

# IDENTIFICATION OF MISSION ESSENTIAL FUNCTIONS

Priority Order <sup>1</sup>	Organizational Unit <sup>2</sup>	Mission Essential Function <sup>3</sup>	Work Effort Status <sup>4</sup>	Manpower Hours <sup>5</sup>	Equipment, Systems and Vital Records/Databases <sup>6</sup>
1	Information Technology	Ensure local computers are functioning	↑	2	Computers
2	Information Technology	Ensure local communications are functioning.	↑	1	Telephones, Telephone system, Telephone lines, fax
3	Information Technology	Ensure network communications are functioning.	↑	3	Servers, routers, Network lines
4	Reception	Answer incoming calls	↑	8	Telephones
5	Program Department	Activate the call down list for Provider Agencies	↑	1	Telephone, list of provider agencies with contact
6	Program Department	Collect and disseminate information to appropriate agencies	↑	2	PC, telephone, internet access
7	Foster Grandparent	Activate the call down list of FGP	↑	6	Call down list of FGP and phones
8	RSVP and ECIL	Activate volunteers to assist with disaster preparedness, shelters and clean-up	↑	4	List of volunteers with phone numbers interested in assisting in a disaster, telephones
9	Fiscal Department	Perform financial and payroll functions (HCE, AP, FGP)	=	8	PC, telephone, internet access, and office equipment
10	Fiscal Department	Communication availability for internal and external customers	=	2	PC, telephone, internet access, and office equipment
11	Fiscal Department	Ensure office documents are preserved (cc, checks, etc.)	=	4	PC, telephone, internet access, and office equipment
12	Public Information	Serve as agency spokesperson to the media	=	1	PC, Telephone, Internet access, Contact numbers, fax machines, printer, copier, email access
13	Admin Support	Disseminate Information	↑	8	Telephone, fax, PC Internet & Email access, Contact #, printer, copier

<sup>1</sup> Complete this column last – Prioritize functions by those that must be recovered immediately, rank others in order of restoration recognizing that each function cannot be equally important. In some cases statute or ordinance may require one function be restored first, in others, one function may be the support structure of one or many other activities. Priority order should be given to any function with life or safety issues.

<sup>2</sup> Classify the organization's operations into broad functional categories (operations, information technology, finance, administration, etc.).

<sup>3</sup> Identify any special functions considering those that are seasonal, cyclical, emergency response, etc. Functions should not be either **too broad** (cannot detail required support structure) or **too detailed** (takes pages to document simple activities).

<sup>4</sup> Describe if the work effort to perform the activity for a COOP event would (↑) Increase: (↓) Decrease: (=) Remain Same: (P) Postpone.

<sup>5</sup> Determine manpower hours for 24-hour period and divide this figure by the anticipated Operational Periods, which is usually one 12-hour shift (can be based on event or business operations). Consider using fractions of manpower hours to ascertain minimum personnel assignment requirements (.25 hours).

<sup>6</sup> Beware of functions whose performance relies on specific resources or activities including Single Points of Failure, Internal/External Interdependencies, and Crosscutting Issues. Planning should focus on these areas and attempt to rectify situation through redundancy when applicable.















