

# COVID-19 Business Continuity Checklist

This checklist provides organizations a way of tracking Business Continuity items related to the Pandemic Influenza and COVID-19 Response Plan.



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Note: Save your changes after updating checklist

# 1.0 Planning Activities

		<b>Status</b>	<b>Completion Date</b>
1.1	Assign responsibility for planning and preparedness to a senior executive and a deputy		
1.2	Obtain information on COVID-19		
1.3	Develop a business continuity plan		
1.4	Discuss continuity plan with employees and key stakeholders		
1.5	Consult with suppliers on measures they are taking and on potential disruptions to your supply chain		
1.6	Assess 'high level' impact on your business and attach appropriate priority to the planning process		
1.7	Establish authorities, triggers and procedures for implementing plan		
1.8	Test the plan in exercises		
1.9	Share best practices with other businesses		
1.10	Revisit plan periodically		

## 2.0 Business Issues to Address

		<b>Status</b>	<b>Completion Date</b>
2.1	Identify critical activities and the employees and attach appropriate priority to the planning process		
2.2	Consider the possible impact of employee absences		
2.3	Consider the possible impact of disruption to Clients and Providers — determine at-risk Clients and Service Providers, including economic health to sustain pandemic or epidemic		
2.4	Examine the likely impact of COVID-19 on your market and on Client requirements		
2.5	Identify and agree on strategic business imperatives in the event some functions are reduced or eliminated		
2.6	Understand the business need for face-to-face meetings should there be community transmission of COVID-19 with a risk of person-to-person		
2.7	Consider working remotely — see Pandemic Response Plan		
2.8	Establish authorities, triggers and procedures for implementing remote work plan		
2.9	Consider the issues for business related travel limitations due to COVID-19		
2.10	Consider the financial management implications		
2.11	Examine the extent to which others will be dependent on your business due to COVID-19		
2.12	Consider the circumstances under which you might decide to scale back or suspend operations due to COVID-19		
2.13	Review cash reserves and cash flow needed to support operations — understanding there may be delays from Clients		

# 3.0 Measures to Support Continuity

		Status	Completion Date
3.1	Nominate deputies — have a documented succession plan available for all employees to view		
3.2	Cross-train and identify alternative sources, especially for key business functions that are critical to the Organization		
3.3	Communicate with staff in a manner appropriate to the current state of COVID-19 phase as guided by national recommendations		
3.4	Prepare emergency communications plan		
3.5	Plan for increased absenteeism		
3.6	Prepare policies for sick leave due to COVID-19		
3.7	Consider the possibility of changes to your product, service, and interaction with customers		
3.8	Review insurance coverage		
3.9	Register with SBA (Small Business Administration) to be eligible for support funds, if necessary		
3.10	Identify key business functions — assess impact of limited scope		
3.11	Check for bank closures, post office closures, or any interference that could delay processing payments		
3.12	Check on cash reserves and cash flow in general		
3.13	Set up electronic payments for clients and for service providers in order to send and receive payments		

## 4.0 Responding to Workplace Risks

		<b>Status</b>	<b>Completion Date</b>
4.1	Prepare policies on hygienic behavior for employees and visitors based on national recommendations from CDC, FEMA, WHO, NIH		
4.2	Plan to provide hand washing, hand hygiene, tissues, and other hygiene supplies		
4.3	Plan for frequent and effective cleaning of the workplace as per national recommendations		
4.4	Prepare policies to advise those who are infected, or are suspected to be infected with COVID-19		
4.5	Communicate the need to self-isolate and seek medical attention if symptoms exists		
4.6	Plan measures to reduce face-to-face contact with employees, vendors, Clients		
4.7	Identify measures that can be taken to reduce the potential for employees who are in the workplace to infect each other — social distancing, reduced in-person meetings		
4.8	Prepare policies on flexible work locations — see Remote Workplace, Pandemic Response Plan		
4.9	Provide IT infrastructure to support remote working and remote client interaction		
4.10	Determine needs and be prepared to supply any additional personal protective equipment per national recommendations		

## 5.0 Remote Workplace

		Status	Completion Date
5.1	Work with Managed Service Provider (MSP)/IT team to understand needs for working remotely		
5.2	Identify point of contact for remote work needs — this person works directly with MSP/IT team		
5.3	Prepare policies on expectations of working remotely — need to understand workload and that sharing of large files and live streaming can diminish bandwidth and connectivity		
5.4	Determine need for laptops, accessories, and peripherals required for employees to work remotely. This may include webcams, headphones, backup power supply		
5.5	Determine if large workstations (e.g. computer towers) can be transported to employees' homes		
5.6	Take current inventory of laptops, accessories, and peripherals supply — loaned to employees, and for backup supply, if needed  Note: Contact MSP prior to purchasing off-the-shelf products. Some may not support your business needs.		
5.7	Review VPN and connectivity needs — this could include the need for additional licenses in order to connect to the domain		
5.8	Implement the use of collaboration tools — Microsoft Teams, Google Drive		
5.9	Implement the use of communication platforms — Cisco Webex Teams, Slack		
5.10	Implement the use of remote meeting and video conferencing platforms — Webex Teams, Microsoft Teams, Zoom, Slack, Skype, Google Hangouts		
5.11	Establish a meeting cadence to keep in touch with remote team members — e.g. every morning, at the start/end of each shift, etc.		

## 5.0 Remote Workplace (continued)

		Status	Completion Date
5.12	Prepare policies and training for leaders who will be managing remote teams		
5.13	Understand home Internet bandwidth limitations and resource challenges		
5.14	Communicate the process for forwarding calls to soft phones and cell phones		
5.15	Determine training needs to support any remote communication and collaboration platforms		
5.16	Obtain appropriate licensing to support new tools and platforms		
5.17	Set up collaboration and communication platforms to support teams and a general team space. Try to avoid relying on one common space for all communication.		
5.18	Prepare policies for using mobile devices, smartphones, and tablets and work with MSP/IT team to add proper mobile device management software and Two Factor Authentication (2FA) for security protection		
5.19	Understand your needs for computer provisioning, imaging, SaaS connections, and other applications needed to support remote work. Contact MSP/IT team for remote provisioning.		
5.20	Provide a location for all contact information to be easily obtained for all employees, leadership team, vendors, service providers, and Clients		
5.21	Verify that email system can be accessed remotely		
5.22	Determine alternate remote location if working from home is not an option		