack of basic gear was delivered to all reporters – the same lighting kit, microphones, and accompanying support gear. Large personal flat screen TVs are used to display logos and graphics. Backpack technology is used to broadcast with phones and small cameras. The setting is reviewed and adjusted by professionals, if needed. The result is a consistency in lighting, visual, and sound quality.

What We Learned

Reporters can work from home too!

“The idea of taking a show into your home was something we just had to think about. The goal was to remain functional, relevant, and easily accessible to our stations.”

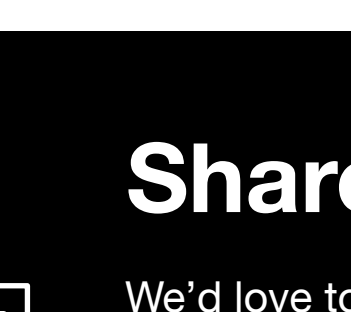


Critical Tools



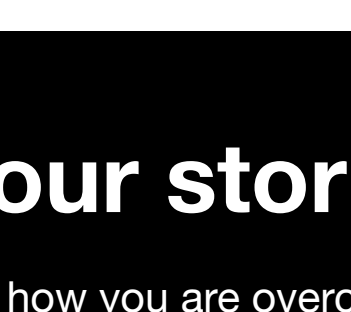
LiveU & TVU

Remote newsgathering with a cell phone



Splashtop

App to control desktop in newsroom from home



TightVNC

App that lets multiple people access the same router remotely at the same time



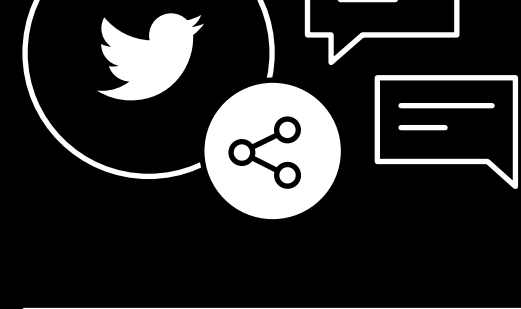
Harmonic VOS

Remote control of various systems



LTVN or CenturyLink

Expands IP capabilities to help with the internal distribution of content



Share your stories!

We'd love to know how you are overcoming challenges. Tweet [@CNNNewsSource](#). We'll share best practices that emerge!