

# Enabling a remote workforce during COVID-19

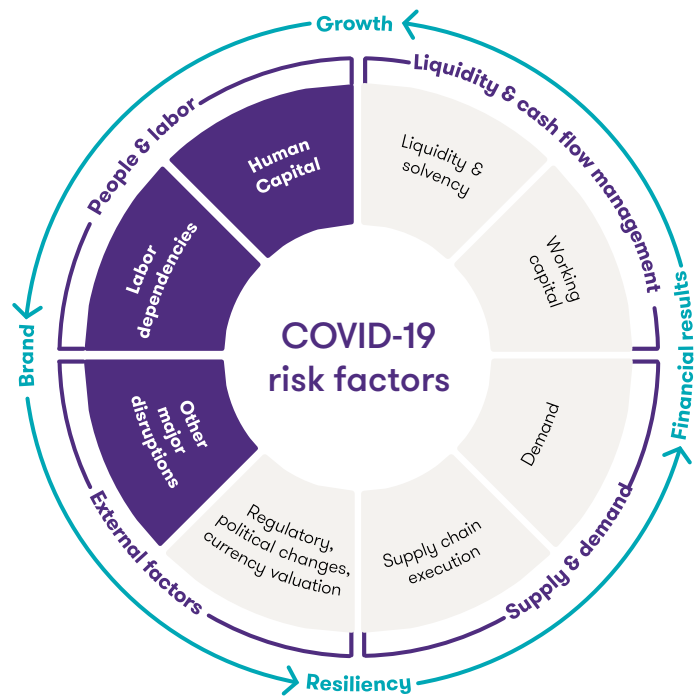
## Immediate actions to enable a productive remote workforce

### Evaluate and identify fixes for remote operations

With as much as 100% of the workforce now remote in response to COVID-19, business systems are over-extended or reactively deployed. The need to identify opportunities for quick fixes is apparent. Action plans to remediate issues and enable business operations to succeed remotely are critical.

### Remediate impacted business functions

In the band-aided technology environments rising in response to COVID-19, many organizations know the people, process or technology challenges that need to be addressed immediately. Technology experts can enhance and accelerate internal efforts to remediate these challenges, returning organizations to a productive state with an effective remote workforce.



Resiliency starts with a commitment to identify and mitigate remote workforce impact that can further disrupt your business

## At the ready to help you

### Remote Workforce Enablement Plan

Assess current remote workplace based on people, process, technology and culture, covering:

- Remote workforce operations and business support
- User adoption and technical support
- Workforce enablement
- Workforce effectiveness measures



#### OUTPUT

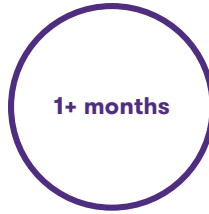
Remote Workforce Enablement Plan that outlines fixes in the categories of people, process, and technology, including:

- Prioritized impact areas
- Action plan to remediate

### Remote Workforce Solution Implementation

Technology experts engaged to remediate challenges such as:

- User support impact solutions
- Workforce enablement and adoption plans
- Remote platform scaling to provide or improve systems
- Remote-enabled metrics, measures and governance



#### OUTPUT

- Remediated business processes
- Acceptable operational remote workforce performance

### Our assessment focuses on 3 key areas



#### PEOPLE

- Recommend support priorities
- Near-term remote enablement
- “Get people working” methods



#### PROCESS

- Prioritized process map
- Process mitigations
- Restart high-value processes



#### TECHNOLOGY

- Near-term remote architecture
- Interim security model
- Scaled application framework

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