

Continuity Readiness Questions

The University of Maryland, Baltimore (UMB) defines Continuity of Operations (COOP) as the **readiness to continue** performing the **most important** and **time sensitive work**, even when disrupted by a big emergency. Work considered “most important” and “time sensitive” is a subset of processes that are normally performed during the day-to-day and are considered **essential processes**.

Continuity planning anticipates impacts to the organization’s most precious assets: People, Places, and Things. To continue performing essential processes, it’s imperative to safeguard the performance of People, Places, and Things, by identifying secondary or alternate continuity strategies, to ensure your organization’s essential processes can continue regardless of the circumstance.

Instructions

These questions act as the basis for continuity planning and are designed to be applicable to diverse organizations. Use these questions to identify essential processes and the necessary continuity strategies required to sustain operations during and rapidly following an emergency.

Consider the following for your organization:

- 1. What processes are considered most important and time-sensitive? How long can a process experience downtime before adverse consequences occur?**
- 2. Who primarily performs each essential process and who is their designated backup? At a minimum, designate a secondary and tertiary as a backup.**
- 3. What happens when the leader or official-in-charge is absent (planned and unplanned)? Who is the successor and what are their responsibilities?**
- 4. If my building is inaccessible, where is the designated alternate location? For processes that can only be performed in-person, what alternate locations could be utilized?**
- 5. What things are needed to perform each essential process and how are they obtained when there is an interruption? Consider how this applies to critical applications and records, communication tools, and equipment.**