Protocol of a crisis communication exercise

Test internal and external communication for a specific failure including failed primary channel.

Legal entity, function and scope

Determine the date, performance and role of responsibility with the own verification identifier.

Evaluate measurement

Enter the same unit for target and is. Set the direction of assessment and complete the professional sample.

What facts and evidence do the decision bear?

Select the information relevant to your criterion. Note version, location and reference to your own process for each document.

Own decision and open order

A time log shows achievable recipients, shared content and a functional replacement path.

Transfer the sample case to the own holding

The primary mailbox is not available in the exercise. Two recipients confirm the replacement route after 7 and 18 minutes.

Example check	Documented status
Scale delivery to both roles within 10 minutes with confirmed released content.	
Observation A receiver receives the message after 18 minutes.	
Reasoned follow-up	Hold the delayed path. Repeat the test after updating the contact chain.

Keeping your own deviation and expected effect

What acceptance changes your decision? Determine which own sample and what proof clarify the open question.

Connect test documents, findings and acceptance

Link each sample with a unique identifier. In case of a different activity, replace the criterion by the test position relevant to your job.

Practice crisis communication

Art. 11 para. 6 para. b · Simulate the non-availability of the primary channel and document delivery via the released alternative route.

Observation and evidence

Specify the observed result, location and status.

Continuity guideline translates into effective plans

Art. 11 para. 1?2 (a?b) · Check whether the professional readiness can trigger a documented activation despite failure of the primary system.

Observation and evidence

Specify the observed result, location and status.

Correction, follow-up date and release

Determine the finding, the correction responsible, the post-test and the decision with date.