When email stops, who do you call?

An excerpt from the Small Business IT Handoff Kit. All example details below are fictional.

SYSTEM / SYS-01

Maple Street Mail. Used for business email and calendars. Responsible person: Avery, operations lead. Impact: six staff cannot receive customer requests.

SUPPORT / CON-01

Northstar IT. Known portal: https://support.northstarit.example. The owner approves charges. An independent phone route and support hours still need verification.

ACCESS / ACC-01

Location pointer: company password manager / Email emergency access. Owner is custodian. Only authorized roles use the approved access process. No password or recovery code belongs here.

RECOVERY / REC-01

Test result: Not tested. Alternate access has not been demonstrated. Add a task for the owner to verify the approved process and record evidence.

FIRST ACTION

Record scope and start time, notify the owner and use the verified support route. Do not assume that a reset or restore is appropriate.

The full $19 kit: seven-tab Excel workbook, a 12-page field guide, printable worksheets and CSV templates. Built for one business to document its own verified arrangements.

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Incident coordination record

Use business information only. Do not write passwords, recovery codes or private customer details here.

Start time / reported by / incident owner

Affected systems and business impact

Verified support route / case number / next update

Approved workaround / decision maker

Actions taken, by whom, and when

Restored function checked by / time / remaining issue