
ALTERNATIVE WORKSITE CHECKLIST



FACILITIES
MANAGEMENT

The Challenge

Events of recent years have demonstrated that having an alternative worksite is not only prudent, but an essential precaution! Considered an element of *Critical Infrastructure*, a discipline of Operational Resiliency, in some industries the decision to maintain an alternative worksite is not a choice but a regulatory mandate.

Sungard, Hewlett Packard, International Business Machines, and large numbers of regional vendors offer various shared facility programs. In some cases, the vendor supplies a fully equipped infrastructure complete with computers, telecommunication equipment, printers, high volume mailing systems, and high speed Internet access – all for a fixed monthly charge. In other cases, the offering consists of little more than an empty warehouse or ready-to-move-in office. There are even *mobile* options consisting of specially equipped trailers that can be driven to your facility and used as temporary office space for weeks at a time.

Choosing from these alternatives can be an overwhelming undertaking, especially for managers who are unfamiliar with this area of Operational Resiliency Planning. The following “checklist” is designed to help our clients perform a self-assessment and make an informed decision.

THE ISSUES

While important, the selection of an alternative work site involves more than a decision about a site’s location. The following list provides a few of the additional issues, grouped into seven categories that should be discussed before choosing an alternative worksite.

Organizational Preparedness

- ❖ Do you have an alternative site plan?
- ❖ Does the plan provide for emergency notification of employees, clients, vendors and other stakeholders?
- ❖ Has the plan been tested?
- ❖ Do you have a business interruption insurance that pays the cost of using an alternative site?

Resource Allocation Policies

- ❖ How much seating capacity is allocated to your firm and is it in a private (walled off) setting?
- ❖ Is the space shared among several clients who, in a wide-scale crisis would be competing with you for access to the space?

- ❖ Does the vendor offer a program that would guarantee you a minimum number of "seats?"

Facility Infrastructure

- ❖ Does the infrastructure of the alternative facility meet your needs in terms of electrical and HVAC capacity?
- ❖ Is the telecommunications infrastructure redundant, diverse (uses multiple vendors), and have unused capacity?
- ❖ Does the site have its own water supply or does it rely on city/town water systems?
- ❖ Are there shipping and receiving areas?
- ❖ Are there meeting areas where you can entertain clients, vendors or regulators?
- ❖ Is security provided by the vendor?
- ❖ What are the telephony, voicemail, email, and fax capabilities of the site?
- ❖ Are there volume mail and print services onsite?
- ❖ Are supplies stored on site?
- ❖ Does the facility have a cafeteria or kitchen?
- ❖ Are the sanitation facilities adequate to support the site when fully staffed?
- ❖ Is there a secure space for storage of vital records (locked room, caged-in area, etc.)?

IT Support Services

- ❖ Are backup copies of your files maintained at the site for quick setup and access?
- ❖ Do you have personnel on staff who can rebuild your IT systems from the "ground up?"
- ❖ Does the vendor have staff that can perform this task should your people be unavailable?

Local Support Services

- ❖ Is there adequate parking, lodging and food service facilities in the immediate area?
- ❖ What other services are in the area (banks, food stores, pharmacies, etc.)?

Accessibility

- ❖ Is the site accessible by public transportation?
- ❖ Does it have facilities for the physically challenged?

Security

- ❖ Is the neighborhood safe and suitable for long-term occupation of the recovery center?
- ❖ Is the site secure, monitored, and available 24 hours a day?

RECOMMENDATIONS

Several professional associations provide information and conduct research on the topic of alternative site selection. North River Solutions is a member of these organizations and is constantly evaluating the information developed by these societies with the goal of incorporating the latest thinking and developments into our business practice.

We urge our clients to join one or more of these professional societies and to invest time in learning about this important area of Operational Resiliency Planning.

North River Solutions also offers a number of services that can assist you in dealing with this issue in a proactive and confident manner.

ABOUT NORTH RIVER SOLUTIONS, INCORPORATED

Founded in 2002, North River Solutions is a full-service consulting firm focused on building resilient organizations and communities. Our team of certified business continuity planners, licensed compliance officers, Certified Public Accountants, and

similarly credentialed information technology and security professionals are available for short or long duration assignments. Our clients include large and small institutions, government agencies, and non-profit associations around the world.

The company's concept of *Holistic Operational Resiliency* builds on international standards including the *10 Disciplines of Operational Resiliency* formulated by the *International Consortium for Operational Resiliency* (www.theicor.org).

The firm also active in the following areas:

- ❖ Executive Education
- ❖ Systems Integration
- ❖ Market and Business Development
- ❖ New Venture Development

We invite inquires from potential business partners and associates.

For more information, visit our website at www.NorthRiverSolutions.com