

**WORKSHEET #14: CRITICAL PROCESSES OR SERVICES, PERSONNEL, RECORDS,
EQUIPMENT AND RESOURCES, AND SYSTEMS SUPPORTING EACH ESSENTIAL FUNCTION**

Complete a separate worksheet for each essential function. First, list critical activities or tasks that support that function in the left-hand column. Next, determine the personnel needed to perform that service (not specific names, but number and abilities can be considered), and in the last columns list all records, equipment and resources, and systems needed to make that essential function operable. In all categories, ask yourself a variety of questions, including such things as: vendor and partner agency agreements or relationships; software and supplies/equipment issues; workstation needs; vital records and documents required; and communications with agency personnel and system customers.

Area of Responsibility: _____

Example Responsibility: Highway Maintenance

Essential Function: _____

Example: Field verification of detour signage in place when a little used route is needed due to some emergency and emergency
repair/placement/replacement.

Activity/Task	Personnel	Records	Equipment and Resources	Systems
Example: Drive detour route ASAP to ascertain if signage in place is acceptable and clear	Team of 2 preferred.	Map/drawing of sign placement that is in place or that should be put in place.	Sign repair, replacement, or sign erection materials. (Be sure to consider if a vendor or partner maintains sign inventory that could be borrowed or purchased.)	No special systems would be required beyond dependable field communications (radio, cell phone).

This worksheet is from the National Cooperative Highway Research Program (NCHRP)