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Telework Exchange Study Reveals Challenges in Federal Agencies’ Continuity of Operations Preparedness

Federal Employees Lack Confidence in, and Awareness of, Agencies’ Contingency Planning

ALEXANDRIA, Va., December 5, 2005 – The Telework ExchangeSM, an online community focused on eliminating telework gridlock in the Federal government, and Citrix Systems, Inc., (Nasdaq: CTXS), the global leader in access infrastructure solutions, today announced the results of a continuity of operations (COOP) study – “COOP: A Wake Up Call.” The study reveals Federal employees’ level of COOP planning awareness and underscores the value of telework in business continuity. Study results indicate that 45 percent of Federal employee respondents do not have personal guidance from their agencies on how to handle a disaster. Further, more than 40 percent feel their agency is not prepared to continue business operations in the event of a natural or man-made disaster.

“COOP: A Wake Up Call” uncovers low Federal employee awareness of, and confidence in, Federal agencies’ COOP planning. Further, findings indicate a significant percentage of Federal employees who are aware that their agency has plans but have not received guidance on how to handle a man-made or natural disaster, including weather or health-related work stoppages.

The study underlines that telework is a critical component of agency disaster preparedness. Forty-eight percent of respondents have a telework component in their business continuity planning. Among respondents who indicated that their agency has a telework component,

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90 percent feel that their agency would be able to maintain business operations during a disaster. Additional results point out that 73 percent of teleworkers have received personal guidance on how to respond to a disaster, compared to only 44 percent of non-teleworkers.

“The Federal government must increase awareness of and education in business continuity plans for employees, in addition to adopting telework as a contingency plan in COOP,” said Tom Simmons, area vice president, Government Systems, Citrix Systems. “Telework is a practical option to ensure business continuity. It improves employee productivity, enables employees to balance work/life, and removes traffic congestion, while also is critical in supporting business continuity preparedness.”

“The findings of ‘COOP: A Wake Up Call’ study demonstrate the value of telework programs as well as the need to increase awareness of business continuity preparedness,” said Stephen W.T. O’Keeffe, executive director, Telework Exchange. “With the recent hurricane season as well as the threat of an avian flu pandemic, telework is a critical component in disaster preparedness for the United States government. Telework can provide better inter- and intra-agency communications with minimal to no business interruption. The Telework Exchange is committed to enabling public-private sector dialogue to accelerate telework adoption and awareness in the Federal government.”

The Telework Exchange “COOP: A Wake Up Call” is based on a survey of 167 Federal government employees. To download the full results, please visit www.teleworkexchange.com.

About the Telework Exchange, LLC

The Telework Exchange is an online community focused on demonstrating the tangible value of telework and serving the emerging educational and communication requirements of the Federal teleworker community. The organization facilitates communication among Federal teleworkers, telework managers, and IT professionals. For more information on Telework Exchange, please visit www.teleworkexchange.com.

About Citrix

Citrix Systems, Inc. (Nasdaq: CTXS) is the global leader and most trusted name in on-demand access. More than 160,000 organizations around the world use the Citrix Access Platform to provide the best possible access experience to any application for any user. Citrix customers include 100% of the Fortune 100 companies and 98% of the Fortune Global 500, as well as hundreds of thousands of small businesses and individuals. Citrix has approximately 6,200 channel and alliance partners in more than 100 countries. Citrix annual revenues in 2004 were \$741 million. Learn more at <http://www.citrix.com>.

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