CONTINGENCY PLANNING

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| **Scenario** | **Trigger** | **Response** | **Who to inform?** | **Key Responsibilities** | | **Timeline** | |
| **Who** | **What** | **What** | **When** |
| One team member has expertise in one of your most important systems, and nobody else knows how it  works. His or her absence could delay essential work. | The team member is absent/sick/ leaves the company unexpectedly. | Use instruction manual for software. | Head of department. | Head of department. | Oversee situation. | Alert head of department. | As soon as absence is confirmed. |
| Team manager. | Team manager. | Maintain contact with team; assess situation and offer support. | Team manager and team members to be informed  of situation and necessary actions. | As soon as possible. |
| Team members. | Team members. | Adapt workload to take on additional tasks, and report challenges/ concerns to manager. | Assess and redistribute workload according to organizational priorities. | As soon as possible. |