A GUIDE TO AGILE WORKING

CONTENTS

1. Welcome message from Fiona Ryland

Standard agile protocols for all areas

This guide is available online and to download at:
www.ucl.ac.uk/agile-working

WELCOME!

Agile Working helps us to work towards becoming 'One PS'.

Two key aims of the unified Professional Services vision are that we become one community, and recognise a shared identity.

For those of us working in agile areas these protocols will:

- Enable collaboration between teams, by having the ability to easily move around the agile space and feel like one community.

- Promote great behaviours and standards, which will contribute towards building a shared identity.

- Guide us to work towards a common vision of how we want to operate, so that we can work on the big challenges and opportunities together.

Fiona Ryland, Chief Operating Officer - UCL

STANDARD PROTOCOLS
FOR ALL AGILE AREAS

LONDON'S GLOBAL UNIVERSITY

THE PRINCIPLES OF AGILE WORKING

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The principles of Agile Working are for staff working across different divisions interacting within a shared space, in a designated agile building.

- Due to the nature of the range of roles within teams, the agile environment caters for different ways of working. Some staff will be more agile than others and, as such, individual workstations are unallocated (unless there is a specific need).
- However, divisions have been allocated designated zones and staff should work within these wherever possible. If divisional space is unavailable, staff may use touchdown or vacant agile desks within the building.

- **If you are going to be absent for two hours or more the desk should be completely cleared and left available for other staff members to use.** If you are using the desk all day, it must also be cleared when you leave.

- Various touchdown areas, with power, are provided for people who need space for a short period of time. They do not have monitors and are not for prolonged use.

THE PRACTICALITIES

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Name tags
• Name tags are provided for all staff members which should be placed in the plastic holders on the monitors. Place your name tag in the holder provided on top of the monitor when you sit at a desk and remove it when you leave for the day. This helps people to locate you in the office.

Phone
• Log in and out of your phone each day — see page **9**.

Storage
• Working papers and files should be placed in cabinets allocated to your team when you leave the office. Personal items, including laptops and locker boxes, should be placed in your personal storage locker (laptops can be taken home if needed).

Confidential Waste
• Any paperwork that is of a sensitive nature should be disposed of confidentially via the confidential waste consoles on each floor, which are emptied monthly. If you wish to schedule an additional collection raise a [Service Request](#) via the Estates website.

MINDFULNESS

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Noise
- Be respectful of other users, do not use booths/desks for participating in conference calls.
- Be sensitive to people working at desks when waiting to access meeting rooms.
- Refrain from having long conversations at desks/touchdowns, and if your conversation is of a personal nature please move to the kitchen or communal area.
- When working at a desk, touchdown, or booth your mobile phone should always be set to vibrate or silent, and your laptop muted.

Using booths for meetings
- Booths should be used for fairly short (one hour max), non-confidential informal meetings for up to four persons. For this reason, don't use booths to eat your lunch or use as a desk. See page **11-12** for information about meeting rooms and etiquette.

Food
- Hot food should be prepared and eaten in a kitchen, refrain from eating strong-smelling food at desks. See pages **14-15** for information about kitchen and tea points.

COMMUNICATION & COLLABORATION

Outlook Calendar
- Ensure your calendar is up to date at all times, including when you are offsite.
- Calendars should be open so that others can view, this also helps us meet our duties to ensure your safety. The 'Private' facility can be used for confidential, sensitive or personal appointments.

Microsoft Teams
- Microsoft Teams is available to all staff members and provides enhanced tools for remote communication and collaborative working.
- You can use Microsoft Teams as an instant message tool or post a question on a team site for others to respond to.
- You can book or join a Microsoft Teams meeting from anywhere with Wi-Fi using your laptop and standard headphones.

Training
- You can find online reference guides and training on the ISD website.

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THE AGILE WORKSTATION

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The number of desks per floor is determined by the fire safety capacity of each building and comprise of standard, height adjustable and touchdown desks/benches.

Non-standard desks
- The *height adjustable desks* (found on every floor of the building) can be moved up or down using electronic controls. Feel free to use these if you would like the opportunity to vary between sitting or standing throughout the day, or if you have a specific DSE requirement.
- The *touchdown desks/benches* are non-adjustable, and are provided with power only; these desks are generally for short-term use only.

Chairs
In the Agile environment there are a number of ergonomic chairs which have been obtained for individuals with specific DSE requirements.
- Please do not use chairs that have name tags, unless no other chairs are available.
- Do not adjust chairs with name tags on as they may be set specially for the individual.
- It's fine to swap for a general use chair from another desk if you need to make adjustments.
- If you experience any DSE-related issues, complete a DSE Assessment in the first instance.

THE AGILE WORKSTATION (continued)

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Monitors
- The standard agile set-up provides dual monitors, these are connected into the port replicator (also known as the docking station).

Port replicators
- Connected to the port replicators are the monitors, keyboard, mouse, USB cable, power and ethernet cable.
- **Please do not unplug any cables from the docking station or alter it in any way.**

Power sockets
- Sockets are available on the desk should you need to plug in chargers etc.

Hygiene and cleanliness
- Clean desks and phone handsets before/after use, using antibacterial wipes provided.

If you have an issue with any IT equipment or something is broken please see your local IT representative or contact the [ISD Service Desk](.)

PRINTING

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print@UCL

- Printing is via print@UCL, and printers are located a several points on each floor.
- Some departments may have specialist printing requirements and have designated machines on their floor e.g. a plotter printer.

- Toners and consumables are automatically ordered by print@ucl printers when required, these are delivered addressed to the nominated print representative for that machine.
- Paper is ordered locally within the division.

- Report any problems to your print representative or call the ISD helpdesk on x25000

- You can find further information about [Print@UCL](#) on the ISD website.

**Bear in mind UCL's commitment to Sustainability, only print if absolutely neces-**

PHONES

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How to log in to your phone:

• Press the *Applications* button (15)

• Using the *Navigation Bar* to scroll down, use the button in the centre of the bar (5) to select *Extension Mobility*.

• Enter your UserID (ucxxaaa) using the number keys

• Scroll down again and enter your PIN (e.g. 12345)

• Press the *Submit* softkey (4)

How to log out:

• As above, click **Yes** when offered to log out

Don't forget to log in and out of your phone each day.
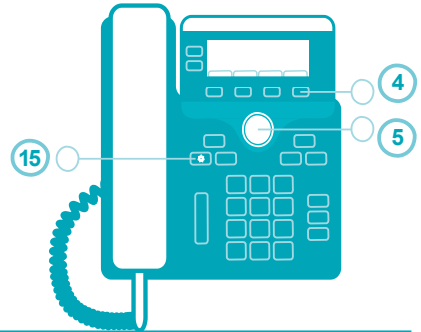
VOICEMAIL

Accessing voicemail

- From the phone, press the messages button ⚏ and follow the voice prompts.

- You can also access your voicemails online when you are away from the office or from your mobile by dialling **020 7679 7000**.

- Ensure that your recorded greeting is up to date, that you change your greeting when out of the office and you regularly clear your messages.

- Instructions on transferring calls, conference calling, call forwarding, listening to voicemail online and other features are available on the [ISD website](#).

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MEETING ROOMS

There are meeting rooms of varying sizes: you should book a room that is appropriate to the size of your meeting, and cancel rooms if they are not required.

Bookings
• Meeting rooms on all floors can be booked via Outlook by any PS staff member whose division is based in the building.

Meeting room etiquette
• If a booked room is not occupied within 15mins of the booking start time it is deemed to be available, and meetings shouldn't over-run so as not to hold up the next occupants.
• Be mindful of staff working at surrounding desks when waiting outside a meeting room.
• When vacating a room:
   • ensure that it is tidy and cleared of all mess (papers, catering items etc.)
   • ensure that chairs are placed in position ready for the next users (refrain from taking chairs from other rooms as this inconveniences others)
   • unless the room has automatic lighting, turn off the lights.

OTHER MEETING SPACES

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There are various non-bookable booths and project areas, equipped with AV facilities, in agile buildings (see relevant building guide for more specific details)**.**

Booths
- These are for non-confidential meetings up to an hour, available on a first come first served basis.
- As the demand on meeting rooms is high, it is recommended that meetings of up to four people, including 1:1's where possible, should take place in booths.
- Conference/video calls are not permitted in booths, for private telephone calls there are two non-bookable telephone booths on the 3rd floor (BH) that are available for use.

Project Areas
- Like the booths these are for non-confidential meetings and are available on a first come first served basis.

Be mindful of noise when using these areas, and ensure you tidy up and switch off screens (in booths) and put cables away after use.

EQUIPMENT IN MEETING SPACES

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AV & Telephones
• Meeting rooms, booths and project areas are equipped with AV facilities. The ability to teleconference is also available in meeting rooms.

Connecting
• **Booths:** laptops can be connected directly via an HDMI or Display Port cable, use the remote control to turn on the screen.
• *Meeting rooms and project areas*: laptops can be connected either via cables or via AirMedia*
• Do not unplug any cables or remove any equipment from any meeting spaces.

If you experience any issues with any of the AV or telephony equipment, contact the [ISD Service Desk](#).

*Full instructions on the use of AirMedia can be found inside the meeting rooms.

KITCHENS & TEA POINTS

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Kitchens
• There are main kitchens on all floors in agile buildings.
• They are equipped with microwaves, fridges, a dishwasher and hot/cold filtered water.

Tea points
• Tea points are available in Bidborough House, and are located at the west end of each floor. They are equipped with a fridge, dishwasher and hot/cold filtered water.

Cleaning & Servicing
• These areas are cleaned but there is no service to load and unload the dishwashers, please ensure local arrangements are made within each division.
• Staff in local areas should also ensure that out of date food is removed from the fridge.
• Similarly, local arrangements should be made to clean the fridge regularly by logging an Estates Service Request.

If there are issues with any equipment, inform Estates via a [Service Request](#).

KITCHENS & TEA POINTS (continued)

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Food
- Tea points do not have microwave facilities therefore hot food should be prepared and eaten in a kitchen, and refrain from eating strong-smelling food at desks.
- Please don't eat lunch in booths, and take care with drinks around the equipment.

Supplies
- Local arrangements should be in place to order and supply sundries such as tea/coffee and milk. While kitchens and tea points are free to use across the building, you should not help yourself to milk and other supplies belonging to another division.

Accessibility
- While these spaces will be primarily used by the occupants of those floors, all tea points and kitchens are communal and are accessible to all building users.

Noise (tea points)
- Although tea points are a communal and social space, try to keep conversational noise to a minimum so as not to disturb staff working on nearby desks.