



Best Practices and Lessons Learned Summary for Mission Continuity Planning

Incident or outage: _____

Date: _____

Prepared by: _____

1. **Summary:** *Insert a summary of the incident or outage.*
2. **Best practices to share:** *What worked exceptionally well based on your planning efforts that should be shared with others to help improve their plans?*
3. **Lessons learned:** *What if any changes would you make to your Mission Continuity plans based on this experience (for example, would you like to recommend that all staff members take laptops with them in the event of a fire alarm evacuation/loss of building)? Examples of specific topics to consider are: **communications, staff preparedness and necessary additional training.***
4. **Business processes:** *What if any changes would you make to your unit's business processes based on this experience (for example, would you divide responsibilities differently among staff members)?*
5. **Routing:** *Make a list of who should see this document.*