

Telework Association Newsletter: 14 April 2008

NEWS

UNIFIED COMMUNICATIONS EXPO

The exhibition closed its doors at the end of Thursday having successfully brought together a wide range of suppliers, speakers, end users and other interested parties. The [live features](#) were particularly popular with insights into office, call centre and home based communications technologies.

There was a good turnout for my brief talk as the first speaker introducing the Teleworking and Mobility series of seminars. If you were at the event, but unable to make it to my session, you'll be able to download the talk and presentation from the [Unified Communications](#) website by the end of this week.

Thanks to those of you who visited the stand, it was good to meet you, if only briefly. Although exhibiting is exhausting, we signed up some new members and made a number of contacts that I'm hopeful will develop into opportunities to provide additional services to all our members.

SERIOUS CONCERNS ABOUT THE EFFECTIVENESS OF DISASTER RECOVERY PLANS

Although almost all UK companies back up their critical IT systems and data, more than a quarter of them still do not have a disaster recovery plan in place. Half of those that do have plans, fail to test them. Also, 15% of companies do not take their backups off-site. This is despite the fact that 92% of businesses now consider disaster recovery planning an important driver of their IT expenditure.

These are among the early findings of the 2008 Information Security Breaches Survey (ISBS) carried out by a consortium, led by PricewaterhouseCoopers LLP, on behalf of the Department for Business, Enterprise & Regulatory Reform (BERR). The full results of the survey will be launched at Infosecurity Europe in London, 22-24 April www.infosec.co.uk.

The survey shows that 58% of UK businesses would suffer significant business disruption if their IT systems were not available for a day – the highest figure recorded since the surveys began. This rises to 70% of large companies.

Some 68% of companies polled believe that business continuity in a disaster situation is a very important driver of their information security expenditure, and a further 24% say it is important. Only 2% say it is not very important.

As a result, UK businesses appear better protected than ever:

- 99% of UK companies back up their critical systems and data. 86% do this at least on a daily basis.
- 85% of all UK companies take their backups off-site (up from 76% two years ago); 91% of large businesses take their backups off-site.
- 72% of all UK businesses have a disaster recovery plan in place, up from 58% two years ago. 91% of large companies have a disaster recovery plan.

However, there are concerns about the effectiveness of these controls:

- 28% of companies do not have a disaster recovery plan in place.
- Almost half of the disaster recovery plans have not been tested in the last year.
- 10% of companies with a disaster recovery plan do not store backups off-site.

- When companies suffered a systems failure or data corruption incident, 31% had no contingency plan in place and a further 10% found their contingency plan to be ineffective.

The south-west has now overtaken London as the region with the most disaster recovery plans in place (possibly as a result of last year's floods), but fewer of these plans are tested than in other regions. Chris Potter, partner, PricewaterhouseCoopers LLP, who led the survey commented: "It is encouraging to see that almost every UK business makes backups and the vast majority now take these backups off-site. The risks are well understood; it does not take an incident to raise awareness. The number of companies with a disaster recovery plan has gone up. However, experience shows that plans are only effective if regularly tested. It is a concern that only half of plans have been tested in the last year."

Martin Sadler, Director of HP's Systems Security Lab at HP Labs Bristol, one of the consortium members responsible for the survey, added: "There has been an explosion of information within businesses. Acquiring, analysing and delivering the right information to people so they can act on it is a major challenge for companies. The volume of data, and companies' dependence on it, pose significant backup challenges for them. Increasingly, businesses need to back up their data more frequently. One in five large companies now automatically replicates transaction data to an off-site location as those transactions occur. Companies of all sizes are now using storage area networks to organise their data better.

"Taking backups off-site poses its own security risks. Historically, backups have tended to be unencrypted to minimise the effort to restore data. More companies are now considering whether they ought to be encrypting their backups."

TALENT MANAGEMENT IS THE TOP PEOPLE CHALLENGE IN EVERY REGION AND INDUSTRY

Managing talent is the most critical people challenge worldwide and will remain at or near the top of executive agendas in every region and industry for the foreseeable future, according to a new global study conducted by The Boston Consulting Group (BCG) and the World Federation of Personnel Management Associations (WFPMA).

The study, which is based on a global survey of 4,741 executives in 83 countries, also found that managers saw improving leadership development and managing work-life-balance as other urgent priorities, after talent management. The report provides an analysis of 17 human resources challenges in seven major regions and suggests specific actions to address those issues. "The study is the most comprehensive review of global HR practices ever conducted, and provides an insight into the current and future challenges facing companies," said Florent Francoeur, president of the WFPMA.

Managing talent is seen as the most important HR challenge in nine of the 17 countries analyzed in depth, including the United States, Australia, Singapore, Japan and the United Kingdom, and was at least in the top three in 14 of the 17 countries—a reflection of increasing globalization and competition. To help address this challenge, executives from all regions expect their companies to boost global sourcing of talented employees. While few companies today are moving businesses to new locations to access people, executives expect this to be the most rapidly growing HR trend from now until 2015.

"It may become harder to recruit and retain talented employees than to raise money in an IPO," said Rainer Strack, a BCG partner and one of the report's authors. "In the West, work forces are graying, while in developing markets, companies have an unquenchable thirst for skilled employees. Creating a 'people advantage' will increasingly translate into competitive advantage."

Frances Wilson, CIPD International Adviser adds: "Global talent shortages loom, even in these turbulent economic times, and companies must take steps now if they hope to address these shortages. To fully exploit global, highly skilled professionals, companies should source their talent throughout the world."

WORK OPPORTUNITIES

MAGENTO PHP DEVELOPER

My Client is looking for an experienced PHP E-commerce developer. A good working knowledge of CMS programs and open source technologies would be preferable. This is a challenging fast paced role and you will also need to be a self motivated person as this will be **working from home**. Contract. <http://tinyurl.com/5w2os5>

DEVELOPER, ASP.NET (C#)

TRG represent a EDM specialist for an individual to join as a C# / ASP.NET developer. Excellent commercial ASP.NET experience required and ability to apply strong SQL skills, whilst **working from home** and meeting UK based clients.

Opportunities to work on a wide variety of diverse and interesting projects and use full lifecycle aspects including analysis, design, implementation and testing. Perfect opportunity for anyone who wants to mainly work from home and conduct client-facing development work in C# / ASP.NET; please contact Dan Robertson for immediate consideration for this c# developer role. **Home based**. Salary £26000-£32000 Per Annum + benefits. <http://tinyurl.com/5l6gd3>

WEB DEVELOPMENT PROGRAMMER

Specialists in web design & search engine optimisation, our client offers a service tailor-made to clients. They require a Web Development Programmer for the design, production & mgt of web sites using Cool ICE/Mapper/BIS. You will be paid a per project fee. The work is likely to suit an experienced Mapper contract programmer with experience of Cool ICE/BIS (at least two years). Some knowledge of Macromedia Director 6, Sage accounts (using ODBC link), Lotus Approach & Visual Basic an advantage.

Upon receipt of the specification following a client meeting, you will produce a time estimate. Most projects are relatively short (one week) and many involved amending existing sites (often only a few hours).

Requirements:

- Experience of using Unisys Cool ICE/Mapper/BIS basic knowledge of HTML
- Ability to work to deadlines
- Dedicated and professional attitude to work

About our Client:

- Over 20 years in the computer business
- Over 10 years in web site design
- Excellent client base

Home based. <http://tinyurl.com/663bnf>

C#.NET DEVELOPER

Prestigious Isle of Man based client is currently looking for .Net Developers to join their team. You will be ideally based on the island but there is the potential to **work from home** for the right candidate. Key skills include C#.Net, ASP.Net, Sql Server. Sharepoint is a bonus. Your role will be primarily web based, working on intranet web applications. There are multiple projects there however so the contract will be varied.

Location: Isle of Man (potential for some home based work)

Length: 6-9 months

Rate: Negotiable 30-40 per hour depending on location and experience

Start: 1-2 weeks

<http://tinyurl.com/5a8dp3>

APPLICATION SUPPORT MANAGER

Our client, a leading solutions provider is seeking an Application Support Manager to work home based with occasional visits to Berkshire. Responsible for delivering application services within a managed service framework ensuring that systems are available to customers, within the terms of a service level agreement, reflecting changing business needs and customer requirements whilst maximising business development opportunities.

The successful candidate will have:

- At least 7 years experience in IT/business service provision with 4 years managing support teams within a structured managed service environment.
- Experience of managing budgets or cost recovery models.
- Demonstrable experience of developing and delivering service initiatives.
- Experience of developing and delivering proposals.
- University degree or equivalent experience.
- Commercial Awareness – Enhanced.
- Business Awareness - Organisation .
- Customer Culture – Partners.
- Leadership – Influences.
- Judgement and Decision Making – Confident.
- Influencing – Persuasive.
- Planning and Organising.
- Communication – Enhanced.

The role will include:

- Leadership to provide direction, control, support and guidance to a team(s) to ensure successful delivery.
- Relationship Management to develop an open and honest relationship with customers to build a long-term partnership.
- Strategic Direction to Contribute to the strategy and account development plan to provide more innovative and creative services.
- Service Improvement to implement and continuously improve standard processes, controls and tools to manage risk and maximise efficiency and cost effectiveness.
- Partner Management to manage third party relationships and suppliers to enhance service offering, reduce costs, gain efficiencies for our customers and maximise business opportunities.
- Cost Management and staff management including recruitment, coaching and development.

Home based. Salary to £70K plus 10% bonus and benefits. <http://tinyurl.com/5exdww>

SIEBEL BUSINESS ANALYST

My client is looking for a Siebel Business Analyst to work as part of a big telecoms project. It can be a **home based** role with some travelling into Eastern Europe for requirement gathering. You will be part of a team of 12 in the implantation of the Siebel CRM system. The ideal candidate will have experience with Siebel tools, workflows, Siebel Analytics and must have experience within the Telecoms industry.

Salary 600 euros per day. <http://tinyurl.com/57fam5>

C++ DEVELOPER

C++, Graphics Background, MAC & PC, X-code, Communication skills is required by my client a global leading provider in modeling and animation software.

You will be required to work with existing customers of my client working on my clients products providing and coordinating the publications. You will be programming in C++, API and working on plug ins. Within your role you are able to **work from your home** location. This an exciting time to join my client who are constantly expanding.

English speaking, knowledge of German is beneficial.

Salary €70K + benefits. <http://tinyurl.com/5wlt0h>

CONSULTANT (TECHNICAL ARCHITECT & PROCESS ANALYST)

Take the lead in the early and accurate definition of architectures. Working with senior customer staff, from both a business and IT perspective, to understand and extend their needs, and subsequently to define the solution and high-level architecture to meet these requirements. Successful Solutions Architects / Business Process Consultants will have a strong understanding of how technology can solve business issues, reducing risk, increasing value to the customer in the space of Content Management, Portal, Search, Collaboration and Business Processes. The Solution Architect will have a consultative style. You will have experience of business process modelling and workflow applications, preferably either Agile point or Oracle SOA. You will be involved in the whole BA life cycle from taking user requirements, turning the requirements into functional specs, as well as BPR and gap analysis. Also a background of Oracle Applications is highly desirable.

- Contributes as required to the generation of proposals ensuring they reflect the capability of ELDER Systems Integration practice
- Supports the selling and solution design project phases defining the appropriate solution combining Oracle products, customer existing products and partner products when needed.
- Owns the definition and integrity of the solution architecture
- Formulates appropriate customer solutions combining Oracle, iAnywhere Technology and other Partner offerings
- Develops high level implementation roadmaps to describe how customers can transition to proposed solutions and migration routes from existing to new architecture. Able to identify 'quick wins'
- Works alongside and fosters supplier expert collaboration / advice
- Engages as 'solution manager / owner' on key accounts and opportunities
- Contributes to the repository of ELDER reference architectures
- Uses the Architecture and Blueprint approach to devise an outline solution
- Works with account teams to discover and exploit opportunities for cross and up selling

Key Skills,

Has a level of understanding across the breadth of Oracle's and iAnywhere's product set (Content Services, Secure Enterprise Search, Text, Portal, CMSDK, XML DB, BPEL, Identity Management, Security) and commercial technology architectures. Understanding business needs related Data Services: automating business processes, digitalizing paper, document workflows, records management, compliance requirements. Discovering and formalising customer's business and technical requirements in Data Services, Portal, BI BPM and mobile middleware using appropriate tools and techniques.

Home based. Basic Salary £ 50,000 to 60,000 (70,000 with OTE). <http://tinyurl.com/5jgstv>

C# .NET ASP.NET Senior Developer

VS 2005 C# .NET 2.0 environment moving to VS 2008 C# 3.5. Agile / SCRUM Development
My client is a Software House delivering an enterprise level product to Blue Chip IT Services companies. The product has an extensive suite of tools features and brings together workflow, collaboration, data management and process.

You will work on New systems and features development. You will work via pairing with a Senior Developer and take an Agile approach. The environment as a whole allows for Developers to be creative and voice and implement their own ideas.

Along with the type of work environment, projects and technologies which appeal to any aspiring Developer this company also offers flexible work hours and **home working** as an option. Salary £45K + pension + bens. <http://tinyurl.com/65oghs>

FLASH DEVELOPER/DESIGNER

Flash developer/designer – 3 months – Kent –Possible **work from home** - My client is currently recruiting for a flash designer with action script coding experience. The role will involve a complete website revamp so the candidate must be well versed image manipulation, sitemaps and wireframes. Essential skills – actionscript (AS3 ideally), photoshop, illustrator and flash. Desired – html, css,

<http://tinyurl.com/5uba62>