

# A worked continuity example

Fictional example for guidance. Northlight Office Supplies is an invented business with 35 staff at one site. Roles and assumptions are for the exercise only; no real contact details are included.

## Situation and communication

The business processes orders in its ERP. A power failure affects ERP, desk phones and powered packing equipment. A safe paper fallback exists only for order intake; staff do not improvise continued machine operation.

| Role                 | Example agreement                                                                                                                                                                |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Coordination         | Operations lead; deputy: order-service team lead.                                                                                                                                |
| IT and premises      | IT provider checks dependencies; facilities staff assess the situation with authorised specialists.                                                                              |
| Fallback contact     | Pre-verified work mobile numbers held in a restricted contact list. No real numbers in this example.                                                                             |
| Offline and fallback | Printed contact list in the reception continuity folder and an encrypted offline copy held by the lead. If mobile communication fails, use the site's agreed safe meeting point. |

## Example critical activity

Order intake: the fictional planning assumption is that significant backlogs develop after four hours. Recovery within two hours is an objective still to be tested, not a proven capability. Dependencies include ERP, power, network, two trained staff and approved paper forms.

Fallback: the lead authorises numbered paper order intake; staff do not promise delivery dates. Store records securely. After technical clearance, the team lead checks a test order and reconciles paper records once against ERP. Dispatch resumes only after separate approval by the responsible people.

# Exercise findings and improvements

Fictional results of a 30-minute discussion exercise. This is not evidence that any real organisation is prepared.

| Observed gap                                        | Action and owner                                                  | Deadline and evidence                                                                 |
|-----------------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Deputy does not know the offline folder location.   | Operations lead briefs the deputy and checks access.              | Within 7 days; recorded test without network access.                                  |
| Paper order intake lacks unique numbering.          | Order-service lead adds an order number and reconciliation field. | Within 14 days; reconcile five fictional orders in a test process without duplicates. |
| Recovery objective has not been tested in practice. | IT and operations plan an authorised recovery test.               | Within 30 days; record process, duration, deviations and follow-up actions.           |

## How to use this example

Reuse the structure, not the timing targets or procedures. Enter your real responsibilities in the blank worksheets and check feasibility. In this example the operations lead reviews all three actions after 30 days; the next exercise is reconsidered after staffing, site or IT changes.

## Use and sources

These original Paragamix GmbH templates may be used internally, adapted and shared with clients free of charge. A source link is welcome but not required. External materials retain their own terms.

[BSI – organisatorische Vorfallscheckliste](#) | [CISA – tabletop exercise materials](#)

### Current version and sources

A starting point for organisational preparation. Not a complete continuity plan, technical authorisation or compliance certificate. Created with AI assistance; no independent expert approval of this kit is claimed. Have the responsible people review and approve it before operational use.