



VtSBDC Business Skill Sets Assessment Tool

		Level of Practical Knowledge	
	None	Competent	Advanced
Operations			
Organizational Management			
Administration			
Industry Knowledge			
Cyber Security Management			
Understanding of AI Uses/Threats			
Knowledge and Utilization of Technology			
Knowledge of Basic Legal Requirements for Business			
People Management			
Personnel Policies			
Leadership Communications			
Risk Management			
Exit Planning			
Decision Making			
Planning			
Time Management			
Quality Control Management and Process			
Disaster Management/Planning Pre and Post Disaster			
Financial			
Bookkeeping			
Accounting			
State and Federal Taxes/Requirements			
Financial Management			
Pricing			
Cost Control			
Financial Management /Disaster Preparedness & Response			

Marketing			
Marketing Management			
Customer Relationships & Service			
Sales and Management of Sales			
Establishment & Management of Brand			
Advertising and Promotions			
Website			
Social Media			
Personal Selling			
Disaster Marketing and Communications			



FIRST STEPS Disaster Preparedness Checklist with Comparison to 4 Business Skill Sets	Operations	Financial	Marketing
Emergency Action Plan – what are you going to do? Make an outline of first steps and actions...you will be grateful to have thought these first actions through. Especially important are the employee emergency action steps including an evacuation plan if needed. <ul style="list-style-type: none"> • Note: This action plan is the immediate plan in the face of an emergency and what you should have prepared so that you can look at recovery. For what happens the day after the disaster see the Disaster Recovery Guide. 	x	x	x
Established Chain of Command.	x		
Emergency contact list of employees and key customers/clients.	x		
Established employee contact protocol. <ul style="list-style-type: none"> • Account for the possibility that cell phone service and internet could be interrupted. 	x		
Back up computer system/data files. <ul style="list-style-type: none"> • If you are backing up automatically into the cloud have your user name and password. • If you are not, make sure your hard drive back up is in a different location than your main computer. 	x	x	
Any voice mail box numbers and remote passwords.	x		
A list of all company cell phones distributed to employees with numbers and their access information (passcode).	x		
Insurance policies and agent information.	x	x	
List of suppliers and vendors. <ul style="list-style-type: none"> • Including all utilities with account numbers and user names and passwords. • If possible a list of current orders placed or in transit. 	x	x	
Inventory list (with \$ value) and pictures and/or video.	x	x	
List of all company assets (furniture and machinery – essentially anything non-inventory related that would have to be replaced) (with \$ value) and pictures and/or video.	x	x	
Pictures of interior and exterior of business. <ul style="list-style-type: none"> • A building site map if available. 	x	x	
Camera/phone to document physical damage. <ul style="list-style-type: none"> • Extra batteries and portable phone chargers. 	x	x	
Access to or copies of legal documents and the name, phone number and email of your lawyer.	x	x	
Access to or copies of all current financial documents.	x	x	
Access to or copies of the last 3 year's tax returns and the name, phone number and email of your accountant/bookkeeper.	x	x	

FIRST STEPS Disaster Preparedness Checklist with Comparison to 4 Business Skill Sets PAGE 2	Leadership	Financial	Marketing
Access to or copies of all banking records including info on (Checking; Savings; Debit card; Loans & Lines of Credit) and the name, phone number and email of your bank contact(s).	X	X	
List of all electronic payments/automatic withdrawals with user name and passwords.	X	X	
A list of company credit cards with user names and passwords and security codes. And the 800 #'s of the issuer.	X	X	
A list of all other passwords. <ul style="list-style-type: none"> • Including a list of which employees have access to what software/accounts with their user names and passwords if they differ. 	X		
If leasing the business location: a copy of the lease and the landlords name/phone number and email.	X	X	
Access to all Intellectual Property/Trade Secrets. <ul style="list-style-type: none"> • For example, recipes if you are a value-added food producer. 	X		
Access to your website and web server with user name and passwords. <ul style="list-style-type: none"> • Info on your web master/designer if they are not on staff. 	X		X
List of all Social Media accounts with user name and passwords. <ul style="list-style-type: none"> • List of all employees who have permission to access and their user names and passwords if they differ. 	X		X
Copies of or Access to employee files and the employee handbook.	X		
Copies of or access to the customer data base (especially top tier customers or customers with outstanding orders due).	X	X	X
List of all relevant Local/State/Federal emergency services.	X		
List of all relevant State and Local officials.	X		
Decision on who will be the designated “face” and communicator for the business to customers/vendors/the public in case of any emergency.	X		X
Floor plan of space and exits	X		
Emergency staff and customer evacuation plan	X		
With notice (i.e. potential storm/flooding) plan to move inventory and computers, etc.	X	X	
Set schedule for reviewing the above checklist on at least an annual basis (and especially AFTER an event to be able to add items you wished you had considered)	X	X	X