TK014   *Pandemic Preparedness*

These NOREX Member-contributed documents include pandemic plans, business continuity plans, crisis management, work-from-home policies, transcripts, and polls.

The NOREX Document Library contains working documents written and voluntarily contributed by member companies of the NOREX IT Networking Consortium. These documents help members shorten development time and avoid reinventing the wheel.

Pandemic Plans

COVID-19 RESPONSE TELEWORK SURGE CHECKLIST. This document is designed as a quick reference for considering important factors in a teleworking strategy that minimizes downtime and latency. 10 Pages (20-877)

PANDEMIC PREPAREDNESS PLAN. Here is a flexible guide for responding to the problems associated with a pandemic influenza outbreak. 31 Pages (20-859)

PANDEMIC PLAN: ISOLATION GUIDE. This document provides a flexible plan for the isolation of staff in the event of an outbreak of illness such as influenza. 3 Pages (20-858)

PANDEMIC BUSINESS CONTINUITY PLANNING STRATEGY. This document describes a strategy for sustaining utility operations in the event of an influenza pandemic, based upon previous world pandemic events. This strategy can be updated and applied to potentially pandemic situations. 36 Pages (47-494)

IT PANDEMIC BUSINESS CONTINUITY PLAN. This document serves as protection for employees, customers, assets & information, and will minimize restoration time in the event of a pandemic. 28 Pages (47-493)

Business Continuity

IT SERVICE CALL PROTOCOL. During the COVID-19 crisis, a protocol was established for help desk support which includes virtual support, concierge service, house calls, and new employee onboarding. 1 Page (20-884)

BUSINESS CONTINUITY MANAGEMENT POLICY. Effective contingency planning can minimize the impact of a disaster or threat. This document provides planning and program guidance for implementing a Business Continuity Plan (BCP). 17 Pages (20-685)

BUSINESS CONTINUITY PLAN. The following BCP template is a guide for creating your own continuity plan to preserve critical processes and operations. 14 Pages (20-684)

BUSINESS CONTINUITY MANAGEMENT. Included in this Business Continuity Plan are policies, procedures, and organization charts for crisis management and disaster recovery. 93 Pages (20-682)

BUSINESS CONTINUITY PLAN. This document provides planning and program guidance for implementing the company's Business Continuity Plan. 32 Pages (20-057)

Crisis Management

CRISIS MANAGEMENT SCENARIO. A discipline of Continuity Management, Crisis Management includes business & systems recovery. A strong program will help manage a crisis such as a cyber attack. 17 Pages (50-231)

CRISIS MANAGEMENT STEERING COMMITTEE CHARTER. The risk processes and responsibilities of a crisis management steering committee are outlined here. 2 Pages (50-229)

Work-From-Home / Remote Office

SAFETY STEPS FOR ONLINE USERS. Practice these six simple steps for safety while online at work or at home. 1 Page (50-321)

FLEXPLACE POLICY. Various forms of a successful remote work arrangement are explained and referenced in this policy. 5 Pages (50-306)

FLEXPLACE SAFETY CHECKLIST. The following checklist is recommended for use in organizing an alternate work site as part of a Flexplace or Work-From-Home program. 2 Pages (50-305)

FLEXPLACE AGREEMENT. This agreement is an overview of the arrangement and expectations involved in a Flexplace or Work-From-Home (WFH) program. 2 Pages (50-304)

FLEXPLACE REQUEST FORM. This form is useful for those who wish to request consideration for a Flexplace or Work-From-Home program. 2 Pages (50-303)

FLEXPLACE ASSESSMENT FORM. Determine whether your employees are a good fit for Flexplace or WFH (Work-From-Home) positions using this form. 2 Pages (50-302)

SAMPLE TELEWORK POLICY. Compensation, supplies, equipment, confidentiality, security, and performance are some of the remote workforce topics covered in this policy. 8 Pages (20-886)

SAMPLE TELEWORK RESOURCES FAQ. The following list of Frequently Asked Questions has been developed to assist divisions in their telework planning purposes. 2 Pages (20-885)

WORK-FROM-HOME EMPLOYEE REQUIREMENTS CHECKLIST. Employee requirements checklist to WFH. 1 Page (20-883)

TELECOMMUTING AGREEMENT. This is an example of a telecommuting agreement between supervisors and the potential telecommuter. 3 Pages (20-840)

FLEXIBLE WORK POLICY. This document will highlight three types of flexible work arrangements. 4 Pages (20-825)

IT TELECOMMUTER NORMS. These norms are expectations set for employees in addition to a telecommuting policy. 2 Pages (20-824)

FLEX OR WORK-FROM-HOME PROGRAM. This document explains one organization's flexible work from home (WFH) program, including eligibility and options. 4 Pages (20-814)

ALTERNATIVE WORK LOCATION AGREEMENT. This agreement details an employee's work from home (WFH) arrangement with the employer. 1 Page (20-813)

FLEXPLACE PROPOSAL. This worksheet will help you think about your potential flexible work arrangement and develop your proposal. 3 Pages (20-759)

FLEXPLACE OR WORK-FROM-HOME ASSESSMENT. Is Flexplace or Full Time Work From Home (WFH) a viable option for you to consider? Complete this assessment to learn how your role, work style, and personality may impact your success. 3 Pages (20-758)

FLEXPLACE AGREEMENT. The following constitutes the terms and conditions of the Flexplace agreement, a Work From Home option. 3 Pages (20-757)

REMOTE WORK POLICY. This policy provides employees with the standards and procedures related to a remote work arrangement. 5 Pages (20-756)

TELECOMMUTING REQUEST FORM. The following form can be used by employees who would like to request a Work From Home (WFH) or telecommuting schedule. 1 Page (20-755)

TELECOMMUTING PROGRAM STANDARD. This standard applies to all telecommuting personnel and can be used for guidance for employees and managers in defining other alternative work arrangements. 4 Pages (20-754)

ALTERNATIVE WORK ARRANGEMENTS. Alternative work arrangements can reduce traffic congestion during peak periods, reduce commute trips, increase productivity, and/or provide personal benefit to employees to balance work and home life needs. 8 Pages (20-563)

FLEXIBLE WORK AGREEMENT. This agreement documents the IT Department's flexible work arrangements with exempt professional staff that are working offsite one day a week on a regular schedule. 2 Pages (20-521)

REMOTE OFFICE STIPEND POLICY. This policy defines the necessary criteria and process for full time work-from-home employees to receive monthly stipend payment to use their personal computer equipment for job performance. 3 Pages (20-389)

SUPERVISOR TELECOMMUTING HANDBOOK. Supervision of telecommuters brings additional challenges with fostering teamwork, monitoring, and measuring performance. 8 Pages (20-309)

TELECOMMUTER HANDBOOK. Work schedules, ergonomics, workplace culture, and administrative issues of telecommuting are included in this handbook. 5 Pages (20-308)

TELECOMMUTING POLICY. Policy and guidelines of telecommuting describe how to improve staff efficiency without compromising productivity. 7 Pages (20-307)

TELECOMMUTING POLICY OVERVIEW. Outlined in this policy are telecommuting expectations, equipment, hours of work, eligibility, and more. 2 Pages (20-306)

[WORK-FROM-HOME SECURITY GUIDANCE.](#) Use the guidance provided in this document to improve the security of WFH. 4 Pages (20-882)

[WORK FROM HOME AGREEMENT.](#) This agreement documents the IT Department's flexible work arrangements with exempt professional staff that are working offsite one day a week on a regular schedule. 2 Pages (20-268)

[IT TELECOMMUTING POLICY.](#) This document defines guidelines surrounding telecommuting in the IT Department and defines which positions are candidates for an alternate work environment. 3 Pages (20-154)

Discussions & Polls

[PANDEMIC CRISIS PREPAREDNESS.](#) NOREX members discuss business continuity, disaster recovery and updated policies to prepare for the possibility of a pandemic. 12 Pages (NV2307)

[DISASTER RECOVERY/ BUSINESS CONTINUITY.](#) This December 2019 discussion begins with best practices in conducting the Business Impact Analysis (BIA) and continues with a variety of DR and BC topics, solutions, polls, chats, and more. 17 Pages (NV2301)

[NOREX QUICK POLL RESULTS: WORK-FROM-HOME TRENDS.](#) In October 2019, 200 NOREX members responded to a poll on Work-from-Home Trends. Questions covered organization's practices and policies on employees working from home. Key comments were given on what IT positions were allowed to work from home, when is it offered, what support employees receive and what benefits and negatives are seen from staff working from home.14 Pages (NP2297)

[CRISIS MANAGEMENT.](#) This May 2017 session featured a member presentation on the adoption of a formal IT Crisis Management process. 25 Pages NV2165)

[CIO: Remote Workforce / Work-from-Home.](#) The benefits and concerns of supporting a remote workforce and a work-from-home program are a hot topic for IT executives. In December 2019, NOREX members discuss experiences, recommendations, policy, tools to support, and general consideration when offering employee remote workforce / WFH programs. 26 Pages (CV073)

Member-Contributed Links & Comments

SANS Security Awareness Work-from-Home Deployment Kit
https://www.sans.org/security-awareness-training/sans-security-awareness-work-home-deployment-kit

Our office is closed. But we're 100% using Teams to communicate, and to solve issues via screen sharing. Works great.
We've been training people on Teams, OneDrive Since January. It's paying off. I'm able to handle all issues via a chat, or a screenshare.

For Client Server applications people use VPN to connect to our servers that are onsite.
We're also conducting video meetings via Teams also.
There are some users that didn't attend any meetings, and it's difficult for them to grasp screen share, or to enable video.

Here's a link to short 1-2 minute videos about Teams. It's a Microsoft Production. Very helpful.
https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

No FAQ I can share per se…
But the 'why' behind this social isolation is to avoid burying hospital resources. As it is particularly contagious, airborne, and stays a long time on hard surfaces.
BCP wise, This may be a long road, to avoid burying hospitals, until a vaccine…   Apparently this is the study that changed US/UK actions.
https://www.technologyreview.com/s/615370/coronavirus-pandemic-social-distancing-18-months/
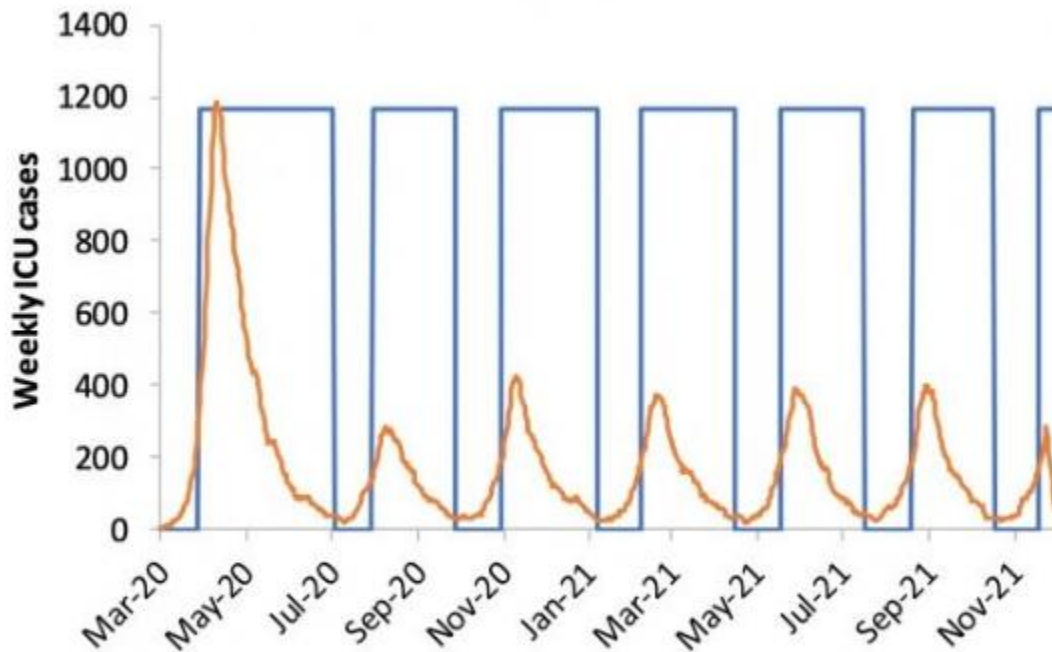
Periodic bouts of social distancing keep the pandemic in check.
IMPERIAL COLLEGE COVID-19 RESPONSE TEAM.