

# Name County Emergency Operations Plan

## Continuity of Operations Plan – Standard Operating Guidelines



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Name County  
Address  
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## I. Introduction

Name County is committed to maintaining essential operational services to the public, staff, and facilities. Name County has operations that must be performed, or rapidly and efficiently resumed, in an emergency. While the impact of an emergency cannot be predicted, planning for operations under such conditions can mitigate the impact of the emergency on our citizens, staff, facilities, and our mission. To that end, Name County has prepared a Continuity of Operations (COOP) plan. This COOP plan establishes policy and guidance to ensure the execution of the essential functions for Name County in the event that an emergency at the department or in its service area threatens or incapacitates operations and/or requires the relocation of selected personnel and functions.

COOP is an effort within an organization to ensure that its essential functions continue to be performed during a wide range of disasters until normal operations can be resumed. Today's threat and hazard environment and the potential for no-notice emergencies, including natural hazards, technological hazards, and man-made hazards, have increased the need for robust continuity capabilities and planning across all levels of government and the private sector. The lessons learned from such catastrophic events as Hurricane Sandy in 2012 and the Boston Marathon Bombing in 2013 have demonstrated the need to reemphasize continuity as a "good business practice" to be incorporated into day-to-day planning. Additionally, an organization's and community's resiliency is directly related to the effectiveness of its continuity capability. The continuity capability outlined in this document promotes the organization to continue its essential functions across a broad spectrum of emergencies. The direction included in this plan follows the guidance outlined in the Continuity Guidance Circular 1 and the Continuity of Guidance Circular 2.

### A. Department Introduction

*In this section, please describe your department and general overview of what your department does. Include who you serve, what facilities you are in and your overall department goals.*

## II. Purpose

The purpose of this plan is to re-establish critical operations in the event of a disaster or emergency which causes normal operations to altar. This plan also identifies critical operations along with essential staff to be called upon when an emergency happens.

The capability to prepare for, respond to and recover from emergencies affecting Name County's operations is dependent upon the proficiency and well-being of its employees and the clarity of its leadership. To ensure the capability to support employees and contractors, system users, emergency responders, local and regional emergency management agencies, and the general public during emergencies, Name County has adopted this COOP plan.

This COOP plan describes how Name County will sustain the capability to perform essential

functions during and after a disruption of internal operations whether caused by severe weather, other natural, man-made disasters, or malicious/terrorism attack.

The goal is to continue or resume the immediate essential functions within 12 hours of an event and maintain those functions for up to 30 days or until normal operations can be resumed. The purpose of this document is to ensure that a capability exists to continue the essential functions of the Name County across a wide range of potential disasters. This plan provides a framework to direct and guide appropriate actions that would be taken to continue the agency's essential functions and achieve an orderly agency recovery/reconstitution from emergency situations.

The objectives of a continuity of operations plan include:

- Ensuring that an organization can perform its essential functions under all conditions;
- Reducing the loss of life and minimizing property damage and loss;
- Executing a successful order of succession with accompanying authorities in the event a disruption renders that organization's leadership unable, unavailable or incapable of assuming and performing their authorities and responsibilities of office;
- Reducing or mitigating disruptions to operations;
- Ensuring there are facilities from which organizations can perform essential functions;
- Protecting personnel, facilities, equipment, records and other assets critical to the performance of essential functions in the event of a disruption;
- Achieving the organization's timely and orderly recovery and reconstitution from an emergency; and
- Ensuring and validating continuity readiness through a dynamic and integrated continuity test, training and exercise program and operational capability.

### **III. Applicability and Scope**

Due to today's changing threat environment, this plan is designed to address an "all hazards" approach to emergencies. The intent of the plan is not to be hazard specific but more operational specific. Name County believes that there shall be a consistent approach to planning for emergencies and this document is to be used as the standard across the County.

An organization's continuity of operations plan is implemented when an organization loses access to a facility, loses services due to a reduction in the workforce, or loses services due to equipment or systems failure. Name County is susceptible to a multitude of natural, technological, and man-made disasters. These disasters, depending on their scope and magnitude have the ability to damage the organization's facility, reduce the available workforce, and/or cause equipment and systems failure. The specific hazards Name County is susceptible to are outlined in the latest Name County risk assessment. A list of these hazards is included in Appendix B. This plan is applicable to all organization staff, departments, partners, and suppliers. Personnel working for Name County would be responsible for complying with this COOP plan.

The organization may also utilize an Emergency Response Plan (ERP), Occupant Emergency Plan (OEP), or some other document that is intended to ensure the safety of personnel in the event of an incident inside or immediately surrounding an organization's building. While ensuring the

safety of all organization personnel is a critical element of COOP planning, the ERP or OEP is a standalone document that is distinct from the COOP plan. The plans may be implemented simultaneously and are intended to supplement each other.

The scope of this plan is to address the actions that would be taken and the resources that would be needed to operate the Name County's continuity capability. The plan is scalable and flexible depending on the needs of the incident.

Responsibility	Position
Update COOP plan annually.	<i>COOP Coordinator, COOP Committee, Department Head,</i>
Update telephone rosters monthly.	<i>Human Resources</i>
Review status of vital files, records, and databases.	<i>Records Specialist, IT</i>
Conduct alert and notification tests.	<i>Communications Specialist</i>
Develop and lead COOP training.	<i>Emergency Management</i>
Plan COOP exercises.	<i>Emergency Management</i>

## IV. Assumptions

Planning requires assumptions based on statistics, history, behavior patterns and likely future trends. The following assumptions were made as consideration for Name County's COOP plan:

- A hazard may occur with little or no warning and may escalate quickly.
- Hazard characteristics may differ by probability, magnitude, warning time and duration.
- Hazards may have cascading effects that may require their own unique approaches for continuity of operations.
- Hazards may damage the organization's facility, reduce the available workforce, and/or cause equipment and systems failure.
- Hazards may adversely impact the organization's ability to continue performing its essential functions and provide support to outside organizations and jurisdictions.
- The vulnerability of the organization depends on the probability of a continuity event occurring and the impact the event could have the organization's ability to operate.
- Current employees, outside personnel and resources located beyond the affected area will be available as necessary to continue essential functions.
- When the COOP capability is activated, the organization will implement the predetermined framework outlined in this plan utilizing trained and equipped personnel.
- The organization will provide operational capability within 12 hours of the event and be able to continue essential functions for 30 days or until normal operations can be resumed.

## V. Authority and Reference

The County Administration policy ??? identifies that each critical unit of operations must have Continuity of Operations Plan (COOP). This policy is consistent with State and Federal governmental agencies who have also been required to develop plans to ensure that critical operations are maintained during an emergency.

## VI. Essential Functions

The essential functions are Name County's functions and activities that must be continued under any and all circumstances. These essential functions may be performed on a day to day basis but also include those essential functions that are performed during an emergency including the responsibilities outlined in the Name County Emergency Operations Plan (EOP). The below chart identifies Name County's essential functions. The below functions were prioritized into four categories: Immediate, Necessary, Important, Postponed and Extended.

- Immediate priority functions are those functions that must be continued without interruption or resumed within 12 hours from a disruption.
- Necessary priority functions are those functions that must resumed within 12 hours to 5 days following a disruption.
- Important priority functions are those functions that must be resumed within 6 days to 30 days following a disruption.
- Delayed priority functions are those functions that can be delayed for 30 days or more.

This prioritization is based on multiple factors or priorities that all influence how quickly the essential function must be performed. These priorities include:

- Whether the essential function is directly tied to ensuring life safety
- How quickly the essential function would need to be resumed
- Whether other essential functions depend on the essential function being completed
- How severe the impact of not conducting or delaying the performance of the essential function would be
- Whether the essential function is involved in multiple critical processes and services
- How high of a priority the essential function is for management

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
1.					
2.					
3.					

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
4.					
5.					
6.					
7.					

In this section you will identify the essential personnel within your department. Look at each essential function and identify at least 3 individuals who may be called upon in an emergency to maintain said operation. Once you have identified the personnel then assign a team leader. It is recommended to assign personnel by function. In the notes section indicate who your team leader and your Continuity team leader is.

Name	Position Title	Home Phone	Cell Phone	Alt Phone

## VII. Concept of Operations

It is the responsibility of local and county governments to ensure the performance of essential services. Additionally, Name County's resiliency is directly related to the effectiveness of its continuity capability. The following sections outline the continuity capability for the Department and are designed to be an operational framework for all hazards that initiate a continuity of operations response.

It ought to be recognized that every situation will present diverse and unique challenges, complexities, and requirements. It should be recognized that this plan functions to provide guidance and should not be rigidly applied to every disaster or pre-planned event. The continuity event may necessitate that the specific details, tasks, assignments, and provisions contained in this plan be modified to effectively continue operations with the current situation.

This section outlines both the actions to take when the plan is implemented as well as the logistics support and resource requirements needed to implement and activate the plan.

## A. Phase I

### 1. Activation

This phase starts with the occurrence of a trigger that may necessitate the activation of continuity operations. Activities that are performed in this phase include:

- Evaluating the situation and deciding whether to activate your organization's continuity capability
- Alerting and notifying all organization personnel of the continuity event
- Notifying county leadership of the disruption
- If necessary, relocating to an alternate site
- If necessary, devolving
- Accounting for all personnel needed to perform the essential functions
- Identifying available leadership within the organization

### 2. Decision Process

There are four main triggers that may prompt the need to activate the department's continuity capability. These three triggers include:

- Losing access to the facility (in part or in whole),
- Losing services due to human caused terror situation,
- Losing services due to a reduction in the workforce, and
- Losing services due to equipment or systems failure.

After one or multiple of these triggers have been reached, the Department Head, or his or her designee, will decide to activate the continuity of operations capability and determine the appropriate continuity response actions. Below is a decision matrix that may be utilized to support the decision-making process for continuity activation.

Decision Matrix for Continuity of Operations Plan Implementation		
	Work Hours	Non-Work Hours
Event with Warning	<ul style="list-style-type: none"><li>• Is the threat aimed at the facility or its surrounding area?</li><li>• Is the threat aimed at agency personnel?</li><li>• Are employees unsafe remaining in the facility and/or area?</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Is the threat aimed at the facility or its surrounding area?</li><li>• Is the threat aimed at agency personnel?</li><li>• Who should be notified of the threat?</li><li>• Is it safe for employees to return to work the next day?</li><li>•</li></ul>
Event without Warning	<ul style="list-style-type: none"><li>• Is the facility affected?</li><li>• Are personnel affected?</li><li>• Have personnel safely evacuated, or are they sheltering-in-place?</li><li>• What are instructions from first responders?</li><li>• How soon must the organization be operational?</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Is the facility affected?</li><li>• What are instructions from first responders?</li><li>• How soon must the organization be operational?</li><li>•</li></ul>



### 3. Alert, Notification, and Implementation Process

In the event that a disaster has occurred, contact will have to be made with all personnel from the Department. Contact information from all the organization's personnel including cell numbers, home numbers, primary email, alternate email, personal e-mail addresses and home addresses will be managed using the already established notifications systems. These notification systems include the use of CodeRed, Everbridge, etc.

An attempt will be made to contact specific organization staff necessary to maintain the essential functions, continuity personnel, of Name County via home or cell phone numbers. If contact cannot be made, a(an) Name County representative should try to make physical contact with that specific individual at his/her place of residence. An attempt will also be made to notify noncontinuity personnel of the organization's status as well as the organization's expectations for them.

### 4. Alternate Facilities

The department functions may be relocated to pre-screened and pre-approved alternate facilities because the primary facility is unavailable. Where necessary, memoranda of understanding should be executed with the alternate site managers and updated annually. Alternate facility is an operating site with sufficient space, equipment, infrastructure systems and logistical support to maintain operations for 30 days. Alternate facilities should provide:

- Sufficient space and equipment;
- The capability to perform essential functions within 12 hours and up to 30 days;
- Reliable logistical support, services and infrastructure systems
- Consideration for health and safety for personnel
- Interoperable communications
- Computer equipment and software
- Badge/Security access

Primary Alternate Facility	
Name of Alternate Site	
Point of Contact Name	
Phone Number	
Alternate Number	
Complete Address of Site	
Equipment on Site	
Support Staff Contact Information (AV, IT, Telecoms, facilities, security, etc.)	

## **B. Phase II**

### **1. Continuity Operations**

During this phase, the organization will be accounting for all organization personnel; performing essential functions; establishing communications with supporting organizations and supported organizations, customers, and stakeholders; and preparing for the reconstitution of the organization.

### **2. Orders of Succession**

Identified Orders of Succession are an essential part of a continuity program to ensure that personnel know who assumes the authority and responsibility of the Department leadership if that leadership is incapacitated or becomes otherwise unavailable during a continuity situation. See Appendix B – Orders of Succession

### **3. Delegation of Authority**

Delegations of Authority provides dispersed personnel with the authority to make key decisions during a continuity situation where the primary decision maker is not available. Predetermined Delegation of Authority will take effect when an emergency situation disrupts normal channels of direction and control and ends when the Department is able to reestablish those channels. See Appendix C – Delegations of Authority

### **4. Critical Systems and Vital Records**

Vital records are those electronic and hardcopy documents, references, files that are needed to support the essential functions. Critical applications include information systems and data management software and equipment that support accessing and maintaining your vital records. Additionally, any record that would disrupt the organization's operations and information flow, cause considerable inconvenience, or require replacement or recreation at considerable expense may be considered vital records. Identifying, protecting, and ensuring access to these records and applications enables the performance of essential functions and the reconstitution to normal operations. These documents include any emergency or continuity operating documents and rights and interest records (e.g. the protection of the legal and financial rights of individuals who are directly affected by your organization's activities). \*Ideally no more than 7% of your organization's total records would be identified as vital\*

There are three categories of records to be reviewed and prioritized, then transferred (either hard copy or electronic media) to an Alternate location:

- Emergency operations records;
- Legal/financial records; and,
- Records used to perform security preparedness functions and activities.

To safeguard these critical applications and vital records, back up mechanisms and redundancies are in place. See the below information and chart for the measures taken. Additionally, Name County utilizes anti-virus and host-based intrusion prevention software to protect all staff computers.

Back up mechanisms for accessing the organization's vital records include having identified vital documents pre-positioned at an alternate site and remote access to the organization's drive. Name County is able to remotely access the organization's drive. When the Name County is experiencing trouble accessing the drive remotely, personnel may contact <NAME OF ORGANIZATION POINT OF CONTACT>. <DESCRIBE HOW TO REPORT A PROBLEM WHEN EXPERIENCING DIFFICULTIES I.E. Email, phone number, service request via website, etc.>.

Vital File, Record, or Database	Form of Record (e.g. electronic, hardcopy, both)	Pre-positioned at Alternate Site	Hand Carried to Alternate Site	Backed up at a Third Location
Continuity of Operations Plan	Both	Yes	No	Yes
Personnel Records	Both	No	Yes	Yes
Drive/Server	Electronic			Yes
Insurance Contracts				
Payroll Records				

## 5. Interoperable Communications

The interoperable communications section should identify available and redundant critical communication systems that are located at the alternate facility. These systems should provide the ability to communicate within the organization and outside the organization and should provide interoperable communications as follows:

- Capability commensurate with an agency's essential functions
- Ability to communicate with essential personnel
- Ability to communicate with other agencies, organizations, and customers
- Access to data and systems
- Communications systems for use in situations with and without warning
- Ability to support COOP operational requirements
- Ability to operate at the alternate facility within 6 hours, for 24 hours a day and for up to 30 days
- Interoperability with existing field infrastructures

Identify the types of communication that will be needed. In most major emergencies cell phones become limited; identify a list of communication. Identify the person or persons with whom you will be communicating with about essential functions. Identify your lead communications liaison and work with Emergency Management.

## 6. Devolution

The devolution section should address how an organization will identify and conduct its essential functions in the aftermath of a worst-case scenario, one in which the leadership and

workers are incapacitated. The organization should be prepared to transfer all of their essential functions and responsibilities from the department's primary operating staff and facilities to other employees and facilities.

In the event that the Name County's leadership, personnel designated to perform essential functions, primary facility and continuity facilities are unavailable, the essential functions will fall back on \_\_\_\_\_ until Name County may reassume their performance.

## **C. Phase III Reconstitution**

### **1. Process**

Reconstitution is the process by which organizational personnel resume normal operations from the original or replacement facility. It embodies the ability of an organization to recover from an event that disrupts normal operations and consolidates the necessary resources so that the organization can resume its operations as a fully functional entity. Reconstitution involves transitioning from continuity status to normal operations after the disruption, coordinating and planning for reconstitution regardless of the level of disruption and outlining the procedures for a smooth transition from a relocation site to a restored facility.

Reconstitution is a five-step process:

- Notify all personnel that the threat or actual emergency no longer exists.
- Provide instructions for the resumption of normal operations.
- Supervise the orderly return to the normal operating facility.
- Report agency/department status, as appropriate.
- Conduct an after-action review (AAR) of continuity operations and develop a corrective action plan based on the AAR.

### **2. Human Resources**

From initial notification about a continuity event through reconstitution, the Blank Department will support all staff.

The Blank Department will:

- Contact and account for all staff;
- Notify all continuity personnel, may also be referred to as the emergency relocation group (ERG), of their activation and expected actions;
- Notify all noncontinuity personnel, may also be referred to as non-ERG staff, of the continuity event and their expected actions;
- May provide guidance to all staff on individual emergency preparedness actions that can be taken to prepare themselves and their families;
- Communicate Name County human resource guidance for emergencies such as pay, leave, and other human resources flexibilities; and
- Communicate any known available emergency assistance.

### **3. Roles and Responsibilities**

All Name County employees have a role in the organization's COOP effort. In addition, all county employees may be called upon to assist with the response and recovery effort of a

disaster. Therefore, all

Name County staff will:

- Stay informed about the incident
- Provide needed contact information to receive alerts sent from Name County
- Follow the directions from leadership that guide the COOP response
- Assist with COOP plan development, maintenance, testing, training and exercises

Name County Leadership will:

- Activate the COOP capability and direct the COOP response and recovery effort
- Ensure all human resource matters are addressed including all employee communications
- Maintain a notification system to communicate with <ORGANIZATION'S NAME> employees
- Ensure COOP plan development, maintenance, testing, training and exercises

#### 4. Test, Training, and Exercises

An effective test, training, and exercise (TT&E) program facilitates the validation of an organization's continuity capabilities and its ability to perform essential functions during any emergency. Training familiarizes leadership and staff with the procedures and tasks they should perform when executing continuity plans and conducting essential functions. Tests and exercises serve to assess and validate all the components of continuity plans, policies, procedures, systems, and facilities used to ensure continuance of essential functions and identify areas of improvement.

- Plan Training- Each staff member shall be trained on their role within this plan. This shall be completed within 60 days of the plan approval. An annual review shall be completed with each staff member thereafter.
- Plan Exercise- Annually, the plan shall be exercised through a "functional/full-scale" activation. This will ensure that each employee knows their responsibilities within the plan and the back-up systems properly work.

Type of training	Training Date	Completed Exercise (Y or N)	Notes and Key Participants

# Appendix A

**After Action Report (AAR).** A structured review and analysis of what happened, why it happened, and how it can be done better for the project, training or event.

**Continuity of Operations (COOP) Plan.** An action plan that provides for the immediate continuity of essential functions of an organization at an alternative facility for up to 30 days in the event an emergency prevents occupancy of its primary facility.

**Disaster Recovery Plan (DRP).** The DRP applies to major, usually catastrophic, events that deny access to the normal facility for an extended period. Frequently, DRP refers to an IT-focused plan designed to restore operability of the target system, application, or computer facility at a relocation site after an emergency.

**Emergency Relocation Group (ERG).** Predesignated principals and staff who move to a relocation site to continue essential functions in the event that locations are threatened or incapacitated. The ERG comprises Advance Team plus Emergency Personnel.

**Emergency Relocation Site (ERS).** A remote alternative facility to which the ERG moves to continue essential functions in the event that traditional work sites are incapacitated.

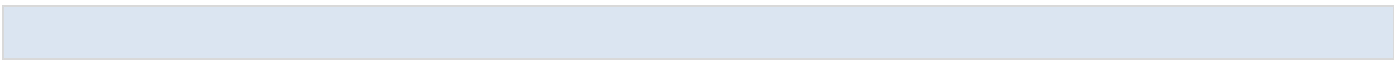
**Essential functions.** Essential functions are those functions, stated or implied, that are required to be performed by statute or Executive order, or other functions deemed essential by the heads of principal organizational elements (i.e., administrators, office directors, and division directors).

# Appendix B

## Order of Succession

Each department completes this template to ensure a continuous leadership structure. Orders of Succession should be deep enough to respond to the impact of an event where essential services are expected. The order should be written and revert to the original leadership when conditions return to the pre-event status. When feasible, Administration should consider successors located in other geographical areas to avoid successors being affected by the same disastrous event.

### ORDER OF SUCCESSION



Position Title	Successors
	1.
	2.
	3.
	1.
	2.
	3.
	1.
	2.
	3.
	1.
	2.
	3.
	1.
	2.
	3.

# Appendix C

## Delegation of Authority

Each department completes this template to ensure the authorities for making policy determinations and decisions at the administrative level are accomplished seamlessly. Delegations should be deep enough to respond to a major event. Contact information should include cell, home, and work phone along with home and work email. Delegations should be written and revert to the original designee as soon as possible following the event.

### DELEGATION OF AUTHORITY

Official (Title)	Designated Successors (Title)	Conditions	Program Responsibility
	1.		
	2.		
	3.		
	1.		
	2.		
	3.		
	1.		
	2.		
	3.		



# Appendix D

## Maps and Evacuation Routes

**This appendix should provide maps, driving directions, and available modes of transportation from the primary facility to the alternate location. Evacuation routes from the primary facility should also be included.**

# Appendix E: Department Impact Form (Use During COOP Activation)

<b>Department Name:</b>		<b>ID:</b>			
<b>Department Function Name:</b>					
<b>Department Function Manager:</b>		<b>Title:</b>			
<b>Department Function Description:</b>   					
<b>Does this function have to be performed at a specific time of the day/week/month/year?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No   if yes, what is the requirement?					
<b>Can this function be performed for a time at a reduced level of efficiency?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No   if yes, for how long and at what level?					
<b>How long can this function be unavailable before impacting the overall business?</b> _____ hours/days/weeks/months					
<b>Does this function depend on any particular technology (hardware and/or software)?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No   if yes, please describe?					
<b>Does this function depend on any services or products provided by outside suppliers?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No   if yes, please check type of supplier: <input type="checkbox"/> Sole <input type="checkbox"/> Major <input type="checkbox"/> Many Alternatives					
<b>For every unit of time that this function is unavailable quantify the following:</b>					
<b>Unit of time</b>	<b>Direct Financial Loss</b>	<b>Legal Compliance Impact</b>	<b>Impact on Customer Confidence</b>	<b>Loss of Supplier Confidence</b>	<b>Damaged Public Image</b>
1 hour					
4 hours					

<b>1 day</b>					
<b>2 days</b>					
<b>1 week</b>					
<b>2 weeks</b>					
<b>What legal compliance issues would be created?</b>					
<b>Describe the impact on customer/employee confidence:</b>					
<b>Describe the loss of supplier confidence created:</b>					
<b>Describe the damage that would be caused our public image:</b>					
<b>What critical documents are created, used or stored by this department function:</b>					
<b>Document Name</b>		<b>Purpose</b>			
<b>List the non-IT related equipment that is vital to this department function:</b>					
<b>Equipment Name</b>		<b>Purpose</b>			
<b>Rate this function's importance to the overall operation of this department on a scale of 1 to 5 (1 being the least important and 5 being the most important):</b>					
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5					
<b>Completed by:</b>				<b>Date:</b>	

# Appendix F

## COOP Planning Responsibilities

### Chief Government Officer

- Provides overall policy direction, guidance, and objectives for COOP planning and implementation during an incident.
- Consults and advises appropriate officials during implementation of the COOP Plan.
- Serves as the principal Community representative to external parties and groups during implementation of the COOP Plan.

### Emergency Management Director (Senior COOP Official)

- Serves as the Community COOP program point of contact.
- Coordinates implementation of the COOP Plan and initiates appropriate notifications inside and outside the Community during COOP Plan implementation.
- Coordinates the COOP Training, Testing, and Exercising Program.
- Initiates recovery of Community, as part of reconstitution.

### Emergency Relocation Site Support Official

- Prepares site support plans to support the implementation of the COOP Plan to facilitate the direction and operations from the Community location(s) to the ERS.
- Provides for the proper storage of backup copies of vital records.
- Designates personnel responsible to assist the arriving ERG.
- Maintains a current roster of designated site support staff.
- Supports periodic coordination visits by Community offices.
- Keeps the Senior COOP Official informed of site vulnerabilities or changes in site resources that may impact the effective implementation of the COOP Plan.
- Requests an annual security risk assessment of the ERS by security staff to assist in ensuring COOP relocation site readiness.
- Coordinates appropriate billeting arrangements with the ERS, if appropriate, for employees who will not commute and need to remain overnight near the ERS.
- Conducts periodic coordination visits to the ERS.
- Participates in scheduled tests, training, and exercises.

### Department Heads

- Appoints a COOP point of contact for coordination and implementation of the COOP Plan.
- Keeps the Senior COOP Official informed of any changes in the designation of the office COOP point of contact.
- Identifies essential functions to be performed when any element of the Community is relocated as part of the COOP Plan.
- Identifies those functions that can be deferred or temporarily terminated in the event the COOP Plan is implemented.
- Maintains a current roster of office personnel designated as ERG members.
- Maintains current personnel emergency notification and relocation rosters.
- Prepares backup copies or updates of vital records.
- Ensures that the time and attendance function is represented on the ERG.
- Designates personnel to assist security officials in securing office equipment and files at Community locations when implementing the COOP Plan.
- Conducts periodic tests of the office telephone notification cascade(s).

# Appendix G Example of Building Operations Department COOP

				Resource Needs			
	Service Priorities	Recovery Times	Rationale	Services	Staffing	Hardware/Equipment/Software	ACTION
<b>Priority 1</b>	Services that must remain uninterrupted or that must be recovered immediately.	up to 24 hours	Immediate threat to public health, safety or welfare.	<ol style="list-style-type: none"> <li>Maintain Building Security               <ol style="list-style-type: none"> <li>Exterior Doors</li> <li>ADC</li> <li>Cameras &amp; Duress Alarms</li> </ol> </li> <li>Maintain Electrical Power to Buildings</li> <li>Insure functionality of life safety systems               <ol style="list-style-type: none"> <li>Sprinklers</li> <li>Fire Alarm</li> <li>Emergency Lighting</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>Security Access Division Staff</li> <li>Building Systems Staff</li> <li>Building Systems Staff</li> </ol>	<ol style="list-style-type: none"> <li>Card Readers, Cameras: Pinnacle, Viconet</li> <li>Diesel Generator @ GC</li> <li></li> </ol>	<ol style="list-style-type: none"> <li>Implement Security &amp; Access COOP <u>Resource:</u> COOP Manual</li> <li>Run Generator @ GC <u>Resource:</u> Generator Manual</li> </ol>
<b>Priority 2</b>	Services that can be disrupted temporarily or might be periodic in nature, but must be re-established within a few days.	25 hours to 5 days	Direct economic impact, constitutionally or statutorily mandated time frames, or civil disorder may develop if not performed in a few days.	<ol style="list-style-type: none"> <li>Insure functionality of Building Mechanical Systems               <ol style="list-style-type: none"> <li>HVAC</li> <li>Plumbing</li> <li>Elevators</li> </ol> </li> <li>Basic Sanitation: Janitorial               <ol style="list-style-type: none"> <li>Trash pickup</li> <li>Restroom Cleaning</li> <li>Emergency clean-ups</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>Building Systems Staff</li> <li>1 Janitorial staff/25,000 SF</li> </ol>	<ol style="list-style-type: none"> <li>AHUs, Pumps, Elevator Controls: Metasys</li> <li>Basic Janitorial Supplies/PPE</li> </ol>	<ol style="list-style-type: none"> <li>Establish laptop connections to Ethernet switches throughout Buildings as needed <u>Resources:</u> Listing of Supervisory Controller Locations</li> <li>Deploy Janitorial Staff w/ appropriate PPE as needed <u>Resources:</u> Staff Phone List</li> </ol>
<b>Priority 3</b>	Services that can be disrupted temporarily (a few days or weeks) but must be re-established within one month.	6 days to 30 days	Regulatory services required by law, rule or order that can be suspended or delayed by law or rule during an emergency.	<ol style="list-style-type: none"> <li>On-demand General Maintenance Services</li> <li>Regular Janitorial               <ol style="list-style-type: none"> <li>Vacuuming</li> <li>Recycling</li> <li>Hard Floor Maintenance</li> <li>Grounds Maintenance</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>General Services Staff</li> <li>Janitorial Services Staff</li> </ol>	<ol style="list-style-type: none"> <li>Varied, miscellaneous</li> <li>Basic Janitorial Supplies/PPE</li> </ol>	<ol style="list-style-type: none"> <li>Assign Building Ops staff as needed <u>Resources:</u> Radios</li> <li>Deploy Janitorial staff as needed <u>Resources:</u> Staff Phone List</li> </ol>
<b>Priority 4</b>	Services that can be deferred for more than one month.	30 days or more	All other services that could be suspended during an emergency and are not required by law or rule.	1. Space Planning, Lease Management, other PPA activities			

