

Continuity Tips & Strategies

Below are tips to evaluate vulnerability of essential processes as well as possible strategies to overcome them.

Tips For Evaluating Vulnerabilities

- Does only one person have the knowledge, skills, access, and/or authority to perform the process?
- Is the process performed in a specific physical location, and no alternative location has been identified?
- Is the process solely reliant on an IT system/software?
- Could the inaccessibility of information stored electronically lead to a failure of the entire process?
- Is the process supported by only one service provider or only one piece of unique equipment?

Continuity Strategies for People

- Designate individual(s) to serve as back-ups; ensure sufficient knowledge, skills, access, and authority
- **Recommendations:**
 - Assign a secondary and tertiary person to lead each essential process
 - Identify what authorities are delegated to the successor when the incumbent is absent
Consider legal restrictions and the successor's ability to re-delegate an authority

Continuity Strategies for Places

- Identify alternate physical location(s) where the process could be performed
- **Recommendations:**
 - Use telework
 - Consider sites that can be setup for dual usage, are co-located with another department on campus, are on another USM campus, with a community partner, or community-based workspaces like [Spark Baltimore](#) or [We Work](#)
 - Consider cost benefits of reciprocal agreements

Continuity Strategies for Things

- Provide for increased resiliency or redundancy to ensure critical IT and equipment will be accessible
- **Recommendations:**
 - Implement redundancy to IT capabilities such as saving documents on cloud servers or having manual workarounds if IT is inaccessible
 - Identify how to obtain needed equipment when primary is not usable (example: rental/purchasing sourcing, reciprocal agreements to borrow/share equipment, etc.)
 - Pre-position (hard copy and/or electronic copies of records and/or resources) at an alternate site or secondary location
 - Consider establishing at least two providers or contracts for your critical resources or services
 - Providing essential personnel with mobile hot spots or enable mobile wi-fi