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## With the Winter Flu Season in Full Effect, “Mobilizing Against Pandemic” Study Reveals Remote Workforce Challenges

*Study Provides Grim Prognosis but Highlights Prescription for a Cure*

**ALEXANDRIA, Va., December 7, 2009** – Telework Exchange<sup>SM</sup>, a public-private partnership focused on expanding telework adoption, today announced the results of the “Mobilizing Against Pandemic” study, evaluating public- and private-sector’s business continuity and mobile IT infrastructure standings. According to the Centers for Disease Control and Prevention, up to 40 percent of the workforce will not come to work this flu season. The “Mobilizing Against Pandemic” study, underwritten by Intel, reveals that 81 percent of government and business IT decision makers have written business continuity plans. However, the study finds an inflated IT confidence – both sectors report implementation challenges and lack assurance that employees could work remotely during an emergency.

### Prescription for a Cure

The “Mobilizing Against Pandemic” study outlines five simple steps organizations can take to support a mobile workforce:

- **Step 1: Education – Engage Management.** According to respondents, nearly one in three organizations experience management challenges while testing their business continuity plans. Encouraging managers to telework and implementing performance-based management processes can help engage management to accept a more mobile workforce
- **Step 2: Social Distancing – Utilize Remote Access.** Forty-four percent of government agencies and 22 percent of businesses report that they do not provide remote network access

to all employees. Organizations must empower remote access clients and anticipate peak bandwidth requirements

- **Step 3: Empower – Provide Mobile Equipment.** When purchasing laptops, 61 percent of government agencies and 78 percent of businesses report choosing business-class laptops and respondents expect to increase inventory levels in the next three years. Business-class laptops include integrated security features and remote manageability. Organizations should assess current mobile equipment inventory to meet emergency requirements
- **Step 4: Vaccinate – Lock Down Mobile Security.** Survey respondents admit one in seven laptops lacks built-in security. Organizations must select laptops with integrated security features, including encryption. More than equipment, organizations must establish written policies and require comprehensive security training for all employees
- **Step 5: House Calls – Establish Mobile Support Systems.** Forty-six percent of public-sector and 39 percent of private-sector organizations report that they do not provide mobile tech support to employees. Organizations need to prepare for increased call volumes during an emergency situation and ensure employees are aware of remote procedures

### The Mobility Epidemic

In addition to business continuity driving the requirement to empower the remote workforce, mainstream mobility demand is rising in organizations. Eighty-four percent of surveyed IT decision makers believe the need for mobility in their organization has increased in the past year and telework is the leading driver. In the next three years, public- and private-sector IT decision makers expect telework to increase by 65 percent and 33 percent, respectively.

“It is no longer a question of if, but when organizations will need to utilize their business continuity plans,” said Nigel Ballard, Director of Federal Marketing, Intel. “The reality is that IT has a false positive on plans and falls short on implementation. Organizations must assess current inventory and address shortfalls, before operations grind to a halt.”

“The benefits of mobility are clear – not preparing for a business continuity situation can hinder organizational performance,” said Cindy Auten, General Manager, Telework Exchange. “Plans must be in place, but organizations need to also focus on engaging management and ensuring

employees are well-equipped to work remotely. The writing is on the wall. Failing to act would be reckless.”

The “Mobilizing Against Pandemic” study is based on a survey of 301 public- and private-sector IT decision makers. To download the full study results, please visit

[www.teleworkexchange.com/mobilizingagainstpandemic](http://www.teleworkexchange.com/mobilizingagainstpandemic).

**About Telework Exchange, LLC**

Telework Exchange is a public-private partnership focused on demonstrating the tangible value of telework and serving the emerging educational and communication requirements of the government teleworker community. The organization facilitates communication among teleworkers, telework managers, and IT professionals. For more information on Telework Exchange, visit

[www.teleworkexchange.com](http://www.teleworkexchange.com).