



The Director-General of the World Health Organization (WHO) raised the current level of the H1N1 influenza pandemic alert to Phase 6 on June 11, 2009. As a direct result, all organizations should consider the immediate activation of their pandemic preparedness plans.

Phase 6, the pandemic phase, is characterized by community level outbreaks in at least one other country in a different WHO region, in addition to the criteria defined in Phase 5 (human-to-human spread of the virus into at least two countries in one WHO region). Designation of this phase indicate that a global pandemic is under way, and the time to finalize the organization, communication and implementation of the planned mitigation measures is short.

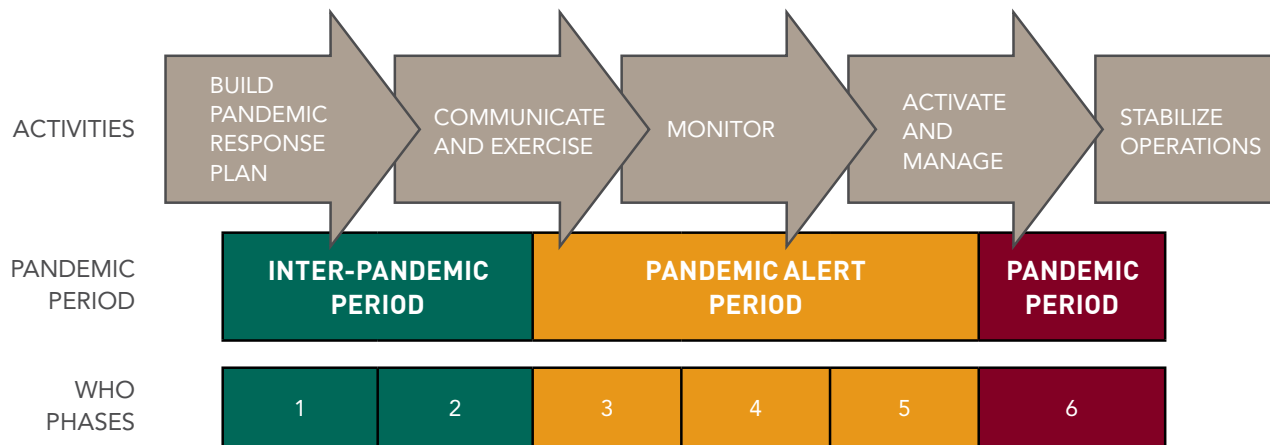


Figure 1. SunGard’s Pandemic Response Approach

As a result of the alert escalation, SunGard Availability Services has developed the following checklist to assist in the review, reassessment and activation of your organization’s pandemic response strategies and procedures.

### EMPLOYEE HEALTH AND SAFETY

- Educate employees
  - Speak to flu spread, contaminated surfaces and critical hygiene
  - Discuss social distancing and limitations on group meetings
  - Publicize the procedures for employees to follow if they contract the virus, show symptoms or have ill family members (i.e., seek medical attention, avoid workplace, notify supervisor)
  - Announce any plans and procedures that will be available for support and assistance to employees and their families
  - Make known any surveillance protocols that may be activated for monitoring employee and visitor health plus the conditions necessary for activation
  - Distribute flu related posters and signage
- Make sanitation liquids available at entry points and common areas
- Reassess impact of limiting building access to visitors and non-essential workers
- Evaluate possible travel restrictions

## BUSINESS OPERATIONS

- Confirm lists of essential functions that must be kept operational as well as non-critical functions that may be suspended
- Review dependencies on critical business partners
  - Confirm capabilities of supply chain vendors
  - Identify alternate sources for essential resources and services
- Assess business conditions and estimate business volume changes
- Reassess critical skill sets, licensing, certifications and authorizations
- Confirm alternate personnel for business responsibilities and decision-making roles

## INFORMATION TECHNOLOGY

- Consider suspending production environment upgrades and changes
- Assess employees' capability to work from home
  - Determine resource requirements (i.e., hardware, software)
  - Assess remote connectivity (i.e., first mile/last mile, bandwidth)
  - Identify security exposures and issues
- Confirm operational, communications and help desk staffing requirements needed to support essential business functions
- Reassess material and supplies necessary to maintain systems and sustain operations
- Reconsider preventative and recurring maintenance requirements

## CRISIS MANAGEMENT

- Monitor the progression of the flu threat on a frequent basis
- Keep up to date with government and health organizations' advisories and directions
- Begin Phase 6 communications to internal and external audiences
  - Share advisories from competent authorities
  - Discuss plans to ensure economic and operational stability
  - Ensure messages are accurate and culturally sensitive
- Review succession plans for executive and senior management
- Re-examine procedures for staff support groups
 

<input type="checkbox"/> Corporate Communications	<input type="checkbox"/> Legal
<input type="checkbox"/> Facilities	<input type="checkbox"/> Purchasing
<input type="checkbox"/> Finance	<input type="checkbox"/> Records Management
<input type="checkbox"/> Food Services	<input type="checkbox"/> Risk Management
<input type="checkbox"/> Human Resources	<input type="checkbox"/> Safety and Security
<input type="checkbox"/> Information Technology	<input type="checkbox"/> Transportation

### About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services and business continuity management software to over 9,000 customers globally.

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