

Automated, online assessment tool to help evaluate personnel readiness before a disaster occurs.

People are the most critical resource for business continuity. The knowledge and skills of employees and contractors are vital to your organization's ability to resume or recover. And if certain key people are not available, you could be out of business.

Information about a company's work force is essential to understanding their ability to support and participate in the business continuity program. Whether the situation involves the loss of a facility, a pandemic, or a biological or chemical incident, such as Legionnaire's disease or anthrax, employee availability is critical. Knowing which staff members are essential to continuity, who can effectively work from home, and which consultants or contractors will be available can make the difference between achieving a recovery and experiencing a disaster.

SunGard's **Work Force Assessment** helps you strengthen your program by providing a better understanding of the labor force and its ability to provide support. Although fully integrated with other software modules in SunGard's **Continuity Management Solution**, Work Force Assessment can be used as a stand-alone system. The Standard Work Force Assessment Survey and standard reports allow you to begin using the system almost immediately.

Topics covered by the Work Force Assessment Survey

Work Force Assessment is delivered with a comprehensive survey addressing the following areas:

Category	Description
Employee Information Review	Employee information contained in the Employee Dictionary of SunGard CMS
Special Skills and Capabilities	Employee skills and experience
Transportation to Work	Transportation modes available for travel between home and the employee's normal work location
Work at Home Readiness	The employee's ability to work from home (computer equipment, network access, etc.)
Personal Readiness	The employee's personal preparedness (home emergency plan, supplies, etc.)
Continuity Role, BC Experience	Major role(s) in the BC program, BC planning and testing experience, BC certifications
Consultants/Contractors	Key people the organization needs to involve in a continuity event

Integration with CMS dictionaries

An important feature of Work Force Assessment is the ability to integrate questions and responses with other SunGard CMS dictionaries. For example, employee information is linked from the Employee Dictionary to the Employee Information Review section, so employees can check and update information directly within the assessment. Information can then be forwarded to the central HR records department to update the SunGard CMS dictionary with the next employee records refresh.

Information concerning skills and experience is linked to the Employee Attributes Dictionary, so that additional attributes can be updated in the dictionary during the assessment process.

These are just two of the areas where integration within SunGard's CMS strengthens the value of our products.

Special survey features

In addition to Employee and Attribute review capabilities, Work Force Assessment provides these powerful features:

- Questions concerning transportation: Distance to work, commute mode, and normal and emergency commute to work locations.
- Comprehensive work-at-home issues: Company-supplied versus personal PC to perform work duties, environment, security, and other work-at-home issues.
- Personal preparedness: A home emergency plan, emergency supplies, and constraints limiting the employee's ability to participate in a continuity event.
- Employee role(s) and criticality in the continuity program, experience with business continuity, certifications, and testing experience and testing role identification.
- Consultant/contractor: Business role within the organization and length of relationship, and ability to support the organization during a continuity event.

About SunGard Availability Services

Sungard Availability Services provides disaster recovery, managed IT, and information availability consulting services to more than 10,000 customers in North America and Europe. We also provide Business Continuity Management Software to customers globally.

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Issues identification process

With a unique ranking system, Work Force Assessment identifies staffing issues that may require your attention. By identifying employees assigned to critical roles and situations that could prevent their participation in an incident or crisis, you can then identify alternate employee resources ahead of time in case the primary is not available.

Or, in the event of a major transportation breakdown, identifies employees likely to be affected and potentially unavailable.

Or, identifies consultants who might be contractually limited in providing direct support during a disaster.

The system can address a broad range of situations impacting workforce availability for business continuity.

Work Force Assessment's reporting capability

Work Force Assessment includes more than 50 standard reports at the organization, department, and manager levels, providing decision support throughout the organization.

A valuable feature is the ability to flag specific situations that may require attention, including a number of reports with conditional flag capability, for example:

- When an employee with a critical role in the BC program has constraints that might limit ability to fulfill the role.
- When a consultant has a critical operational role, but is unable to participate in a disaster event.

Work Force Assessment reports enhance the power of the survey and ranking system to identify issues limiting employee support for recovery.

A great tool to strengthen your program

Work Force Assessment's primary objective:
To improve the effectiveness of the organization's continuity program by identifying and addressing workforce issues BEFORE disaster occurs.