Emergency Response & Continuity of Operations Planning

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Emergency Response Planning
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Continuity of Operations (COOP)

- A Federal initiative
- Plans to address the continuation of essential services under a broad range of circumstances
  - Governments
  - Agencies
  - Departments
- Good business practice
- Fosters recovery and survival
Benefits of COOP

- Preparedness
- Anticipate events and necessary response actions
- Adapt to sudden changes in the operational environment
Benefits of COOP

- Improve performance through identification of essential functions, work process and communication methods
- Improve management controls by establishing measures of performance
- Improve communication to support essential functions
COOP Considerations

- Be capable of implementing plans with and without warning
- Be capable of maintaining and sustaining operations for up to 30 days
- Include regular scheduled testing, training & exercising of personnel, systems, process and procedures
COOP Forms

- Departmental COOP Plan
- Guide to Preparing Recovery Plan
- Mission Statement
- Critical Business Functions
- Recovery Location
- Recovery Template
Development of COOP
Step One
- Select a Department COOP Coordinator/Point of Contact
Development of COOP
Step Two
- Assemble a Department COOP Planning Team
Development of COOP
Step Three

- Consider threats that could interrupt or otherwise impact normal business operations
  - Infrastructure
  - Access
  - IT systems
  - Personnel
  - Students
  - Clients/Patients
Development of COOP
Step Four

Develop a **MISSION STATEMENT**
Development of COOP
Step Five

- Identify mission essential elements
  - Student Safety
  - Patient Safety
  - Employee Safety
  - Information
  - Human Resources
  - Process
  - Infrastructure
Development of COOP
Step Six

- Prioritize essential elements
  - Elements that must continue with no or minimal disruption
  - Elements that may continue with limited resources if available
  - Elements that will be suspended

CRITICAL BUSINESS FUNCTIONS
Development of COOP
Step Seven

- Develop contingency plan for priority essential elements
  - Alternative location
  - Alternative staffing
  - Alternative process
  - Resource needs
  - Cost projection

**RECOVERY LOCATION, EXTERNAL RESOURCES, DEPARTMENT RECORDS, STAFF, OFFICE NEEDS**
Development of COOP
Step Eight

- Continuity of Authority and element management - (if “I get hit by a bus” section)
  - Administrative authority including limits thereof
  - Succession – multiple layers
  - Transfer of Authority process
  - Essential knowledge

ORGANIZATIONAL CHART
Development of COOP
Step Nine

- Communication Plan
  - Critical information
  - Methods of dissemination
  - Audience

IT NEEDS
Development of COOP
Step Ten

- Plan Maintenance
  - Disseminated to employees
  - Review annually and update as needed and as changes arise
- Practice
- Keep plan in an accessible location at work and off site
The Dreaded Forms

- Preparation Template
- Critical Business Functions
- Recovery Template
- Recovery Location
- COOP Template
Questions and Answers
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