PANDEMIC PREPAREDNESS

These NOREX Member-contributed documents include pandemic and business continuity plans, documents on crisis management and safety, work-from-home policies, transcripts, and polls. | TK014

Business Continuity

BUSINESS CONTINUITY PLAN. This plan outlines procedures to take in the event of a serious business disruption affecting business functions, to ensure employee safety and provide a framework to ensure business continuity. 27 Pages (20-963)

CONTINGENCY PLANNING PROCEDURE. This document outlines a contingency planning procedure that applies to all information systems and components. It includes what must be done to recover key hardware components that all business software and applications require in order to run. 2 Pages (20-925)

HEALTHCARE BUSINESS CONTINUITY PLAN. This template details a healthcare business continuity program including disaster recovery strategy and service prioritization. 13 Pages (20-890)

CENTRAL SCHEDULING BCP. This Business Continuity Plan template focuses on a central scheduling concierge program in a healthcare setting. 8 Pages (20-889)

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 INTRODUCTION. This document is an introductory plan for enabling fast and effective recovery from an unforeseen disaster or emergency which interrupts normal business operations. 28 Pages (20-895)

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)

Discussions & Polls

CONSTRUCTION INDUSTRY: IT PROJECT MANAGEMENT TRANSCRIPT. NOREX Members discussed how best to elevate the presence of IT project management in the Construction Industry, community of practice standardization, master service integrators, Construction Management software, credential harvesting, and security. 14 Pages (NV2375)

SECURITY FRAMEWORKS TRANSCRIPT. NOREX Members discussed the hierarchy of security frameworks; most commonly used frameworks; categorization of control, platform, and risk frameworks; and active threat hunting. 14 Pages (NV2374)

VIRTUAL COLLABORATION & BUILDING CULTURE: WORK-FROM-HOME BEST PRACTICES TRANSCRIPT. NOREX Members discussed reconciling and standardizing a hybrid workforce, combating organization culture loss, maintaining productivity, security, connectivity issues, equipment reimbursement, and scheduling and hoteling solutions. 22 Pages (NV2373)

GLOBAL IT ISSUES TRANSCRIPT. NOREX Members discussed the biggest issues they and their organizations are facing with a global footprint in today's business climate. The expectations with employees able to return to the office, IT talent recruiting and hiring internationally, standardization of processes, cybersecurity, procuring equipment globally, keyboard sourcing, and in-country IT support were challenges shared by all Member participants. 17 Pages (NV2371)

MICROSOFT TEAMS BEST PRACTICES TRANSCRIPT. NOREX Members discussed the implementation of Microsoft Teams within an organization, Teams' members as part of the infrastructure or collaboration teams, the use of the exploratory license program, promoting adoption and usage of the platform, and VoIP integrations. 49 Pages (NV2369)

CLOUD-BASED STORAGE TRANSCRIPT. NOREX Members discussed the lessons learned, and difficulties experienced, when transitioning from on-prem storage to Cloud. The discussion covered the pros and cons of various Cloud platforms, security, policy and practices, and the dangers of accessibility. 17 Pages (NV2368)

VDI AND DESKTOP AS A SERVICE (DaaS) TRANSCRIPT. Members discuss their adoption to both VDI and DaaS environments during this February, 2021 WebForum. This discussion includes a detailed look at one members journey, several polls, and a lively chat. 18 Pages (NV2360)

RISK MANAGEMENT TRANSCRIPT. NOREX members share strategies for identifying, managing and reporting risks during this February 2021 session. 21 Pages (NV2358)

SECURITY INITIATIVES FOR 2021 TRANSCRIPT. NOREX members share 2021 IT security plans including budgets, initiatives and tools during this January 2021 session. 34 Pages (NV2354)

PLANNING FOR 2021 TRANSCRIPT. NOREX members share their expectations for IT budgets, staffing levels, security initiatives, user support trends and other 2021 issues during this December 2020 session. 19 Pages (NV2351)

BACKUP / RECOVERY TRANSCRIPT. Assuring that lost data can be accessed is a key factor to assuring businesses run smoothly. This discussion on this important task includes strong conversations around Veeam as a tool and its role in backing up Exchange. 10 Pages (NV2344)

MANAGING AND MONITORING REMOTE TEAMS TRANSCRIPT. NOREX Members share policies, procedures and tools for managing and monitoring remote workers during this August 2020 WebForum. 20 Pages (NV2339)

BUDGETING / COST SAVING MEASURES TRANSCRIPT. NOREX member discuss 2021 budget strategies and forecast in July 2021. Several polls and discussion on the COVID-19 impact on both decreased and increased spending is included. 17 Pages (NV2333)

CYBERSECURITY TRANSCRIPT. NOREX Members share cybersecurity best practices and tool recommendations during this July 2020 WebForum. 19 Pages (NV2331)

SUPPORTING PARTIAL OFFICE AND WORK FROM HOME TRANSCRIPT. NOREX Members organizations compare strategies and experiences in managing / preparing for the look of the future office during this June 2020 session. 21 Pages (NV2328)

ASSET MANAGEMENT / PROCUREMENT FOLLOWING COVID-19 TRANSCRIPT. NOREX Members discuss ITAM strategies and tools in light of the COVID-19 Pandemic during this May 2020 WebForum. 20 Pages (NV2323)

MICROSOFT TEAMS GOVERNANCE TRANSCRIPT. NOREX Members and guests share their experience, questions, and ideas on Microsoft Teams. This WebForum explored issues including best practices, migration, retention, managing groups, naming conventions, guest access, add-ins, and creation and archiving of teams. 49 Pages (NV2322)

COVID-19: BRINGING WORKFORCE BACK TRANSCRIPT. Organizations are currently working on how and when to move staff back to the office after the COVID-19 pandemic shutdown. Among the decisions to be made are whether to return the full or partial staff to the office. During this WebForum, NOREX Members and guests discussed options, resources, and lessons learned regarding equipment returns, social distancing in the office, government requirements and guidelines, stipends for employees, work prioritization, remote work tools, sanitizing, restrictions, and temperature scanning in the workplace. This transcript includes discussion about keeping the workforce safe after returning to the office, as well as a robust chat log conversation. 53 Pages (NV2321)

HELP DESK / SERVICE DESK TRANSCRIPT. Recent moves of entire workforces home has put a great deal of pressure on the Help Desks/Service Desks within companies. During this WebForum, NOREX members discuss the challenges and successes of those moves and the move back, metrics and how they are evolving and tools and training that members are using to service their organizations. This transcript includes a large discussion around tools, help desk to employee ratios and a robust chat log conversation. 33 Pages (NV2318)

COVID-19 PANDEMIC: RESPONSE, LESSONS LEARNED, WHAT'S NEXT? TRANSCRIPT. Members discuss how the organization has responded to the impact to the pandemic crisis. Lessons learned on supporting WFH from a technical, hardware, security and team engagement / collaboration, and what is next perspective are shared. Polls, links, and a lively chat section are included in this April, 2020 transcript. 28 Pages (NV2315)

PREPARATION FOR A REMOTE WORKFORCE TRANSCRIPT. With the onset of COVID-19 and the need for distancing, aggressive remote workforce processes are in place for most NOREX Member organizations. NOREX hosted this discussion on March 17, 2020 with over 200 participants. This transcript includes a very active chat log conversation, results from polls taken, and the takeaways we received from those who completed an evaluation. 48 Pages (NV2313)

ENDPOINT DETECTION / PREVENTION / RESPONSE TRANSCRIPT. Member organizations discuss Endpoint Detection / Prevention / Response during this March, 2020 WebForum. Several polls and a variety of products / solutions in use are included. 19 Pages (NV2310)

PANDEMIC CRISIS PREPAREDNESS TRANSCRIPT. 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 TRANSCRIPT. 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)

QUICK POLL RESULTS: COVID-19: WORKFORCE NEXT STEPS. In April 2020, over 200 NOREX members responded to a poll on workforce next steps in relation to the COVID-19 pandemic. Topics covered are when to bring employees back to the office, what measures will you deploy, and lessons learned and best practices implemented during the pandemic. 20 Pages (NP2319)

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)

CIO: ROLE / JOB DESCRIPTION OF THE CIO TRANSCRIPT. Senior IT leaders discuss the evolution of the Chief Information Officer role during this October 2020 session. 17 Pages (CV076)

CIO: IT'S ROLE IN BUSINESS SUCCESS TRANSCRIPT. Senior IT leaders share strategies for aligning IT with business objectives during this July 2020 WebForum. Topics include cloud computing, staffing, project prioritization and Business Intelligence tool recommendations. 20 Pages (CV075)

CIO: NAVIGATING INTERNATIONAL / GLOBAL IT ISSUES DURING A PANDEMIC TRANSCRIPT. During this CIO call, NOREX Members and guests shared experience and ideas on global office management, particularly in Asia. They discussed differences in products, regulations, firewalls, long distance connectivity, and collaboration tools. 21 Pages (CV074)

CIO: REMOTE WORKFORCE / WORK-FROM-HOME TRANSCRIPT. 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 screenshot.
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/
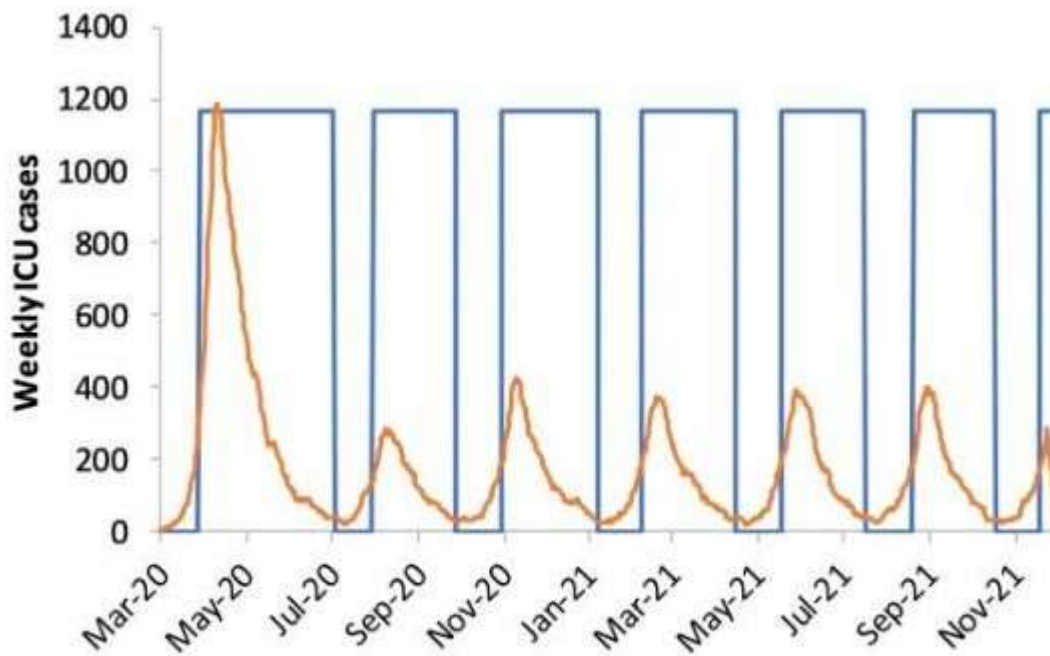
Periodic bouts of social distancing keep the pandemic in check.
IMPERIAL COLLEGE COVID-19 RESPONSE TEAM.

Pandemic Plans

COVID-19 PANDEMIC GUIDE. This guide provides COVID-19 health and hygiene information and summarizes related policies. 13 Pages (20-940)

COVID-19 CONTINUITY PLAN. This plan outlines the coordinated preparation and personnel response to ensure critical services are maintained during a COVID-19 or other pandemic outbreak. 3 Pages (20-893)

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)

Safety Guidelines

VISITOR SCREENING TOOL. This questionnaire is completed to gain entrance to facilities. It can be kept on file for contract tracing requirements. 1 Page (20-946)

RETURN-TO-WORK GUIDE. This guide lists steps and practices for reducing the risk of spreading COVID-19 after returning to the office. 4 Pages (20-945)

RETURN-TO-WORK ORIENTATION. This checklist covers health and safety guidelines for returning staff that have been home since the start of the pandemic. 1 Page (20-944)

RETURN-TO-WORK SCREENING. To minimize risk of spreading COVID-19, use this questionnaire prior to returning after any absence from work. 2 Pages (20-943)

CERTIFICATION LETTER FOR WORKFORCE TRAVEL. This letter certifies the classification of an essential business during the COVID-19 pandemic. 1 Page (20-942)

NOTIFICATION OF INFECTED EMPLOYEE PROCEDURE. This policy addresses steps to take in the event that an employee tests positive for COVID-19 and has been in the workplace within 14 days prior to being tested. 5 Pages (20-941)

VISITOR HEALTH QUESTIONNAIRE. For employee safety, and in the interest of ensuring a safe and healthy work environment, this questionnaire was developed to help monitor the risk of exposure to COVID-19. 1 Page (20-939)

INTERIM TRAVEL POLICY. This policy, created during the COVID-19 pandemic, provides guidance for business travelers to limit exposure and risk. 2 Pages (20-914)

SAFE WORK ACTION MANUAL. The Safe Work Action Manual includes practical recommendations, based on guidelines from the Centers for Disease Control and Prevention and World Health Organization, that could be tailored to address various scenarios you may face when returning to work. 32 Pages (20-910)

WORKPLACE PROTECTION AFTER COVID-19. These reminders provide information on cleaning, sanitizing, distancing, and other precautions when returning to the office after the COVID-19 pandemic. 3 Pages (20-907)

SOCIAL DISTANCING HANDOUT. These slides provide a definition of social distancing and how it can impact the workplace. 2 Pages (20-906)

CLEANING METHODS. This guide discusses the differences between cleaning, disinfecting, and sterilizing materials. 1 Page (20-905)

HEALTH ASSESSMENT POLICY. This policy explains one organization's plan for doing temperature scans and health screening for employees entering the office. 2 Pages (50-341)

EMPLOYEE TRAVEL PROTOCOL. In response to recommendations by the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC), in addition to recent guidance from government officials, updates have been made to this Travel and Visitors Policy. 2 Pages (50-333)

Work-From-Home / Remote Office

EQUIPMENT CHECKOUT POLICY. This document outlines policy for use of company equipment, tools, computers, or other property while working from a remote location. 3 Pages (20-1054)

TEMPORARY TELECOMMUTING POLICY. This policy outlines provisions and regulations for employees who need to work remotely on a temporary basis. 1 Page (20-985)

TELECOMMUTING AGREEMENT. This agreement lists employee and company expectations and provision of equipment for employees working remotely. 3 Pages (20-984)

COLLEGE WORK-FROM-HOME PROCEDURES. This document describes procedures for a staggered workforce of college employees working on campus and remotely. 3 Pages (20-967)

WORK-FROM-HOME SURVEY. Using this survey, personnel can communicate successes and failures working remotely during the COVID-19 pandemic and can express their preferences on returning to the office. 6 Pages (20-934)

WORK-FROM-HOME POLICY. Company policy regarding work-from-home asset tracking procedures is included in this statement template. 1 Page (20-909)

COVID-19 ASSET TRACKING. This tracking guide provides policy on reporting which office assets have been brought to each employee's work-from-home office, including monitors, laptops, cables, and other items. 1 Page (20-908)

REMOTE VIDEOCONFERENCE BEST PRACTICES. Tips for participants and for meeting organizers while videoconferencing from remote workstations at home. 1 Page (20-896)

EMERGENCY ONSITE & REMOTE WORK PROCEDURES. Emergency procedures for working either on site or remotely during a pandemic are described. 5 Pages (20-894)

VIDEO CONFERENCING TROUBLESHOOTING. With staff working remotely, video conference sessions are becoming a more common occurrence. Because each person's internet access at home can be different and their experience with video conferencing varies, this document will be helpful for troubleshooting guidance and tips. 2 Pages (20-892)

VIDEO MEETINGS BEST PRACTICES. This document includes a few simple camera and audio tips to make your video conferencing experience successful. Specific tips on Google Hangouts are included. 1 Page (20-891)

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 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)

WORK-FROM-HOME POLICY. The Work-From-Home program provides a voluntary work alternative while ensuring it is beneficial to both staff and employer. 4 Pages (50-364)

WORK-FROM-HOME BEST PRACTICES. The following guidelines explain how to ensure your home network and computer systems are secure. 1 Page (50-363)

WORK-FROM-HOME SECURITY GUIDANCE. Use the guidance provided in this document to improve the security of WFH. 4 Pages (50-323)

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)