



Photo Credit: Scott Graham

Pandemic Planning - Three Lessons Learned

[Victor Ceballos, CBCP](#)

Senior Leader | Consultant ~ Focused on Operational Resilience Business Continuity |
Disaster Recovery | Crisis Management | Information Security

Over my thirty years of resiliency background, in planning and preparing for any organizational disruption, I discovered three important lessons that I thought I'd share with you.

1. Start by identifying your organization's critical processes, which, if disrupted, might jeopardize operational survival. Focus on maintaining ability to continue to perform these processes.
2. Avoid relying solely on the World Health Organization phases of pandemic, which may cause you to activate response activities too early or too late. Build your own phases of a pandemic, based on the location of staff, customers, and facilities. Utilize the WHO as a trigger for your plan's response activities.
3. Planning is everything, organizations that have prepared their staff and leaders by understanding organizational single points of failure, critical processes, and suppliers, are more successful in ensuring operational resilience in response to a pandemic.



Photo Credit: Jirapong Manustrong

One example of how these guidelines helped me recently was at my last employer, where all staff transitioned to work remote, and did so successfully for 2 1/2 years!

I'd encourage you to update or develop your plan now: you never know when the next infectious disease will hit.