COVID-19, HRDRP & VOPM

A few BGO's (Blazing Glimpses of the Obvious):

- As the threat of, and reactions to, the Covid-19 virus unfolded there were many countries, governments, organizations and people being impacted.

- The economic toll is starting to be understood. There will be more as governments pump taxpayer monies into the economy in the short term.

- We've seen this picture before:
  - Swine flu (H1N1 virus – 2009) with an estimated death toll of 575,000
  - HIV/Aids (still around) is thought to have killed more than 36 million people and the World Health Organization figures that in 2018 over 35 million people were still living with it with no absolute cure ready.
  - Asian Flu (H2N2 virus – 1956 - 1958) claimed between one and two million lives worldwide. A sub-type emerged as American soldiers returned home from Vietnam (Hong Kong flu – 1968) which claimed up to four million lives worldwide.
  - Cholera, which has been around since 1817, has had several worldwide waves and killed several million people in the last century.
  - Spanish Flu (1918) which killed more people than the 40,000,000 that died in the First World War.

- "Those who cannot remember the past are condemned to repeat it." – George Santayana in 1905. Winston Churchill paraphrased Santayana in 1948 when he said: "Those who fail to learn from history are condemned to repeat it."
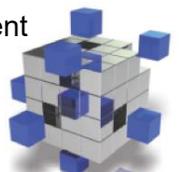
There will be various levels of impact to businesses and their stakeholders when people:

- Become ill,
- Self-quarantine,
- Are forced to stay home in order to ensure the safety of colleagues,
- Are restricted in their ability to return home from a trip, or
- Are restricted from travelling to a customer's facilities.

The difference in impact will be dependent upon how well the organization has implemented HRDRP (Human Resource Disaster Recovery Plans) and VOPM (Virtual Office Process Management).

HRDRP

Planning for the unexpected, and potentially sudden, departure of a key employee has several components. In everyday life there are many situations where people are unexpectedly halted from getting to work for significant amounts of time or, sadly, never return. We don't often see these events coming. Even when we do see a potential event

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"This year, I resolve to stay away from unnecessary risks."

shaping up, we often don't have the ability to accurately predict which humans will be impacted the hardest.

However, these events will take place and they will impact an organization's ability to operate. The only variable is the amount of impact.

HRDRP is a five stage process that guides an organization from risk analysis to defining solutions and implementation of the plan when a human disaster hits the organization. To properly implement the solution, there is the need for technology and process management support. Read the HRDRP Article on our website

VOPM – Virtual Office Process Management

Ensuring that people that are suddenly taking on the responsibility of another person, or forced to work from home for any reason, are able to execute the roles properly is where a VOPM implementation supports both the person and the organization. In these situations the VOPM implementation becomes the control mechanism that ensures that the organization incurs the minimal impact of *the secondary resource that is nominated for the back-fill, or an off-site resource, is doing the job in a timely manner* (escalation notification utilization) and *executing all facets of the process properly* (e.g. confirming that each task within each stage of the process has been completed properly). There are several technologies involved with automated business process management systems (BPMS) being at the core.

Lean & Green Benefits

By properly implementing both HRDRP and VOPM, the organization becomes Leaner (more competitive by decreasing business cycle times, risk and overhead costs) and Greener (by reducing automotive gridlock and greenhouse gas).

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