

KNOW YOUR FINANCES

Updated: _____

Next Review Date: _____

OVERALL BUSINESS NEEDS

1\ Have you worked with your bank to set up a line of credit for your company?

Who is responsible to activate it and who has access to it?

2\ How much cash would be needed to survive a 3-day, 5-day, 10-day, or longer shutdown?

3\ For what purpose is the cash needed? Will you have that cash on hand?

Who would make the decision to utilize the cash?

Who would have access to the cash?

Do you have sufficient cash to pay for various additional services that might be needed, such as janitorial or security services?

4\ Do you have a company credit card that could be used for emergency purchases?

Who is authorized to use the credit card?

5\ Will you be able to pay your bills/accounts payable?

Do you have procedures in place to accommodate a business disruption?

6\ Will you be able to continue to accept payments from customers/accounts receivable?

Do you have procedures in place to accommodate a business disruption?

7\ Have you identified an alternate location where you can work?

KNOW YOUR INFORMATION

Updated: _____
Next Review Date: _____

TYPE: Computer Equipment/Hardware Computer Software Vital Records

Item: _____

Title and Version / Model Number: _____

Serial / Customer Number: _____

Registered User Name: _____

Purchase / Lease Price: _____

Purchase / Lease Date: _____

Quantity (equipment) or Number of Licenses (software): _____

License Numbers: _____

Technical Support Number: _____

Primary Supplier / Vendor: _____

Alternate Supplier / Vendor: _____

Notes: _____

Name of vital record: _____

Name of Business Function Vital Record Supports: _____

Type of Media: _____

Is it Backed Up? _____ How often is it backed up? _____

Type of Media for Backup: _____

Where is it Stored? _____

Can the record be recreated? _____

Notes: _____

KNOW WHEN TO TEST YOUR PLAN

TABLE TOP EXERCISE: POWER OUTAGE SCENARIO

Exercise Date: _____

Next Exercise Date: _____

It is a hot, rainy Friday morning. The current time is 11:30 am. Suddenly the lights go out and all the computers , printers, copiers turn off. For a few seconds there is silence before chatter begins to pick up. One of your emergency lights comes on, but the rest are not working. While many of the offices have windows to provide minimal light, the majority of the hallways and rooms are left in the dark.

- Take the first 10 minutes to discuss what you will do next.

It is now 1:00m and the lights are still not on. The building HVAC has been off now for 1 1/2 hours and the temperature inside is gradually becoming unbearable. Your entire power grid is without power. There is no word from the electric company about restoration of power.

- Now what are you going to do?

- Is your technology/computer room being dealt with? By whom?

- Has someone turned off all computers, printers, and equipment to prevent electrical surge when power is restored?

- Is your phone system down?

How are you going to manage the phone lines?

It is now 2 pm. Employees are asking if they can leave early. The word around town is that the power might not be restored for several days.

- How will you communicate this message?

- What instructions will you convey to your employees? Customers? Vendors?

- Are you going to declare a disaster in order to activate your business continuity plan?

Continue your discussion with the following questions:

- How are people within the organization communicating with each other (e.g., sending and receiving messages, information, and response details)?
- How are they communication with other stakeholders (e.g., your customers and clients, the media)?
- Is there a pre-determined and agreed upon central meeting place for company leaders, management, and employees?
- Is there a copy of your business continuity plan that you can easily retrieve?
- Are there any business processes for which there are manual workarounds? If so, discuss how that would happen?
- How would you find an appropriate place to operate from for the remainder of the day? For the next one or two weeks, if necessary?
- Have you begun an assessment that includes an evaluation of the status of employees, customers, operations, and external utilities?
- How would you ensure that customer concerns are managed?
- Have you begun to determine how much data was lost and how that will affect your operations?
- Some employees are asking, "How will I know if I should come to work Monday?"



It is now 7:30 am on Monday, three days later. The power is still out and the Health Department has determined that no building without running water can open for business. Clients are calling and the company voice-mail system is full. Employees are texting the HR Director asking for guidance.

- What do you tell them?
-

Exercise Debrief:

- What is missing from your plan?
- What worked well in this scenario?
- What did not work so well?
- What could you do differently next time that would improve your response?
- List the actions you will take to improve your plans.

Exercise Wrap Up:

This completes the exercise. In order to maximize what can be learned from this effort, have all participants write down their thoughts and concerns. You can address these and the debrief issues at future meetings.

Notes:

KNOW YOUR EQUIPMENT

Often, businesses have particular equipment that serves as the primary source of a successful operation. If such equipment failed or was unavailable, the business may have to restrict production of goods and services or be forced to shut down. An example of this may be a printing press at a print shop or an oven at a bakery. Business owners should identify the key equipment and machinery necessary to perform critical business functions. You may also want to list company-owned vehicles.

When there is advance warning about an event, such as winter weather or a hurricane, you might decide to move key equipment and machinery to safeguard them from the approaching hazard or move them to be used at an alternate location. Since some disasters occur without advance warning, you should ensure you have identified available replacements or alternative options to continue operations.

When evaluating and identifying critical equipment and machinery, consider the following:

- In advance of a known weather event:
- Can the equipment be easily moved to a safe place in the building or to an alternate location?
- Can measures be taken to protect the equipment in its current location?
- Is the equipment customized or one-of-a-kind?
- How long would it take to reorder the equipment?
- Is the equipment functional or obsolete? If obsolete, how long would it take to replace or get it functional?
- Are there rental resources to temporarily replace the critical equipment?
- Can you outsource the end product if the equipment cannot be substituted quickly?

Be sure to save and store any photos, purchase invoices, sales receipts, user guides, and warranty information in a dry and safe location. You should be able to access this information at any time during the event.

Knowledge of equipment exposures and the impact on your business operations is critical to properly manage the exposure. With this knowledge, you can plan ahead to help protect your business, employees, customers, and reputation.

Note: Use the Know Your Information Technology form to document IT-related equipment.

KNOW YOUR EQUIPMENT

Use this form to document key equipment, machinery and other items you will need to fulfill your critical business functions.

Updated: _____

Next Review Date: _____

Item: _____

Related Business Function Name(s): _____

Brief Description of Item: _____

Manufacturer: _____

Model No: _____

Serial No: _____

Asset Tag Number: _____

Quantity: _____ Purchase/Lease Date: _____ Purchased/Leased New or Used: _____

Price Paid: _____

Physical Location Within Facility: _____

Is this equipment replaceable? _____

 If so, how long to become functional? _____

 If not replaceable, what are your options? _____

Are there spare parts available? _____

 If so, explain. _____

Is vendor/manufacturer installation required? _____

Primary Supplier/Vendor: _____

Alternate Supplier/Vendor: _____

Order Time for Replacement: _____

Warranty or Service Contract Info: _____

(Attach photos)

Notes: _____
