

# COVID-19 Business Continuity Checklist

With the right business continuity plan, your company can minimize operational disruptions caused by COVID-19. Aronson LLC put together this checklist to help your business minimize risks associated with this pandemic and weather the current health crisis climate.

## **How and what are we communicating to our personnel and customers?**

- Do we have communications plans in place?
- Do we have a documented list of key personnel and their contact information?
  - Do we have key vendor contact information?
- What is the messaging to employees about working remotely?
  - Do employees know to take laptops and key tools home nightly?
  - Do employees know safety, awareness, and general best practices messaging regarding the pandemic?
- What is the messaging to customers about continuity of operations?
- Do personnel know who to contact for assistance or additional information related to their job duties or technical issues?

## **How and what are we doing to prepare our information systems for alternate work arrangements?**

- Do we have enough system resources to support large scale-ups of teleworking sessions?
  - Do employees used to working in the office day to day know how to log in remotely?
  - Do we have enough software licenses for uptick in remote users (e.g. VPN)?
  - Have we done a stress test to determine any issues for increase in teleworkers?
- Do we have enough human resources to support an increase in teleworkers and potential technical issues (e.g. Helpdesk)?
  - Is outsourcing required?
- Have we talked to our key vendors and third parties regarding impact to services provided?
  - Are we ensuring service level agreements are being met per usual?

- What will be the plan if the vendor cannot provide services as normal during these times?
- Will there be any impact to the security of my information systems and data if all the workforce works remotely?
  - Is additional monitoring of the network and systems needed?
  - Do there need to be any configuration changes to support alternate work arrangements?
  - Will there be an impact to my regular information security processes (e.g. patching, OS updates)?
  - Will there be any impact to meeting regulatory and/or legal requirements due to alternate work arrangements?

□ **What is the plan of action for those directly impacted by COVID-19?**

- What's the plan for visiting clients or accepting visitors at the office?
- Is there a protocol for reporting international travel or exposure to those who have recently traveled internationally?
- Is there a protocol for reporting illnesses to HR/management?
  - Will a quarantine period be mandated?
- Are we implementing restrictions on travel in addition to those already in place at a larger scale?
- Will there be increased flexibility for those remote workers who may have to care for children at home due to school closures?

There are many more questions you could add to the list above, and there is no doubt many new ones will arise as we all cope with the impacts of the pandemic.

Take the time to make sure there is appropriate resiliency in your organization, and that employees and customers alike can have the confidence that business will continue as usual (for the most part) during these trying times.

**Be safe. Be prepared. We're all in this together.**

For more information on being prepared for business interruptions and keeping your operations running smoothly, refer to Aronson's [Business Continuity Library](#). You can also reach your Aronson advisor or our Business Continuity team at 301.231.6200.