

Telework - A way of Life



Planning for Preparedness

***Telework
A
Business Continuity
Mitigation Strategy***



Organizations need to stay in business even during unforeseen events

Common Sense and Thoughtful Planning

- Business Continuity Plans
- Pandemic Preparedness Plans
- Communication Plans
- Disaster Recovery Plans
- Emergency Response Plans
- Crisis Management Team



Organizations are adopting Business Continuity Planning

Why?



Why Conduct Business Continuity Planning

- Risk Mitigation
- Competitive Advantage
- Protection of Assets
- Shareholder and Employee Confidence
- Regulatory Compliance
- Identify Internal and External Dependencies
- Increase Level of Preparedness
- Prioritize Business Processes – understand both critical and non-critical



Keys to Successful Business Continuity Planning

- Part of a Business Continuity Management Program
- Total buy-in from the Top
- Part of day-to-day operations
 - A way of doing business
- Include both Mitigation and Recovery Strategies
- Cross Functional Teamwork
- Sustainable – ongoing Exercise & Maintenance
- Holistic View of Organization



Telework

To Stay or Not to Stay ?



Telework

- **Historically**
 - Many peaks and valleys
 - Focus on stand alone functions/work
 - Technology too complex and costly
 - Cost Justification



Telework

- **To Date**
 - One of the major mitigation options within a Business Continuity Program – **anchor point!**
 - Advanced technology – cost effective
 - Intuitive
 - Social Distancing
 - More effective communications



Mitigation Strategies vs. Recovery Strategies



Mitigation

What changes can we make in our daily routines to help reduce the overall risk?



Mitigation Strategies

(Partial List)

- Manage Risk
 - Understand the Black Swan events and consequences
- Up to date Contact Lists
 - Know the Ones to call
- Enhance/Improve Current Business Processes
 - Reduce Meetings
- Team Collaboration
 - Cross training



Mitigation Strategies

(Partial List)

AND.....

- Telework
 - Integral Part of overall Business Continuity Management Program
 - Technology to support wide geography
 - Part of daily routine
 - Policies in place
 - Affecting all



Recovery

What planning can we do in our daily routines to keep things moving in case of unforeseen events?



Considerations

(partial list)

- Use of mail and couriers
- Phone number / hotline for updates
 - Emergency broadcast system
- Alternate work site including private homes
- IT systems to facilitate large numbers of employees working from home



H1N1 Scenario Planning

Plan more adaptable to
working away from the office

Telework



H1N1 Scenario Planning

- Pandemic Preparedness Plan part of overall Business Continuity Plan
- A more suitable name for such a plan: e.g. Worker Absenteeism Plan
- More granularity to the plan i.e. down to the task level
- Suitability to work remotely



Essential Parts of Plan

- Pandemic Response Team
- Communications Plan
- Critical functions
- Skills Inventory
- Remote Access
- Critical Vendors
- Contact Lists



Telework

- Relation to the continuation of the business is clear
- Applicable in various incidents; from pandemic to loss of IT to loss of building
- Focus remains on using Telework effectively to benefit the business
- Its uses will continue to evolve



Telework

To Stay !

