

EXTERNAL EVENTS

*The
WILDCARD
of
EMERGENCY
MANAGEMENT*

**Continuity of Operations
Planning**



COOP Planning

- What Everyone Considers for COOP Planning
 - Uninterrupted Critical Business Processes
 - Safe Shut down and 24 Hour Monitoring
 - Alternate Electrical Power
 - Computer Security
 - Uninterrupted Communications
 - Procurement Operations
 - Chain of Command
 - Delegation of Authority
 - Shift Changes



COOP Planning

- What is the Purpose of COOP Planning

The purpose of disaster planning boils down to contingency planning and making sure processes are in place to safeguard assets, speed up recovery, and continue vital business and work functions



COOP Planning

- COOP is a Blueprint

An effective COOP Plan includes a blueprint of procedures, roles, operations, and processes to enable the flow of essential business functions without major interruption.



COOP Planning

- COOP should be implemented and exercised before disaster strikes
 - Conduct COOP Drills and Exercises
 - Use COOP Plans and Procedures on a Regular Basis with Key Employees
 - Train Employees in multiple Roles
 - Don't Wait to the Last Minute to Train and Exercise



COOP Planning

- COOP Implementation Doesn't Take an Emergency Declaration
 - In 2004, the U.S. Government recorded 68 Major disasters
 - Including 7 Emergency Declarations and 43 Fire-Management Assistance Declarations
 - All impacted the operations of thousands of organizations and the safety of millions of personnel
 - An Area Blackout, Office Evacuation, or a Wildfire may not have an Emergency Declaration, but it may implement a COOP Plan.



COOP Planning

- A COOP Plan is critical for any condition that results in the disruption of normal business operations
 - COOP Plans are meant to safeguard essential business functions against technological, human, or natural disaster events.
 - Technological – server crashes, power failures, virus infections, denial of services attacks
 - Human – theft or vandalism, acts of terrorism, political unrest
 - Natural Disasters – wildfires, hurricanes, earthquakes, tornadoes, major storms



COOP Planning

- The COOP Blueprint
 - A COOP Plan is developed from a purely organic, common sense approach that focuses on the organization's strengths and weaknesses.
 - Requires a complete examination of the infrastructure that supports the processes on which the organization relies
 - Exposes it's vulnerabilities before a disaster occurs



COOP Planning

- Key Components of a COOP Plan
 - Identification of Essential Functions
 - Plans and Procedures
 - Order of Succession
 - Emergency Communications
 - Delegation of Authority
 - Treatment of Alternate Facilities
 - Vital Records
 - Testing, Training, and Exercises



COOP Planning

- The Key Component of a COOP Planning that Seems to Fall Through the Cracks

“Personnel and the Family”



COOP Planning

- Personnel > The Most Essential Component
 - Identification of Essential Personnel
 - Training of Those Personnel to Conduct Multiple Roles
 - Planning for Taking Care of the Family – Short-Term and Long-Term
 - Housing, Feeding, Transportation, Communications, Well-Being
 - Relocation if Necessary
 - Testing the Whole Process



COOP Planning

- A COOP Plan is not a static document that comes alive at the push of a red button.
- Key programs and infrastructure requirements laid out in the plan must be checked and rechecked.
- The best laid plans can fall short when organizations fail to routinely test the plan.
- While preparing an organization for the worst, don't wait for the worst to happen in order to see if the plan actually works



COOP Planning

- To make certain the COOP Plan enables an organization to achieve the desired results in a disaster, thorough and regular testing must be built into the planning process.
- Expose potential vulnerabilities and make timely improvements.
- Pinpoint the organization's weakest links where contingencies can fail.



COOP Planning

- Systematic Testing, Data Collection, and Data Analysis & Assessment Includes:
 - A dedicated team of individuals with clearly defined roles and accountability for routine testing
 - Proactive collection and interpretation of data
 - An effective channel to relay recommendations for change
 - Accountability by responsible parties to respond to or enact recommendations for change
 - Mock disasters or scenarios that will allow the team to test systems, collect data, and score results
 - Routine mock trials so employees are able to familiarize themselves with contingency procedures and alternate locations



COOP Planning

- Organizations that prepare for the worst will fare the best in a disaster
- COOP Planning is only as effective as those individuals who are charged with carrying out the plan
- Teamwork enables employees to maintain face-to-face communications and occupational functions from a safe, designated location
- While disaster and down time greatly impact the work flow of any organization, it is the people within the organization that rise above the physical and technical constraints and keep things running

