WORK AT HOME
THE NEW RECOVERY PANACEA?

BARNEY PELANT, MBCP
BARNEY F. PELANT & ASSOCIATES, LLC

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AGENDA

- What is Work-At-Home?
- Plan for Work-At-Home as a Strategy!
- Develop It!
- Validate It!
- Practice It!
WHAT IS WORK-AT-HOME?
WHAT IS WORK-AT-HOME?

- What is Work-At-Home?
  - Extension of the Formal Workplace
  - Physical Workplace Workstation
  - Virtual Workplace Environment
  - Other?
WHAT IS WORK-AT-HOME?

- Why Work-At-Home – Normal Operations?
  - Employer Perspective:
    - Brick and Mortar Savings
    - Potentially Better Job Performance
  - Work Responsibilities Perspective:
    - Field or Remote vs. In-house Responsibilities
    - Field or Remote vs. In-house Interdependencies
  - Employee Perspective:
    - Lower Commuting Costs
    - Potentially Better Life and Work Balance
WHAT IS WORK-AT-HOME?

Why Work-At-Home – Recovery Strategy?

- Employer Perspective:
  - Cost Effective for Short Recovery Windows
  - Cost Effective to Exercise and Use

- Work Responsibilities Perspective:
  - Quick Activation following an Event
  - Can Provide Workaround for Longer Recovery Windows

- Employee Perspective:
  - Remain Local versus Mobilizing to Remote Location
  - Potentially Better Life and Work Balance
WHAT IS WORK-AT-HOME?

What makes Work-At-Home Viable?
- Work Area Selection Process
- Employee Assessment
- Work-At-Home Policies
- Technical Support
- Other?
WHAT IS WORK-AT-HOME?

- Bottom Line!
  + Permitting Work-At-Home will require changes to Normal Operating Procedures!
  + Work-At-Home must be viable for Normal Operations to be viable as a Work Area Recovery Strategy!
PLAN FOR WORK-AT-HOME AS A STRATEGY!
PLAN FOR WORK-AT-HOME AS A STRATEGY!

- Develop Background Knowledge:
  + What areas now permit Work-At-Home?
    - What are the Strengths and Weaknesses?
    - What makes Work-At-Home Successful?
  + What areas *are* candidates for Work-At-Home?
  + What areas *are not* candidates for Work-At-Home?
  + What changes to the workplace may be necessary to permit Work-At-Home?
PLAN FOR **WORK-AT-HOME** AS A STRATEGY!

- Develop Background Knowledge:
  - What Regulations govern the operations of Work-At-Home candidates?
    - Financial Industry Regulatory Authority (FINRA)?
    - Health Insurance Portability and Accountability Act (HIPPA)?
    - Fair Labor Standards Act (FLSA)?
    - National Labor Relations Act (NLRA)?
    - Occupational Safety and Health Act (OSHA)?
    - Other?
  - How will Regulatory Requirements be Met?
PLAN FOR **WORK-AT-HOME AS A STRATEGY**!

- Develop Background Knowledge:
  - What Legal Agreements affect the operations of Work-At-Home candidates?
    - Organized Labor or Collective Bargaining Agreements?
    - Employment Agreements?
    - Independent Contractor Agreements?
    - Service Level Agreements?
    - Customer and Supply-Chain Performance Agreements?
    - Other?
  - How will Legal Agreement Requirements be Met?
PLAN FOR WORK-AT-HOME AS A STRATEGY!

- Develop Background Knowledge:
  + What are the business operating requirements for Work-At-Home candidates?
    - Work Area Environment Requirements?
      - Work Surface Area?
      - Seating?
      - Paper File Storage?
      - Privacy/Security?
      - Noise Level?
      - Other?
    - Whose responsibility is it to satisfy requirements?
PLAN FOR WORK-AT-HOME AS A STRATEGY!

- Develop Background Knowledge:
  - What are the business operating requirements for Work-At-Home candidates?
    - Work Area Equipment & System Requirements?
      - Dedicated or Personal - Desktop or Laptop Computer?
      - Operating System and Applications?
      - Data File Storage?
      - Printer, Scanner, Copier and/or Multiple Monitors?
      - Shredder?
      - UPS/Battery Backup?
      - Other?
    - Whose responsibility is it to satisfy requirements?
PLAN FOR WORK-AT-HOME AS A STRATEGY!

❖ Develop Background Knowledge:
  ❖ What are the business operating requirements for Work-At-Home candidates?
    ❖ Work Area Voice & Data Network Requirements?
      ❖ VOIP or Separate Business Voice Line?
      ❖ Secure High-speed Internet Service?
      ❖ GETS/WPS Priority Service?
      ❖ Secure VPN Access?
      ❖ Other?
    ❖ Whose responsibility is it to satisfy requirements?
Plan for Work-at-Home as a Strategy!

- Develop Background Knowledge:
  + What are the business operating requirements for Work-At-Home candidates?
    - Business Process Requirements?
      ★ Input and Output Interdependencies?
      ★ Face-to-Face Communication Requirements?
      ★ Incoming Mail?
      ★ Paper vs. Electronic Data Handling?
      ★ Output?
      ★ Other?
    - How will these be satisfied in a Virtual Environment?
PLAN FOR **WORK-AT-HOME AS A STRATEGY**!

- Develop Background Knowledge:
  - What are the business operating requirements for Work-At-Home candidates?
    - Management Control Requirements?
    - Supervision Requirements?
    - Face-to-Face Communication Requirements?
    - Performance Measurement?
    - Problem Resolution?
    - Other?
  - How will these be satisfied in a Virtual Environment?
Plan for Work-At-Home as a Strategy!

- Develop Background Knowledge:
  - What are the business recovery requirements for Work-At-Home candidates?
    - Business Recovery Requirements?
      - Business Process - Recovery Time Objectives (RTO’s):
      - Supporting Systems - Recovery Time Objectives (RTO’s)
      - Dependent Information - Recovery Point Objectives (RPO’s)?
      - Other?
    - How will these be satisfied and supported remotely?
PLAN FOR **WORK-AT-HOME AS A STRATEGY**!

- Develop Background Knowledge:
  + What are the potential recovery issues with Work-At-Home candidates?
    - All the operating issues of Normal Operations, *plus*:
      ✴ Resource limitations and recovery risks!
      ✴ Inability to meet Recovery Time Objectives (RTOs)!
      ✴ Inability to resume operations at an acceptable level of performance and control!
      ✴ Maximum duration as a viable strategy, and then what?
      ✴ Other?
  - What is our Contingency Plan?
PLAN FOR WORK-AT-HOME AS A STRATEGY!

- Develop Background Knowledge:
  + What are the potential legal exposures with Work-At-Home candidates?
    ✗ Workers’ Compensation claims stemming from hazards in the Home Work Area Environment?
    ✗ Fraud claims for injuries suffered during Work-At-Home?
    ✗ Disputes over hours worked while Work-At-Home?
    ✗ Consequences of telling Employees what they can do in their own Home?
    ✗ Other?
  + How can we minimize these Legal Exposures?
PLAN FOR WORK-AT-HOME AS A STRATEGY!

- Develop Background Knowledge:
  - What is Your Organizational Tolerance for Risk?
    - What is Your Strategic Business Plan?
    - What are the Consequences of Failure?
    - What are the Consequences of Success?
    - How Prepared are you for Failure?
    - How Prepared are you for Success?
    - What is your Organizational Tolerance/Acceptance of the Risks of permitting Work-At-Home for:
      - Normal Operations?
      - Work Area Recovery?
DEVELOP WORK-AT-HOME AS A STRATEGY!

- Build on Background Knowledge:
  + Define Work Area Selection Process
  + Develop an Employee Assessment Process
  + Develop Work-At-Home Policies
  + Build robust Technical Support
  + Fund and Implement!
Define Work Area Selection Process:

- **Job Function:**
  - Does not require continual presence in Work Place
  - Does not need to be performed in the presence of others or require access to special equipment
  - Is permitted to be carried out remotely under governing regulations and legal agreements
  - Performed remotely results in Acceptable Risks
  - Other?
DEVELOP **WORK-AT-HOME AS A STRATEGY**!

- Develop an Employee Assessment Process:
  + Assessment for Work-At-Home suitability must be Objective, and should consider:
    - Desires of the Employee
    - Employee’s Normal Work Habits
    - Availability of a safe, ergonomically effective and dedicated area for Work-At-Home responsibilities
    - Other?
DEVELOP **WORK-AT-HOME AS A STRATEGY!**

- **Develop Work-At-Home Policies:**
  - Work-At-Home Policies must be objective and consider the needs of the employer and employee:
    - Employees will only be allowed to Work-At-Home if their Job Responsibilities permit it
    - Decision to Work-At-Home shall be voluntary
    - Employee Assessment for Work-At-Home suitability shall be made by Immediate Manager
    - Employee is responsible for maintaining a safe and appropriate Work-At-Home environment
    - Employee shall attend a prescribed Orientation and Training before beginning Work-At-Home
DEVELOP WORK-AT-HOME AS A STRATEGY!

- Build robust Technical Support:
  - Technical support is the means of making Work-At-Home feasible, and should include:
    - Secured Remote access for Internal Systems
    - Audio/Video Conference Calling Capability
    - Screen Sharing Capability
    - Cloud-based Office Systems Access
    - Cloud-based Storage
    - 24x7 Technical Support
    - Other?
Validate Work-At-Home as a Strategy:

- Table Top Exercises (Normal Scenarios)
- Table Top Exercises (Event Scenarios)
- On-site Validation
- Off-site Validation
- Participation?
VALIDATE WORK-AT-HOME AS A STRATEGY!

- Table Top Exercises (Normal Scenarios):
  - Conference Room review of all relevant procedures and documentation to validate:
    - Viability of assuming Job Responsibilities?
    - Viability of carrying out Job Responsibilities?
    - Viability of Work-At-Home Policies and Procedures?
    - Viability of maintaining Management Control?
    - Maximum duration for Normal Operations?
  - Update policies, procedures & strategy!
VALIDATE WORK-AT-HOME AS A STRATEGY!

Table Top Exercises (Event Scenarios):

- Conference Room review of all relevant procedures and documentation to validate:
  - Viability of assuming Job Responsibilities within RTO?
  - Viability of carrying out Job Responsibilities under potential resource limitations?
  - Viability of Work-At-Home Policies and Procedures?
  - Viability of maintaining Management Control?
  - Maximum duration as a Strategy!

- Update policies, procedures & strategy!
On-site Validation:

- Location:
  - Empty Office
  - Guest Office
  - Hoteling Office
  - Conference Room
  - Other?

- Exercise:
  - Normal Operations Scenarios
  - Event Scenarios
  - Update policies, procedures & strategy!
VALIDATE **WORK-AT-HOME** AS A STRATEGY!

- **On-site Validation:**
  - **Operating Environment:**
    - Simulated Work-At-Home Workstation
    - Simulated Work-At-Home Limitations
    - Secured Wi-Fi Network with Remote Login Access
    - Outside Telephone Line for Remote Dial-in
    - Portable Computing Device
    - Easy Return to Normal Operating Environment
VALIDATE WORK-AT-HOME AS A STRATEGY!

- Off-site Validation:
  - Location:
    - Work-From-Home
    - Alternate Work-Site Location (Regional or Partner Office)
    - Alternate Recovery Work Area
    - Public Work-Site Location (Library)
    - Other?
  - Exercise:
    - Normal Operations Scenarios
    - Event Scenarios
    - Update policies, procedures & strategy!

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VALIDATE WORK-AT-HOME AS A STRATEGY!

- Off-site Validation:
  - Operating Environment:
    - Actual Work-At-Home or Remote Workstation
    - Actual Work-At-Home or Remote Limitations
    - Secured Wi-Fi Network with Remote Login Access
    - Outside Telephone Line for Remote Dial-in
    - Portable Computing Device
    - Non-easy Return to Normal Operating Environment
Validate Work-At-Home as a Strategy:

- Table Top Exercises (Normal Scenarios)
- Table Top Exercises (Event Scenarios)
- On-site Validation
- Off-site Validation
- Participation!
Incorporate into Normal Operations:

- Rotate Work-At-Home schedule for Staff
- Work at least one-day a week in Office
- Monday vs. Friday?
- Update policies, procedures and strategy as necessary!
Practice **work-at-home as a strategy!**

- Practice during potential interrupting events:
  - Potential weather-related interruptions
  - Planned public gatherings or city-wide events
  - Family emergencies
  - Update policies, procedures and strategy as necessary!
WRAP UP!

Is Work-At-Home a Work Area Recovery Panacea?

It Can be if you Plan, Develop, Validate and Practice for It!
WRAP UP!

To be Viable as a Work Area Recovery Strategy

Work-At-Home must be viable for Normal Operations
Thank You!
FOR FURTHER INFORMATION
PLEASE CONTACT

BARNEY PELANT AT:

BARNEY F. PELANT & ASSOCIATES, LLC
Business Continuity Planning & Development

email: BPelant@bfpelantassoc.com
web: www.bfpelantassoc.com
(630) 894-6989 voice
(630) 894-6994 facsimile

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