# **Critical Third Party/Vendor Readiness**

**Date:** March 4th, 2020

**Topic:** Third Party Pandemic Readiness Questionnaire

**Owner:** UPMC Operations

# **Notes**

These are eight general questions we may ask our third parties as a first step to assessing any risk of interruption to critical services they provide. This should be sent to all third parties (vendors) that we deem to be critical to essential business processes and activities.

# **Pandemic Readiness Survey for Critical Third Parties**

**Your company has been identified by UPMC Insurance Services Division (ISD) as a critical third party/vendor due to the nature of services your company provides and its importance to our operations. It is critical for the ISD to ensure the delivery of ongoing and reliable services to our members and stakeholders in the event of a pandemic. With a real threat of a COVID-19 (Coronavirus) pandemic in our areas of coverage, we are reaching out to our third parties/vendors to understand and assess your preparation and readiness.**

1. **Does your company have a formal Business Continuity/Disaster Recovery (BC/DR) plan?**
2. **Does your BC/DR plan specifically address risks and actions to take in case of a pandemic outbreak in your geographic location?**
3. **Does your company have specific contingency plans to minimize disruptions to UPMC ISD services due to employee illness and/or absenteeism in the event of a pandemic? If so, please provide the details.**
4. **Has your company provided relevant communications and training to your employees as it relates to a pandemic and its potential disruption of business activities?**
5. **Does your company rely upon any critical third parties (i.e., your own vendors) to deliver normal operations and business processes relative to servicing UPMC ISD? If so, what are the associated activities/processes, the vendors providing these activities/processes, and their relevant BC/DR plans with regard to COVID-19?**
6. **Does your BC/DR plan specifically address risks and actions to take related to potential systems/infrastructure issues that may arise (e.g. remote VPN bandwidth constraints and testing, etc.)?**
7. **Who is the primary BC/DR point of contact at your company as it relates to a potential pandemic occurrence (name, title, phone, email, etc.)?**
8. **If a pandemic were to occur in your area, what are the potential worst-case service-level and business disruptions that the company may experience as it relates to meeting the contractual service requirements for UPMC ISD? What BC/DR preparations and actions are you planning in this regard?**