

TO: Joint Committee on Coronavirus Response  
DA: March 18, 2020  
RE: COVID-19 Support

Co-Chairs Holvey and Roblan, and Members of the Coronavirus Response Committee,

As you evaluate possible solutions to the COVID-19 situation, we wanted to share that IBM is standing by with teams of experts to help the State of Oregon with a rapid response, if necessary. Here are a few ways that IBM is helping state and local government agencies:

**Enabling Work from Home** - Many agencies are struggling to scale full work from home capabilities across an entire agency or workforce. Bring Your Own Device (BYOD) and Cloud-based Virtual Desktop (VDI) are quickly becoming the most viable route to enable work from home at scale. IBM has a fully automated and deployable VMware VDI solution that can be deployed within a couple of days to keep the business operational. This may also alleviate the need to buy hardware for your employees.

**Remote Call Centers** - Restrictions on group gatherings, including Governor Brown's new ban on gatherings of 25 or more people, is putting additional strain on agency call centers. As you may know, every State Call Center agent leveraging IBM's telephony system has the ability to make their personal home or cell phone the primary destination from the queues, through the agent software. No special config or licenses are needed, this has just not been a popular concept in the past.

**Call Forwarding** - Non-Call Center users under the IBM telephony contract can choose to use the UC Use Case which allows for forwarding their work number to a home or cell phone.

**COVID-19 Watson Assistant** - Responding to questions from the public has been a challenge, both for private businesses and governments. IBM is working with governments across the country to implement a COVID-19 virtual agent that will allow citizens to ask questions using natural language.

**High-Speed Secure File Sharing** - IBM is eliminating the cost of using the [Aspera](#), IBM's high-speed file sharing and team collaboration service, through April 30, 2020. New subscribers will have free use of the SaaS offering for up to 2,500 users, 1 terabyte (TB) of data transfer, 1 TB of cloud storage and 10 TB of egress. This hosted service includes built-in security and allows users located anywhere to fully utilize their available bandwidth to exchange large files and data sets quickly and reliably. As a fully hosted SaaS, there is no infrastructure to deploy and no special networks to configure. After signing up, employees can immediately start sending, receiving and sharing files of any size securely over the public Internet. You can sign up for the free 90 day service [here](#).

**COVID-19 for Population Health** - COVID-19 presents a particular risk for Medicaid-eligible population in Oregon. IBM can assist the State of Oregon to:

- Identify high risk populations (IBM identifying codes related to risk.)
- Assess risk levels by geography, provider, beneficiary or another dimension
- Track the health of the high-risk population: both confirmed and potentially suspect cases. (COVID-19 HCPCS codes and related codes.)
- Inform direction of resources, application for federal grants (from the funding legislation moving through Congress), support COVID-19 1115 waivers and 1135 waivers for emergency relief (Under discussion between states and CMS right now), etc.

**COVID-19 Emergency Income and Food Assistance Programs** - IBM Social Program Management has been proven to support government agencies in rapidly creating, administering and reporting on new disaster income assistance programs. IBM is uniquely positioned to stand up the full program in as little as six weeks. This solution was used by the State of New York to track unemployment following the 9/11 terrorist attacks. Additionally, the State of Louisiana deployed this solution following Hurricane Gustav.

**Community Connect for COVID-19 Containment** - The government needs help reducing the number of people congregating in hospitals, spreading the virus, and taking up beds – ideally, they would identify needs and deliver help to people’s homes directly. IBM can partner with agencies as they stand up new containment areas. Case workers, the National Guard and providers would use IBM Watson Care Manager to assess individual’s needs; create plans including required services; document notes on progress/decline; send requests and confirm services from community service providers; track populations beyond the containment periods; and report on population status and trends.

IBM has always felt a responsibility to the communities in which they operate, so IBM’s technical and industry leaders are working hard to help government and health agencies monitor and manage the outbreak. For example, [IBM’s Summit supercomputer](#) is helping researchers at the U.S. Department of Energy identify drug compounds to disable the coronavirus, and the [IBM Clinical Development](#) system has been made available to national health agencies to reduce the time and cost of clinical trials.

IBM has successfully managed through many global crises over its 109-year history, and if the State of Oregon needs it, IBM has a point of view about how to deal with the implications of the virus. The team is here and are ready to help.

IBM has built client partnerships on trust. It’s one of the core values, and we’ve learned through experience that when times are difficult, strong partners stand with each other. IBM will stand with the State of Oregon at this turbulent time and will do all they can to help you survive and succeed. Trust comes with transparency, so IBM will keep the channels of communication open with each of their clients as circumstances evolve.

Please do not hesitate to reach out to our team with any questions you may have.

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