

# Scenario: BUSINESS CONTINUITY

## Details:

It's a busy summer Tuesday at the Organization, and Massboro Road & Paving is repaving the Organization's parking lot.

Suddenly employees on-site cannot access the internet. This impacts all on-site business operations: communications, finance and more. What is going on?

IT troubleshoots the situation and finds that they cannot reinstate internet access. It appears that the paving company has inadvertently severed both the primary and fail-over internet connections.

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## Notes

- Is there a business continuity team and plan?
- Which roles should be involved in discussing this issue?
- Are there immediate actions to take to protect data?
- How would the organization remediate the situation and get back to business?
- How do you communicate the outage and what do you say to employees/third parties/customers?