

Hybrid/Remote Work and Business Continuity

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Post-Pandemic Considerations for Hybrid/Remote Work and Business Continuity



What needs to be changed in our Business Continuity and Emergency Management plans with all the Hybrid/Remote Workers?



What do we consider about critical technology, communications, remote office hardening, and different ways of supporting response to all types of crises.



What changes and addition to plans that we might have not considered, but are necessary in today's "new normal"?

TELECOMMUNICATIONS, CRITICAL TECHNOLOGY

- **CONNECTIVITY**
 - **WIFI AND OTHER CONNECTIONS – RELIABILITY, PLANS FOR OUTAGES**
- **SECURITY**
 - **SECURITY SOFTWARE AND COMPLIANCE**
- **EQUIPMENT**
 - **COMPUTERS, ROUTERS, PROVIDER CONNECTIONS, AIR CARDS**
 - **PHONES (LANDLINE AND CELLULAR)**
 - **BACKUP EQUIPMENT**
 - **DATA BACKUP**
- **PERFORMANCE**
 - **COMPUTERS USED AT HOME VERSUS OFFICE**
 - **INTERNET SPEEDS**
 - **CELL SERVICE**





FIRE

- **FIRE PROTECTION**
 - **FIRE DETECTION/ALARM SYSTEM**
 - **SMOKE DETECTORS**
 - **FIRE EXTINGUISHERS**
 - **CLUTTER**
 - **INSPECTIONS**
- **NOTIFICATION TO FIRE DEPARTMENT AND RESPONSE**
 - **AUTOMATED OR MANUAL CALLS**
 - **ACCESS TO HOUSE OR APARTMENT BY FIRE DEPARTMENT**
 - **ACCESS TO FIRE HYDRANT OR OTHER SOURCE OF WATER**
- **EQUIPMENT**
 - **COMPUTERS, ROUTERS – AIR FLOW, DUST**
 - **PHONES AND OTHER EQUIPMENT**
- **OFFICE FURNITURE, FURNISHINGS**
 - **FIRE RETARDANT?**
 - **LAYOUT**



FLOOD

- **FLOOD PROTECTION**
 - **WATER DETECTION/ALARM SYSTEM**
 - **FLOOD ALERTS – NWS, FEMA, OTHER**
 - **FLOOD-PROOF YOUR PROPERTY**
 - **CARRY FLOOD INSURANCE, CONSIDER OPTIONS**
 - **DO YOUR HOMEWORK, KNOW YOUR AREA**
 - **INSPECTIONS**
- **EVACUATIONS**
 - **CREATE AN EVACUATION PLAN**
 - **MAKE DECISIONS EARLY**
- **VEHICLES, OTHER**
 - **HAVE A PLAN TO MOVE VEHICLES**
 - **ACT EARLY**
- **CLEANUP, RECOVERY**
 - **CLEANUP NEEDS TO BEGIN ASAP AFTER FLOOD WATERS RECEDE**
 - **CONTACT YOUR INSURANCE COMPANY**



SEVERE WEATHER

- **MONITOR THE WEATHER**
 - **SEVERE WEATHER ALERTS – TV, INTERNET, APPS, WEATHER RADIO**
 - **WEATHER-PROOF YOUR PROPERTY**
 - **CARRY INSURANCE, CONSIDER OPTIONS**
 - **DO YOUR HOMEWORK, KNOW THE RISKS**
 - **INSPECTIONS**
- **SHELTER IN PLACE**
 - **CREATE A SAFE SHELTER, PROPERLY EQUIPPED**
 - **MAKE DECISIONS EARLY**
- **OTHER CONSIDERATIONS**
 - **HAVE BATTERY-POWERED LIGHT, RADIO, PHONE, OTHER**
 - **ACT EARLY**
- **CLEANUP, RECOVERY**
 - **CLEANUP NEEDS TO BEGIN ASAP**
 - **FEMA MAY BE INVOLVED**



EARTHQUAKES, WILDFIRES, ETC

- **MONITOR THE NEWS**
 - **NEWS ALERTS – TV, INTERNET, APPS, WEATHER RADIO**
- **SHELTER OR EVACUATE?**
 - **CREATE A SAFE SHELTER/KNOW WHERE YOU ARE SAFE**
 - **IF EARTHQUAKE, SHELTER IN PLACE FIRST**
 - **IF WILDFIRE, EVACUATE FAST**
- **WHAT ABOUT GAS LEAKS, HAZMAT SPILLS, CIVIL UNREST, CRIMINAL THREATS?**
- **POWER AND/OR COMMUNICATIONS OUTAGES**
 - **EVALUATE YOUR NEEDS, PRIORITIZE**
 - **MAKE A PLAN AND TEST IT**
- **OTHER CONSIDERATIONS**
 - **HAVE BATTERY-POWERED LIGHT, RADIO, PHONE, OTHER**
 - **ACT EARLY**
- **RECOVERY**
 - **HAVE A PLAN FOR RECOVERY**



WINTER WEATHER

- **MONITOR THE WEATHER**
 - **WEATHER ALERTS – TV, INTERNET, APPS, WEATHER RADIO**
 - **PREPARE YOUR PROPERTY FOR WINTER – COLD, SNOW/ICE**
 - **PREPARE FOR THE EVENT – POWER OUTAGES, TRAVEL, FOOD AND WINE**
- **“SHELTER” IN PLACE**
 - **SUPPORT YOUR BUSINESS AND TEAMMATES**
 - **STAY INDOORS AND ENJOY THE SNOW 😊**
- **OTHER CONSIDERATIONS**
 - **HAVE BATTERY-POWERED ITEMS**
- **CLEANUP, RECOVERY**
 - **YOU HAVE TO CLEAR THE DRIVEWAY EVENTUALLY (OR WAIT FOR SPRING)**



POWER

- **MONITOR THE WEATHER AND NEWS**
 - **SEVERE WEATHER AND NEWS ALERTS – TV, INTERNET, APPS, WEATHER RADIO**
 - **POWER OUTAGE MAPS ONLINE**
- **BACKUP POWER**
 - **PORTABLE OR WHOLE-HOUSE GENERATOR, BACKUP BATTERY SYSTEM**
 - **UPS/BATTERY BACKUP FOR COMPUTER, ROUTER, PHONES**
 - **EVALUATE YOUR EMERGENCY POWER NEEDS, PRIORITIZE**
 - **CONSIDER HEATING AND COOLING NEEDS**
 - **CONSIDER SURGE PROTECTION, LIGHTNING ARRESTOR**
 - **MAKE A PLAN AND TEST IT**
- **OTHER CONSIDERATIONS**
 - **HAVE BATTERY-POWERED LIGHT, RADIO, PHONE, OTHER**
 - **ACT EARLY**
- **RECOVERY**
 - **HAVE A PLAN FOR WHEN POWER RESTORED**

BACKUP POWER



UPDATE BUSINESS CONTINUITY PLANS



- INCORPORATE REMOTE WORKERS, LOCATIONS
- PLAN FOR EQUIPMENT, POWER AND/OR COMMUNICATION DISRUPTIONS – DEFINE YOUR PLAN
- INSTEAD OF “MOVE TO ALTERNATE LOCATION”, PLAN FOR CONTINUED WORK AT HOME, OR
- PLAN B - MOVE TO ANOTHER SITE NEAR YOU – INTERNET CAFÉ, ETC. OR
- PLAN C – MOVE BACK TO THE OFFICE ☹️
- REVIEW YOUR PLANS
- TEST YOUR PLANS

UPDATE BUSINESS CONTINUITY PLANS

• [1 Department Plan](#)

- [1.1 OVERVIEW](#)
- [1.2 Leadership](#)
- [1.3 Staff Roster, Contact Info](#)
- [1.4 Vendors & External Contacts](#)
- [1.5 Key Business Functions](#)
- [1.6 Standard Operating Processes](#)
- [1.7 Equipment](#)

• **INCORPORATE REMOTE WORKER DETAILS**

- IDENTIFY CRITICAL WORKERS, LOCATIONS, BACKUP STAFF, CRITICAL FUNCTIONS; INCLUDE CONTRACTORS

• **DEFINE PLAN FOR EQUIPMENT, POWER AND/OR COMMUNICATION DISRUPTIONS**

- REMOTE LOCATION PROBLEMS VERSUS NETWORK PROBLEMS

• **PLAN FOR CONTINUED WORK AT HOME/ALTERNATE LOCATION**

- DEFINE PLAN FOR REACTING TO ISSUES AND ASSURING CONTINUED SUPPORT

• **PLAN B - MOVE TO ANOTHER SITE NEAR YOU – INTERNET CAFÉ, ETC.**

- IDENTIFY ALTERNATE SITES AND CAPABILITY

• **PLAN C – MOVE BACK TO THE OFFICE**

- IS OFFICE “NEARBY?”; IS SPACE AVAILABLE?

• **REVIEW YOUR PLANS**

- USE CHECKLIST FOR EACH WORKER, GO OVER DETAILS WITH MANAGERS AND WORKERS

• **TEST YOUR PLANS**

- TABLETOP, WORKSHOP, ACTUAL RESPONSE/RELOCATION

BUSINESS CONTINUITY CHECKLIST HOME AND OFFICE

BUSINESS CONTINUITY CHECKLIST FOR HOME AND OFFICE		
PLAN/REVIEW	OFFICE	HOME
••HAVE A PLAN FOR ALL OUTAGES AND EMERGENCIES••		
•WIFI/OTHER CONNECTIONS – RELIABILITY, PLANS FOR OUTAGES		
•SECURITY SOFTWARE AND COMPLIANCE		
•COMPUTERS, ROUTERS, PROVIDER CONNECTIONS, AIR CARDS		
•COMPUTERS AND PHONES-BACKUP EQUIPMENT		
•DATA BACKUP		
•INTERNET SPEEDS		
•CELL SERVICE		
•FIRE DETECTION/ALARM SYSTEM		
•SMOKE DETECTORS		
•FIRE EXTINGUISHERS		
•CLUTTER		
•INSPECTIONS		
•NOTIFICATION TO FIRE DEPARTMENT AND RESPONSE		
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•ACCESS TO FIRE HYDRANT OR OTHER SOURCE OF WATER		
•COMPUTERS, ROUTERS – AIR FLOW, DUST		
•PHONES AND OTHER EQUIPMENT		
•OFFICE FURNITURE, FURNISHINGS FIRE RETARDANT?		
•WATER DETECTION/ALARM SYSTEM		
•KNOW FLOOD ALERTS – NWS, FEMA, OTHER		
•FLOOD-PROOF YOUR PROPERTY		
•CARRY FLOOD INSURANCE, CONSIDER OPTIONS		
•DO YOUR HOMEWORK, KNOW YOUR AREA		
•CONDUCT INSPECTIONS		
•CREATE AN EVACUATION PLAN		
•HAVE A PLAN TO MOVE VEHICLES		
•PLAN FOR CLEANUP, RECOVERY		
•MONITOR SEVERE WEATHER ALERTS – TV, INTERNET ETC.		
•WEATHER-PROOF YOUR PROPERTY		
•CARRY INSURANCE, CONSIDER OPTIONS		
•DO YOUR HOMEWORK, KNOW THE RISKS		
•CREATE A SAFE SHELTER, PROPERLY EQUIPPED		
•HAVE BATTERY-POWERED LIGHT, RADIO, PHONE, OTHER		
•PORTABLE OR WHOLE-HOUSE GENERATOR, BACKUP BATTERY SYSTEM		
•UPS/BATTERY BACKUP FOR COMPUTER, ROUTER, PHONES		
•EVALUATE YOUR EMERGENCY POWER NEEDS, PRIORITIZE		
•CONSIDER SURGE PROTECTION, LIGHTNING ARRESTOR		
•KNOW HOW TO RESPOND TO EARTHQUAKES, WILDFIRES, HAZMAT, ETC		
•MAKE A PLAN AND TEST IT		