



The impact of Teleworking on a COOP strategy

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Addressing Today's Business Issues

Virtual Worker



Resilient & Secure Virtual Workplace

- **Provide a robust business continuity capability**
- Address security concerns of remote working
- Enforce security policy



Workforce Benefits

- **Improve work/life balance**
- Enhance collaboration for remote and mobile employees
- Acquire / retain talent from all geographies



Virtual Workplace

Reduce Carbon Footprint



- **Help 'Go Green' - reduce commuting**
- Decrease cost of commuting for workers

Business Requirements to Address

Improve Cost Structure



- **Eliminate dedicated line costs / use local ISP**
- Reduce/avoid real estate costs
- Rapid small office rollouts
- Centralized Support & Service Mgt

Cisco's Approach to COOP Based on Integrated Resilience Across Organizations

Requirements

Alternate Facilities

Allow key staff to perform functions under various threat conditions

Interoperable Communications

Maintain critical communications within and among agencies, and to customers and public

Protect Vital Information

Protect and enable critical information systems, applications, and records; and to support agency functions



Workforce Resilience is a Key Component

Scenario



Loss of physical facility



Natural disaster restricts movement



Epidemic social distancing

Solution

Force relocation to another facility

Dispersed workforce

Distributed force

Technologies

- Secure wireless LAN
- IP Security VPN
- IP Communications
- Quality of service (QoS)
- Remote management

Today's Reality: Distributed Workforce

Before:

Workers Traveled to Their Workplace



Now:

Workers Choose Their Workplace



- Cisco has 70,000+ teleworkers/day extenders
- 28% work in a distributed team; 23% are on the road
- 63% percent of managers manage 1+ person remotely
- 40% of Cisco employees do not work in the same city as their manager
- Over 70% work from home at least one day a week

Client: The Cisco Virtual Office Experience



- Simple manager approval process
- Single phone line with integrated video – just like in an office
- Corporate wireless network – just like in an office
- Same application and network resource access as in an office
- Automated self-service setup “over the wire”

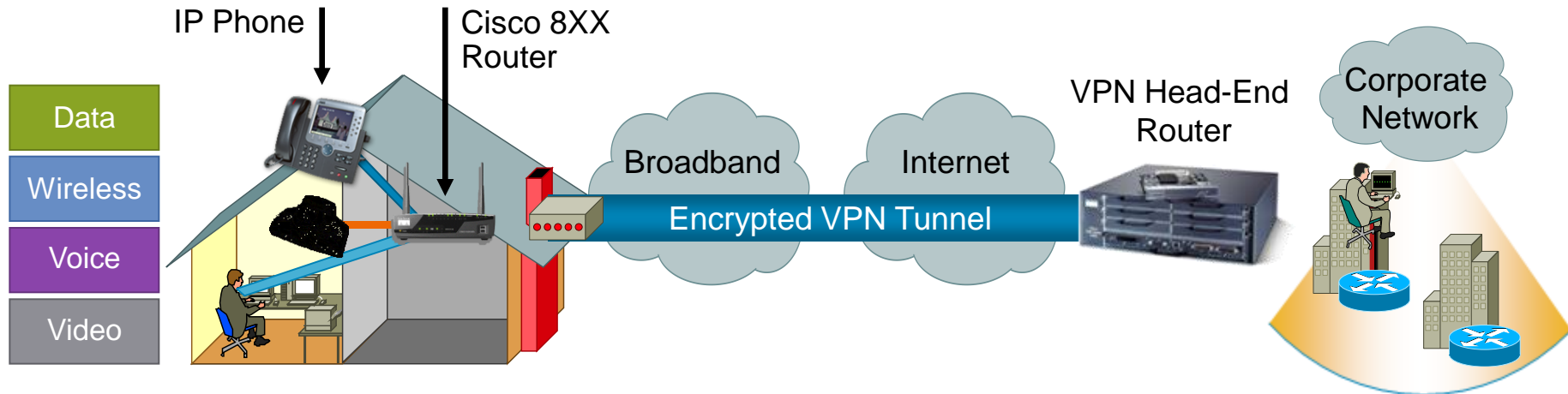
Overview Cisco Virtual Office

User Experience and Productivity

Consistent User Experience From the Office to the Home

Cost Savings

Corporate Phone With 8-Digit Dial, Avoid PSTN and Mobile Costs, Travel/Commute Time



Services

24x5 Support, Voice Services, Video Services, Seamless Wireless Experience

Management

Zero-Touch Provisioning for CVO and IPT, Central Policy and Audit Management Using CSM and CE

Network Integration and Security

DMVPN, PKI, QoS, Cisco IOS[®], IDS, Authentication

Survey Summary ... Employee View

Telecommuting Benefits

- Better quality of life
- Reduced commuting time
- Flexible work schedule
- Higher productivity

Telecommuting Barriers/Negatives

- Less visibility with manager
- Decreased work/life balance
- Feelings of social isolation/disconnect from co-workers
- Longer work hours

Days Worked @ Home

	Actual	Preferred
CVO	2.66	3.31
SW VPN	1.25	2.24



Utilization of Reduced Commuting Minutes

	Work Time	Personal Time
CVO	59.3	35.9
SW VPN	55.9	39.0

Working exclusively at home office ...

	Working Alone	With Someone Remote
CVO	5.92	3.72
SW VPN	5.93	2.59

Working exclusively at Cisco office ...

	Working Alone	With Someone Remote	With Someone In-Person
CVO	4.24	2.69	2.82
SW VPN	5.33	2.40	3.07

Cisco Green: The Virtual Office is Making a Difference

2010 Projections ... 20K active users

- 112,617,750 miles avoided annually
- 54,500 tons CO2 reduction annually
- \$302,000 reduction in reforestation



Carbon footprint and US reforestation metrics derived from data published by Carbonfund.org and Volkswagen of America.



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