# Crisis Response Timeline

### The steps in your incident response:

#### Incident Assessment Checklist

1. **Assess** impact quickly, using the

#### Contact List

1. **Assemble** your Core Team, using the

#### Restoration of Function Checklists

Re-establish management functions, *using the*

Re-assess full impact on Election Operations

1. **Assign** Core Team members to oversee impacted functions

#### Contact List

Assign Support Team members, *using the*

#### Restoration of Function Checklists

1. **Restore** Election Operations, using the

#### Investigative Checklist

Initiate Investigative/Troubleshooting Tasks, *using the*

#### Communications Checklist

Initiate Communications efforts, *using the*

#### Restoration of Function Checklists

Initiate full restoration, *using the*

1. **Review** progress with Core Team

# Incident Assessment Checklist

## A. Impact to Operations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Management | |  | Elections | |
| Function | Impact/Scope (minor, disruptive, critical) |  | Function | Impact/Scope(minor, disruptive, critical) |
| Senior Mgmt.& Succession |  |  | Voter Registration & other data entry |  |
| Central Facilities |  |  | Mail Ballots |  |
| IT & Emergency Comm Networks |  |  | In-Person Voting Systems/Resources |  |
| Personnel Needs & Security |  |  | Poll Workers |  |
| Physical & Cybersecurity |  |  | Polling Places, Other Facilities and Security |  |
|  |  |  | Tabulation & Reporting |  |

## B. Required Responses

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Function | Impact/Scope (minor, disruptive, critical) |  | Function | Impact/Scope (minor, disruptive, critical) |
| Investigative/ Troubleshooting |  |  | Communications |  |

|  |  |  |  |
| --- | --- | --- | --- |
| C. Wider Disruption | Select one: |  |  |
| (How disruption affects availability of external partners) | Minor | Disruptive | Critical |

# Core Team Contact List

|  |  |  |  |
| --- | --- | --- | --- |
| Title/Role \* | Name | Phone & Email | Back-Up Contact Info/Notes |
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\* Roles we suggest include Election Operations, Election Tech, Security, HR, Legal, Comms, Project Mgmt., Troubleshooting and a Trusted Ally. See the 60-minute guide for more information.

# Restoration of Function Checklists

# Initial Response

These checklists will help ensure that your Senior Management/Core Team, Central Facilities and core functions are operational.

#### Personnel needs & security

#### Physical & Cybersecurity

#### Central Facilities

#### Senior Management & Succession

#### IT & Emergency Comms Networks

Adapt the following checklists to suit your needs. The next section contains additional checklists for Election Operations.

# Senior Management and Succession

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

#### 

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + Is any Sr. Mgmt. unable to work due to incident?
  + Are Sr. people secure?
  + Do they have laptops, phones, other resources to keep working?
  + Other
  + Other

### Personal Security (security for senior mgmt. and families allows them to continue working)

### Systems and Resources (things needed to keep the Core Team working)

### Succession (if you are incapacitated/unavailable, who is next in line to oversee the office?)

## 4. Key Roles

List roles necessary to meet the security, resource and morale needs of senior Mgmt./Core Team. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring Senior Mgmt. – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Central Facilities

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + Is facility security affected?
  + Is facility electric, water or heat available?
  + How/where would you relocate?
  + Other
  + Other

### Facility Security

### Systems and Resources (needs for restoring central facility systems)

### Back-Up (if facility is damaged/inaccessible, where/how will you relocate functions?)

## 4. Key Roles

List roles necessary to meet the security and resource needs or to establish a back-up site. Add each to the Support Phone Chart where you’ll put name and contact info. If you identify additional resources needed, add them to the resource list, whether you know how to provide them or not.

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## 5. Restoring Central Facilities – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# IT & Emergency Communication Networks

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + What IT systems and resources are affected?
  + Other
  + Other

### Central Systems (internet, networks, telecom, etc.)

### Equipment (restoring / replacing equipment damaged or lost in the incident)

### Back-Up Utilization (Are you ready to use backup files to restore data if necessary?)

## 4. Key Roles

List roles necessary to ensure secure networking and availability of tech systems and equipment. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring IT & Emergency Communication Networks – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Personnel Needs & Security

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + What do you need to do to ensure staff continue to be effective?
  + Other
  + Other

### Stability of Home/Family

### Support for Long Hours (food, other needs)

### Morale and Awareness (consider what you can say to staff to boost morale and keep them situationally aware)

## 4. Key Roles

List roles necessary to meet the security, resource and morale needs of staff and temps. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring Personnel to Effectiveness – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Physical & Cybersecurity

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + What security issues have been created/exacerbated by the incident?
  + Other
  + Other

### Facility Security

### Systems and Resources (needs for restoring central facility systems)

### Back-Up (if facility is damaged/inaccessible, where/how will you relocate functions?)

## 4. Key Roles

List roles necessary to establish the security of all locations, focusing on the central office, equipment warehouse and mail processing. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring Physical & Cybersecurity – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Restoration of Function Checklists

# Election Operations

The six checklists found on the following pages will help you manage the restoration of all Election Operations.

#### Voter Registration & Other Data

#### Mail Ballots

#### In-Person voting Systems & Resources

#### Poll Workers

#### Polling places & Other Facilities

#### Tabulation & Reporting

Adapt the following checklists to suit your needs.

# Voter Registration & Other Data

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + Are systems functioning?
  + Are data staff affected?
  + How will you replace lost resources, lists or systems?
  + Other
  + Other

### Ongoing Data Entry (How can you continue to enter registration or mail application data and integrate it into the current list?)

### Internal Uses (How will a restoration or paper back-up used in-office affect key processes?)

### External Uses (Consider how lists must be used at early voting or election day sites; best formats, what training is needed; risks)

## 4. Key Roles

List roles necessary to re-establish data entry and data extraction for voter registration, mail ballots and other uses. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring VR & Data Operations – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Mail Ballots

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + What aspects of mail ballots are impacted?
  + Other
  + Other

### Sending Out Mail Ballots

### Drop Box, USPS and Collection (how the incident will affect ballots on their way back to your office; chain of custody for those ballots)

### Processing Received Ballots (ensuring you can still process ballots as they come in)

## 4. Key Roles

ist roles necessary to mail ballot functions continue. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring Mail Ballot Operations – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# In-Person Voting Systems & Resources

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + Ballots
  + E-Pollbooks
  + Other
  + Other

### Voting Equipment (Does the incident impact the prep, delivery or use of voting equipment?)

### Voter Lists or E-Pollbooks (Did the incident affect provision of accurate info to polling places about who is allowed to vote?)

### In-Person Materials (Ensuring you can continue to collect, pack and deliver all necessary materials)

## 4. Key Roles

List roles necessary to ensure In-Person Voting will go on. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring In-Person Voting – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Poll Workers

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + Did the incident affect poll workers’ ability to work?
  + Did it affect training?
  + Are there ways of supporting them to shore up their morale and availability?
  + Other
  + Other

### Availability/Security (Has the incident made it unlikely that some poll workers will show up? How can you mitigate this?)

### Training (Is poll worker training impacted? How will you reschedule or adjust?)

### Comms & Morale (What must you do to provide info to poll workers about what you need from them in a changed situation? Is there a way to boost morale and encourage them to work?)

## 4. Key Roles

List roles necessary to needs of Poll Workers, and/or to place alternates or mitigate attrition in other ways. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring Poll Worker Mgmt. Operations – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Polling Places & Other Facilities

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + Are any facilities unusable?
  + Can you address issues to make them usable?
  + What back-ups do you have?
  + Other
  + Other

### Facility Assessment (What do you need to do to determine which polling places are viable, which are damaged?)

### Replacement (back-up sites, tents or mobile office trailers, generators)

### Comms (Who needs to know about polling place changes?)

## 4. Key Roles

List roles necessary to assess polling places and replace them as needed. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring Polling Places & Other Sites – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Tabulation & Reporting

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

* + Are tally systems damaged or inaccessible?
  + Is transport of results affected?
  + Other
  + Other

### Tally System (Does it remain viable? How can you solve identified issues?)

### Delivery of Results Media (Is it affected?)

### Fallback Planning (What do you do if systems can’t function?)

## 4. Key Roles

List roles necessary to assess polling places and replace them as needed. Add each to the Support Phone Chart where you’ll put name and contact info.

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## 5. Restoring Tabulation & Reporting Operations – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Required Response Checklists

The Investigative/Troubleshooting function and Internal and External Communications are   
not “impacted functions,” but they are essential responsibilities in a crisis, so we provide parallel checklists here to ensure you plan around these tasks and have a document to refer to in a crisis.

#### Investigative/Troubleshooting Checklist

#### Communications Checklist

Adapt the following checklists to suit your needs.

# Investigative/Troubleshooting

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Potential Impacts

### People, Systems, Equipment and Other Considerations *(In a crisis, mark areas that are impacted and list things you’ll need to do to address them)*

### Criminal Investigative (handled by law enforcement; ask how election staff can assist)

### Problem Investigative/Troubleshooting (key questions to determine root causes of the problem)

### Troubleshooting of Alternatives (when implementing a backup plan, it may be useful to explore potential problems – whether the incident makes the intended backup unfeasible too)

## 4. Key Roles

List the roles of anyone necessary or helpful in troubleshoot effectively or to provide useful data and info to law enforcement. Add each to the Support Phone Chart, where you’ll put name and contact info.

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## 5. Investigative/Troubleshooting – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Communications

### Restoration of Function Checklist

## 1. Severity (use rating to prioritize response in this area)

|  |  |  |
| --- | --- | --- |
| Minor | Disruptive | Critical |

## 2. Upward Reporting Needed? (e.g. federal, state or other local agencies)

## 3. Comms Needs

### Internal Briefings (plan for briefings to ensure staff, partners and close stakeholders maintain situational awareness)

### Holding Statements (list statement templates you’ve prepared ahead of time - see 60-minute Guide)

### Press Briefings (plan out how media briefings might work)

## 4. Key Roles

List roles of people involved in responding to the Comms challenge of a crisis, such as “county press officer” or “police chief” (i.e., someone who might appear with you). Add each to the Support Phone Chart, where you’ll enter names and contact info.

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## 5. Launching Crisis Communications – Assignments (Name, Task, Expected Completion Time)

**Assign Project Team Leader:**

# Support Team Contact List

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| --- | --- | --- | --- | --- |
| Role & Name | Email & Phone |  | Role & Name | Email & Phone |
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# Back-Up Resources List

## Emergency Resources, Supplies and Systems

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Need | In-House? | Contact | Location | Notes |
|  | Yes/Not Yet |  |  |  |
|  | Yes/Not Yet |  |  |  |
|  | Yes/Not Yet |  |  |  |
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