

ROADMAP FOR BUSINESS RESILIENCE

# Key Enablers Checklist—Technology

## Enabling digital technology

This checklist provides a list of questions designed to help you start planning your recovery and resumption and the best use of resources.

### Can your business make use of and adapt its current technology, tools and other digital assets?

	Yes	No	Not Sure	Comments
Have you identified how technology could provide opportunities for better ways of working post COVID-19?				
Have you identified work processes that could be done digitally?				
Have you identified technology opportunities that could be used to support your restart?				
Have you spoken to any outsourced service providers to help with your technology needs?				
<b>Remote Working</b>				
Are you considering employee preferences for working remotely or from the office?				
Do you have technology and support systems to support remote, flexible or work from home arrangements for staff and volunteers?				
Do you have sufficient infrastructure (e.g. bandwidth, access licences) to manage remote work?				
<b>Security</b>				
Do you have a process to identify information management and cyber security risks?				
Have you assessed the effectiveness of security controls in place?				
Have you undertaken a risk assessment of your virtual working arrangements and data security?				
Have you assessed the risk of use of personal equipment by staff and volunteers for work-related purposes?				
Have you updated and communicated policies for staff regarding the use of home computing devices?				
<b>Customers</b>				
Can you provide a digital equivalent of your existing support, service or program?				
Are you considering using digital technology to reach a greater audience and customer base?				
Have you identified digital opportunities and trends to help adapt to changing customer behaviours?				
Have you started planning for opportunities to use digital technology to adapt your delivery of services or programs to your customer base?				

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