Outsourcing

Two Shifts: Outsource to a company on opposite time zones so they work when you rest and vice versa.

Cap: Set an hour cap. Be clear with tasks.

Double Outsource: Never let them outsource to freelancers without permission.

Security: make sure they have background checks, credit cards should only be handled by supervisers, removal of paper from office prohibited, floppy drives and usb ports disabled, BS779 certification for international security standards, 128 – bit encryption, secure vpn network, vlan based access restriction between teams, electronic access cards for entry and exit, never use debit cards, create unique logins.

Virtual Assistant Firms: Brickwork, YMII, see website library.

Tips: Don’t just accept the first person they assign, give precise directions, give short deadlines, define order of importance for tasks, don’t give too many tasks, ask for conformation when completed, give permission to ask for clarification.

Fun-sourcing: Have fun with outsourcing and get them to do funny things like prank your friends.