

# COVID-19

## THE TECHNOLOGY & BUSINESS RESPONSE REPORT



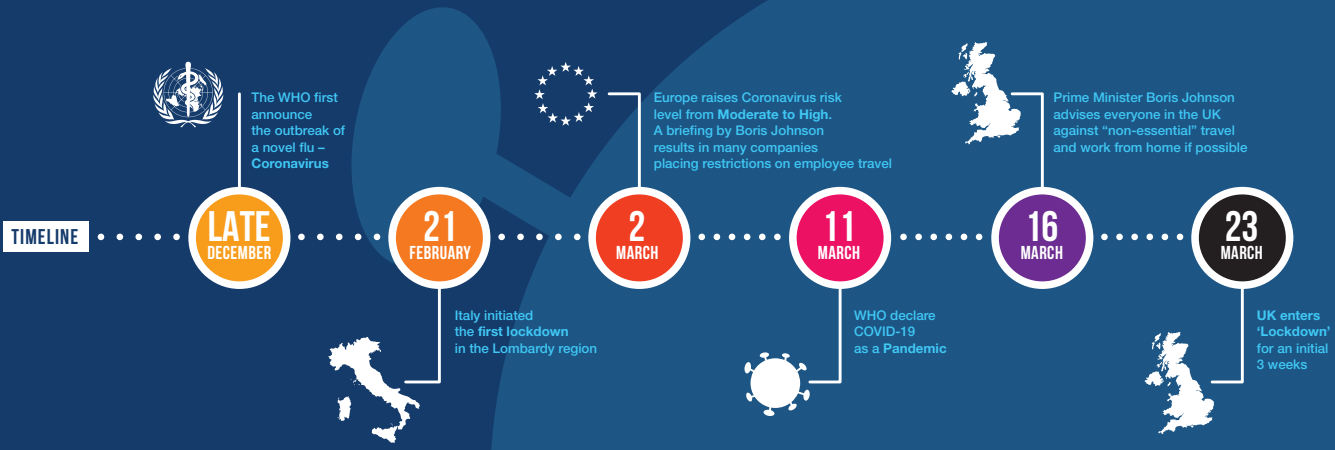
### RESEARCH

REPORT PARTNERS:

**RingCentral**

**MichaelPage**

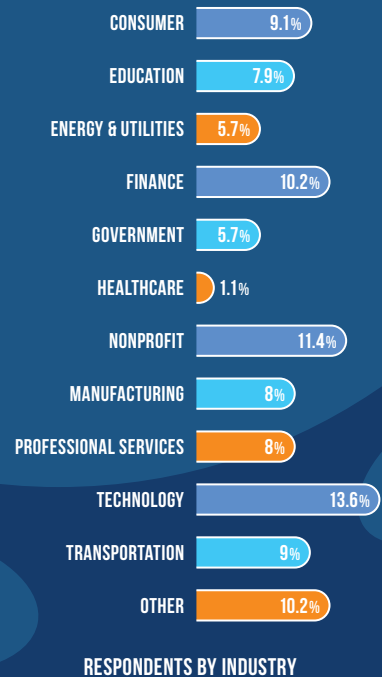
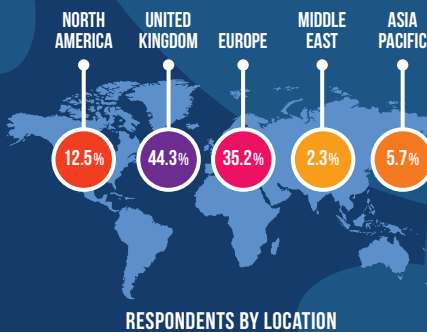
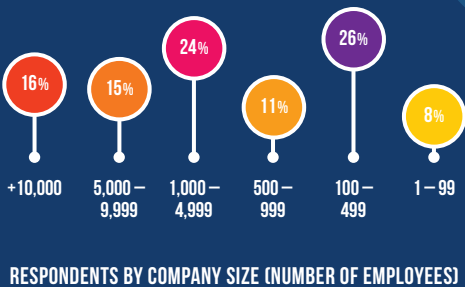
Responses for this survey were gathered between the 18th March and the 26th March. In many of the questions relating to the baseline of thinking regarding Business Continuity planning and homeworking – we have asked responses to state their companies position as of prior to December 2019 and so before the first announcements to a possible spread of a novel flu virus.



### WHO TOOK PART

The CIO WaterCooler Research Group is made of CIOs and IT leaders from the United Kingdom, Europe and North America. They represent multiple industries and their company sizes vary from Small (1-99) to Large Enterprises (+10,000).

The profile of respondents of this survey are represented in the charts below, detailing industry, size and location.



## BUSINESS CONTINUITY PLANNING

The IT function with any business has long been an integral part of the **Business Continuity Plan**. The ability of a business to respond in any adversity is essential to its survival. We wanted to identify how robust those plans were in the midst of the unprecedented circumstances of a pandemic.

We first wanted to know our baseline. Prior to the first announcement of the new virus, we asked whether a possible pandemic was part of the Business Continuity Planning.

### HOW PREPARED WERE COMPANIES FOR A PANDEMIC?

Did companies have a pandemic response as part of their Business Continuity Planning, prior to December 2019?

Out of all the responses we see that more than half of companies did not have a Business Continuity Plan which included a pandemic response.

### HOW PREPARED WERE COMPANIES OF DIFFERENT SIZES, IN TERMS OF A PANDEMIC RESPONSE?

When we break down companies of different size we see a clear difference between larger organisations, 5,000 staff or more, with less than 30% of companies NOT having a BCP with a pandemic response. This compares with Medium and Smaller companies, where between 60 and 70% of companies fail to include a pandemic response.

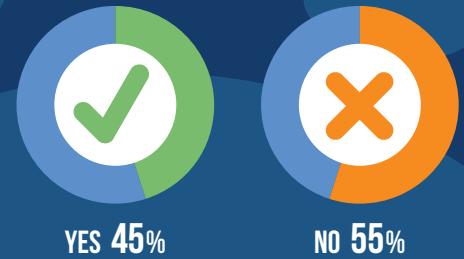
### WHAT ARE COMPANIES DOING IN RELATION TO THE BUSINESS CONTINUITY PLAN?

With less than half of companies including a pandemic in their BCP, it comes as no surprise that companies are having to adapt. Only 51% of respondents were taking actions or making preparations laid out in the BCP.

We have also seen that out of those that had a pandemic response laid out in the BCP, 75% were having to make, or had made, changes to their BCP in relation to COVID-19.

And that COVID-19, has highlighted gaps in 75% of all our respondents Business Continuity Plans.

COVID-19  
HAS HIGHLIGHTED  
GAPS IN 75% OF  
RESPONDENTS'  
BCP



OVERALL PANDEMIC RESPONSE AS PART OF BCP,  
PRIOR TO DECEMBER 2019



BY SIZE OF COMPANY (NUMBER OF EMPLOYEES),  
NOT HAVING A PANDEMIC RESPONSE AS PART OF BCP,  
PRIOR TO DECEMBER 2019

## TECHNOLOGY STACK

With all our respondents being responsible for their organisation's IT systems, they have been heavily involved in the changes having to be made within their businesses, specifically the reliance of remote workers on technology to remain productive.

Despite the speed that companies were having to respond to the COVID-19 pandemic, the vast majority of respondents were confident that they could maximise the proportion of their workforce to work from home within the current technology stack.

**93.67%** were able to maximise the number of staff to work from home within their current technology stack.

That being said **42.5%** of respondents said that COVID-19 had highlighted gaps in the technology stack with **32%** of respondents have had to introduce new technology solutions to extend the number of home workers since December; and **26.58%** were still evaluating technology to enable them to extend the number of homeworkers.

However, only **72.15%** of the companies had the necessary hardware, such as laptops etc in place for the staff to work from home, with **37.97%** having acquired much of that hardware since December. At the time of the survey **34.62%** are still acquiring that hardware to enable home working.

Worryingly, of those who were still in the process of acquiring that hardware **over 50%** (**51.85%**) were concerned that as of mid-March that they would be unable to acquire that hardware to maximise the companies homeworking staff.

On a positive note, the majority (**92.31%**) of IT leaders felt that their IT teams had the necessary skills to cope with the changes to their companys' move to home working.

**35%**  
ARE STILL  
ACQUIRING HARDWARE  
TO ENABLE HOME  
WORKING BY THEIR  
WORKFORCE



A QUARTER ARE CONCERNED THAT THEY WILL BE UNABLE TO ACQUIRE THE NECESSARY HARDWARE (LAPTOPS ETC) TO MAXIMISE THE LEVEL OF HOME WORKING



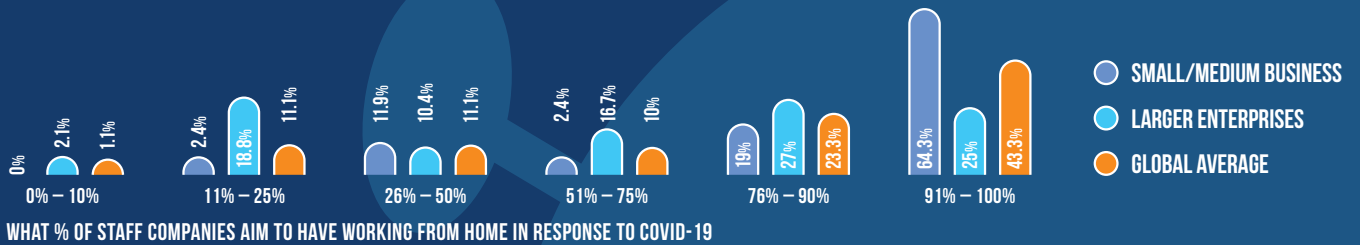
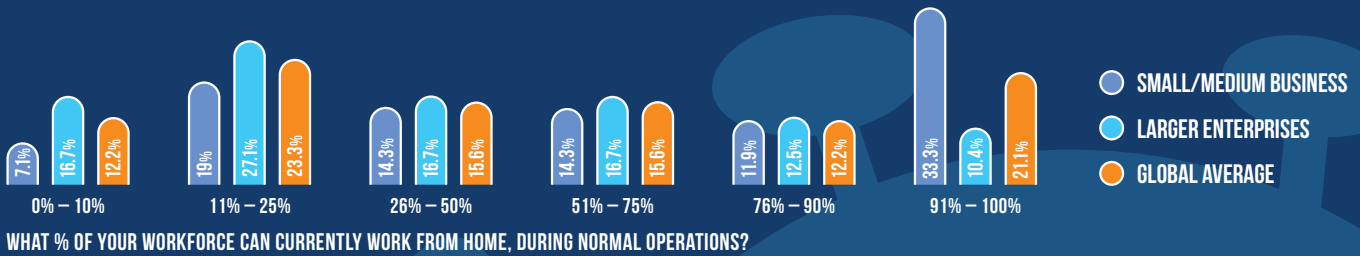
THREE QUARTERS ARE STILL EVALUATING TECHNOLOGY TO ENABLE THEM TO EXTEND THE NUMBER OF HOME WORKERS

# REMOTE WORKING PEOPLE

## HOMEWORKING

During normal operations, we see that despite the lack of pandemic planning, smaller business on average are much better placed to move the workforce to home working. Already a third of those smaller organisation have 90%-100% of their staff already able to work from home.

We also see that in response to COVID-19 the smaller to medium size organisations are much better placed to move their staff to home working with 65% aiming to have 90%-100% of them working from home. Many larger companies however, are only able to move an extra 10%-25% of their employees to home working.



## ELASTICITY OF WORKERS – HOW DIFFERENT INDUSTRIES ARE REACTING TO FORCED REMOTE WORKING

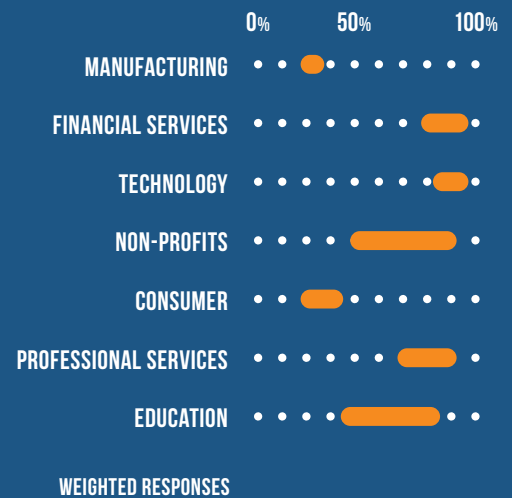
We wanted to compare certain industries on how their ability to offer remote working during normal operations and their ability to have staff work independently of location as part of their companies COVID-19 planning – we can clearly see the difficulties facing Manufacturing and Consumer Products & Services.

One of the major challenges that companies will have to address is the management of their teams, both in terms of the cultural shift and the processes needing to be put in place to maintain productivity from home based teams.

Many of the companies surveyed had guidelines in place around flexible working even if this was normally applied to a relatively small percentage of the workforce, and they were now in the process of educating the workforce of those guidelines to employees who were typically office based.

We also see a consideration for maintaining the less formal benefits of being office based, such as maintaining coffee breaks for teams and even more social activities at the end of the working day. One can also see that as companies place a focus on culture, existing home workers are also benefiting.

A high number of respondents stressed the importance of regular contact with their staff, many instigating daily catch-ups, video calls and other collaboration tools.



# GOVERNMENT RESPONSE

As mentioned responses to this survey were gathered in a particular period of time between the 18th and 26th of March. The answer reflect the opinions of the respondents at that time and are also affected by the stance of their respective governments and how the spread of the virus was developing at that time.

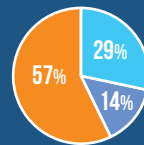
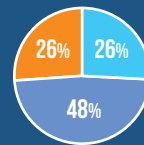
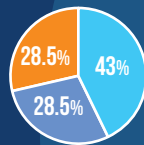
At the time of the survey, the United States was overall receiving the most criticism, in the main we see that this probably pulled down by the Healthcare response. Again this can be explained as the United States tracking 2-3 weeks behind the UK and Europe and as such yet to adequately start ramping up it healthcare response.

We also see that of the 3 regions the UK, favouring well with their economic response, partly due to their announcement of many measures in the Chancellors budget, on the 11th March. This also lead to the perception at the time of communicating well to businesses. Europe can be seen to perform poorly here.

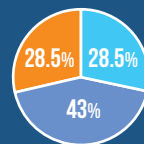
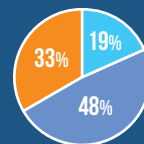
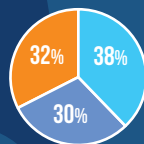
- EXCELLENT
- ADEQUATE
- INADEQUATE



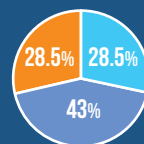
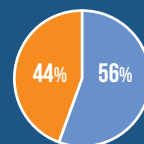
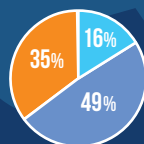
## HEALTHCARE RESPONSE



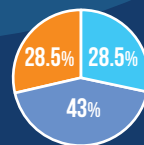
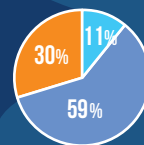
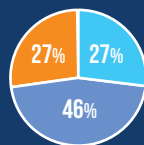
## ECONOMIC RESPONSE



## COMMUNICATION EFFORTS TO BUSINEESES



## COMMUNICATION EFFORTS TO ITS CITIZENS







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The CIO WaterCooler is a free, open and supportive eco-system for senior IT, Tech and Digital leaders to come together and support one another and share their news and views. Born out of the belief, that to be a successful leader, you need to invest time in growing that network of trusted peers and advisors whom you can call upon support you with your project, posting or your career, whatever path it takes.

### WE HELP OUR COMMUNITY

- Raise their profiles
- Benchmark themselves
- With knowledge growth
- And expanding their networks of trusted peers, advisors and experts

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