

BEFORE-ALL-HELL-BREAKS-LOOSE BUSINESS CONTINUITY CHECKLIST

In business, the inevitable always comes. Shutdowns. Breakdowns. Letdowns. Best prepare beforehand. That means having plans in place and resources in hand to ensure business continuity. Here's a quick rundown to prepare.



ID SCENARIOS



You can't know everything. But some things you do. That's why—before things occur—develop if-that, then-what scenarios. Natural disasters. Workplace disruptions. Business upsurges. Make believe they're real. Then, get real and ready.



FIND PARTNERS



Enlist experts to do what you can't in high-demand or emergency situations. Make sure they know your operations cold. Explain everyone's roles and responsibilities so nothing and no one slips between the cracks. Namely, your reputation and customers.



ALIGN RESOURCES



Organize everything in a continuity command center or site, with fingertip responses to mobilize players and resources. Have them at the ready—internal teams and external means. A clear line of sight enables a business to better control a crisis or a crunch, and respond with clarity.



WEIGH OUTCOMES



Determine the risk/reward model that works best for you. Be realistic. Weight possible outcomes. What can you sacrifice—and what won't you? For instance, how many contact center agents are you willing to pay for to ensure nonstop service. Do a checkbook-and-a-reality check.



RUN DRILLS



Dry run each scenario. Get everyone involved—inside and out. Throw in monkey wrenches. Break things. Then work out the kinks. Rehearse as if your business and customers depend on it. Because they do.

At Working Solutions, we know how to step in and step up to provide business continuity for the anticipated and the unexpected. [Contact us for more information.](#)



866.857.4800
workingsolutions.com
sales@workingsol.com

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