**Continuity of Operations Interoperable Communications Worksheet**

Successful operations at the continuity facility depend on the availability and redundancy of critical communications systems:

* Within the organization.
* Between the organization and other organizations, critical customers, and the public.

Involve communications experts and consider a range of communications methods that may be available during an emergency.

In cases where secure communications are required for day-to-day activities, you must ensure that secure methods of communications are available in a continuity situation as well.

When investigating potential alternate providers, you should take all measures to ensure that alternate providers will be available in a wide scale emergency.

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| **Service** | **Current Provider** | **Specifications** | **Alternate Provider** | **Notes** |
| Voice Lines | *Example: Verizon* | *Plan, Ports, Phones* | *Sprint* |  |
| Fax Lines |  |  |  |  |
| Data Lines |  |  |  |  |
| Cellular phones |  |  |  |  |
| Pager |  |  |  |  |
| Email |  |  |  |  |

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| **Service** | **Current Provider** | **Specifications** | **Alternate Provider** | **Notes** |
| Internet |  |  |  |  |
| Blackberry |  |  |  |  |
| Instant Messenger |  |  |  |  |
| PDA Wireless |  |  |  |  |
| Other |  |  |  |  |

This job aid is a component of the free, on-demand CDC training course “Laboratory Continuity of Operations.” Find the course at <https://www.cdc.gov/labtraining>.