



Coronavirus Pandemic

Business Continuity Action Plan

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JEC Professional Services Ltd

Agenda for Major Incident Management Team

1. Objectives
2. Business Impacts
3. Current Status
4. Communications
5. Technical Capability
6. If it gets worse
7. Next steps
8. Logging templates

Team Objectives (starter for 10)

- To ensure the organisation are as prepared as possible
- To train participants in key elements of Crisis Management, Communications etc.
- To enable business to continue as normally as possible
- To protect the organisation's reputation
- To prevent speculation, incorrect information and uninformed comment about any aspect of our business during the crisis.
- To alleviate anxiety among those directly affected and their families.
- To maintain good relationships with all target audiences.

Business Impacts

- What are the Mission Critical Activities (MCAs) that must be maintained
- What are the minimum number of employees to support these activities and what are the interdependencies between departments?
- What is the reliance of MCAs on critical suppliers and service providers
- Estimate financial, legal, and reputational costs
 - to date
 - in the next 4 weeks
 - in the next 8 weeks
 - longer term

Current Status

- Have you got anyone confirmed or with symptoms?
- What % and number of staff are working from home?
- What % and number of staff cannot currently work from home and why? (could this solved?)
- How are IT systems and infrastructure coping?
- Which processes are currently suffering the most ?
- Which people are currently suffering the most?

This and other slides can be used to compile your own meeting check list each time

Communications

What has been sent so far internally and externally?

Communications decisions

- Who is responsible for sending?
- Who to send to?
- How often to send?
- What to send – preferably pre-prepared templates for external, internal, (try to keep differences to a minimum)

Options and ideas to help

- Set up an internal/external dial in status line with a pre-recorded message
- Keep intranet and website page updated

Technical Capability

- Dial in capacity assessment and usage needed
- Phone system, diversion of calls to which numbers how and when?
- IT Support status and ability to continue whilst from home
- Hardware issues resolution options e.g. broken laptops
- Virtual meeting culture and knowledge Skype/Zoom/Goto need to choose a standard for everyone to use if this does not currently exist
- Review printing requirements and consider digital options
- Other non IT equipment hardware , e.g. stamps, stationary, envelopes

Remote Working

Assess ability to work from home from:

- a technical perspective – equipment, broadband, mobile phones
- a family and circumstances perspective
- home environment suitability

Identify vulnerable staff at risk

Prepare managers to lead virtual teams of remote workers through

- Timely and appropriate communications
- Systems and protocols for staff to work on their own effectively and still collaborate with colleagues

If it gets worse...

- Are there deputies for all key staff
- Identify the processes that could be suspended and for how long
- For staff in non critical process do they have the skills/capability to help others

Key Next Steps

- Allocate Roles and Responsibilities
- Allocate Actions
- Set up regular meetings
- Create your own tailored check list

Recording all decisions and events

Date	Time	Event	Action No.

Date	Time	Action Task	Allocated to	Status

Please get in touch for more information and assistance



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