

Tele-Commuter Resources, Inc.

*An applied research organization dedicated to
applying the benefits of
strategic telework to enhancing
**Regional Competitiveness,
Resiliency, and a Higher Quality of
Life.***

National Severe Weather Workshop 2010

Norman, Oklahoma

March, 2010

PRELIMS TO A DIALOGUE

1. **Explore a perceived “Gap” in the EM/DR process**
2. **Explain the tools we already have...**
 - Strategic Telework*
 - Regional Telecommuting Action Plan*
3. **... and then discuss a new capability to address the “Gap”**
 - The Vulnerability Audit*
4. **If you agree there’s a problem, is this an answer?**
 - Discussing “roles”*
 - Requesting Input*

FIRST, SETTING THE CONTEXT

1. Telecommuting is...

- ... the replacement of a physical trip by an electronic application*
- ... inclusive of telemedicine, distance learning, e-Commerce, telework.*
- ... everywhere- yet invisible to policy makers*

2. Telework...

- ... has not been quantifiable*
- ... has not been projectable*
- ... is dominated by an approach that is not strategic, by design*

COOP AS MITIGATION

Would EM/DR Benefit from Greater Integration?

Of the \$60+ billion cost for 9/11 and Katrina, 30-50% was business interruption costs.

Of companies experiencing catastrophic data loss:

43% of companies never reopened

51% of companies closed within 2 years

80% of companies that do not recover within one month are likely to fail.

75% without BCP/COOP fail within three years of a disaster

Remember 9/11: COOP in Isolation is a Disaster Amplified

There are but two, fundamentally linked, tasks:

- 1. Make sure the data and networks survive*
- 2. Make sure your staff has access*

FORMS OF COOP

Selecting the "Right" Business Continuity Planning Recovery Strategy by Ken Doughty CISA CBCP

2 Week Recovery

- **Hot site** - Fully operational **computer center** including data and voice communications.
- **Alternate LAN Server** - A **LAN server**, fully configured, ready to be shipped and installed at the organization's permanent or alternate site.
- **Physical separation** of telecommunications **network devices** (previously centralized) to reduce the likelihood of a single point of failure.
- **Establishment of SLA**- Service Level Agreements with a BCP recovery company to provide services such as **hot, warm or cold sites and mobile facilities**.
- **Duplication** of **telecommunications** network such as designating another telecommunication carrier or switching capability.
- **Creation of a full-time BCP team** which is responsible for maintaining and **testing the organization's technical BCP**.

2 Hrs?

- **And Pre-Deployed, telework-based, COOP team**

TYPICAL COOP COSTS

Selecting the "Right" Business Continuity Planning Recovery Strategy by Ken Doughty CISA CBCP

- **Activation of SLA** - often a **once-up cost**, plus on-going costs until services/products are no longer required (cessation of disaster)
- **Staffing** such as **overtime, temporary, contractors** and others
- **Logistics** such as **transportation of staff and resources**, couriers etc
- **Accommodation** costs such as **hiring personnel/leasing of temporary offices, accommodations for staff** and other personnel
- **Procurement of non-IT resources** including desks, chairs, tables, safes, cabinets, photocopiers and stationery
- **Procurement of IT resources** including faxes, hand-sets, printers, desktop PCs, notebook computers, terminals, and scanners
- **Miscellaneous** costs such as **insurance deductibles, security, salvage of assets and clean up** at disaster site,

ARE THE PRIORITIES RIGHT?

If ...

- ... most plans focus on systems*
- ... most plans are rarely tested*
- ... most plans do not consider shared resources*
- ... most of the costs are associated with staff*

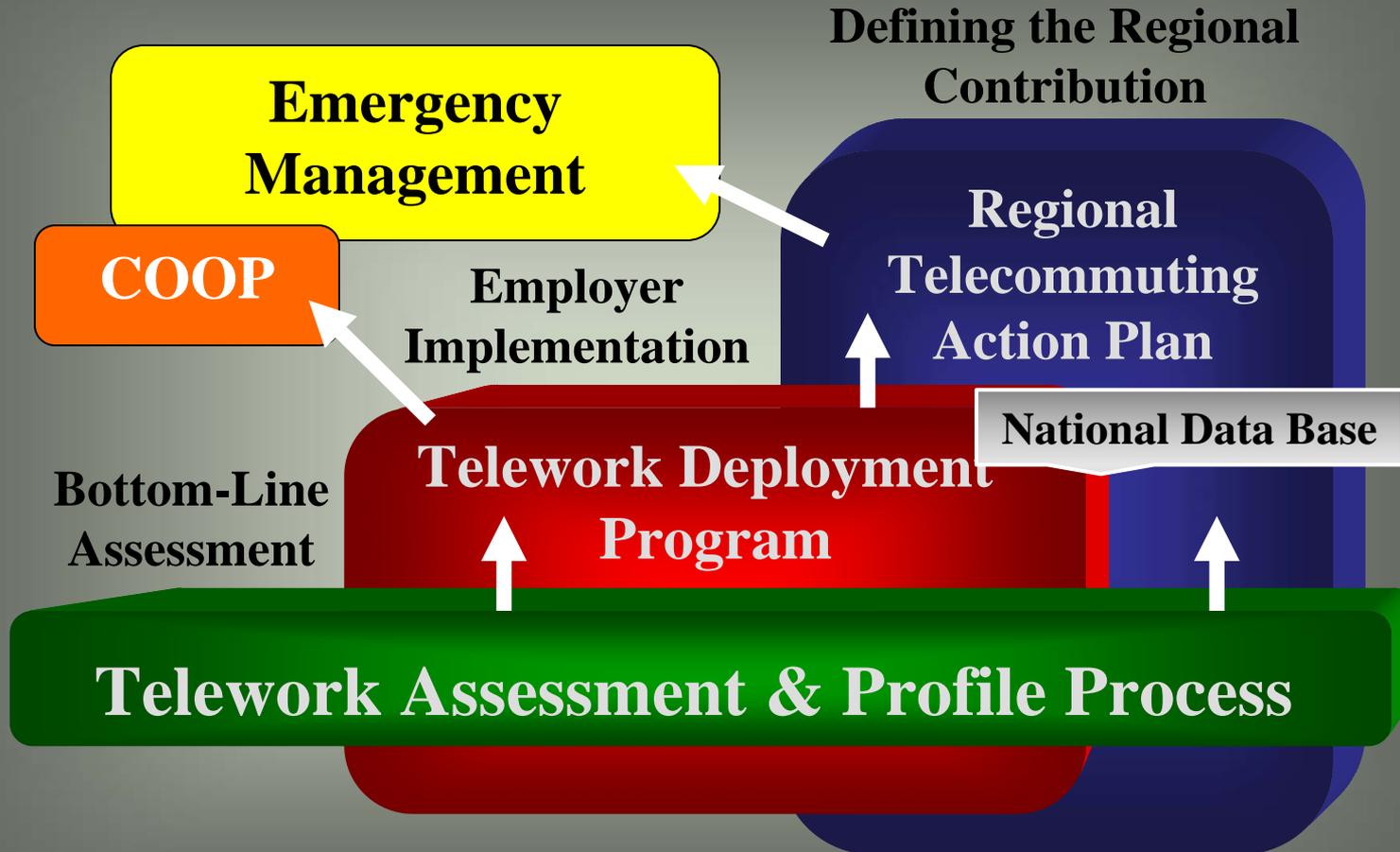
And if Strategic Telework...

- ... is tested every day*
- ... has equipment and staff in place*
- ... by it's nature, reduces costs*

Then...

- ... is telework not beneficial?*

STRATEGIC TELEWORK



TELEWORK DEPLOYMENT PLAN

Modeling Screen

Select Phase

TAPP MIA SAM

PRD TIP MRP

Activities

- Setup Telework Config
- Setup Continuity Roles
- Continuity Config
- Scenario Deployment
- Scenario Facilities
- Scenario Finance
- Scenario HR Factors
- Scenario Office Config
- Scenario Continuity
- Scenario TDM
- Modeling Screen
- Access TDP-Project

- Setup Staff
- Project Status
- Report Selector
- Inquiry Selector

Critical Path Status

Recycling Parameters

2/2/2004 - 11/14/2005

Responsible Staff

Deployment Complete

E+03 Days Phase

Telework Deployment Program (TDP)

Profit and Performance through Telework

SCENARIO DESIGNER and MANAGER

Client: Virtual Corporation Group: Consulting Group

Division: Operations Site: MIS

Setup Build Scenario Select Scenario Thru Year

FAC	Facilities		Group Master
DEP	Deployment		
	Finance		Save List Review
	Human Resources		Client Master
H.O.	Home Office		
CONT	Continuity		Create List
TDM	Travel Demand		Profile Compare

MATRIX ANALYSIS

X Axis # % Detail

Y Axis Print

High Medium Low

1 Day

2 Day

3 Day

4 Day

5 Day

SCENARIO SUMMARY

Occupations / # Employees / %

Totals	700	
# Assessed	74	10.57%
# Compatibl		
# Deployed	56	75.68%

Business Continuity: Trips Saved: _____

Involved % Cost: Miles Saved: _____

AvgSqFt /Emp _____

Finance: TSqFt Saved _____

Configs: S/D.Emp/Yr _____

TDM: Employer: _____

HR: Employees: _____ \$1

Facilities: Community: _____

REPORT SELECTOR

Assessment and Profile	Investment Analysis	Scenario Parameters
Scenario Development	Scenario Evaluation	Matrix Analysis
Policy Review and	Implementing the Strategy	Monitor and Refine

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TELEWORK DEPLOYMENT PLAN

Five -Year Deployment Benchmarks

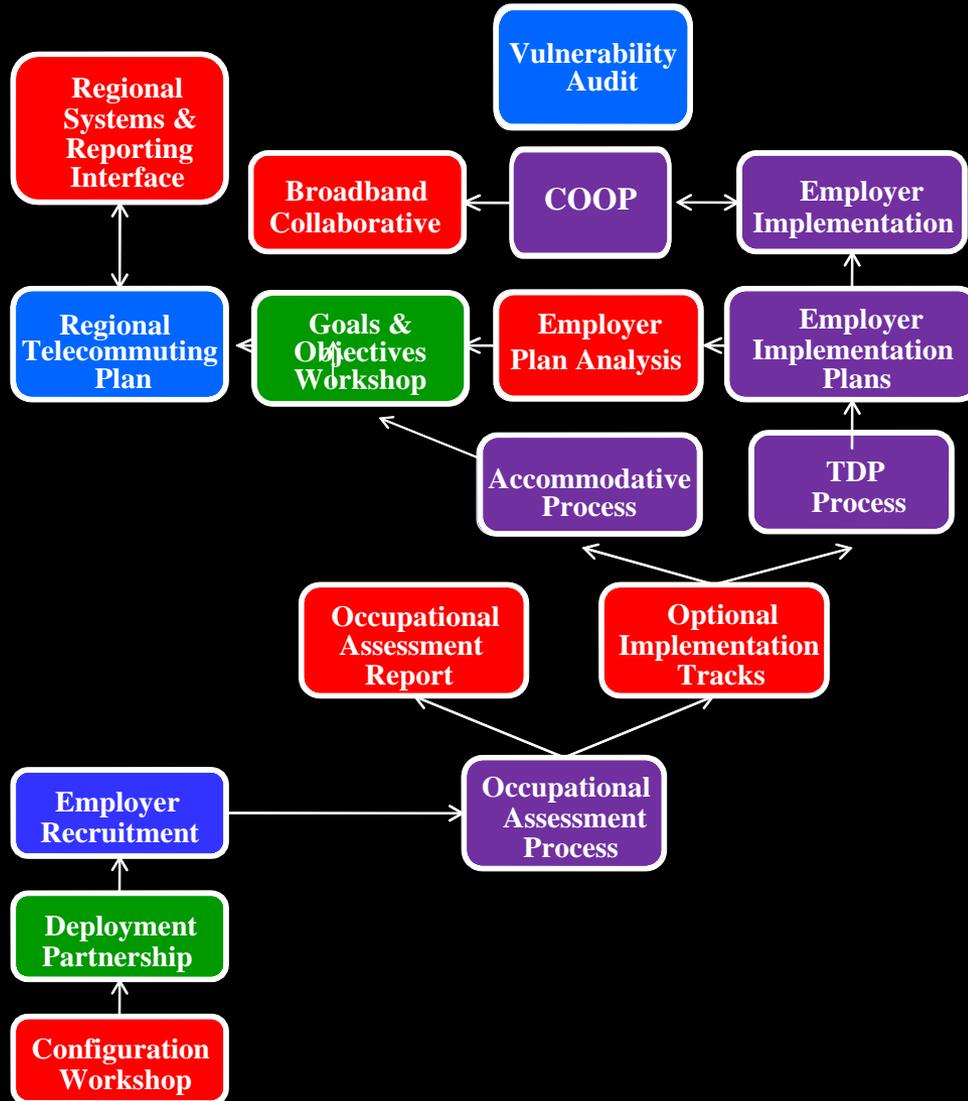
BENCHMARKS	Year One	Year Two	Year Three	Year Four	Year Five	Total
DEPLOYMENT						
<i># of Job Classes</i>						
<i># of Employees</i>						
<i>Areas to Convert</i>						
<i>Sq to Convert</i>						
<i>COOP Workers</i>						
CASH FLOW						
<i>Bottom-Line</i>						
<i>Comm Systems</i>						
<i>IT Systems</i>						
<i>IS Peripherals</i>						
<i>Furniture</i>						
<i>Services</i>						
ASSUMPTIONS						
<i>Productivity</i>						

TELEWORK DEPLOYMENT PLAN

Emergency Deployment

Job Class	# Employees in Job Class	Regular Deployment	Pandemic Deployment	Level I Crisis Deployment	Level 2 Crisis Deployment	Level 3 Crisis Deployment

THE RTAP- Phase I



THE RTAP: Phase I

At 100% Deployment of the Potential

SAVINGS CATEGORIES	VALUE
Trip Reduction	\$ 30,611,500
Emission Reduction	\$ 6,623,736
Energy Savings	\$ 15,097,151
Accident Reduction	\$ 141
Employee Savings	\$ 48,487,952
REGIONAL SUBTOTAL	\$100,820,480
Productivity	\$ 1,083,792
Turnover Reductions	\$ 1,158,399
Recruitment Savings	\$ 165,486
Real Estate	\$ 12,187,010
COOP	\$227,767,540
EMPLOYER SUBTOTAL	\$343,182,707
Disaster Mitigation	\$240,000,000
CONTINGENT SUBTOTAL	\$240,000,000
TOTAL	\$583,182,707

RTAP: Phase I

Telework's Impacts, by Sector

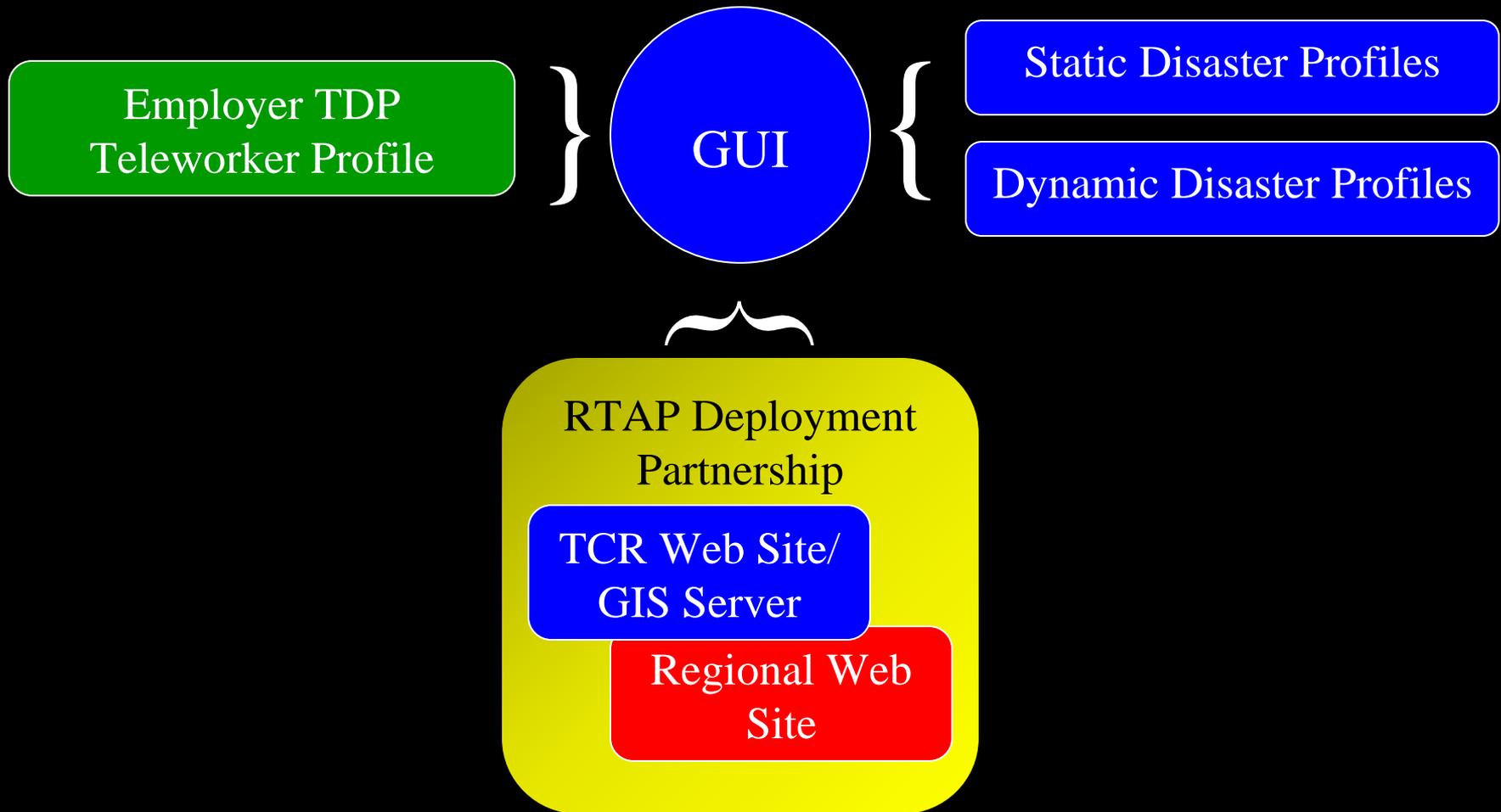
Industry	Number of Employers	Extended Employment	Trips Saved	Miles Saved	Property Injury	Barrels of Oil	Emissions Saved (Tons)	Employee Savings	Employer Savings
Accommodation									
F.I.R.E.									
Mining & Misc									
Public Admin									
Services									
Quantity									
Value									
Regional Value									

THE RTAP: Phase I

Analyzing/Quantifying Deployment Options

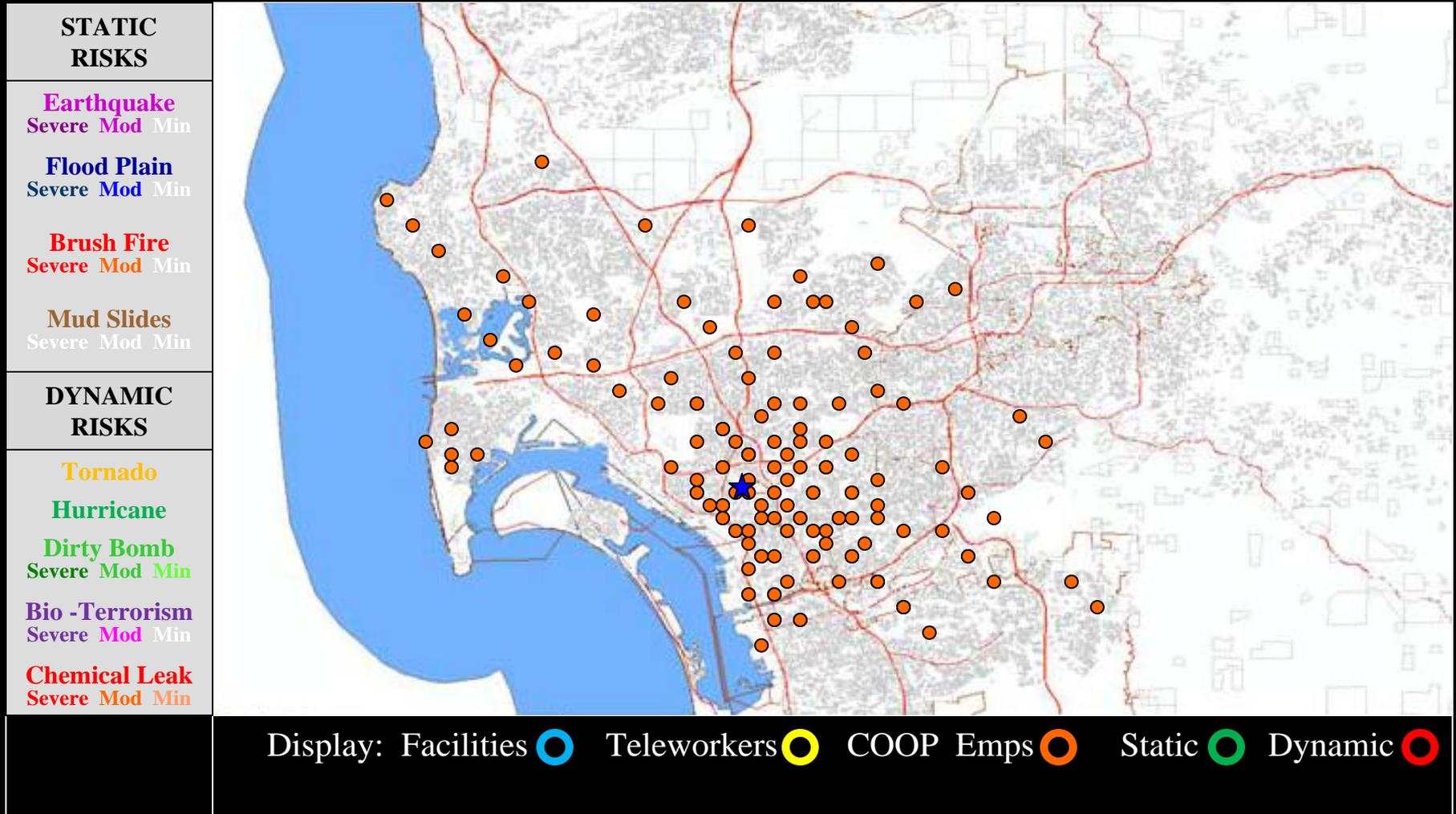
	Normal	Crisis I	Crisis II	Crisis III	Pandemic
Corridor Impacts					
Or					
Traffic Assignment					
Zones					
Or					
Response Area					
Or					
Business Sector					
OR					
City/County					
Or					
?????????					

THE VULNERABILITY AUDIT



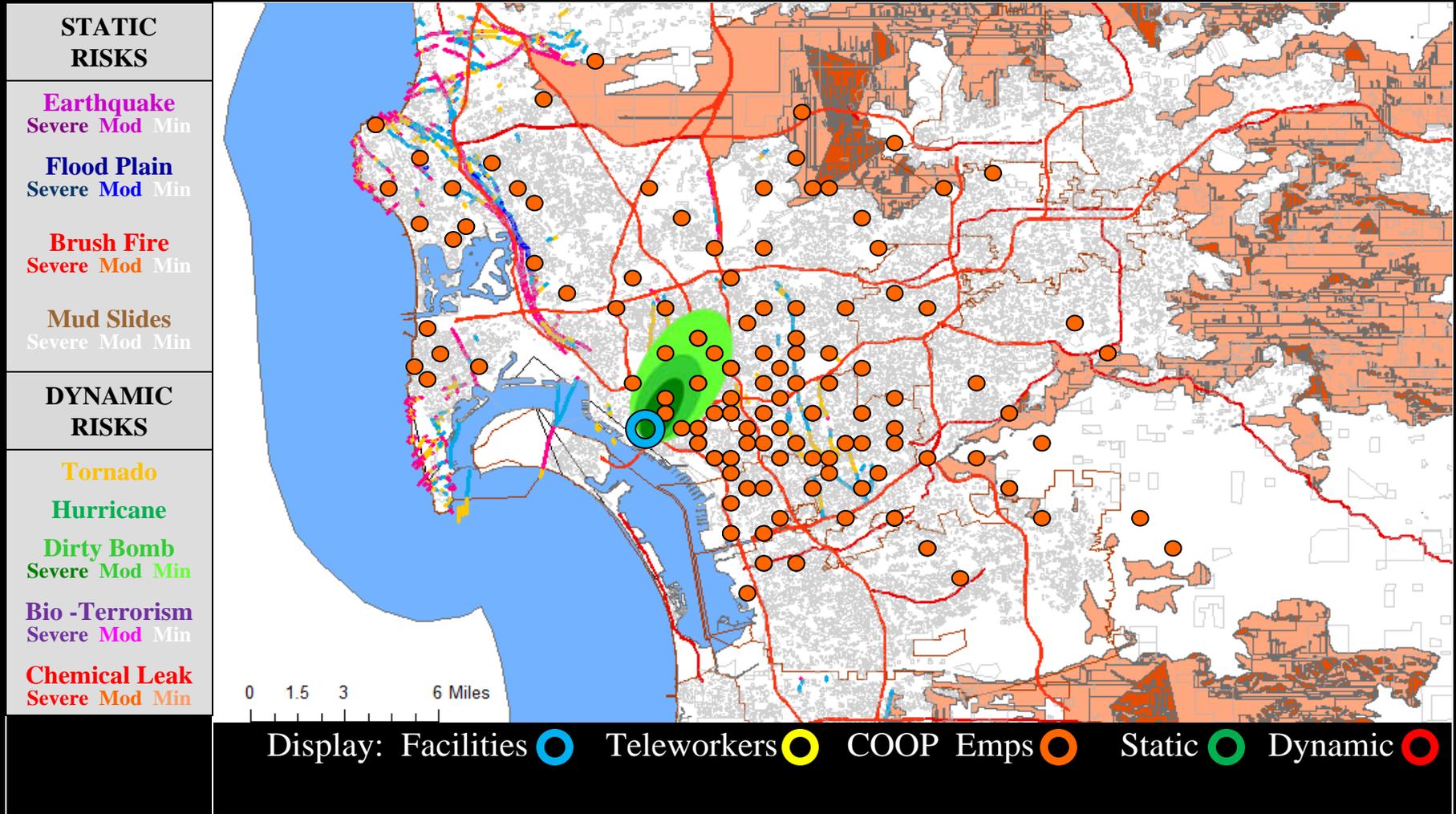
THE VULNERABILITY AUDIT

The Deployment



THE VULNERABILITY AUDIT

Deployment Selection



THE VULNERABILITY AUDIT

Bandwidth Demand

	Demand	Capacity	% Avail
Phone Lines- Dial up			
Central Offices			
Concurrent Users			
Cable			
Hubs			
Concurrent Users			
Satellite			

SYNTHESIS:

Collaboration, with Relevant Tools, Yields Better Results

Wrap Up and Dialogue

- Do you agree with the benefits of this overall approach?
- Would this tool help readiness/mitigation?
- Do you have data sets that should be included?
- Would you like to help deploy this tool?

Partners in the effort:



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