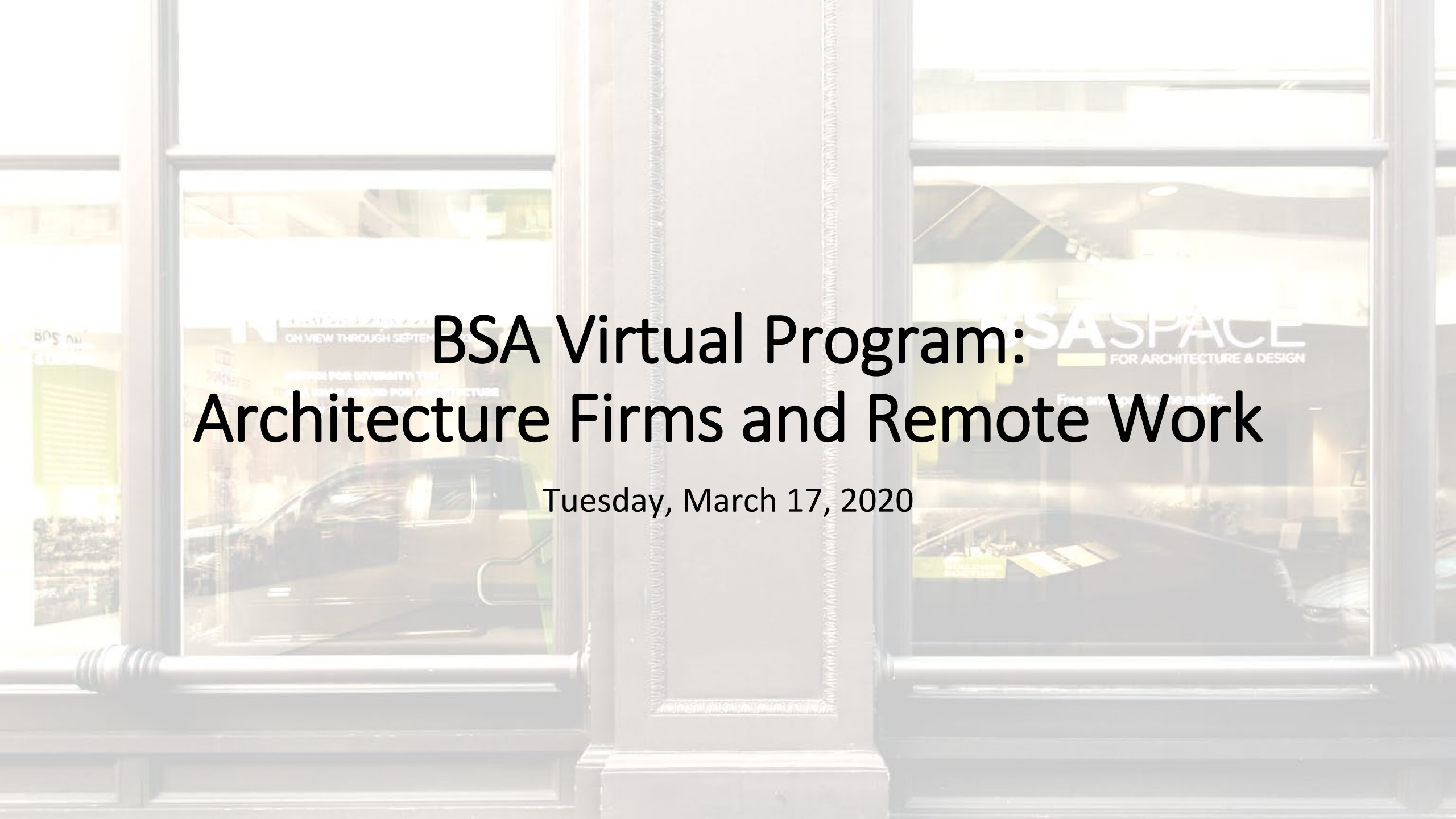


# About the BSA

The Boston Society for Architecture is a community committed to improving the quality of life for everyone through architecture and design.

We are a chapter of the American Institute of Architects (AIA) and a community nonprofit.

**Architecture is for everyone.**



# BSA Virtual Program: Architecture Firms and Remote Work

Tuesday, March 17, 2020

ERIC WHITE HON. AIA

Executive Director  
Boston Society for Architecture



# Presenters



DIANA NICKLAUS AIA

President and CEO  
saam architecture

CYNTHIA GIBSON MURPHY AIA

Associate Partner and  
Senior Project Manager  
Margulies Perruzzi Architects



# Webinar Guidelines and Etiquette

## SOUND

- All participants will be on mute mode. Click on Microphone icon on the lower left side of your screen

## DISPLAY

- Live view vs Gallery view your display: if you prefer not to show yourself to others, you may toggle this on/off

## Q+A

- Q&A: Thank you for all your questions! Feel free to use the Chat option on the lower middle right side of your screen. However, due to the overwhelming response and questions, we have selected a few key questions at this time. We will use your questions for more sessions!

## RECORDING

- BSA WILL BE RECORDING THIS MEETING FOR ON-DEMAND, AND WILL SHARE THIS WITH THE COMMUNITY

## BSA's NEXT WEBINAR

- TBC.

# Firm Intro: margulies perruzzi

Full time staff  
Just under 50

Monday-Friday  
8:30 – 5:30

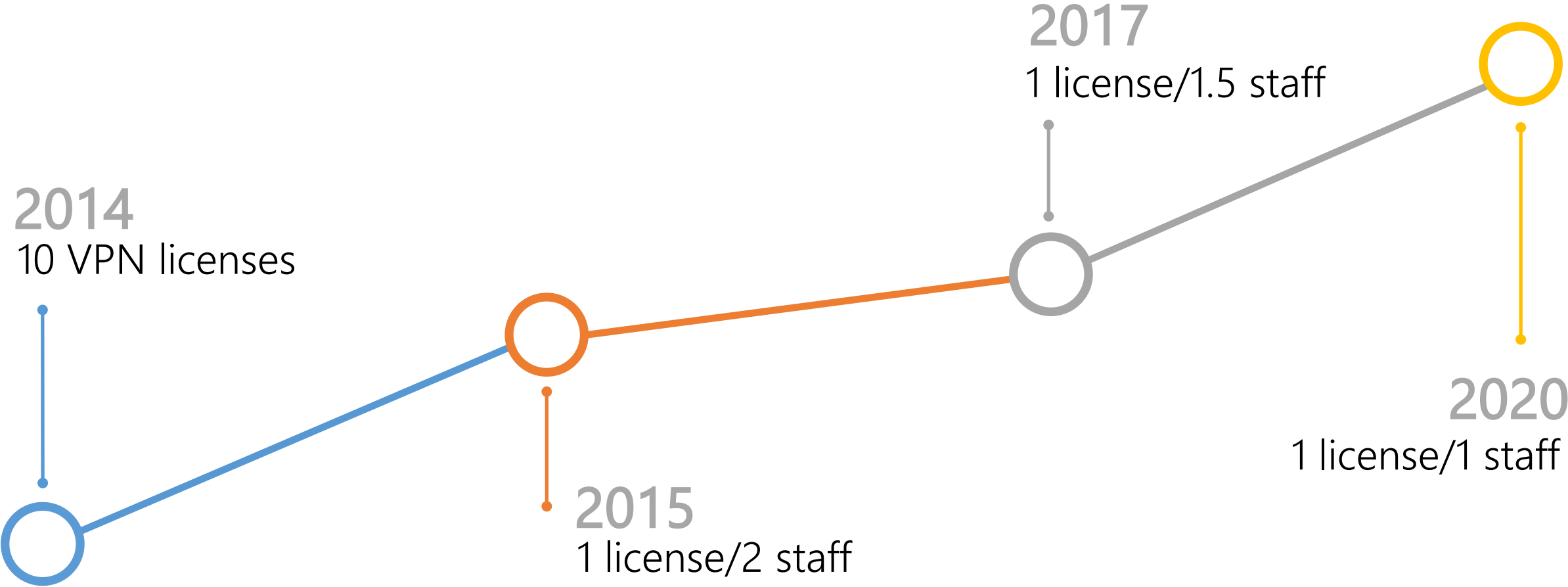


# Firm Intro: Work sectors

- Real estate
- Workplace
- Healthcare
- Science & Lab



# Firm Intro: Remote working history





# Technology solutions for different working needs

## Remote working

- 100% staff access to file server
- 20% staff on laptops
- 80% access to a computer with hard connection to server





## Work needs vary

- Project type
- Project phase
- Demographics



# Technology solutions for different types of workers

- Work ethic & values
- Attitude toward technology
- Attitude toward career
- Work is....
- Interactive Style
- Communication media
- Communication preference
- Feedback and rewards
- Messages that motivate

				
	<p>Hard Work Respect Authority Sacrifice Duty before fun</p>	<p>Workaholics Efficient Crusading Causes Desire quality</p>	<p>Self-reliance Need structure Skeptical Directable</p>	<p>Goal-oriented Tenacity Tolerant Entrepreneurial</p>
	Largely disengaged	Early information technology adaptors	Digital Immigrants	Digital Natives
	Jobs are for life	Organizational - careers are defined by employers	Early "portfolio" careers - loyal to profession, not necessarily to employer	Digital entrepreneurs - work "with" organizations not "for" them
	An obligation	An exciting adventure	A difficult challenge	A means to an end - fulfillment
	Individual	<b>Team player - loves to have meetings</b>	<b>Entrepreneur</b>	<b>Participative</b>
	Formal letter	Telephone	Email and text message	Text or social media
	Face to Face	Face to face ideally, but telephone or email if required	Text messaging or email	Online and mobile (text messaging)
	No news is good news. Does not require feedback. Satisfaction is a job well done.	Do not want feedback. Reward with money or title recognition.	Desires yearly performance reviews. Freedom is the best reward.	Actively seeks and desires constant feedback. Meaningful work is the best reward.
	Your experience is respected.	You are valued. You are needed.	Do it your way. Forget the rules.	You are changing our company for the better.
	<b>Maturists (pre-1945)</b>	<b>Baby Boomers (1945-1960)</b>	<b>Gen X (1961-1980)</b>	<b>Millennials (1981-1995)</b>

Source: <http://www.fdu.edu/newspubs/magazine/05ws/assets/table2.4.jpg>

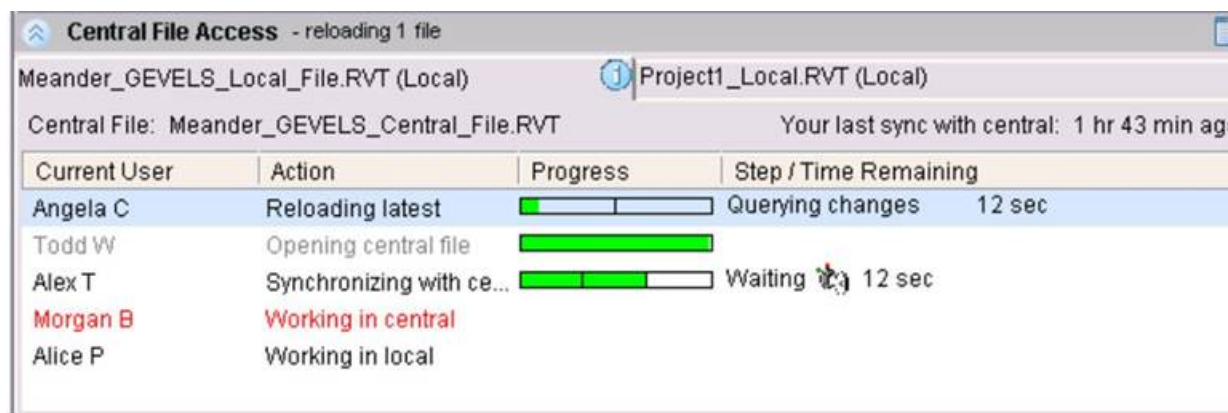
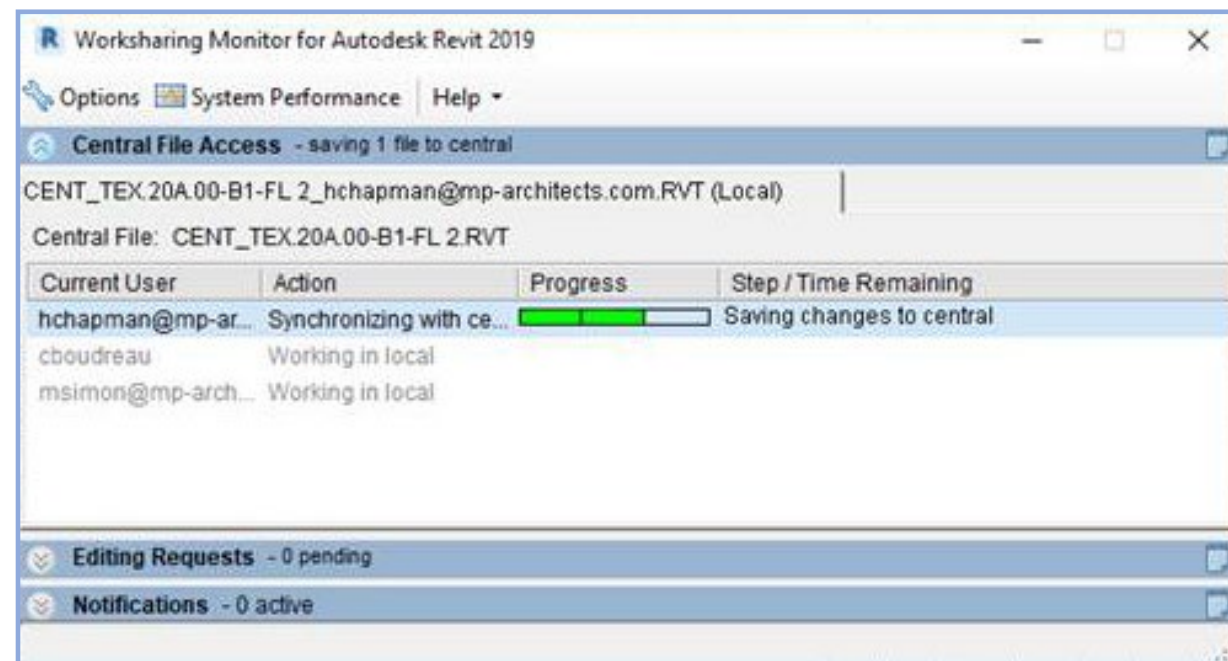
# Tools: VPN

The screenshot displays the Pulse Secure web interface for a user named margulies\cgibsonmurphy. The interface includes a top navigation bar with the Pulse Secure logo, a search bar, and links for Home, Preferences, Help, and Sign Out. The main content area is organized into several sections:

- Welcome to the Pulse Connect Secure, margulies\cgibsonmurphy.**
- Web Bookmarks:** Contains links to [MPA Intranet](#) and [MPA E-Mail OWA](#).
- Files:** Lists network drives: [I: - Common](#), [J: - Clients](#), [M: - Marketing](#), [O: - Sharesys](#), [P: - MPA Project Archives](#), and [Y: - Scans](#).
- Terminal Sessions:** Shows a session named [18l-cgm](#).
- HTML5 Access Sessions:** Shows a session named [MP-LTMURPHY](#).
- Client Application Sessions:** Shows a session named [Pulse Secure](#) with a **Start** button.

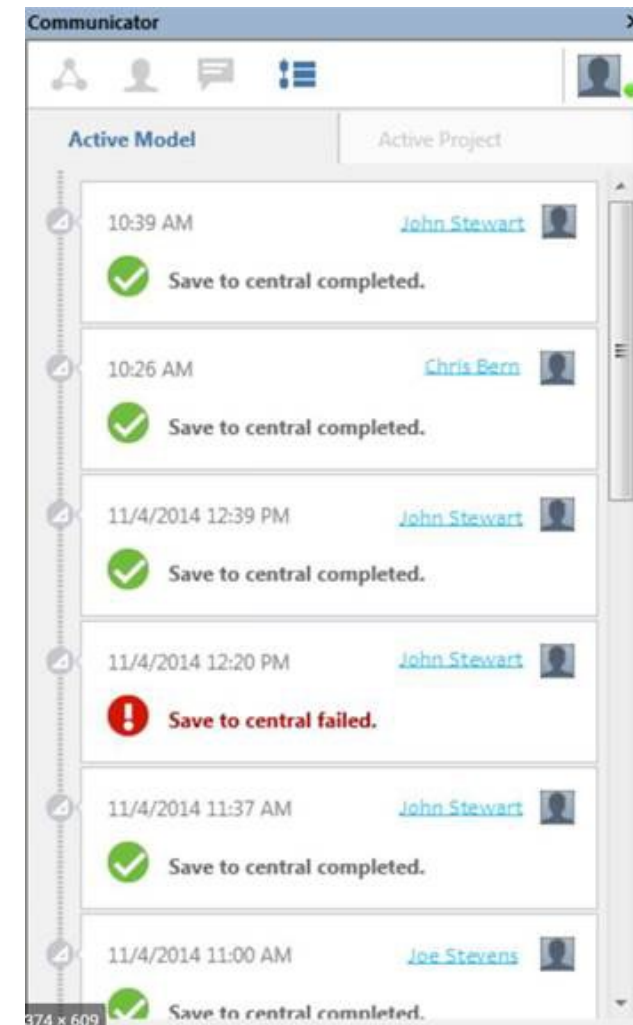
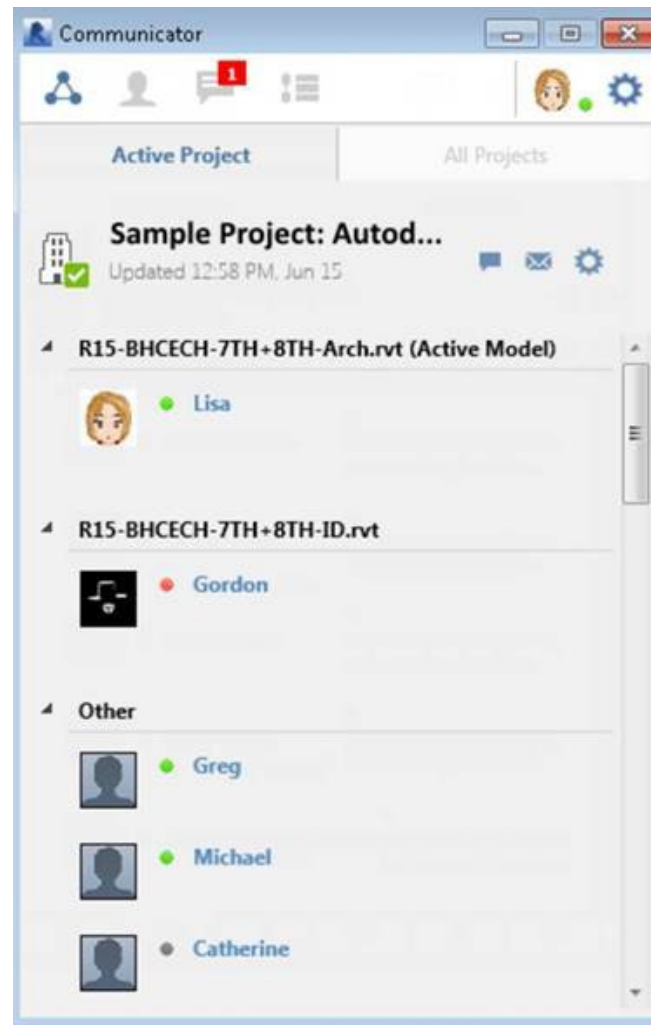
# Tools: Revit

- Worksharing Monitor
- Communicator



# Tools: Revit

- Communicator



# Tools: internal communication

## Skype for Business

- Internal messaging
- Screen sharing

**CONVERSATION**

Tuesday, March 17, 2020

can you see my screen?

yes

so as you can see on my screen in revit, what do you think about the curve in the ceiling within the waiting room?

The downlights look a little close to the edge of the curve, there could be framing issues with the housing

i can give you control so you can move them to where you think they should be

2 Participants

Release Control Actual Size

Currently sharing Gibson Murphy, Cynthia - In Control

The screenshot shows the Revit software interface with a floor plan view. The plan includes a curved ceiling area with several downlights (DL-1, DL-4) and a waiting room area. A Skype for Business chat window is overlaid on the left side of the screen, showing a conversation about the ceiling curve and downlight placement. The chat messages are: "can you see my screen?", "yes", "so as you can see on my screen in revit, what do you think about the curve in the ceiling within the waiting room?", "The downlights look a little close to the edge of the curve, there could be framing issues with the housing", and "i can give you control so you can move them to where you think they should be". The Revit interface shows a project browser on the left, a ribbon at the top, and a status bar at the bottom. The floor plan view includes a grid and various annotations such as "ACT-3 9'-1\" AFF", "A-650", "PL-10", "DL-4", "GWB 8'-0\" AFF", and "RL-4A".

# Tools: External communication

## Conference & video calls

Late 1990's



Cisco  
webex

2017



2020



# Decisions

## Network Security

- Firewall
- Anti-virus
- Malware

## Cloud Applications & File Servers

## Computer Selection

- Performance over convenience





# Moving Forward - Communication

The screenshot shows a Microsoft Teams chat window. On the left is a dark sidebar with navigation options: Tasks, News, Events, Discussions, People, Library, Teams, Popular Links, Open Asset (ph...), Trello (team tas...), Cyndy Gibson ..., and Help. The main chat area is titled "Remote Work & Virtual Meetings" and shows a conversation between several team members. The messages discuss difficulties with audio on mobile devices and share a screenshot of Zoom settings. The settings screenshot shows "Always Show Video Preview" is turned on, "Auto-Copy Meeting Link" is turned off, and a meeting link is displayed.

**Org-Wide**  
**Remote Work & Virtual Meetings**

Meghan and I just tried to test a Zoom meeting through our phone apps and neither could get the audio to work.

**Brittany Page**  
11:07 AM today  
@Jenny Ragan did you download the iPhone app? It pops up with the prompt to test audio and microphone

**Jenny Ragan**  
11:10 AM today  
@Brittany Page Yes through the iPhone app. It kept telling us to join audio, but would not let us do that. Brought up an error each time I clicked "Join Audio".

**Brittany Page**  
11:13 AM today  
@Jenny Ragan these are my settings which worked for a zoom meeting yesterday

Always turn on my video when joining a meeting

Always Show Video Preview

Always show video preview dialog when joining a video meeting

Auto-Copy Meeting Link

Automatically copy invitation URL once the meeting starts

E2F48177-4903-4166-B320-DEAD637CD6F2.png  
300 KB

1 like

**John Fowler**  
11:21 AM today  
We just had a Teams virtual meeting with a consultant. Same issues with audio because he didn't have speakers and mic on his computer. Because it was just 3 of us we just conference called from cell phones. Video and Share screen worked well once we figured out how the share screen worked, it's nice having the messaging bar to chat in also. Were able to use that to discuss how to handle the audio when it wasn't working.

11:22 AM today  
If teams can be used the same way as Zoom on the phone app then I don't see any advantage to Zoom. Will try it out

saam  
architecture  
team



# Firm Intro: Saam Architecture

## QUICK FACTS

- Saam = together
- Founded in 2014 by Diana Nicklaus and Jacobus Louw
- **Remote work capability for all staff since its founding**
- 23 team members
- WBE/DBE firm
- 15+ years working together

## SECTORS

- Aviation
- Civic
- Corporate
- Cultural Arts
- Defense
- Federal
- Healthcare
- Higher-Ed
- Hospitality
- K–12
- Laboratories
- Libraries
- Master Planning
- Mixed-Use
- Residential
- Retail
- Transportation

## CLIENTS

- Massport
- MIT
- DCAMM
- Northeastern
- UMass
- MSBA
- Department of Defense

# Tools: Networking (VPN) and File Sharing

- SonicWall / Net Extender and others
- Make sure you have enough channels/accounts
- Consider file sharing platforms for clients:
  - Cisco
  - Sharefile
  - Google Drive
  - Dropbox



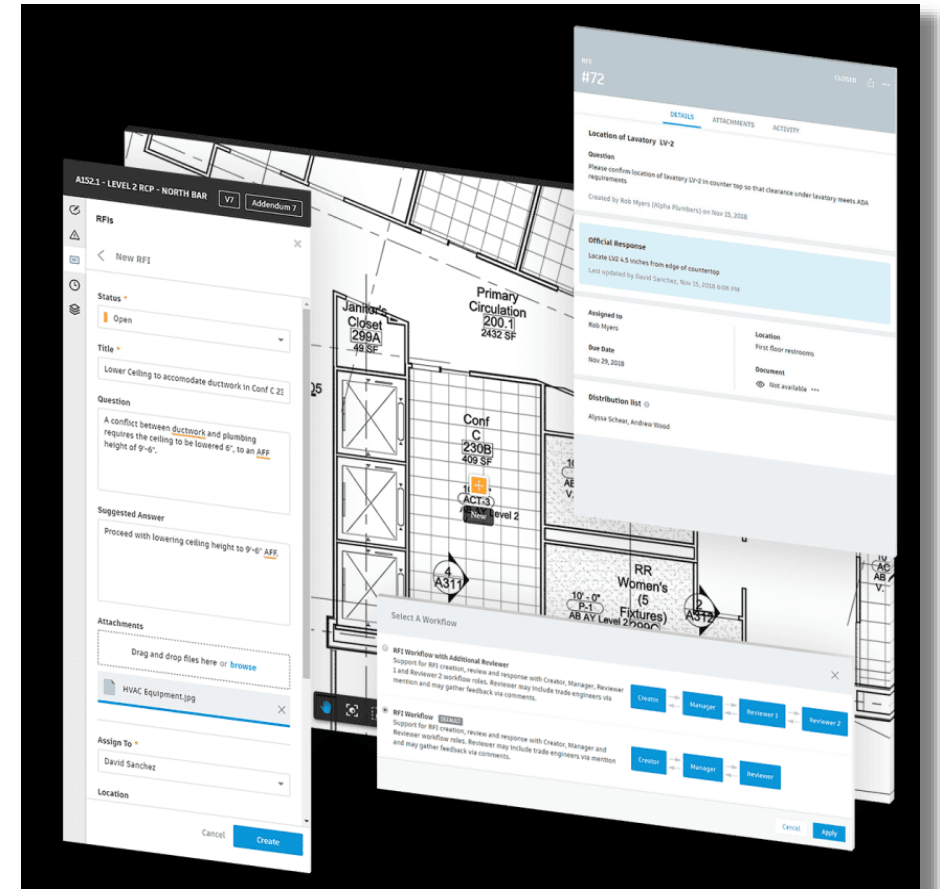
# Tools: Communication via Slack, Skype, Teams

- Shows online status
- Group chats
- Project channels
- Paste in images/snippets
- Upload files
- Free versions available

The screenshot shows a Slack chat window for a channel named "saam architect...". The left sidebar lists team members and channels. The main chat area shows a conversation between Autumn Thompson and Diana Nicklaus. Autumn Thompson shares a file named "image.png" which is a red graphic with the text "TO LEVELS" and a dimension of "6\"/>

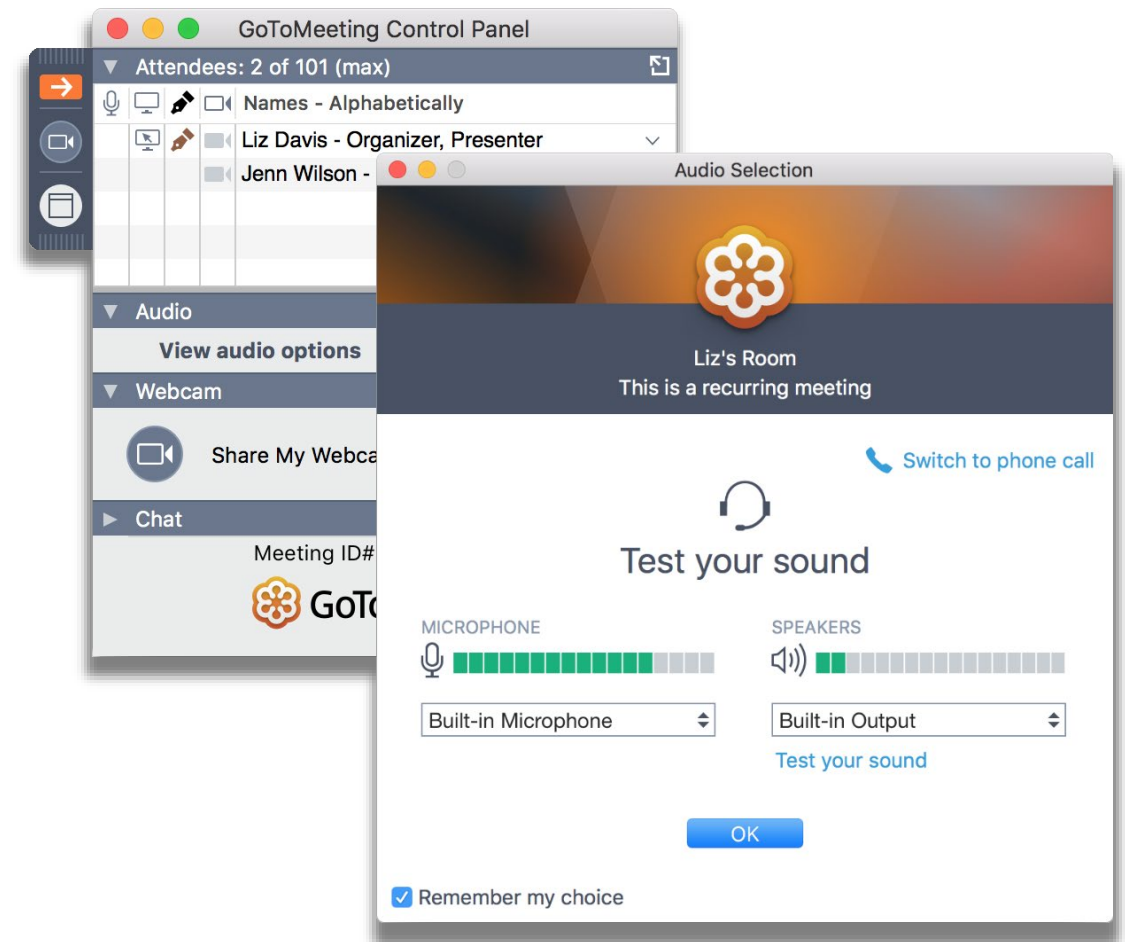
# Tools: BIM 360

- Cloud based
- VPN connection not required; just internet
- Operational if firm server is down
- Reduces time for manual model sharing
- Additional 360 tools: documents, management, etc.
- More efficient; helps slow connections



# Tools: GoTo Meeting / Skype / Zoom

- Range of solutions
- Capability to share screens and draw
- With multiple accounts, establish a way to avoid contemporaneous sessions





# Tools: Bluebeam Redline Session

- Coordinated redlines & communication
- Manager can markup a set and then track progress outside the model or CAD

The screenshot displays the Bluebeam Redline software interface. The main window shows a CAD drawing of a building's first floor with various redlines and annotations. The interface includes a top toolbar with options for Line, Fill, and Hatch. The left sidebar contains a 'Studio' panel with project information, a list of attendees (sldv, Tala.Alkekha, Kristin Tedford), and a list of documents. A 'Record' panel at the bottom left shows a session log with timestamps and actions performed by users. The bottom right panel displays a 'Markups List' table.

Subject	Page Label	Comments	Author	Date	Status	Color	Layer	Space
1/17/2020 (1)								
Snapshot	13		hannah.perry	1/17/2020 2:44...		■		
1/27/2020 (304)								
Arrow	[1] 200116 ...		linda.smiley	1/27/2020 10:1...		■		
Arrow	[1] 200116 ...		linda.smiley	1/27/2020 10:1...		■		

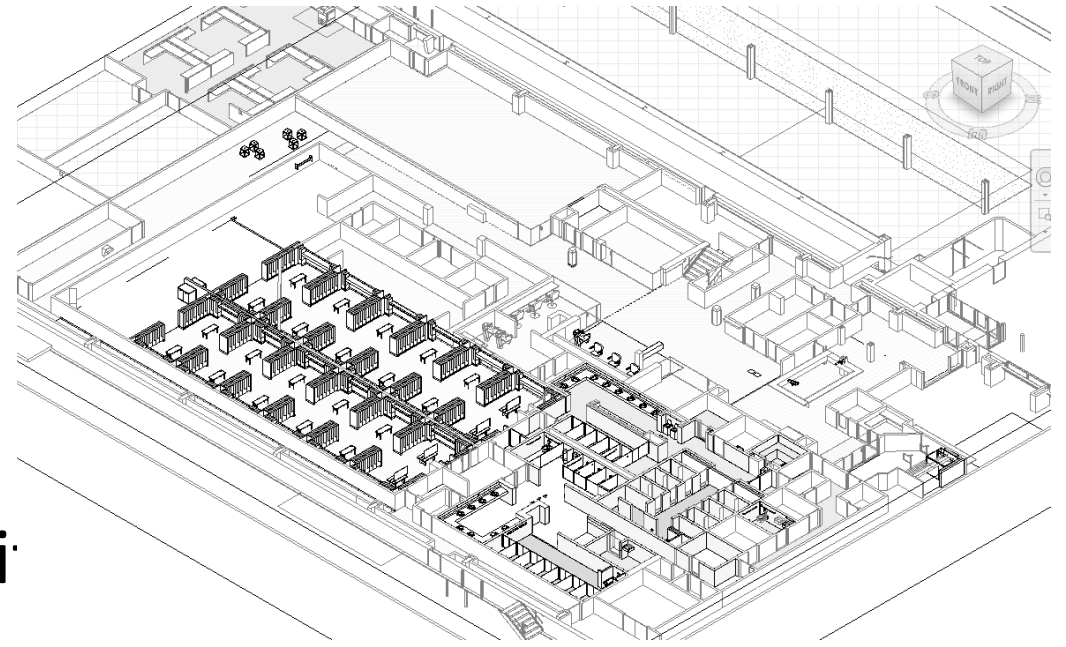
## Tools: Communication via Cell Phone

- Better communication
- Availability / flexibility
- Texting
- Facetime
- GoToMeeting App
- Skype App
- Slack App



# Decisions: Remote Work Guidelines

- Varies by firm, by project team
- Specific work hours vs. open schedule
- Established times for check-ins, meetings, collaboration
- Access to shared resources (i.e. Revit, Rhino, or limited license software)
- BIM workflow



# Challenges & Solutions: Change

- Not only technological change, but also a new mindset and challenge to the status quo
- Domestic distractions and responsibilities - may require flexibility of schedule and otherwise during the COVID-19 phase
- Stick to established workflow protocols when possible (i.e. no saving to local drive, frequency of saving to central)

# Challenges & Solutions: Accountability

- Mutual respect and trust that people take careers seriously
- Provide some online indicator that one is at the computer, in a meeting, or away
- Encourage young people to ask questions; consider how to mentor differently
- Clear definition of responsibilities amongst team members
- Routine reporting of task completions to project leads

# Challenges & Solutions: Design Collaboration!

- Use a conferencing or instant messaging software that shares screen and allows for sketching and markup; create a virtual pinup
- Be clear on who is participating on a call, and make sure all are encouraged to participate
- Use the BIM model in virtual meetings
- Send photos of sketches, precedents, concepts for the whole team
- Invite the client

# Challenges & Solutions: Construction Administration

- Use virtual tools, facetime
- For necessary site visits, send one key decision maker
- Consider adding to company safety standards
- Check in with in insurance



## Q+A Session with Presenters



DIANA NICKLAUS AIA

President and CEO  
saam architecture

CYNTHIA GIBSON MURPHY AIA

Associate Partner and  
Senior Project Manager  
Margulies Perruzzi Architects





# Thank you!

Your feedback is important. Write [communications@architects.org](mailto:communications@architects.org).

Stay up to date at [architects.org](http://architects.org).

Join our social media conversations on Facebook, LinkedIn, and Twitter.