

Emergency Response: Workforce Readiness

Helping Agencies Respond to Crisis by Understanding Impacts to their Workforce

salesforce

Problem



Agencies need to understand the status of their workforce throughout a crisis. Which employees are affected? What services or mission is most impacted? Employees need a way to get the latest information and to report their status, incidents, and requests. And all this needs to happen FAST.

Solution



Quickly deploy a mobile ready, engaging employee portal to communicate critical information to the workforce. Allow employees to find information, ask questions, make requests, and report incidents related to COVID-19 – or any crisis.

Why Deploy a Workforce Readiness Solution?



Address Urgent Need

1. Agencies must understand the current status of their workforce. A clear, real-time picture of readiness across Agency based on incidents is critical
2. Access to accurate, current information via web, email, mobile is critical for employees.
3. Employees must be able to instantly and intuitively report status and incidents



Quick to Deploy

1. Proven to be deployable in a matter of days.
2. Pre-built SaaS capabilities for portal, incident management, and request processing
3. Instantly, automatically mobile



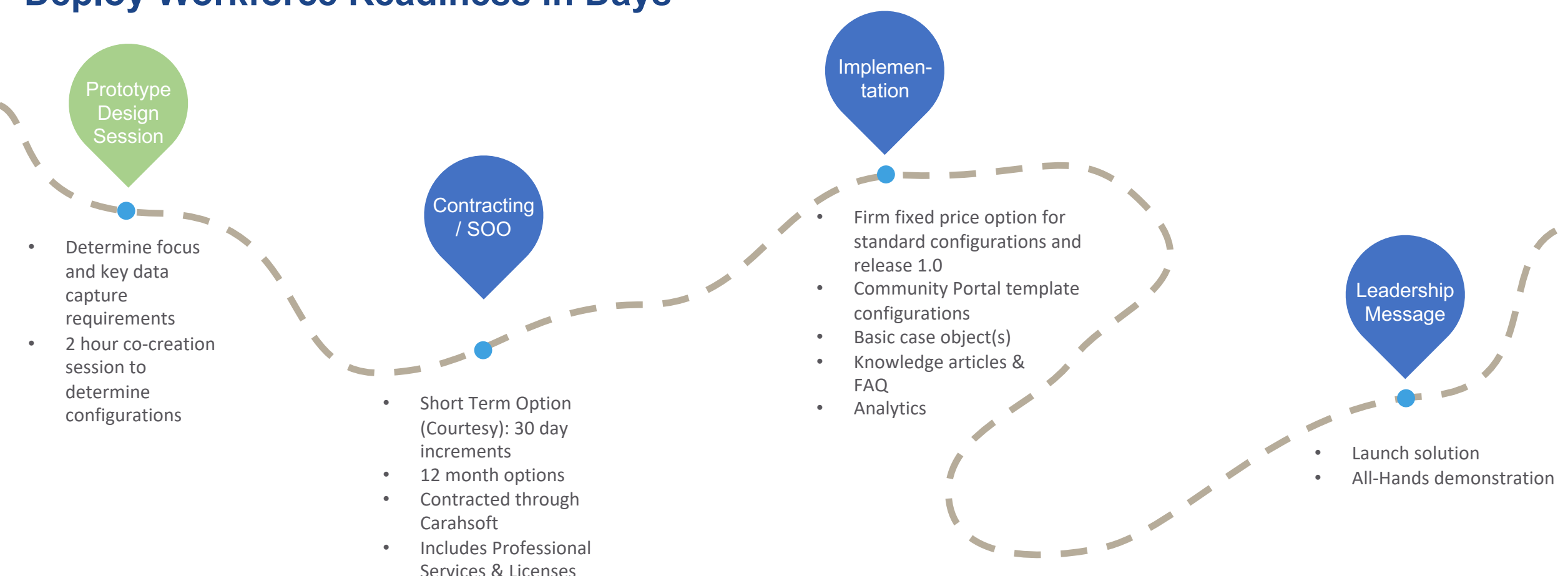
Adaptable

1. Release initial functionality quickly, configured to agency requirements.
2. Add capability iteratively to support additional processes and channels.
3. Evolve solution to meet any crisis

Emergency Response – Salesforce Capabilities



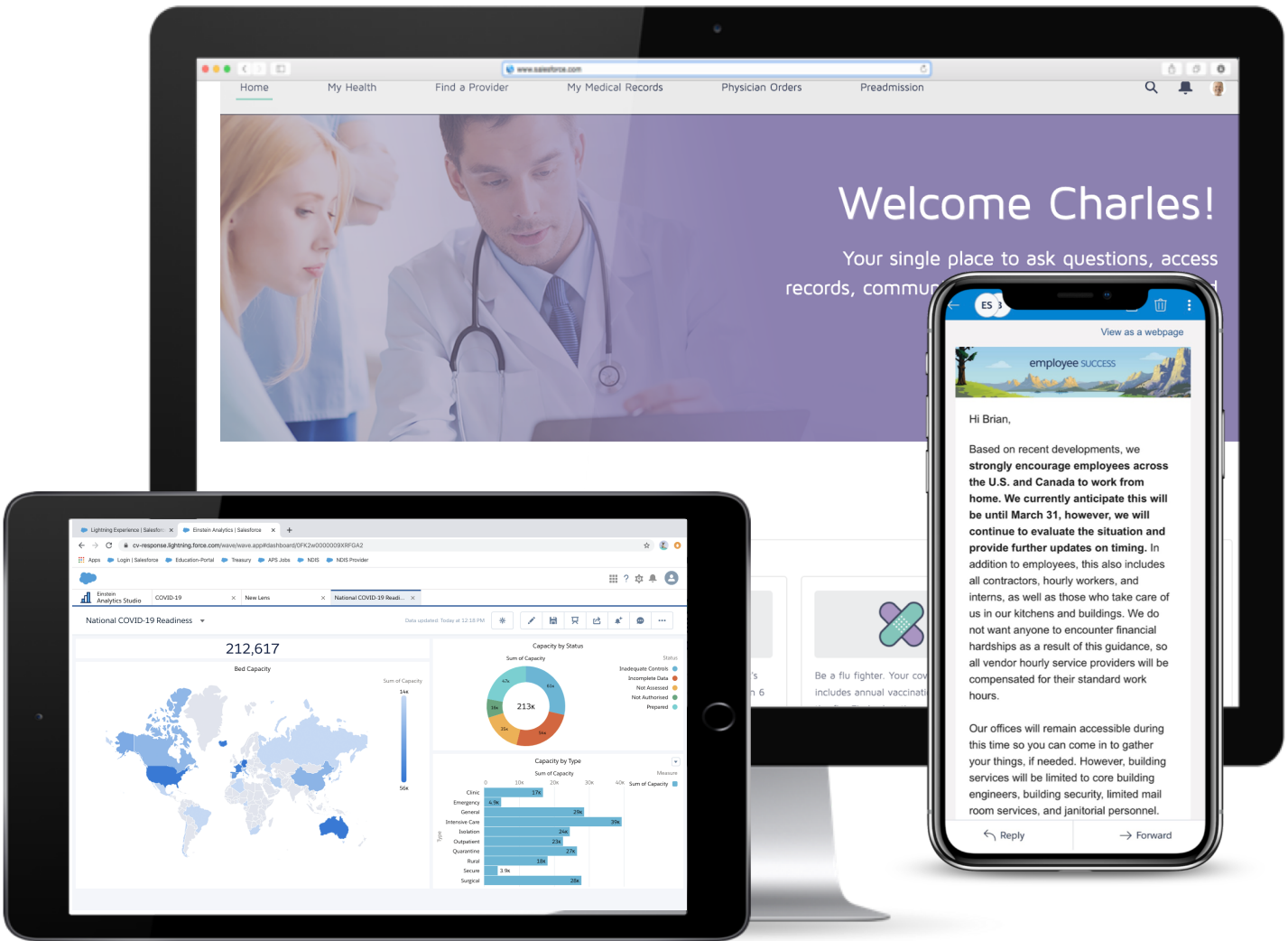
Deploy Workforce Readiness in Days



Rapid Delivery of Emergency Response Capabilities



- Employee Portal** to dissemination of information to employees on policy, status, and actions.
- Collect timely status information** from employees e.g., teleworking status, quarantine.
- Mobile services and request handling** for all facilities and personnel.
- Incident management** to capture, route, and work reports of illness or exposure.
- Monitor agency readiness** for continuity of operations
- Track and compare progress** with agency requests to assure mission operations



Workforce Readiness Architecture

