1. **IT response acknowledgement:**
   1. Engage with a single point of contact with your IT team to manage event response.
   2. All events may require temporary workarounds to be in place for extended periods while the department and relevant IT teams work to restore services.
   3. Local events to the department (fires, floods, etc) can generally be managed by IT teams with a return to business function within two to three weeks to restore all equipment and services.
   4. Events that are beyond the scope of an individual department will require a continuity plan that may include a fallback to remote, hybrid, or relocated resources supported by temporary equipment for critical roles and functions only.
2. **Immediate event response:**   
   Departments should plan for an interim response that ensures business continuity while the event is occurring and for extended periods after the event. The focus should be on critical business functions.  
   For critical roles and people who fulfill them:
   1. Identify in the plan that all people have access to a mobile device (ie, laptop) or backup device.
      1. List and confirm roles and people with devices.
   2. If there is critical software needed to perform this role that is not available via the internet, identify in the plan that the software needed to perform the role is installed on the device they are using and registered with ITC Endpoint Services with the necessary executable and licensing information.
      1. List roles and necessary software.
   3. Identify in the plan critical equipment and related software.
      1. List critical equipment and location of backup equipment or workarounds for that equipment.
   4. Identify in the plan where proper management of device inventories exist in order to submit for permanent replacement of lost or damaged equipment including laptops, phones, tablets, servers, workstations, scanning equipment, research equipment, and other peripherals as needed.
   5. Identify in your plan a non-technical workaround to key business functions in the event that all technology services are unavailable.
3. **Return to normal business operations response:**
   1. Submit a list of all equipment and related software that needs to be replaced to the IT team if and when appropriate.
   2. If the event requires normal business operations to relocate for an extended period, work with your IT team to ensure network, phone, and equipment needs are met at that location.
   3. Work with your IT team to manage a reasonable timing for return to normal business operations as appropriate to the scale of the event.