Risks and Challenges of a Remote Workforce

“Do what you can, with what you have, where you are.” -Theodore Roosevelt
Bob Rudloff, CIA, CFE, CRMA
Sr. VP, Internal Audit
MGM Resorts International

- 40-year internal auditing career
- Harrah’s and Trump Casinos, Atlantic City
- PricewaterhouseCoopers, Las Vegas
- MGM Resorts International, Las Vegas
- Frequent speaker on Auditing and Fraud
- Adjunct instructor, Business and Accounting
- 33-year IIA Volunteer
- American Hall of Distinguished Audit Practitioners
- Roman Catholic Deacon
Chapter Survey Results

Where are you working?

- In the office more than 90%
- In the office more than 50%
- Working from home more than 50%
- Working from home more than 90%
- Not working (furlough/laid-off/retired)

Company Supplied Equipment

- N/A
- Other
- Using my own devices
- Printer
- Mobile phone (new since remote work...)
- Mobile device (iPad/tablet)
- External monitor
- Laptop or other computer

Graph showing distribution and quantities of company supplied equipment.
Technology Risks

- Increased Rate of Attacks and Data Breaches
- Data Protection
- Home Network Security
- VPN Connection
- Internet Service Provider Stability
- System Performance & Latency
- Technology Failures

Upgrade to Internet?

- No
- Yes- with a stipend from the organization
- Yes- out of my own pocket
- N/A
People Risks

01 Working too much—never ‘away from the office’
02 Not Effectively Prioritizing Work
03 Interruptions
04 Loneliness & Isolation
05 Feeling ‘Out of the Loop’
06 Time Zone Differences
07 Bad Health Habits
Place Risks

- Proper and Productive Workspace
- Interruptions: Spouse, Kids, Pets, Doorbell
- Shared Internet Connection
- Isolation

“Working at the exact same time. I’m managing by working early morning and later at night to make up for productivity lost during the day.”

“What to do about lunch, ie, making /deciding what to have for lunch.”

“My office is in my bedroom so my bed and TV distract me.”

“Work days are extended as I have to work longer hours to catch up on work time missed while assisting my children.”
15 Questions

1. Was the organization prepared for the transition to a remote workforce?
2. Did the organization help prepare you for the transition?
3. Are you or your team members psychologically prepared for remote work?
4. How do regular check-ins happen?

“Endless zoom calls, zoom fatigue.”
5. How does remote work affect you and your team members’ health?

“Food too readily available.”
6. How did you establish a remote work culture?
7. **How has productivity been affected (and is it being measured)?**
8. How is your work and your team members’ work evaluated?
15 Questions

9. How do you hold virtual meetings?
10. How do you handle highly complex or emotionally charged conversations?
11. How do you handle children who would normally be in childcare or school?
12. How do you handle routine audit client interactions?
15 Questions

13. How can you ensure you and your team are properly equipped?
14. How do you identify - and help - struggling employees?
15. How do you prepare for the future, whatever that may be?
The Future: Where I Want to Be

How about the Future?

- In the office more than 90%
- In the office 51-89%
- Split exactly 50/50
- Work from home 11-49%
- Work from home more than 90%
- N/A
Other Considerations

- Do you work in a different state from your organization?
- Injured at ‘work’ at home?
- Homeowner’s / Renter’s insurance exclusions?
9 Tips for Boosting Morale

- Stay Connected
- Keep Company Vision Clear
- Recognition
- Can't be “All Work; No Play”
- Prioritize Learning & Development
- Show How Much You Care
- Ask for Feedback
- Encourage Real Breaks
- Virtual Support Groups
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