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# INNOVATING THE DELIVERY OF INFORMATION TECHNOLOGY

IT Solutions for enterprise and SMB verticals



## Business Continuity and Remote Worker Provisions

In today's workplace, information technology represents a key consideration when planning for business continuity. Several clients have recently contacted us for guidance concerning what actions should be taken in the event that a COVID-19 outbreak should occur in the United States.

In response to those requests, and following the Center For Disease Control's recently released [Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\), February 2020](#), we would like to take this opportunity to remind all of our clients of the importance of planning for the unforeseen.

**For clarity, the CDC has stated** *"for the general American public, such as workers in non-healthcare settings and where it is unlikely that work tasks create an increased risk of exposures to COVID-19, the immediate health risk from COVID-19 is considered low."*

Notwithstanding its current assessment, CDC guidance recommends that businesses *"Explore whether you can establish policies and practices, such as flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts), to increase the physical distance among employees and between employees and others if state and local health authorities recommend the use of social distancing strategies. For employees who are able to telework, supervisors should encourage employees to telework instead of coming into the workplace until symptoms are completely resolved. Ensure that you have the information technology and infrastructure needed to support multiple employees who may be able to work from home."*

This information can be viewed in its entirety by visiting the CDC's website at:  
<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>

### Technology-Related Considerations

There are various means of implementing temporary and/or permanent remote access capabilities to aid in your organization's preparedness strategy. Considerations may include the ability for

employees to:

- Access computer workstations remotely;
- Initiate electronic payments;
- Print and mail checks from a secure remote location;
- Access critical insurance documents when needed;
- Receive and record payables and make deposits;
- Transmit payroll;
- Communicate efficiently with clients, vendors, suppliers and other staff members;
- Place and receive telephone calls;
- Fulfill orders and meet project delivery, tax filing and other key deadline dates;

## Implementation

We recommend that our clients consider taking the following contingency measures:

- 1) Identify and list the functions above that are applicable to your business operations, along with the associated technical dependencies;
- 2) List the names of all personnel requiring remote access, and whether access would be temporary or permanent; *(For security purposes, in many cases access can be configured and ready, with access credentials withheld from users and only disseminated at such time as they are required.)*
- 3) Identify and list any other IT-related considerations that you feel may need to be addressed;
- 4) Email this information to [BusinessContinuity@sandboxtech.com](mailto:BusinessContinuity@sandboxtech.com) . You will be contacted to discuss the options available, estimated cost, and estimated time for deployment. *(Please note that requests will be addressed on a first-come, first-served basis, and call turnaround is subject to the volume of responses received.)*

## Potential Supply Chain Disruptions

Many components used in servers, workstations, displays, printers, mobile devices, wireless equipment and the like are manufactured in regions already severely affected by the outbreak. It is not unreasonable to expect delays obtaining equipment once domestic supplies have been depleted. For this reason, we strongly urge any clients contemplating the purchase of any hardware, software, or related products to contact us immediately.

## Long Term Business Continuity Planning

Recently, Sandbox Technologies has worked to identify resources that facilitate the development of Business Continuity, Incident Response, and Backup & Disaster Recovery Plans for our clients. While many solutions are available for large enterprises, there is a surprising lack of services well suited to small and medium-sized businesses.

In response, we began analyzing the costly enterprise offerings and are working to create a dynamic, collaborative planning platform that's easy to maintain and focuses on the key considerations of SMB owners. It is our long term goal to be able to provide Sandbox Technologies customers an affordable and custom-tailored solution for these increasingly essential plans.

## Ongoing Observation and Precautionary Measures

Given the nature of our onsite operations at client locations, our staff members have been advised to diligently maintain and monitor their own health, including the periodic use of hand sanitizing disinfectant as appropriate. Although we remain optimistic, we will be closely monitoring the CDC website for further announcements. In the event additional precautionary measures should be deemed appropriate, we have recently procured additional equipment to bolster our remote support capabilities and help maintain the level of service and support our customers have come to expect.

Sincerely,

Oliver Fox  
Chief Operating Officer and Interim CIO  
Sandbox Technologies, Inc.

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