



Possibilities

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The Cisco IT Inside Scoop

How Cisco IT deals with the changing world

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The world has changed and so has the way of working

Every Conversation is a Webex Conversation

Workplace and Workforce is shifting

We're being forced into the world's largest work-from-home experiment and, so far, it hasn't been easy for a lot of organizations to implement – *Gartner*

64%



today's professionals say they could work anywhere

New Working Model



Business Continuity



Borderless Capabilities



Workplace to Workspace
(Physical and Digital)
(Home Office)



Reliability and
Scalability



300%

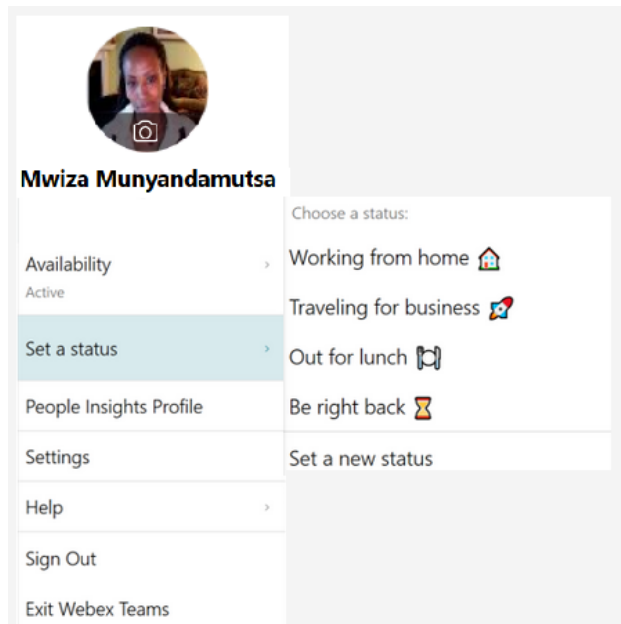
By 2030



the demand for remote work will increase by 30% due to Generation Z fully entering the workforce.

Work-Life Management

Let others know where you are



Mwiza Munyandamutsa

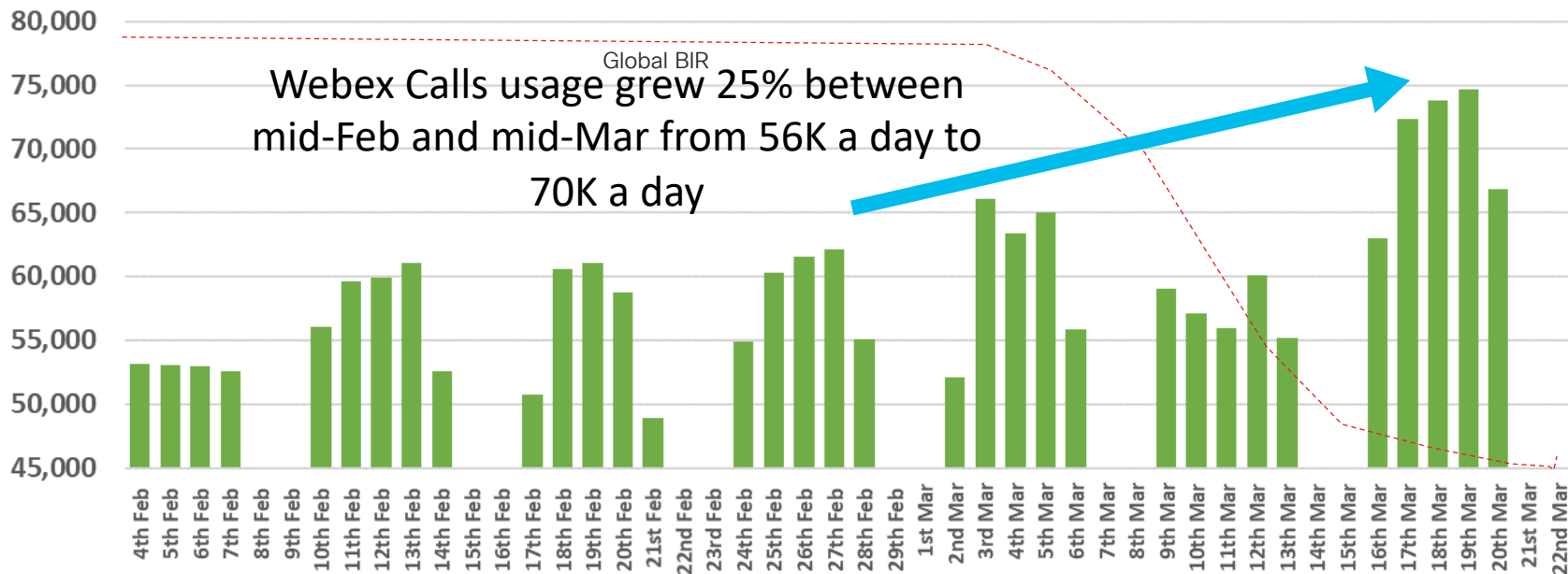
Choose a status:

- Working from home 🏠
- Traveling for business ✈️
- Out for lunch 🕒
- Be right back ⌚
- Set a new status

Guidelines

- Remote working is going to the office without the commute
- Put spacers in the day for personal health and family
- Don't attend more meetings at the cost of exercise, spending time with family, or other activities important to health
- Start and the end the workday as normal

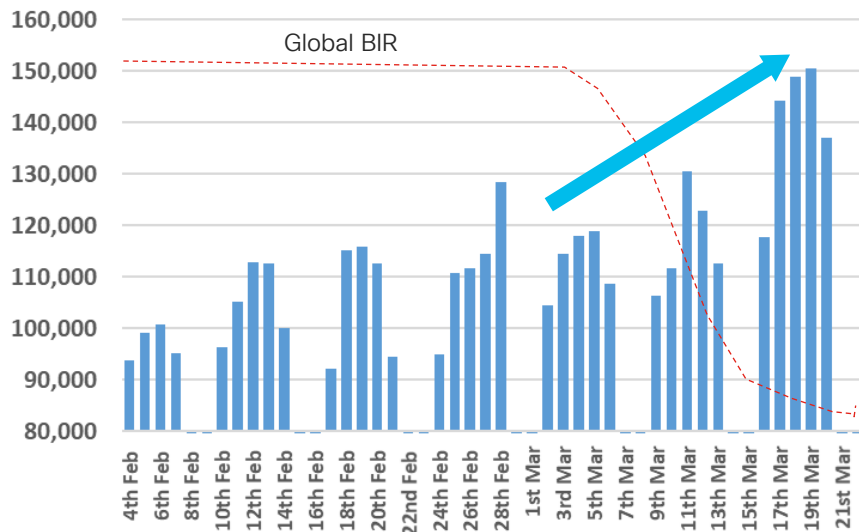
Webex Daily Calls



Work Remotely with Webex(2)(1).pdf

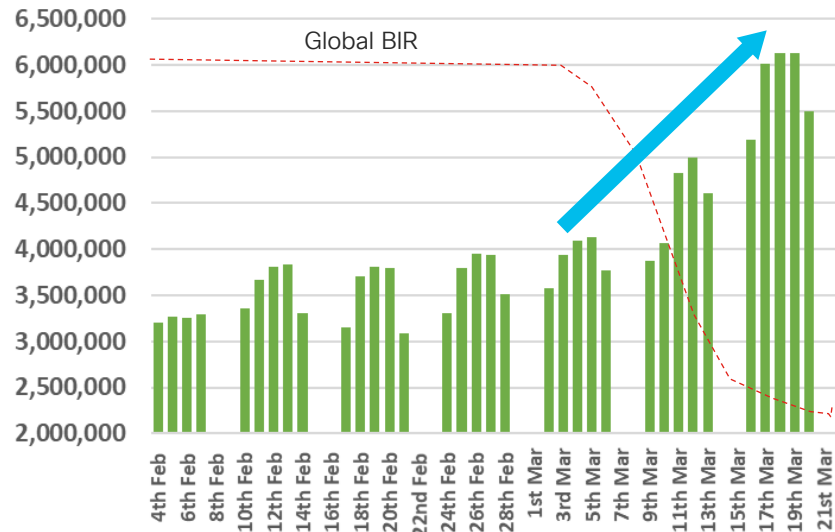
Webex Teams Usage

Webex Teams Files Shared



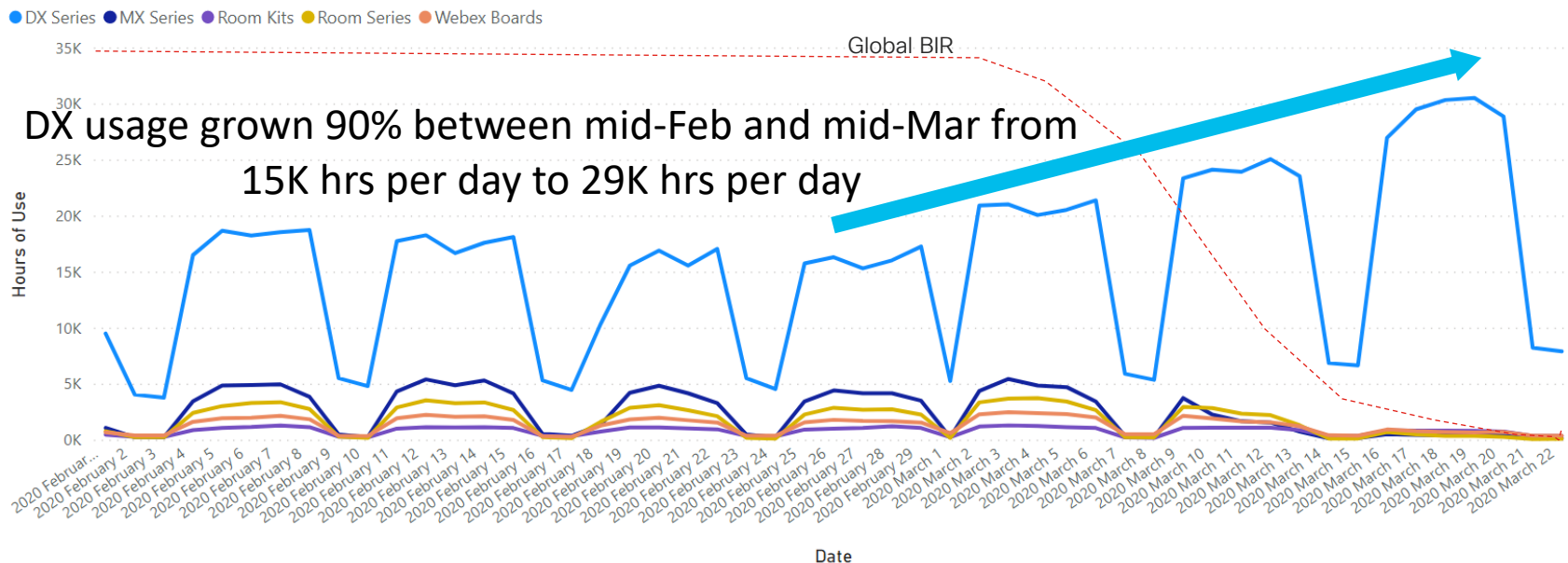
Files shared in Webex Teams grew 30% between mid-Feb and mid-Mar from 106K to 139K a day

Webex Teams Daily IM's



Webex Teams IM's grew 60% between mid-Feb and mid-Mar from 3.5M a day to 5.7M a day

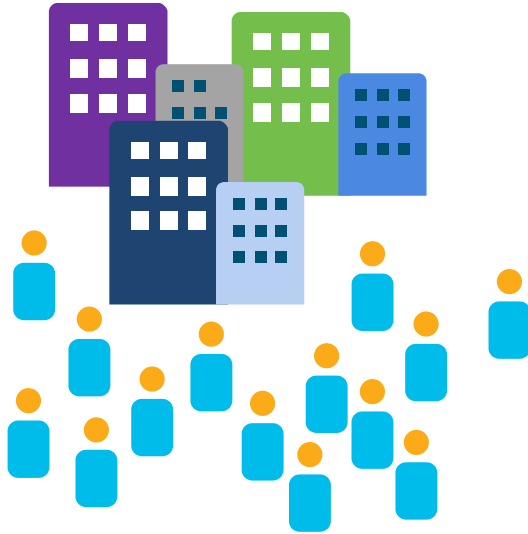
Cisco endpoint daily usage



Ancient History

(February 2020)

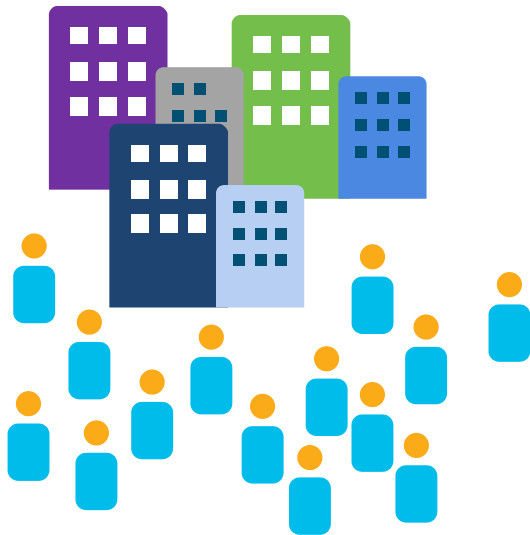
- *Some full-time remote workers; most worked from campus / branch*
- *Primarily flex and business continuity*



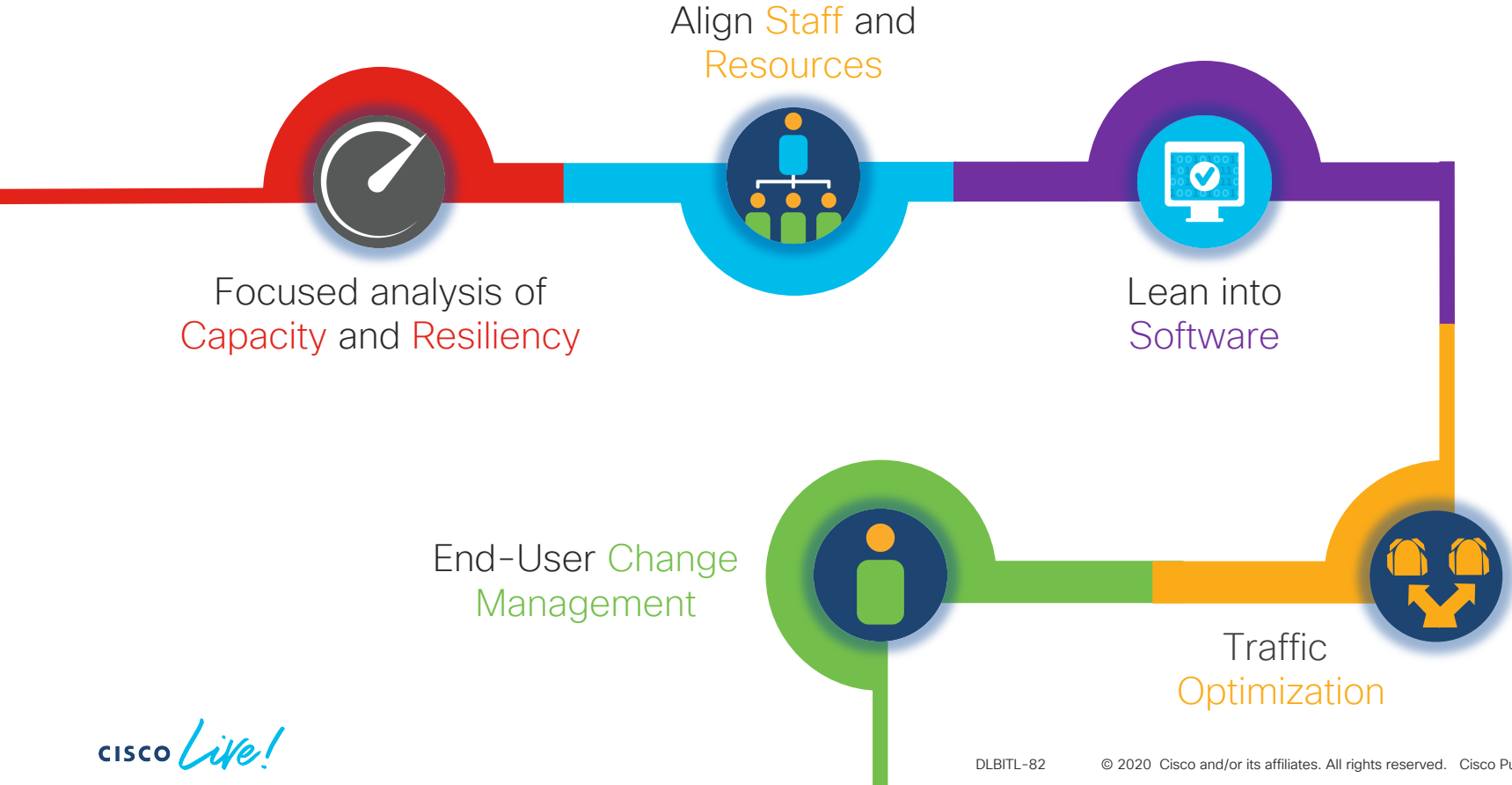
The Only Constant is Change

(Now)

- *Shift to full remote work for Cisco enterprise and connected partners*
- *Work-from-home now the base requirement **AND** the back-up plan*



Making IT Possible



Future Pipeline

Maintain critical, “Always On” VPN service



Further develop Automation and Assurance

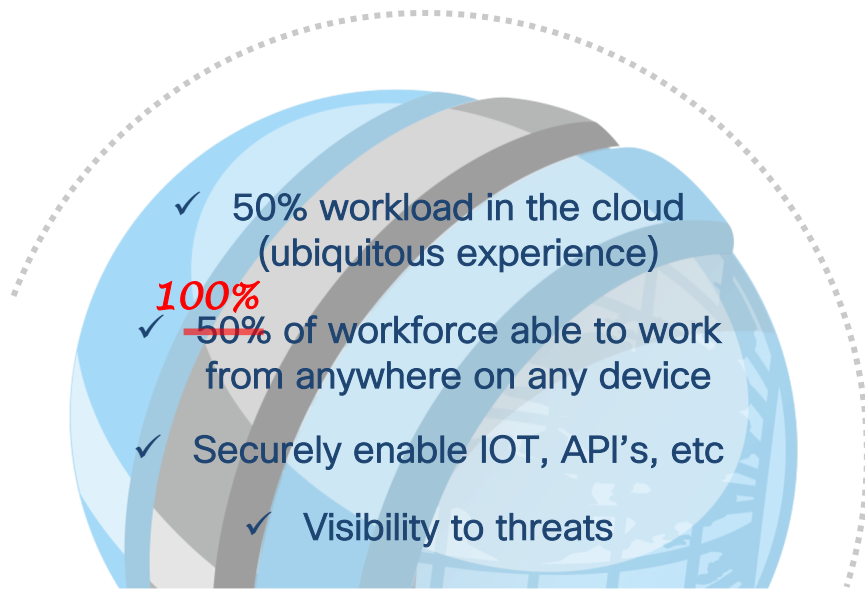


Grow Talent, Skills and Training



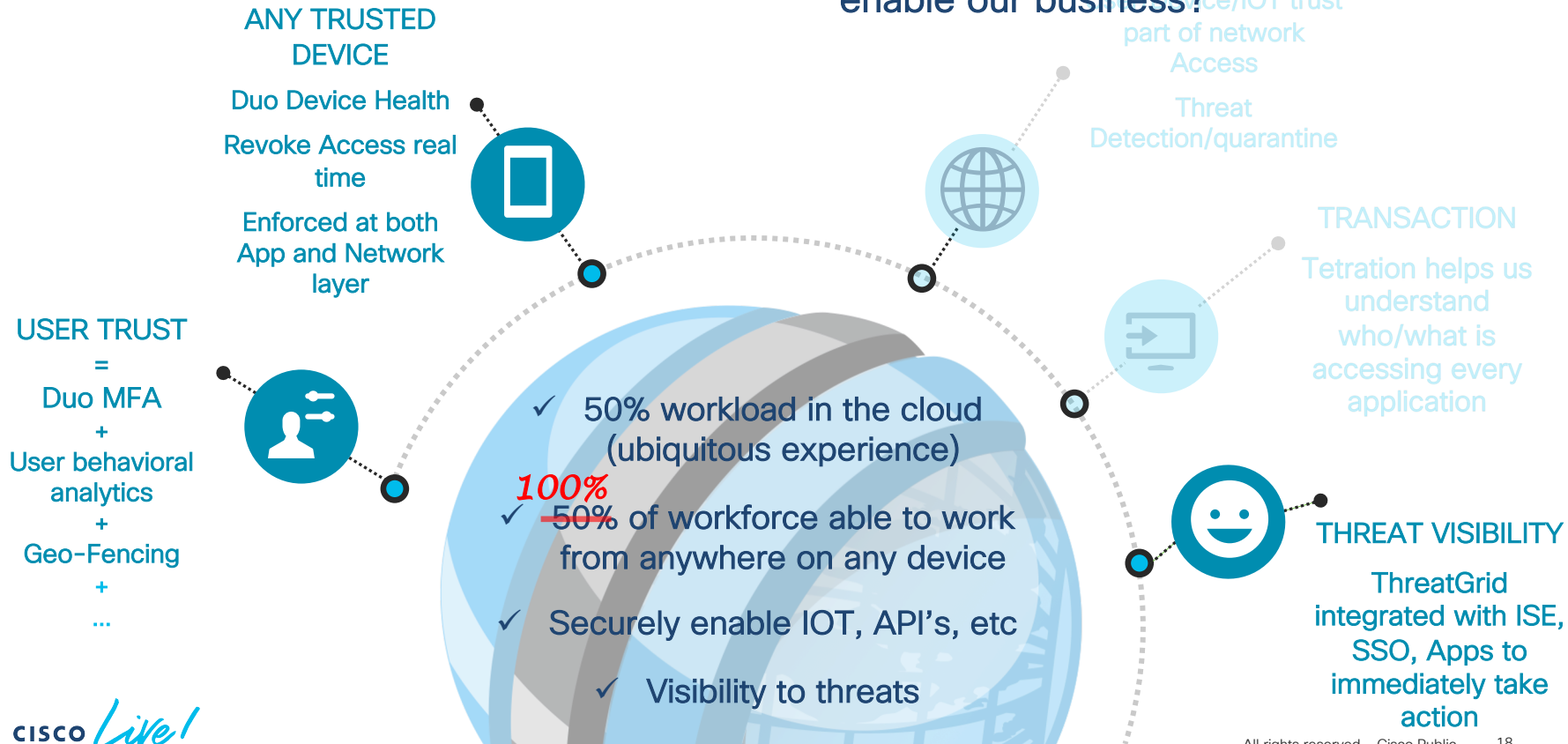
Why Zero Trust?

Where does zero trust need to be ~~in 3 – 5 years to~~ *right now* enable our business?



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Where does zero trust need to be in ~~3 – 5 years to~~ *right now* enable our business?



Cybersecurity threats are on the rise!

Observed at Cisco

- Significant and sustained increase in new endpoint infections "Off Network impact"
- Significant increase in volume of fake domains and phishing attempts.
- Multiple examples of employees with internal devices in their home brute forcing their CVO routers.
- Event spikes/capacity of our security monitoring infrastructure
- Discovery of tunnels: (largely engineers working with outside companies)



CISCO Live!

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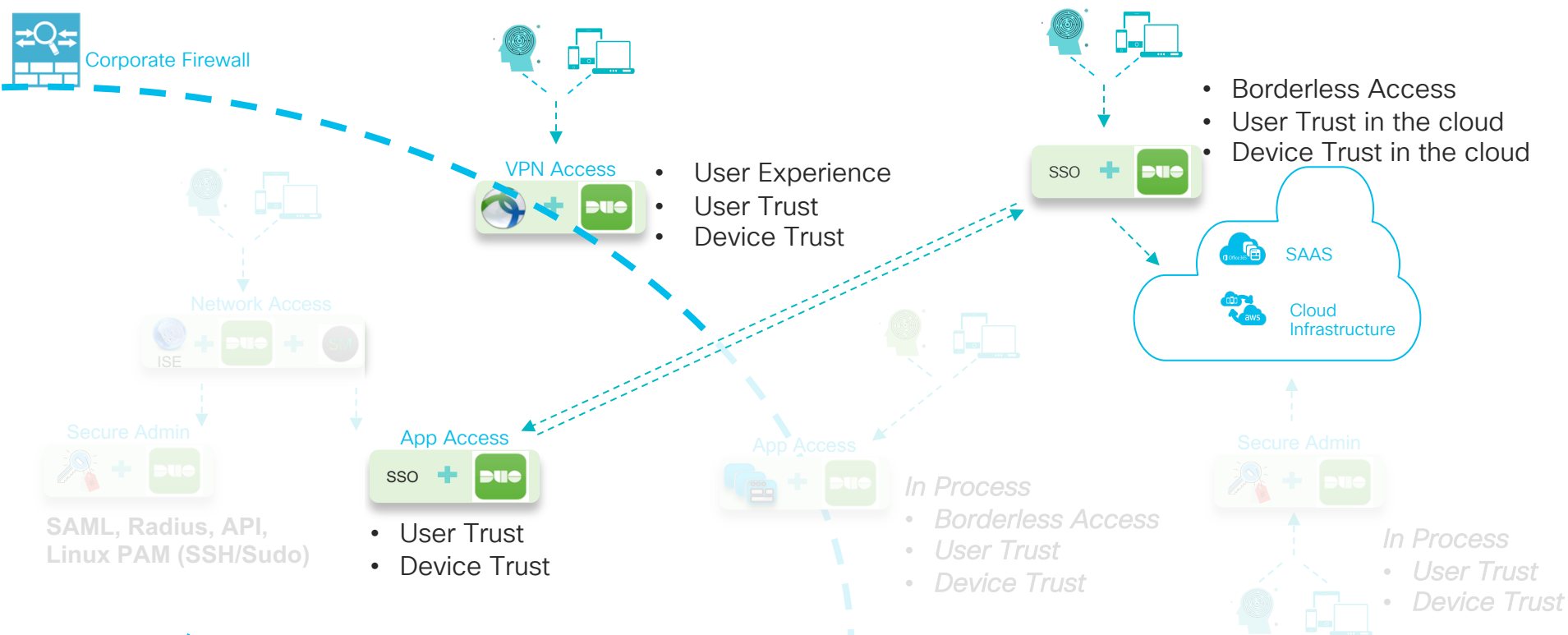
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Zero Trust with Duo deployed at Cisco





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