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Continuity of Operations— Critical Systems/Services Checklist

How quickly a company can get back to business after an emergency often depends on pre-emergency planning. A business should identify what critical internal and external systems and services are required to maintain basic operations. Those identified critical areas should be included as action items within a business continuity of operations plan.

The following areas should be considered in the development of a continuity of operations plan:

Utilities

- Electric power
- Gas service
- Water service
- Sewerage service
- Trash disposal

Internal Systems

- Fire protection
- Hydraulic systems
- Compressed air systems
- Security and alarm systems
- Elevators
- Heating, ventilation, and air conditioning systems
- Manufacturing and pollution control equipment
- Communication systems, including voice and data computer networks

- Auxiliary power sources (i.e., batteries, generators, etc.)

External Services

- Transportation (e.g., shipping) systems, including air, highway, railroad, and waterway
- Public transportation services
- Roadways, bridges, etc. that could prevent access to the property
- Raw material and sub-assembly vendors
- Shipping contractors
- Support products (i.e., paper, ink, computer supplies, packing materials), suppliers, shippers, similar vendors
- Payroll services
- Public services, including fire, emergency medical, and police services

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