



Integrating COOP Accountability with Emergency Management and Business Continuity

National Security Technologies, LLC

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Integrating COOP Accountability with Emergency Management and Business Continuity



Purpose of this Briefing

Define
accountability
needs within NSTec

Identify the methods used to
collect accountability/availability

Show how we integrate accountability/availability
for emergency management, business continuity,
and COOP



Nevada National Security Site
Mercury, Nevada



Nevada Site Office
Las Vegas, Nevada



Remote Sensing Laboratory - Nellis
Nellis AFB, Nevada



Livermore Operations
Livermore, California



Special Technologies Laboratory
Santa Barbara, California



Los Alamos Operations/Sandia Operations
Los Alamos, New Mexico/Albuquerque, New Mexico



Remote Sensing Laboratory - Andrews
Andrews AFB, Maryland



NNSA/NSO—NSTec Operating Locations

Definitions

Accountability: Accounts for personnel within a location where protective actions are being implemented.

- Typically collected at the scene of an emergency
- Typically collected until 100% is achieved
- Used mainly by emergency responders

Availability: Documents the location, contact information, and welfare of personnel, as well as their availability to report to work.

- Can be collected for COOP, business continuity, or during an emergency
- Typically collected after accountability
- May be requested several times throughout an event
- Used mainly by management

Using the term “availability” reduces confusion with the emergency management term “accountability.”

Types of Accountability

Continuity of Operations

- Ensure COOP personnel are safe and can report to work if required

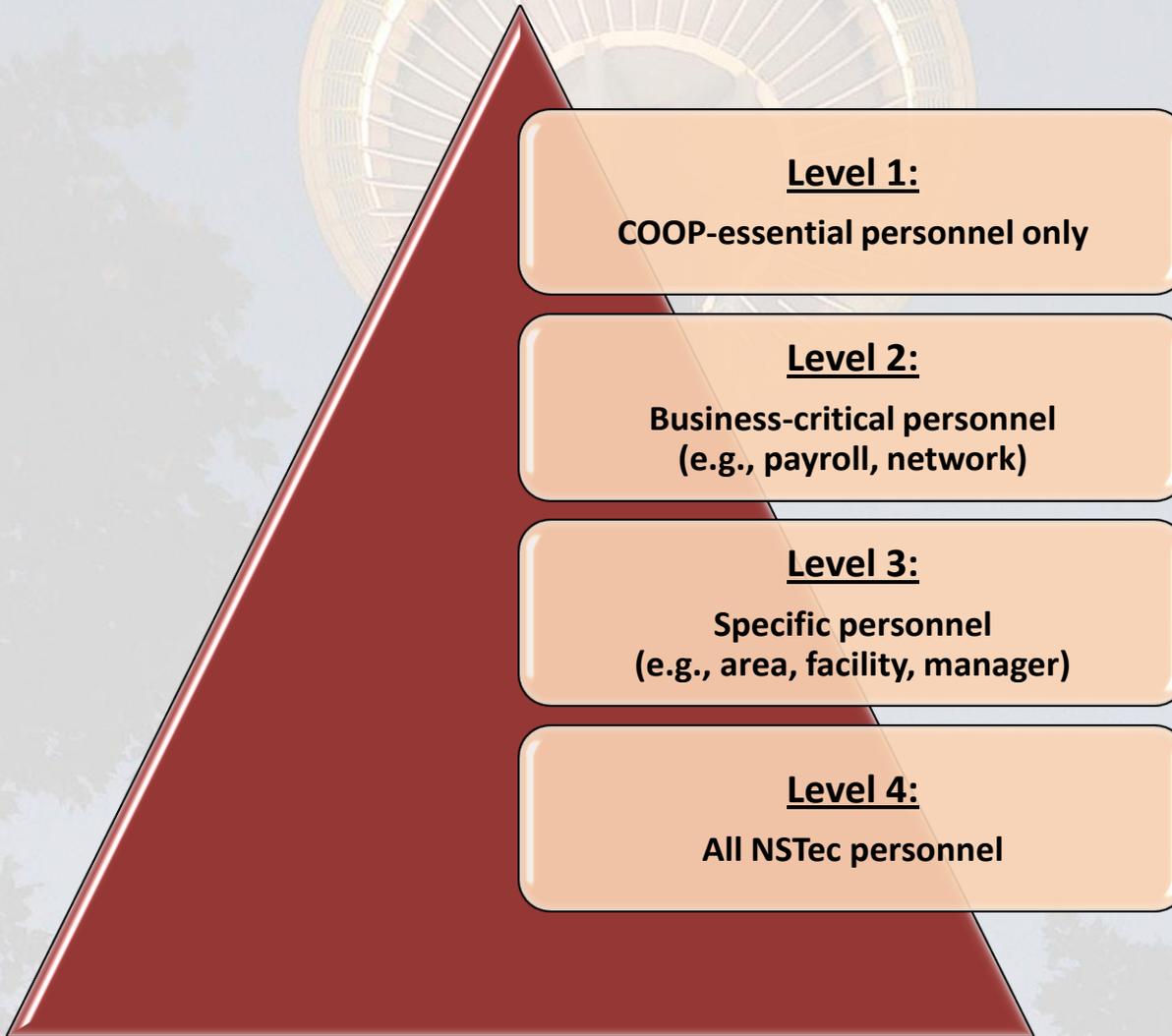
Business Continuity

- Ensure business essential personnel are safe and can report to work if required

Emergency Management

- Ensure personnel within protective action areas are safe and accounted for

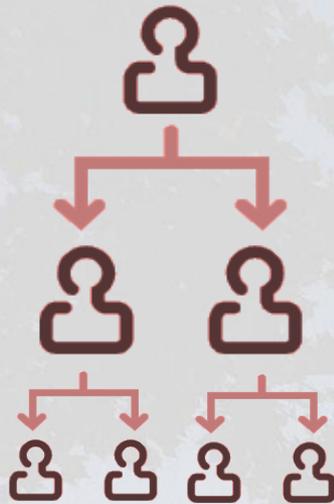
Levels of Availability Information



Processes to Collect Availability

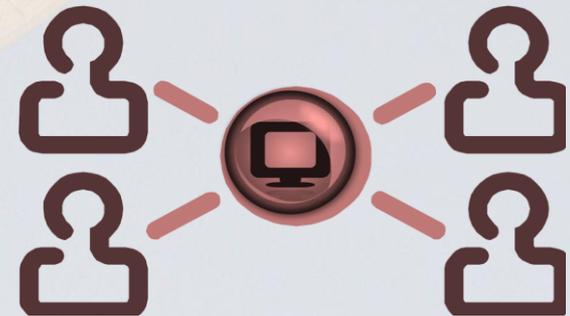
Manual

- Uses the Call Tree Method



Automated

- Uses The Communicator! NXT

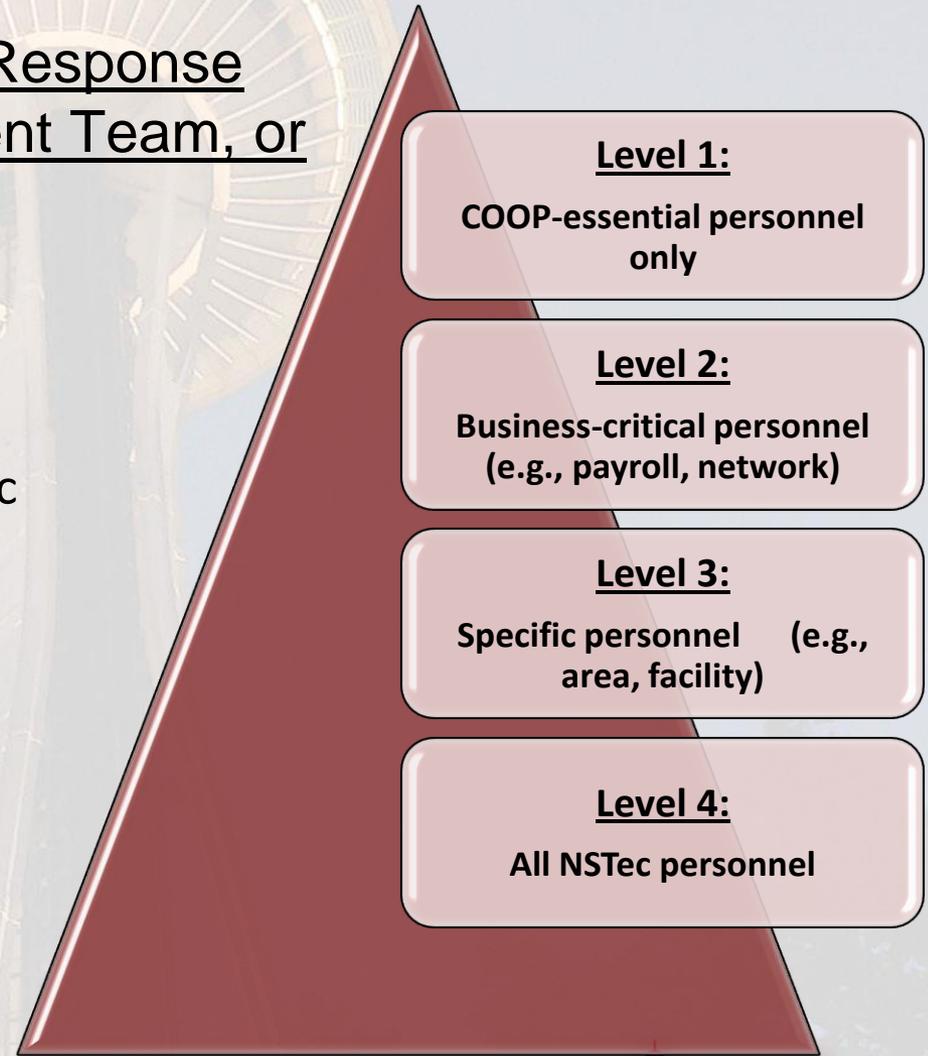


Both processes use contact information in our Human Resources “PeopleSoft” database.

Requesting Availability Information

Requestor(s) (e.g., Emergency Response Organization, Senior Management Team, or COOP Coordinators):

1. Determine the need to collect availability
2. Determine the level and the specific personnel/group/facility
3. Identify when the information is needed and who needs it
4. Instruct the OCC Duty Manager to initiate the call-outs



Automated Process

The OCC Duty Manager:

1. Uses the Communicator! NXT to activate the call out via phone, e-mail, pager, etc.
2. Transmits the message and collects responses for
 - Level 1: COOP essential personnel
 - Level 3: All employees at a specific location (e.g., North Las Vegas Facility, Remote Sensing Laboratory-Andrews, Los Alamos Operations)
 - Level 4: All employees
3. Generates a generic report of responses
4. Provides the information to the requestor

The current automated process does not allow contacting and reporting information for Level 2 and refined Level 3 employees.

Manual Process

- Uses the Call Tree Method (Directors down to first-line supervisors and back up to Directors)
- Replaces the former Recall Roster Report
- Based on employee contact information in PeopleSoft
- Employee contact information acquired through specialized PeopleSoft reports
 - 1st Line Supervisor Report
 - Manager Summary Report



1st Line Supervisor Report

Run Date 06/28/2011

Recall Roster for 1st Line Supervisors

Time of Request: _____

Availability Requested: _____

Adams, George M

Time Information Provided: _____

<u>Employee Name</u>	<u>Work Phone</u>	<u>Home Phone</u>	<u>Cell Phone</u>	<u>Pager</u>	<u>Alternate Phone</u>	<u>Avail Level</u>	<u>Contacted (Y/N)</u>	<u>Avail to work (Y/N)</u>	<u>Comments</u>
Kirkland, Sarah J	702/555-8989	702/555-5151		702/555-4343	_____	_____	_____	_____	_____
Lewis, Stephen L	702/555-2001	702/555-9876			_____	_____	_____	_____	_____
Madison, William E	702/555-1000	702/555-3999			_____	_____	_____	_____	_____
Monroe, James T	702/555-4114	702/555-7272	702/555-6557		_____	_____	_____	_____	_____

Total Assigned: 59

Total Contacted: _____

Total Available: _____

Manager Summary Report

Run Date 06/28/2011

Recall Roster Manager Summary

Time of Request: _____

Availability Requested: _____

Adams, George M

Time Information Provided: _____

<u>Employee Name</u>	<u>Work Phone</u>	<u>Home Phone</u>	<u>Cell Phone</u>	<u>Pager</u>	<u>Alternate Phone</u>	<u>Avail Level</u>	<u>Contacted (Y/N)</u>	<u>Avail to work (Y/N)</u>	<u>Total Assigned</u>	<u>Total Contacted</u>	<u>Total Avail</u>
Jackson, William C	702/555-1212	702/555-1234	702/555-4321								
Jefferson, Barbara A	702/555-6116	702/555-7788	702/555-5004								
Jones, Thomas A	702/555-3434	702/555-4545	702/555-3003								
Kirkland, Sarah J	702/555-8989	702/555-5151									
Lewis, Stephen L	702/555-2001	702/555-9876									
Madison, William E	702/555-1000	702/555-3999									
Monroe, James T	702/555-4114	702/555-7272	702/555-6557								

Total Assigned: 7

Total Contacted: _____

Total Available: _____

emi sig

EMERGENCY MANAGEMENT ISSUES
SPECIAL INTEREST GROUP



Why Use the Manual Process?

The Manual Process:

- Can be used as a backup if the automated process malfunctions or is unavailable
- Allows for a narrower notification audience
- Provides director/manager/supervisor–specific reporting
- Can be used to contact employees who have not responded to the automated call-out
- Provides managers/supervisors with employee contact information

To ensure
current
information is
always
available,
management
must:

- ✓ Periodically generate PeopleSoft Recall Roster Reports
 - Provide a copy to their alternate/delegate of authority
- ✓ Maintain copies of the reports/information in a secure and accessible location (e.g., office and alternate location)

Gathering Information via the Manual Process

1. Directors/Managers: When notified by the OCC Duty Manager, contact their direct reports using the Manager Summary Report
2. Supervisors:
 - a) Answer the following for each employee on the 1st Line Supervisor Report:
 - Are you safe?
 - Are you available to work?
 - Do you have an alternate contact number(s)?
 - b) Add the following totals to the bottom of the report:
 - How many personnel contacted (e.g., 5 out of 8)
 - How many personnel available to work (e.g., 3 out of 5)
 - c) Pass the totals up to your managers

**Supervisors should make a reasonable number of attempts to contact personnel.
The goal is to obtain 100% availability information.**

Reporting Availability Information

3. Managers: Collect information from direct reports on the Manager Summary Report
4. Directors:
 - a) Summarize all information on the Manager Summary Report
 - b) Contact the OCC Duty Manager and provide the summary information
5. OCC Duty Manager: Collect the totals and provide them to the requestor(s)



Repeat the process as necessary.

How did we implement the process?

- **Developed a Company Procedure and Job Aid to document the manual process**
- **Briefed Senior Management**
- **Cascaded the message down from directors to their managers and supervisors**
- **Published articles in the NSTec “Front Page”**
- **Added links to the NSTec intranet home page**
- **Conducted availability tests for several locations**

What's Next?

Continue to develop the automated process for Levels 2 and 3

Develop a Peoplesoft process to allow delegates to run the reports

Conduct additional tests

Integrate the process with NNSA/NSO and their other contractors

Questions?

