

# Contingency Planning

## Example 1 – A Minor Business Disruption

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.

**Note:** You could also mitigate the risk by training other team members to use the software. But the contingency plan is a backup in case you're unable to achieve this, or if multiple team members are absent.