

## **Mission Critical business units, and "Person Criticality" - how is this determined?**

### **Using this template:**

The business unit is valuable to the business and its services delivery. This business unit needs to be ranked in importance against the rest of the business for it to survive any catastrophe affecting its personnel.

The key people that keep this business unit running need to be ranked within that business unit and identified and compared in the view of a loss of that persons for an extended period of time.

### **To use this template:**

#### **General notes:**

Populate this template via the spreadsheet "tabs" as relevant. If your business does not have a section, there is no need to populate it.

Populate the **coloured cells only**. The rest of the cells are protected and should not be changed.

Do not remove a sheet. "Worksheet tabs" can be renamed as suits the organisation. If the sheet is not applicable to the business, simply don't populate it. Please do not delete a worksheet - as they are linked to the worksheet tab called "Total Impact by Business unit". Removal of a sheet will cause a "reference" error.

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Start first with identifying the pandemic manager who administers the pandemic plan, and who drives the processes to create the plan. Secondly, identify and engage the Chief Operating Officer. Their task, alongside the Pandemic Manager, is to rank the importance of each business unit in respect to the importance to the organisation. This will identify the organisations' important business units required to continue supply of its Critical Services in the event of drastic staff and supplier shortages over an extended period.

In the **Corporate Support** worksheet tab, place an **estimate in weeks** of how long the business could be under direct and significant influence of a disaster - such as pandemic. It is suggested 10 weeks is the minimum "direct" impact period. Consequential impact is not identified here. This entry will carry through and be replicated to all tabs and business units, and the summary for the over-all organisation (in the last worksheet tab).

In consultation with the COO and the pandemic manager, place a level of importance on each business function (or business unit) on a scale of 1 (low) through to 5 (the essential product of the organisation). This level of importance will transfer to the summary tab - the last tab in this spreadsheet template.

Identify the most important functions and roles within each business unit and populate and those functions for each worksheet at column A of each mission critical business function sheet.

Continue through the spreadsheet templates as required, and identifying the alternative providers, back-up systems and people.

Do this for all worksheets representing each function in the organisation.

Use the last page to review and target this business units that are the most critical to support in the event of pandemic, and then seek the most important functions and persons to protect from within those mission critical business units

Business Unit

Pandemic Manager:

**Corporate Support**

Business Unit, and owner of this plan:

**Source point - Impact Period weeks**  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**21**  
**0**  
 rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from 1** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Identify the critical functions that this business unit provides to the business	In the event of Pandemic, list the Criticality of this services to the Business unit over a +12 week period - scale = 1 (minimum) through to 5 (maximum) affect against the business	Decision score - This service's criticality to the core business, ie. - the "CR rating x CS rating	Key = Staff <i>managing</i> , or <i>directly (Providing)</i>	Contractor providing required	Identify the minimum number of staff (or teams) required to keep the services operating, and	Identify the minimum number of Contractor's staff (or teams) required to keep the services operating, and	Identify any alternate In house staff who may be able to fill other roles. Include <u>past employees, retirees</u> , consider other " <u>elevated</u> " supervisors and " <u>managers</u> " who used to be working engineers and trades persons and know the role in their previous positions - for example.			Is the pandemic manager comfortable that there are adequate alternatives Y = Yes N = No, and therefore, "revisit" this function
Modify all "blue" filled areas in subsequent worksheets and as needed	2	0								
Ministerial Liaison	1	0								
Security patrols to infrastructure sites - region 1	2	0								
Security patrols to infrastructure sites - Region 2	3	0								
Security patrols to infrastructure sites - Region 3	4	0								
Site static Security Power Station Region A	5	0								
vehicles, fleet support, operating fuel (services trucks etc)	1	0								
Fire protection services & maintenance, Corporate wide	2	0								
Building services, Region 1 Local	3	0								
Telecommunications, repairs, replacement mobiles, organising, moves, Telecoms	4	0								
Stores and Materials - Business support -eg face masks, cleansers, cleaners contract management, - etc	5	0								
Media Liaison	1	0								
		0								
		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:									Summary:	
									Plan last updated:	

Business Unit

**Network Engineering Support**

**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit (see example, and note at right)**

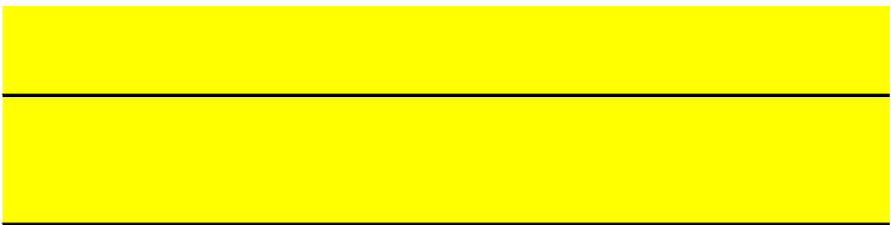
Impact Period weeks  
**21**  
**0**

rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 - (disruption to this services impact is insignificant,) through to 5 (disastrous to the essential and continued services of the organisation and the wider community).**

Pandemic Manager:

Business Unit, and owner of this plan:



This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Engineering Manager	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Engineering Design		0								
Project Group		0								
Construction		0								
Commissioning		0								
Technologies & Standards		0								
		0								
		0								
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		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:

Plan last updated:

**Business Unit**

**Network Field Services**

**Pandemic Manager:**

**Business Unit, and owner of this plan:**

**Impact Period weeks**

**21**

**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**0**

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 -** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

rate at 1 - 5 (greatest)

This Business unit's Services	Criticality of Services to the business unit - the "CS" rating	Criticality of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Manager	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Substation Maintenance		0								
Lines Maintenance		0								
Secondary Systems Maintenance		0								
Substation Construction		0								
Lines Construction		0								
Secondary Systems Construction		0								
Business Support		0								
Planning & Scheduling		0								
Stores		0								
		0								
		0								
		0								
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**General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:**

Summary:

Plan last updated:

Business Unit

Pandemic Manager:

Transmission (Asset Management)

Business Unit, and owner of this plan:

Redacted area for Pandemic Manager and Business Unit/owner information.

Impact Period weeks

21

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit (see example, and note at right)

0

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rate at 1 - 5 (greatest)

Table with 11 columns: This Business unit's Services, Critically of Services to the business unit - the "CS" rating, Critically of This Service to the over-all business, Key staff, AND / OR - Contractor providing service, Minimum "in-house" staff numbers to retain services, Minimum "Contractor" staff numbers to retain services, Alternative providers, Contact details of Alternative providers, Last verifiable contact date, Adequate Alternatives?. Rows include Transmission (Asset) Manager, Planning and Strategies, Operations Strategies, Regulatory, Environmental strategies, Transmission environment, and multiple empty rows.

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Brian - need an extra column above to show total staff in each area.

Summary:

Plan last updated:

Business Unit

Pandemic Manager:

**Electricity Distribution Maintenance**

Business Unit, and owner of this plan:

**Impact Period** **weeks**  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**21**  
**0**  
 rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 -** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

This Business unit's Services	Criticality of Services to the business unit - the "CS" rating	Criticality of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Distribution Line management	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Reconnect / Disconnect Team	0	0								
Network Control - System Operation (Network Faults & Customer outages)	0	0								
Field Operations - Storm Response (Repair & Breakdown Services)	0	0								
Field Operations - Customer Supply	0	0								
Field Operations - Construction	0	0								
Transformer Monitoring	0	0								
Transformer Testing	0	0								
Network Engineering & Design	0	0								
Transformer over-haul team	0	0								
Metering Service - Meter Provision	0	0								
Metering Service - Meter Data Processing	0	0								
Network Billing	0	0								
SCADA Management	0	0								
Controls and Communications SCADA Technicians	0	0								
Critical Infrastructure - Security	0	0								
Energy Trading - Demand Forecasting	0	0								
Energy Trading – Contract Management	0	0								
Energy Trading Risk / Portfolio Management	0	0								
		0								
		0								
<b>General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:</b>								<b>Summary:</b>		
								<b>Plan last updated:</b>		

Business Unit

Pandemic Manager:

Business Unit, and owner of this plan:


**Network Planning**

**Impact Period weeks**  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

21
0

rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 -** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Planning Manager	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Planners	2	0								
Constraint Engineer	4	0								
		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:								Summary:		
								Plan last updated:		

Business Unit

Pandemic Manager:

Generation

Business Unit, and owner of this plan:


**Impact Period** **weeks**  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

21

0

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rate at 1 - 5 (greatest)

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Asset manager (s)	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Control room operators and Management		0								
Shut-down and Maintenance planner		0								
Turbine Maintenance		0								
Stores		0								
Electrical Maintenance - Alternators		0								
Electronic technicians - frequency etc controls maintenance		0								
		0								
		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:

Plan last updated:

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Business Unit

Pandemic Manager:

**Generating Plant Fuel Supply**

Business Unit, and owner of this plan:

Impact Period weeks

21

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit (see example, and note at right)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 - (disruption to this services impact is insignificant,) through to 5 (disastrous to the essential and continued services of the organisation and the wider community).

rate at 1 - 5 (greatest)

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Fuel Supply (Coal / Gas / Liquid Fuel) Operations Manager / Supply organisation	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Energy Fuel Supply manager		0								
Fuel Monitoring / Supply and Demand manager		0								
Coal Operations and Maintenance Manager(s)		0								
Coal Plant Operators		0								
Fly-ash / Product Waste manager		0								
Civil Plant Operators		0								
Civil Plant Maintenance		0								
Pipeline Operators		0								
Pipeline Production Monitoring Desk / Operators		0								
Fuel Transport		0								
Fuel Unloading		0								
Fuel Unloading		0								
Fuel Metering		0								
		0								
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		0								
		0								
		0								
General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:								Summary:		
								Plan last updated:		

**Business Unit**

**Alternative Fuel Supply**

**Pandemic Manager:**

**Business Unit, and owner of this plan:**

**Impact Period** **weeks**

**21**

**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**0**

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 - (disruption to this services impact is insignificant,) through to 5 (disastrous to the essential and continued services of the organisation and the wider community).**

rate at 1 - 5 (greatest)

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Fuel Supply (Coal / Gas / Liquid Fuel) Operations Manager / Supply organisation	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Energy Supply manager		0								
Fuel Monitoring / Supply and Demand manager		0								
Pipeline Operators		0								
Pipeline Production Monitoring Desk / Operators		0								
Fuel Transport		0								
Fuel Unloading		0								
Fuel Unloading		0								
Fuel Metering		0								
		0								
		0								
		0								
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		0								
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		0								
		0								
		0								
		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:

Plan last updated:

Business Unit

**Retail and Customer Services**

Pandemic Manager:

Business Unit, and owner of this plan:

**Impact Period** weeks  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**21**  
**0**

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rate at 1 - 5 (greatest)

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Retail Line Management	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Call Centre Management		0								
Customer Transfers		0								
Customer Call Centre Operators		0								
Retail Customer Services		0								
Retail - New Customer Registration		0								
Retail - Contract Customer Billing		0								
Retail - Residential Billing		0								
Metering Service - Meter Provision		0								
Metering Service - Meter Data Processing		0								
Network Billing		0								
Energy Trading - Demand Forecasting		0								
Energy Trading – Contract Management		0								
Energy Trading Risk / Portfolio Management		0								
		0								
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		0								
		0								
		0								
		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:		
Plan last updated:		

Business Unit

Pandemic Manager:


**System Control**

Business Unit, and owner of this plan:

Impact Period weeks  
 Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure **"CR" Rating this Bus. Unit** (see example, and note at right)

21
0

rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 -** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Systems Controller - NEMCO	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Systems Operations Manager		0								
Demand Manager		0								
Engineering Support		0								
Controllers		0								
NMS		0								
Control Room Operators		0								
Systems Communications (SCADA Systems) Manager		0								
Controls and Communications SCADA Technicians		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:								Summary:		
								Plan last updated:		

Business Unit

Pandemic Manager:

**Finance**

Business Unit, and owner of this plan:

[Redacted area for Pandemic Manager and Business Unit/owner information]

**Impact Period** weeks  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**21**  
**0**  
 rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 - (disruption to this services impact is insignificant,) through to 5 (disastrous to the essential and continued services of the organisation and the wider community).**

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Finance Management	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Finance accounting		0								
Facilities Management		0								
Fleet Services		0								
Mail Room services		0								
		0								
Corporate Functions - Payroll		0								
Corporate Functions - Cash Management		0								
Corporate Functions - Accounts Payable & Procurement Payments		0								
Corporate Functions - GST Payments		0								
Corporate Functions - Property Services		0								
Energy Trading - Demand Forecasting		0								
Energy Trading – Contract Management		0								
Energy Trading Risk / Portfolio Management		0								
		0								
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		0								
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		0								
		0								
		0								
<b>General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:</b>								<b>Summary:</b>		
								<b>Plan last updated:</b>		

Business Unit

**Purchasing**

Pandemic Manager:

Business Unit, and owner of this plan:

[Redacted area]

**Impact Period** **weeks**  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**21**  
**0**

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 -** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

rate at 1 - 5 (greatest)

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Purchasing Management	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Contracts Officers		0								
Consumables		0								
Receipt & Despatch (Stores)		0								
Parra Legal Advisor		0								
Contract Registrar and Records		0								
		0								
		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:	
Plan last updated:	

**Business Unit**

**IT Services**

**Pandemic Manager:**

**Business Unit, and owner of this plan:**

**Impact Period** **weeks**  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

21
0

rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 -** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

This Business unit's Services	Criticality of Services to the business unit - the "CS" rating	Criticality of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
IT Systems Manager	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this	#VALUE!								
Service desk and support	5	0								
SAP Services	4	0								
Server Hardware Technical Support	5	0								
Server Software Support	4	0								
Remote access to Organisation's network	etc	#VALUE!								
Management of Public Comms network	etc	#VALUE!								
		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:								Summary:		
								Plan last updated:		

Business Unit

Pandemic Manager:

**Corporate Management, Incl. Disaster Management Team**

Business Unit, and owner of this plan:

**Impact Period weeks**

**21**

**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**0**

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 - (disruption to this services impact is insignificant,) through to 5 (disastrous to the essential and continued services of the organisation and the wider community).

rate at 1 - 5 (greatest)

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Board Members	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
CEO	4	0								
Executive leadership team	4	0								
Corporate Communications (Media Liaison)	etc	#VALUE!								
Corporate Development	etc	#VALUE!								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:	
Plan last updated:	



Business Unit

**Human Resources, Industrial Relations & Safety**

Pandemic Manager:

Business Unit, and owner of this plan:

**Impact Period** weeks  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

**21**  
**0**  
 rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 - (disruption to this services impact is insignificant,) through to 5 (disastrous to the essential and continued services of the organisation and the wider community).

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Manager	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
Recruitment		0								
Employee Relations		0								
Health & Safety services		0								
Training		0								
Organisational Development		0								
Employee Assistance		0								
		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:  
  
Plan last updated:

**Business Unit**

**Pandemic Manager:**

**Business Unit, and owner of this plan:**

**Spare Sheet for Services # 1**

Impact Period weeks  
**Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "CR" Rating this Bus. Unit** (see example, and note at right)

21

0

rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from # 1 -** (disruption to this services impact is insignificant,) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
	Nominate a number, 1 (lowest) thru to 5 (greatest criticality) in this cell/column	#VALUE!								
		0								
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General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:								Summary:		
								Plan last up-dated:		

# Over-view for XYZ company, organisation,

Business Unit organisational Ranking - Considering Long Term Impact

Electricity Sector

## Impact Period

**21 weeks**

(Note - Do not change cell contents - this sheet is not protected and to enable users to manipulate the information automatically sourced from previous worksheets. Use Sort and Filter commands as required)

		<b>Critically of This Service to the over-all business.</b>	% of all
1	Electricity Distribution Maintenance	0	#DIV/0!
2	Generating Plant Fuel Supply	0	#DIV/0!
3	Generation	0	#DIV/0!
4	System Control	0	#DIV/0!
5	Transmission (Asset Management)	0	#DIV/0!
6	IT Services	0	#DIV/0!
7	Network Field Services	0	#DIV/0!
8	Network Engineering Support	0	#DIV/0!
9	Purchasing	0	#DIV/0!
10	Alternative Fuel Supply	0	#DIV/0!
11	Human Resources, Industrial Relations & Safety	0	#DIV/0!
12	Network Planning	0	#DIV/0!
13	Finance	0	#DIV/0!
14	Corporate Management, Incl. Disaster Management	0	#DIV/0!
15	Retail and Customer Services	0	#DIV/0!
16	Corporate Support	0	#DIV/0!
17	Spare Sheet for Services # 1	0	#DIV/0!
total		0	#DIV/0!

5 = max  
1 = min