

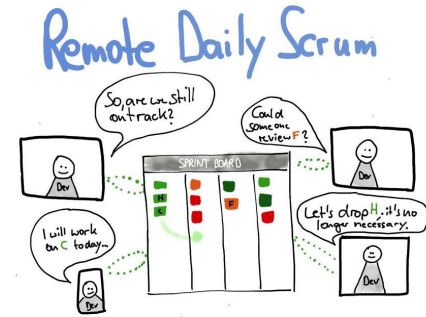
Remote control?

How to organize work in Corona times and what we can learn from Open Source communities

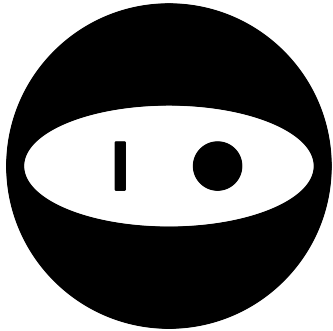
FrOSCon, August 23, 2020



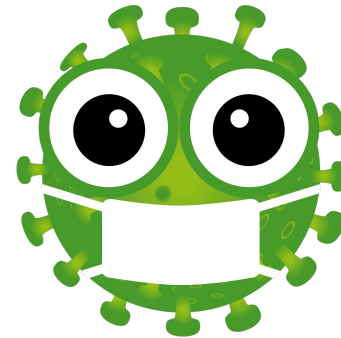
Remote collaboration in
Open Source communities



Remote in companies -
similarities and differences



Examples from a hybrid
approach - pre-Corona



How to organize remote work
in a global pandemic



Remote collaboration in Open Source communities



Developing software as an Open Source project requires the ability to involve any contributor irrespective of their

→ location,

→ timezone,

→ or working hours.



- Asynchronous
- Written
- Volunteers
- Tooling for collaboration and communication
- Yearly conferences
- Regular local user groups

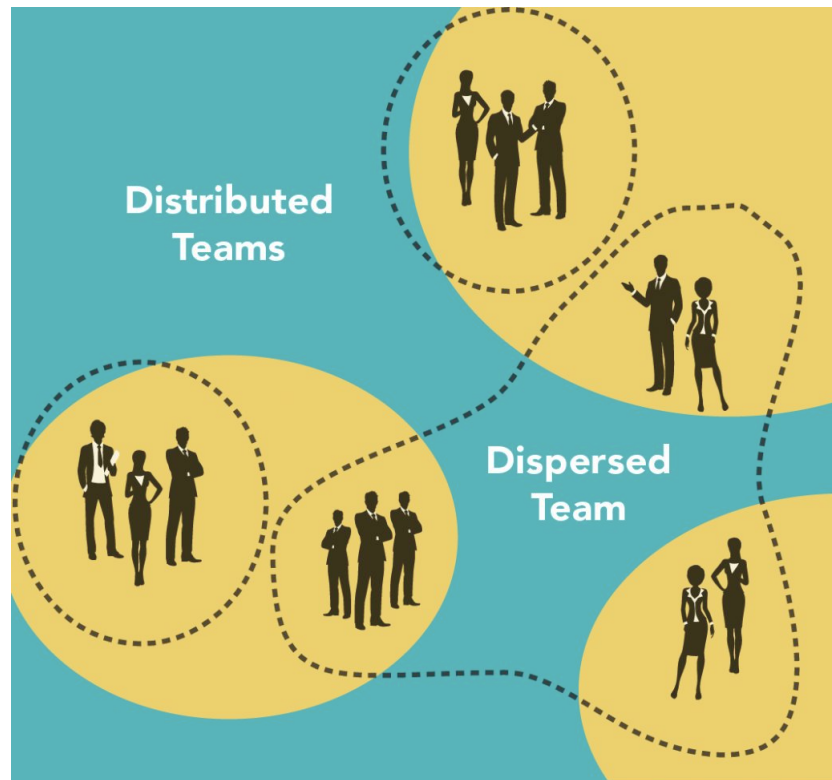


“Doing remote” in companies



Varieties of remote work

Distributed vs. Dispersed

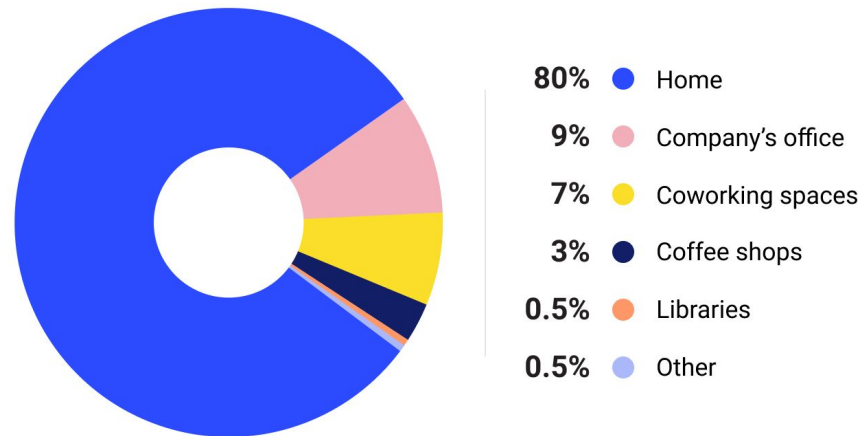


Varieties of remote work

Fully remote

vs.

Sometimes



Varieties of remote work

Fully-remote

Remote-first

Remote-friendly

Remote by default

Hybrid



Cool

Best talent

Diversity

Family-friendly

Inclusive

Eco-friendly



Cool

Best talent

Diversity

Family-friendly

Inclusive

Eco-friendly

Sucks

Remote to the team

Timezones

Crappy connection

Conference calls

Loneliness



Why remote

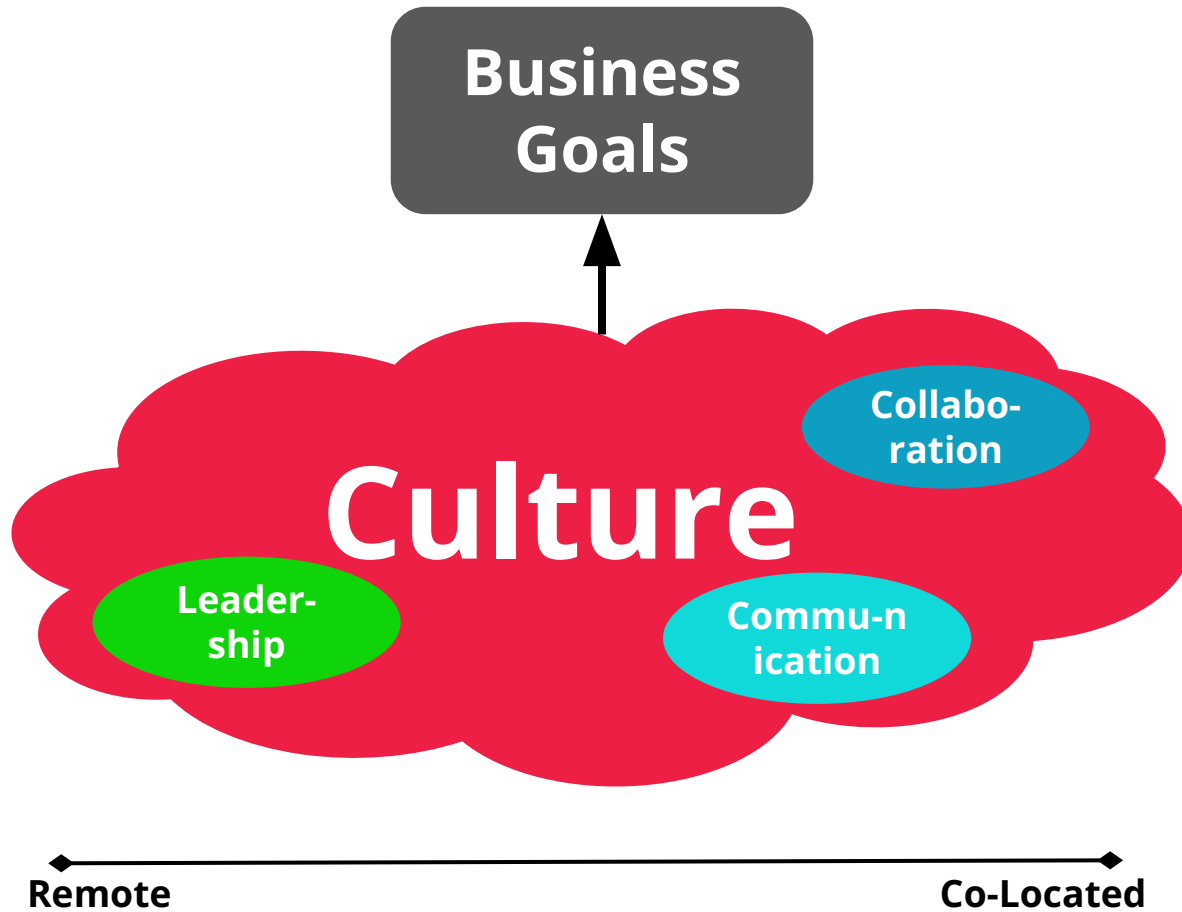
- Global talent pool
- Lower salaries
- Mergers and acquisitions
- Closer to customers
- Diverse teams
- Happy workforce

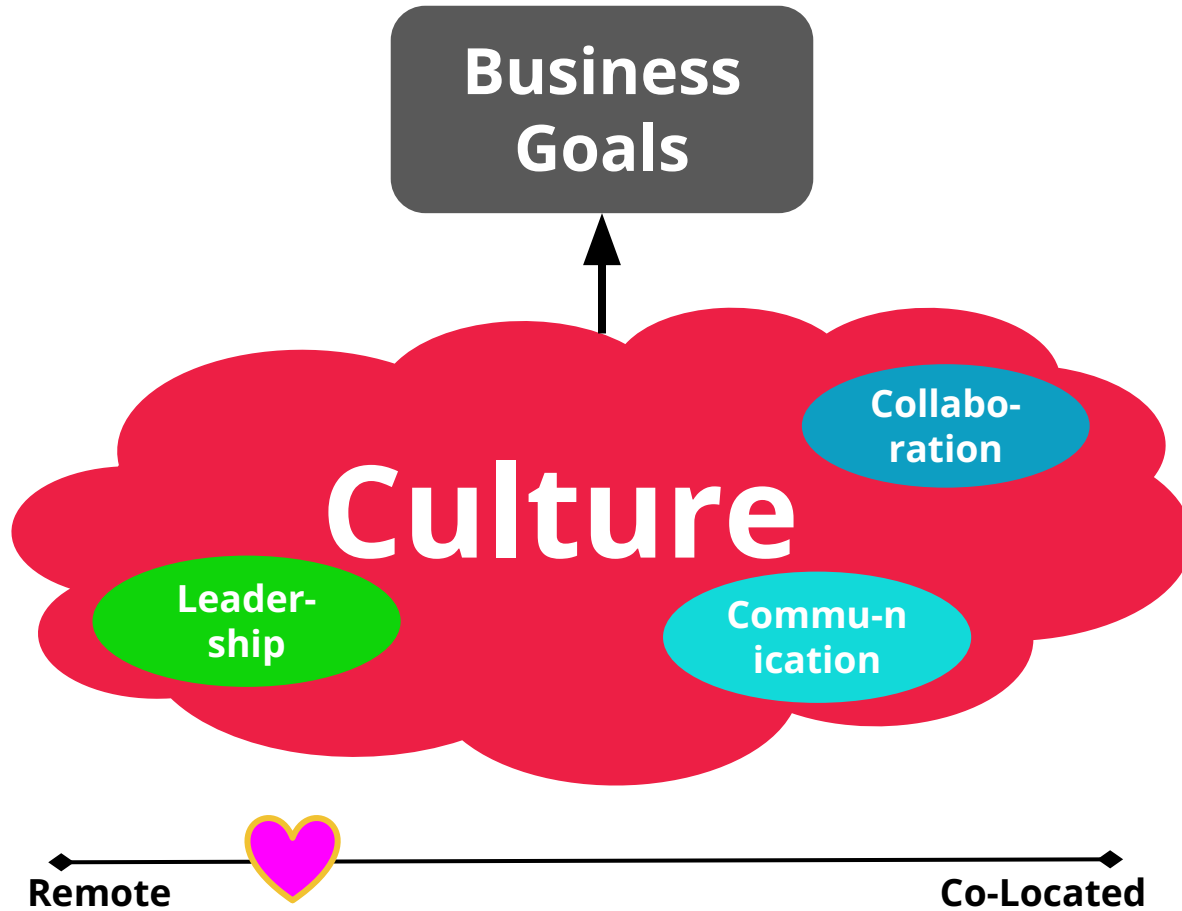


Remote

Strategy

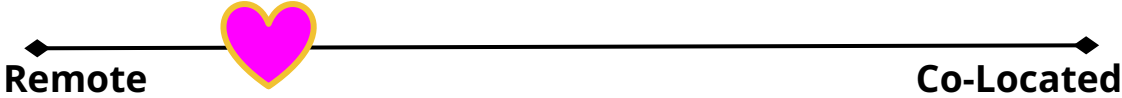








Business Goals





Remote Strategy

- Hiring strategy
- Onboarding strategy
- Education and training
- Communication policies
- Team building
- Tooling (→ Privacy!)
- Remote facilitation
- Workplace experience

Remote strategy of Open Source communities

- Hiring strategy → Worldwide
- Onboarding strategy → RTFM
- Education and training → Code review, code sprints
- Communication policies → Netiquette, Code of Conduct
- Team building → Conferences, User groups
- Tooling (→ Privacy!) → Git{Hub,Lab}, mailing lists...
- Remote facilitation → Async communication



Examples from a hybrid approach - pre-Corona



eyeo... Who?



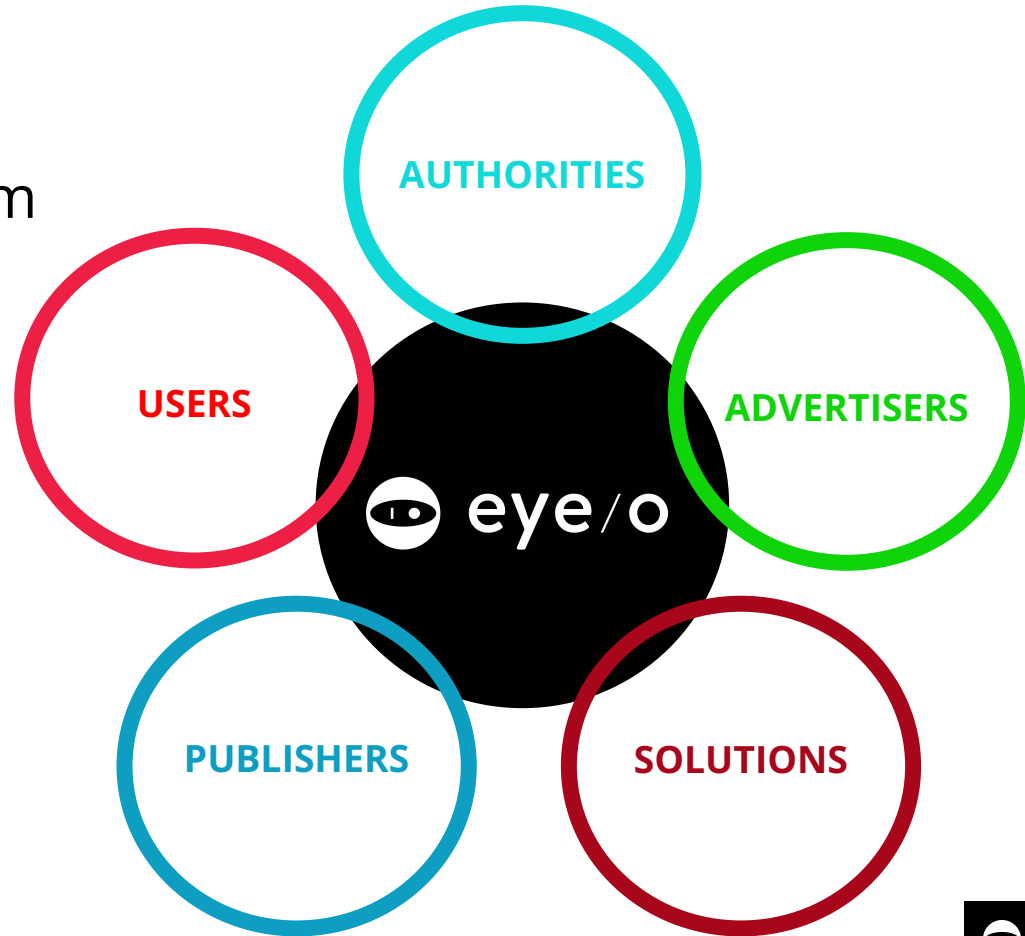
Open source

**Most popular browser
extension worldwide**

#1 ad blocker



We create a sustainable and fair ecosystem by building, monetizing and distributing ad blocking technologies for everyone and everything online.



44%

Cologne

39%

Remote

13%

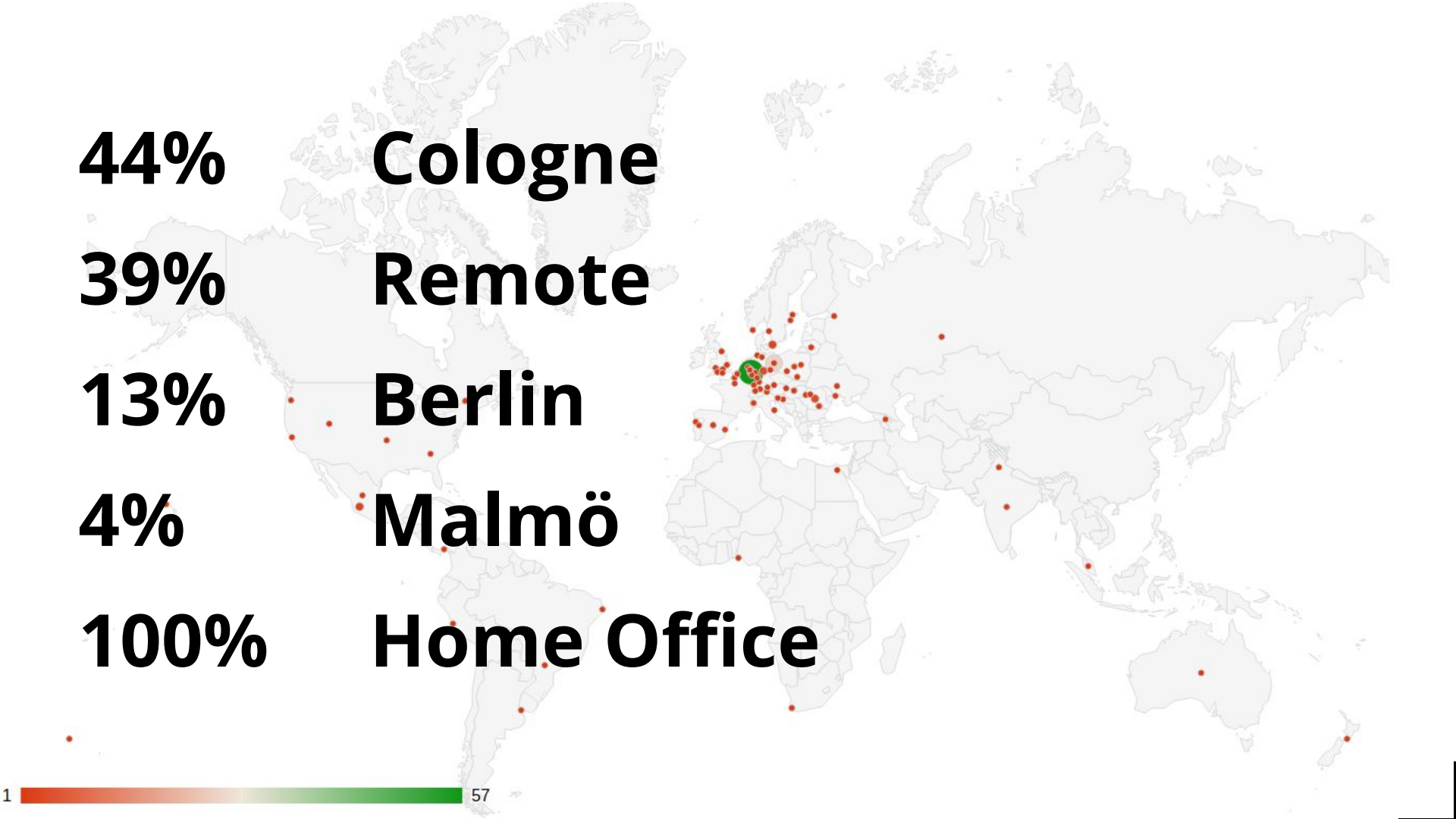
Berlin

4%

Malmö

100%

Home Office



Remote at eyeo - "Open Source heritage"

- Public asynchronous written communication
- Public documentation
- Public work tracking
- Individual working hours
- Free choice of topics to work on



The screenshot shows the Adblock Plus website header with the logo and a hamburger menu. Below the header is a section titled "Contribute to Adblock Plus" with a description: "Adblock Plus is an open source, community-driven project licensed under GPLv3 aimed at making the Internet better for everyone." Below this is a call to action: "Please support Adblock Plus if you like using it." At the bottom, there are ten icons representing different ways to contribute: "Spread the word", "Report bugs", "Contribute code", "Help other users", "Translate Adblock Plus", "Bring in suggestions", "Donate", "Add or improve filters", and "Evaluate acceptable ads".

Contribute to Adblock Plus

Adblock Plus is an open source, community-driven project licensed under [GPLv3](#) aimed at making the Internet better for everyone.

Please support Adblock Plus if you like using it.

- Spread the word
- Report bugs
- Contribute code
- Help other users
- Translate Adblock Plus
- Bring in suggestions
- Donate
- Add or improve filters
- Evaluate acceptable ads



Clash of cultures - Building a for-profit business on an Open Source project

- Public tooling vs Business confidentiality
- Long waiting times vs Agile flow
- Individualism vs Team work



Acceptable Ads



Building bridges

Great things happen when people come together.

Acceptable Ads allows publishers, advertisers and ad-blocking users to take part in a strong, sustainable online future.

Together we are making online advertising better, while always promoting a superior user experience.

[READ MORE](#)



eyeo's Remote Strategy

Remote Fitness

Tooling

**Workplace
experience**

Trust building



Remote Fitness

WE BETTER HAVE
A FACE2FACE CALL!

"THE LEAN-BACKER"



"THE PRIVACY CONCERNED"



(CAM IS OFF, OR PHONING IN,
OR SHITTY CONNECTION)



"THE NOSTRILS"
(WEBCAM PLACED LOW)

"THE SIDE-LOOK"

(WEBCAM ON
DIFFERENT SCREEN)



"THE MEETING ROOM"

(CAM IS FAAAAAR AWAY)

"THE NEWS ANCHOR"



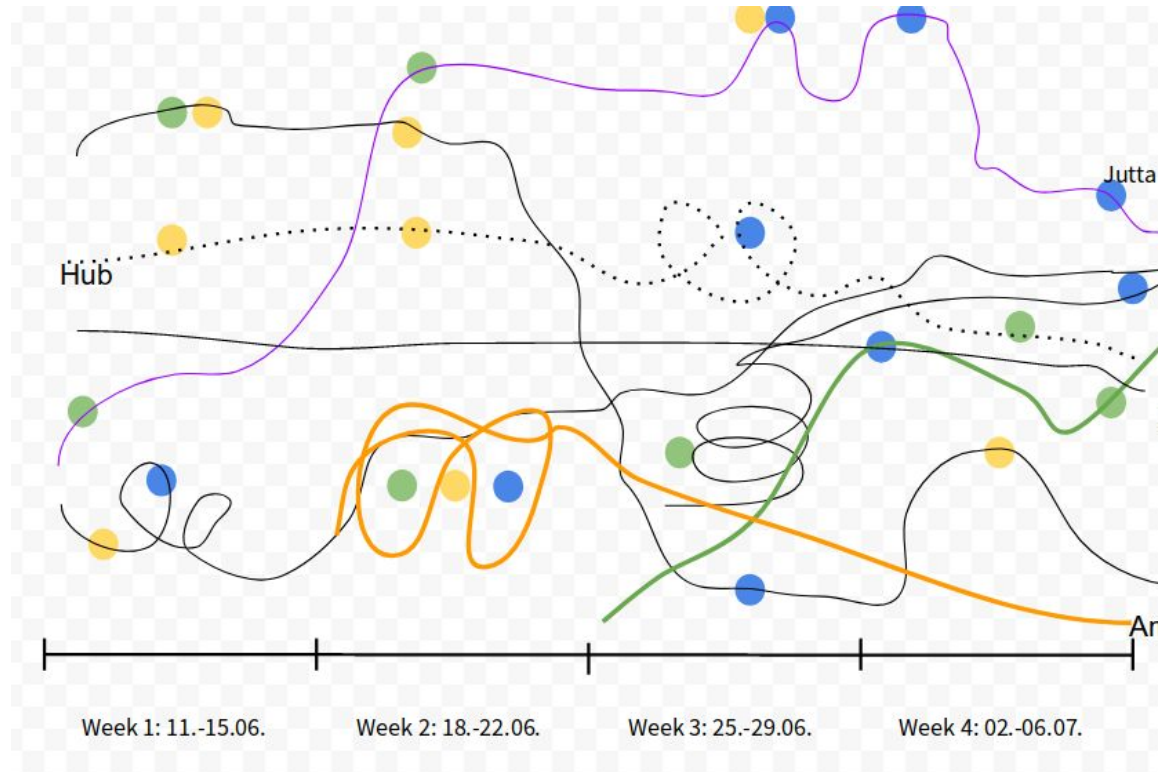
(CAM IS JUST RIGHT!)



Tooling



Trust Building



Workplace Experience



How to organize remote work in a global pandemic



What happened

- End of Feb: 1st encounter with infected person
- March 7: Closing Cologne office
- March 14: Closing all offices; Travel ban
- Lockdowns and curfews
- Schools and kindergartens closed
- 12 people quarantined, 3 positive
- All in-person company and team events canceled



Crisis management

Goal:

Keep everybody safe

Keep productivity up

1. Set up Corona Task Force
2. Set up communication and information channels
3. Set everybody up for “new normal”
4. Create emergency plans
5. Learn & improve



Communication

- Mailings
- Intranet: Weekly updates
- Corona News Hub
- FAQ
- #coronavirus Channel
- AllHands presentations

The screenshot displays the 'The Intranet' website's coronavirus news hub. At the top, there's a navigation bar with 'The Intranet' logo and search options. The main heading is 'Coronavirus news hub - all updates and important pages', with a sub-note that it was last modified on 2020-05-21. Below this, a section titled 'News and blogs' features a tip on how to label blog posts for better visibility. A grid of four news cards follows: 'Office closure: the office can only be used as an exception', 'Corona weekly update (May 2020)', 'Coronavirus weekly update (08 May 2020)', and 'Coronavirus weekly update (04 May 2020)'. The 'Useful links' section contains eight cards: 'Coronavirus FAQ', 'Security & Privacy rules', 'Form: Office registration', 'Form: Teams affected by lack of childcare / school', 'Travel restrictions list', 'Keeping your sanity', 'Rules and guidelines on sickness', and 'Office registration: data'. The 'Bonus resources' section at the bottom offers six more cards: 'First aid parenting advice in times of coronavirus', 'Remote facilitation toolkit', 'Live streamed events', 'Remote-friendly games', 'Open BlueJeans chat', and 'Remote team-days activities'. The page number '35' is visible in the bottom right corner.

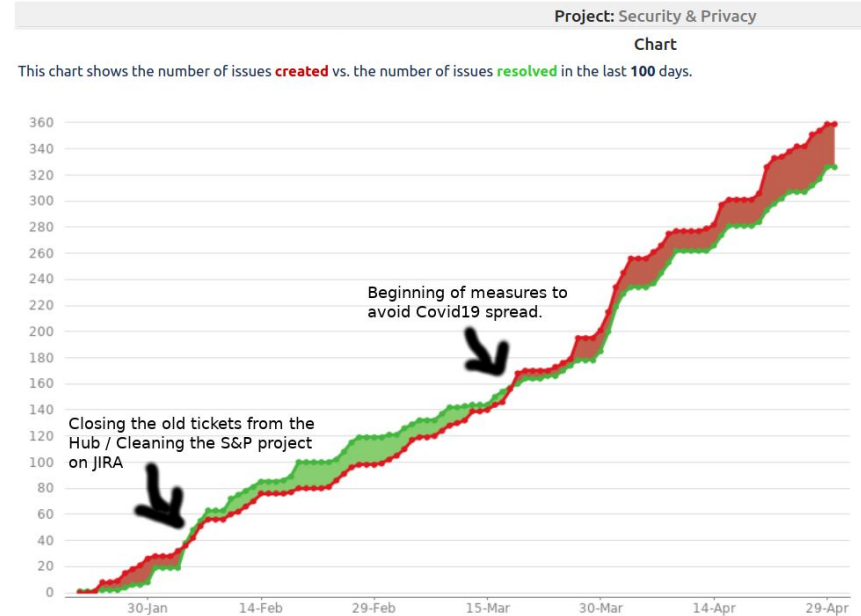
Set everybody up for “new normal”

- 2 Corona Community days
- Get equipment from the offices
- 100€ extra office allowance
- Ensure tools’ scalability
- Corona Family Care



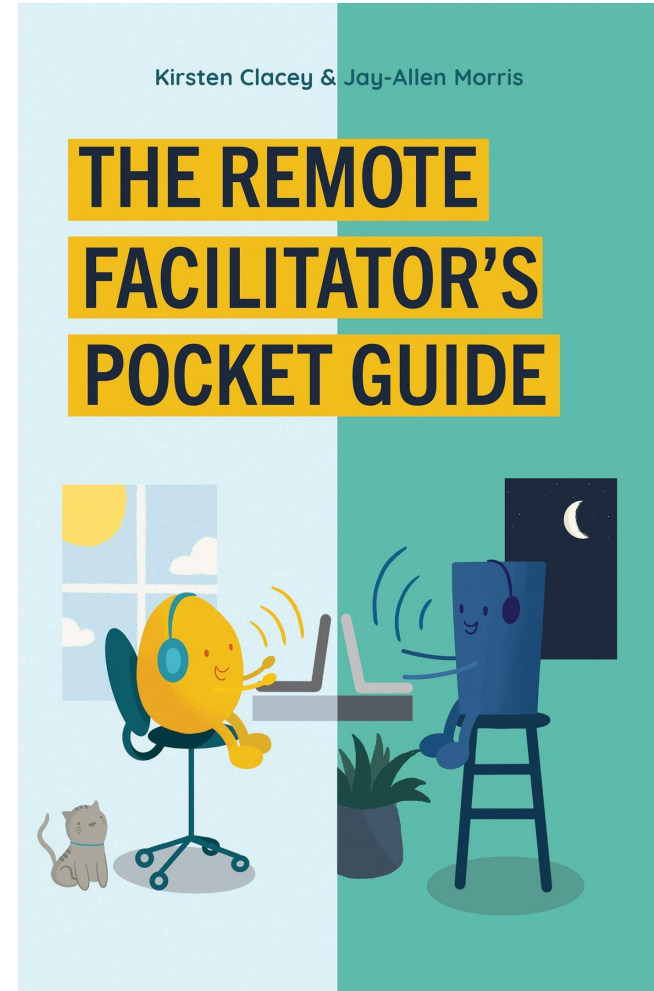
Improve tooling

- Video call: More connections
- Ensure scalability and stability
- 24/7 helpdesk
- Better chat tool: Mattermost
- Whiteboard / flipchart tool: Mural
- Games
- Security & Privacy!



Ensure team collaboration

- Daily in-person standups
- Team agreements
- Remote facilitation trainings
- Remote team days

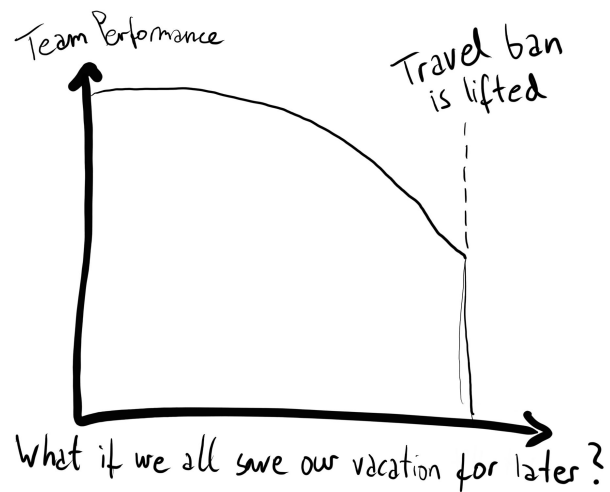
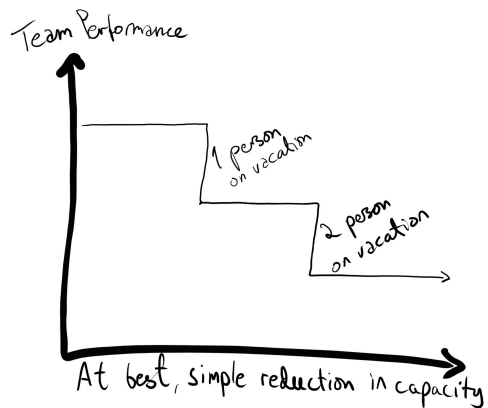
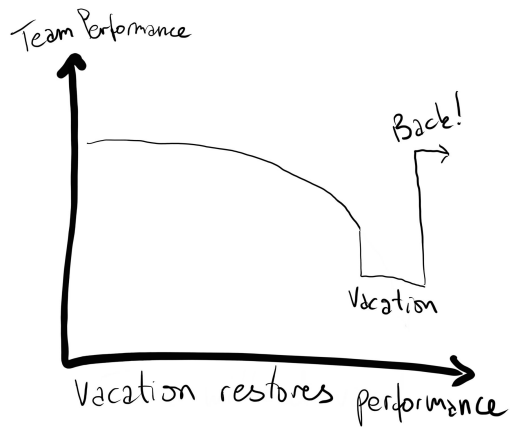
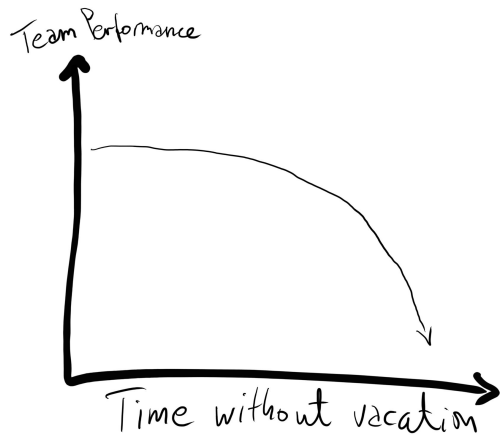


Keep us together as a company

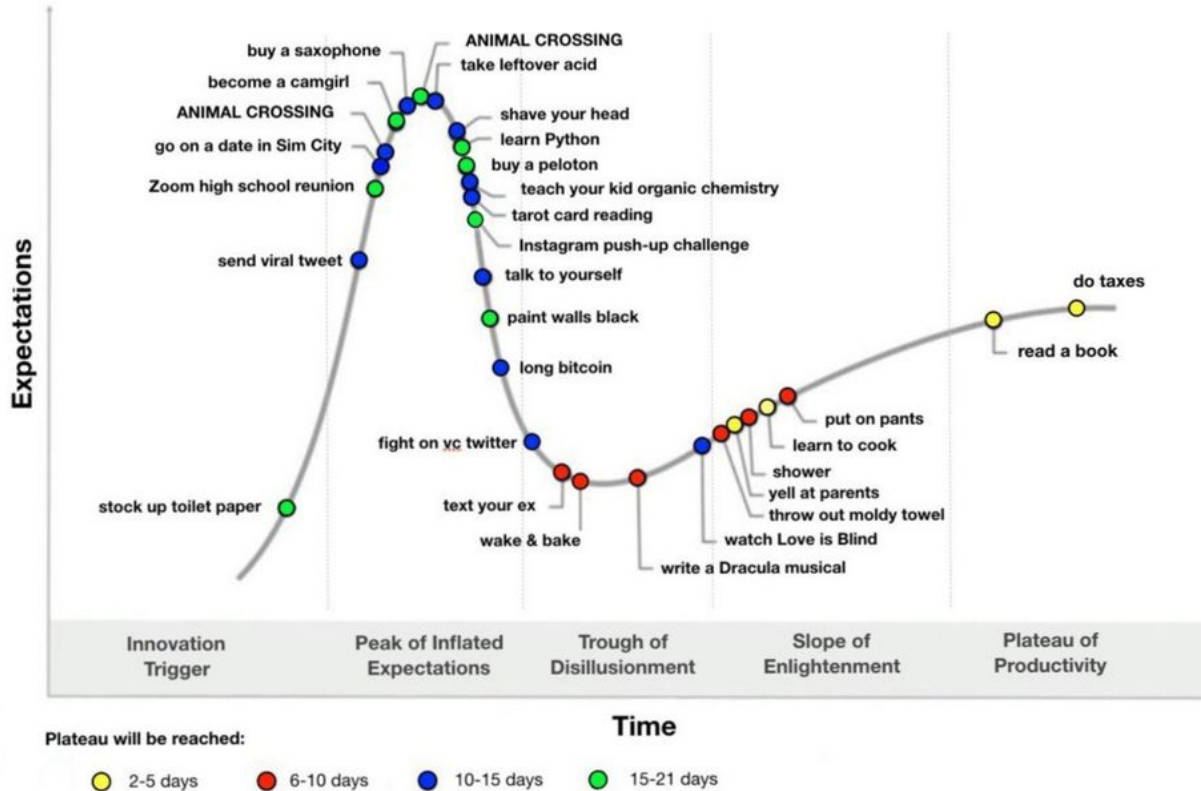
- #coronavirus channel
- Blogs
- Always-on video call
- Virtual drinks
- Online lunches / games
- Cross-company “Summer week”
- Cross-company “Hackathon”
- “Happy Hour” for serendipity



Vacation / Staycation



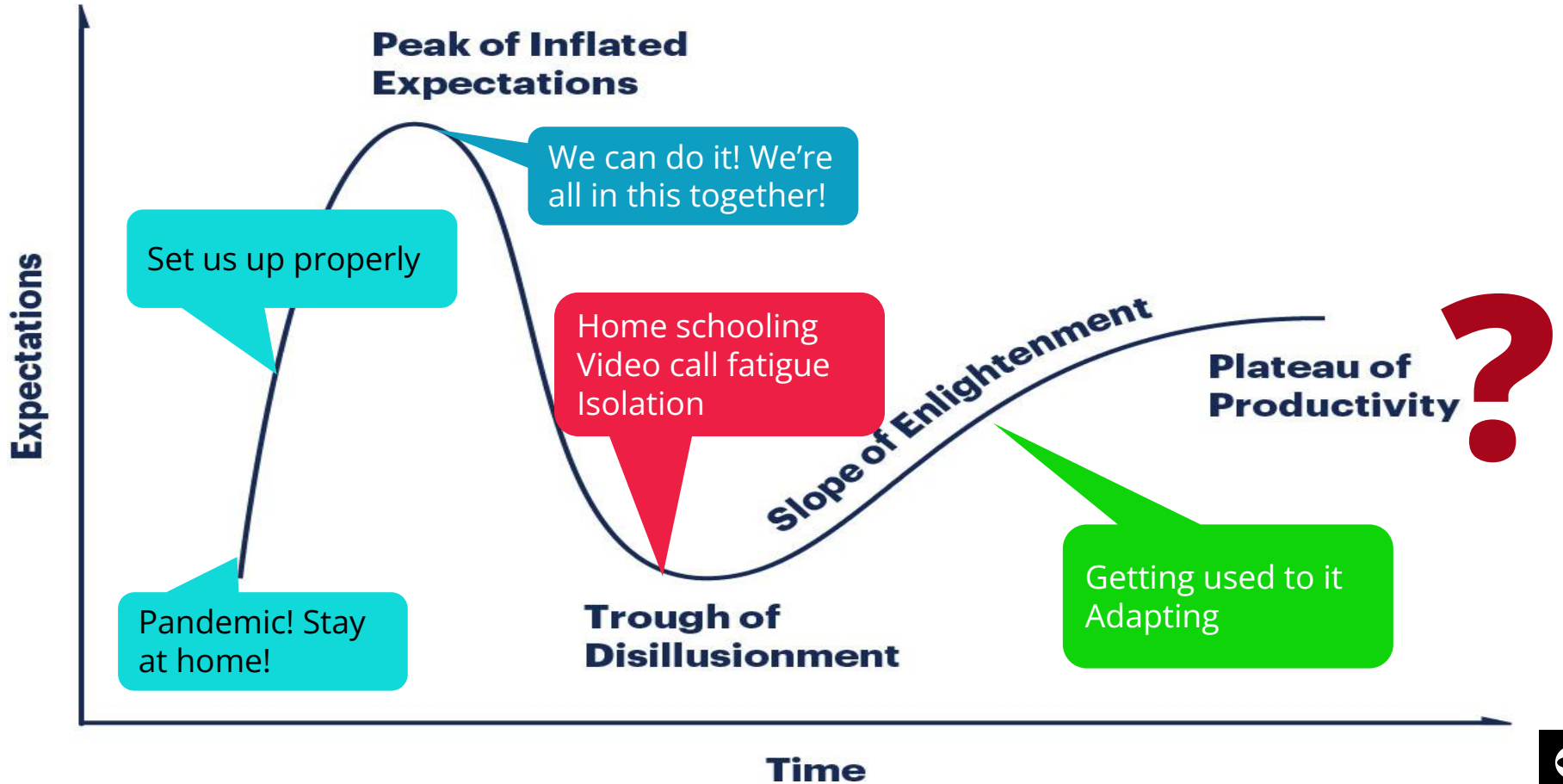
Gartner Hype Cycle for Emerging Quarantines, 2020



Source: Gartner
ID: 370115



eyeo Corona mood curve



Aren't we there yet...?

- Lock down
- Curfew
- Kids at home
- Caring for parents
- Trying to achieve goals
- Covering for colleagues



Working Remotely – COVID-19 Principles

1. You are not “working from home”, you are “at your home, during a crisis, trying to work”.
2. Your personal physical, mental, and emotional health is far more important than anything else right now.
3. You should not try to compensate for lost productivity by working longer hours.
4. You will be kind to yourself and not judge how you are coping based on how you see others coping.
5. You will be kind to others and not judge how they are coping based on how you are coping.
6. Your team’s success will not be measured the same way it was when things were normal.



Mental Health Support

- Online Yoga - twice/week
- Online meditation - daily
- Leadership trainings
- InstaHelp & therapist
- Keep 2019 vacation days
- Descoping & de-parallelizing
- Re-opening the offices?



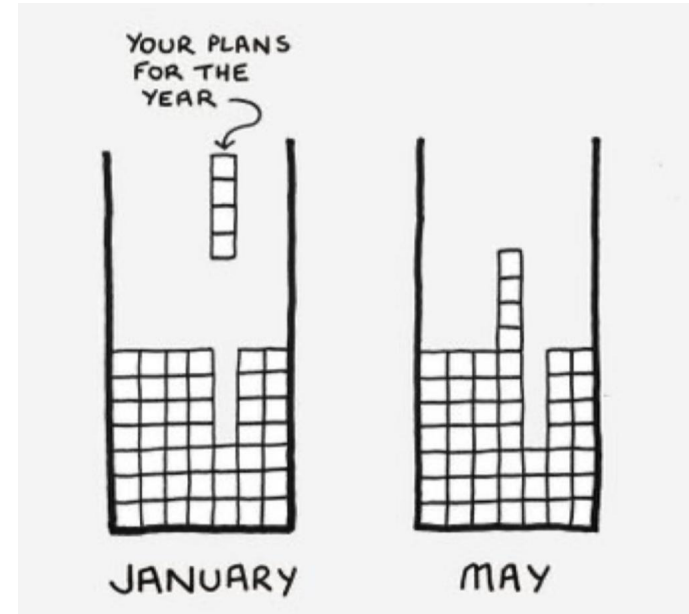
Office Re-Entry?

- Re-Entry Plan - since April
- Involve Medical and Workplace Security advisor
- Innovation Jam project



What's next?

- Aug: In-person Team Days pilot
- Sep: Corona Office Re-Entry?
- Sep: Influenza vaccinations
- Oct: Remote Ad Blocker Dev Summit
- Oct: Next cross-company remote event?
- Dec: Christmas party - in person?



Old normal	COVID-19 times
Video calls: 150 people in same call	Video calls: 150 people in same call
Onboarding: 2 weeks in Cologne	Remote onboarding
eyeo lunch crew	Remote lunch time together
After hour beer on the office terrace	Virtual drinks
Meet at the coffee machine	Always-on video call; Random chat-roulette
Flipcharts and whiteboards	Mural: Virtual whiteboards, post-its...
Summer week	June Remote Event
Hackathon	Remote Hackathon and Innovation Jam
Yoga in the offices	Online Yoga
Board game night	Lunch games - Jackbox, Drawful...



Take-Aways



Take-Away #1

Working remotely under normal circumstances is different from during a pandemic.



Take-Away #2

**Be approachable.
Share your stories.
Stay kind.**



Take-Away #3

**Nothing beats an
in-person encounter.**



Thank you.

Questions?

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Twitter: [@smphr](#)

LinkedIn: [jhorstmann](#)

Mail: j.horstmann@eyeo.com

