

## **1. Communication Systems Supporting Essential Functions**

Use Worksheet #34 to complete this task.

The key to identifying communications systems is to review the critical processes and services that support essential functions.

In most organizations today, business is conducted primarily through telecommunications, i.e., telephone or email. Telecommunications systems generally support the entire organization and are not specific to a particular function. Nevertheless, some functions have communication methods that are peculiar to themselves. For example, the North Carolina State Highway Patrol has a dedicated radio communication system.

When identifying communication systems, remember internal communication systems that link various divisions and functions within an organization. There may also be inter-organization systems--integrated systems tying the communication systems of two or more organizations together.

## **2. Preventive Controls and Alternate Modes of Communication**

### **a. Identify and Implement Preventive Controls**

Use Worksheet #35 to complete this task.

As with vital records, preventative controls are necessary in mitigating risks to those communication systems that support essential functions, both at the primary and alternate work sites. Examples of preventative controls include the following:

- Uninterruptible power supplies to provide short-term backup power to system components.
- Air-conditioning systems with adequate excess capacity that, despite failure of components, allow continued functioning of the entire system.
- Fire and smoke detectors.
- Water sensors in the ceiling and floor for computer and telecommunications rooms.
- Gasoline or diesel powered generators to provide long-term backup power.
- Fire suppression systems.
- Emergency master system shutdown switch.
- Technical security controls.