I think the second most important asset apart from personnel is the Organizational infrastructure. The risks associated with the organizational infrastructure is that if the wrong framework, policies, or guidelines are being implemented to your employees it doesn’t matter how good they are if there forced follow bad instruction. They type of policy/ procedure that should be established to protect this asset is a system of checks and balances, no one person should be solely responsible for creating an organizational infrastructure and it should be able to be challenged or changed if need be. Leadership’s role is create an environment where employees feel that it is ok to be criticisms or suggestions of what can make the way things are done in an organization better.

Comment [rvr1]: Agree with you—operations and practices should be clearly documented, and they should be reviewed at regular intervals for accuracy and completeness. Too often, operational detail is held in organizational memory "("We always did x,y," or (worse) in the memory and practices of a specific individual. This does not lend itself to strong business continuity..

Comment [rvr2]: Agree with you here, too—in general more elaboration and detail might be nice to future ground and illustrate a couple of very strong observations.