



Delaware Continuity Coordinator Council (DECCC) 1st Quarter Meeting

February 20, 2025



Welcome Everyone:

My name is Melvin Lopez. I work as a Disaster Recovery Specialist for the Delaware Department of Technology and Information in the Chief Security Office and I would like to welcome you all to the first quarter meeting of the Delaware Continuity Coordinator Council Meeting.

The Delaware Continuity Coordinator Council (DECCC) is a leadership council providing a supportive environment for Continuity Coordinators and plan builders from all State of Delaware agencies. DECCC provides opportunities for training, professional growth, and information sharing amongst neighboring agencies in support of the Governor's [Executive Order 15 \(EO15\)](#). EO15 requires all State of Delaware agencies to participate in the COOP Project, which is sponsored by the [Delaware Emergency Management Agency \(DEMA\)](#) and assisted by the [Department of Technology and Information \(DTI\)](#).

AGENDA

1. Welcome and Updates
2. Professional Development
3. Disaster Recovery Exercise: CODIS
4. Continuity of Operations (COOP) Resources
5. Questions?
6. Closing



Feel free to type a question in the chat at any time but we have a Q&A at the end of the presentation

Welcome & Updates

Melvin Lopez
Disaster Recovery Specialist
DTI Chief Security Office



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DECCC Updates

- **Continuity Coordinator Council Steering Committee**

Felicia Dalton/DTI – Co-chair
Cherie Dodge-Brion/DHR – Vice Chair
Ophelia Ashiabor/DTI
Melina Lounsbury/DNREC
Tim Li/DOI

Christine Beste/DEMA – Co-chair
Dan Cahall/K12
Vanessa Briddell/DelDOT
Jennifer Coverdale/DelDOT
Melvin Lopez/DTI

- **DECCC Quarterly Meeting Dates**

- May 15, 2025
- Statewide COOP Exercise (August 2025)
- November 24, 2025



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I would like to begin with introducing everyone of the DECCC Steering Committee membership and I will begin with our leadership, and when I call your name if you could take a moment to introduce yourself.

<introductions>

The next item is the scheduled dates for the DECCC meeting for the remainder of the year. The Statewide COOP Exercise has not begun its planning session for this year but the DECCC meeting is usually scheduled after this exercise so we can share issues and After Actions

Governance & Risk Management Updates

- **Business Continuity & Disaster Recovery Team Members**
 - Felicia Dalton, Manager
 - Griffin Kanich, Sr. Disaster Recovery Specialist
 - Melvin Lopez, Disaster Recovery Specialist
 - Ophelia Ashiabor, IT Security Specialist
 - Tiffany Bennett, IT Security Specialist
- **ServiceNOW Services**
 - [IT Self-Service](#) website for access requests for the COOP Planning Tool and Crisis Communication Tool (MIR3)
 - Ad-hoc reports or MIR3 training requests please call DTI Help Desk and assign to the Disaster Recovery Team for fulfillment
- **[Delaware Continuity Of Operations Website](#)**
 - Click on Services / Training to access Business Continuity In The Cloud (BCIC) training videos



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Firstly, let me introduce the Business Continuity and Disaster Recovery (BCDR) Team. We support all state agencies and the continuity coordinator community by providing:

Application support for Business Continuity (BC) in the Cloud and MIR3. DTI's crisis communication tool (MIR3), training courses in cybersecurity for employees and schools, cybersecurity assessments and business continuity consulting.

The team has now migrated all Business Continuity In The Cloud (BCIC) called the COOP Planning Tool and the state's Crisis Communication tool (MIR3) access requests to the IT Self-Service Portal.

The team also maintains the internet-facing Delaware Continuity of Operations website and if you click on Services/Training you can access BCIC Training videos.

New Coordinators and Updates (Cont.)

Division	First Name	Last Name
Department of Human Resources-Division of Statewide Benefits	Faith	Rentz
Department of Insurance	Marcia	Lundy
DHSS-Long Term Care Residents Protection	Nicole	Dalton
DHSS-Medicaid and Medical Assistance	Terri	Stoneburner
DHSS-Public Health-Community Health	Nomaan	Sabahat
DNREC-Office of Environmental Protection-Air Quality	Maria	Lounsbury
DNREC-Office of Environmental Protection-Air Quality	Mia	White
DOL-Administration-Administrative Support	Patti	Gawinski
DSCYF-Youth Rehabilitative Services-Office OT Director	George	Iannetta
DSHS-DEMA	Nicholas	Cathell
DSHS-DEMA	Travis	Tuson
DSHS-DEMA	Tanner	Waide
Executive-OMB-Pensions	Eddie	Sparpaglione
Legislative-Legislative Council-Office of Controller General	Lindsay	Lewis



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I would like to take this time to introduce everyone to the newest members to the business continuity community. This list is all new members from November 2024 and the agencies / Divisions they support. Congratulations on your new roles and do not hesitate to reach out to my team or the DECCC Steering Committee if you have any questions, concerns or feedback, we would love to hear from you.

I am now going to turn over the presentation to Ophelia Ashiabor, thank you

Professional Development

Ophelia Ashiabor
DTI Chief Security Office
IT Security Administrator



Professional Development

- [IS-1300.A: Introduction to Continuity](#), FEMA
- NIMS-700 / ICS-100 Combined: Introduction to the National Incident Management System, and Incident Command System (Combined Course) 0830-1630, DEMA
 - Date & Time: February 25, 2025
- S-101 (EOC-101): Introduction to the State Emergency Operations Center, 0830 – 1200, DEMA
 - Date & Time: February 27, & May 29, 2025
- MGT-384: Preparing for Cyber Attacks and Incidents
 - Date & Time: April 22 – 23, 2025



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A continuity coordinator plans and manages business continuity, emergency management, and disaster recovery. They help to ensure that an organization can continue to operate during disruptions like natural disasters or cyber-attacks. To ensure that your agency can recover when a natural disaster or cyber attack occurs.

The Governance Risk and Management Team urges that you maintain a FEMA level 1 professional continuity practitioner certification so that you are current with the latest industry practices and trends in business continuity.

Professional Development

- [IS-242.C: Effective Communication](#), FEMA
- Continuity of Operations (COOP) 0830 – 1200, DEMA
 - Date & Time: April 8 – 9, 2025
 - Prerequisites: IS – 1300 Introduction to Continuity of Operations
- [DEMA Training Calendar](#)
- [FEMA Level 1 Professional Continuity Practitioner \(Self-Study\)](#)
- [FEMA Student Identification System](#)



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The US Federal Emergency Management Agency and the Delaware Emergency Management Agency have training courses which we urge you to take and below is a set of on-site courses from DEMA and web-based courses from FEMA that you can register for. The on-site courses from DEMA have limited seats so you should register as soon as they are available.

To register for any of the above training you must register and obtain a FEMAID at the FEMA Student Identification System website at the link provided.

Professional Development

- The Information Systems Audit and Control Association (ISACA) is a globally recognized organization promoting digital trust in IT technology
 - Certifications – Certified Information Security Auditor (CISA), Certified Information Security Manager
 - Training – Web-based and In-Person
 - Conferences covering IT Security, Risk & Governance
 - Free Webinars on A.I. Threat Intelligence and Compliance

<https://www.isaca.org/>



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The Information Systems Audit and Control Association ISACA is a globally recognized professional organization whose goal is to promote best practices in information systems.

This includes providing certifications held by Information Security Officers in both private and public companies such as the Certified Information Security Manager and Certified Information Security Auditor certifications, training and conferences.

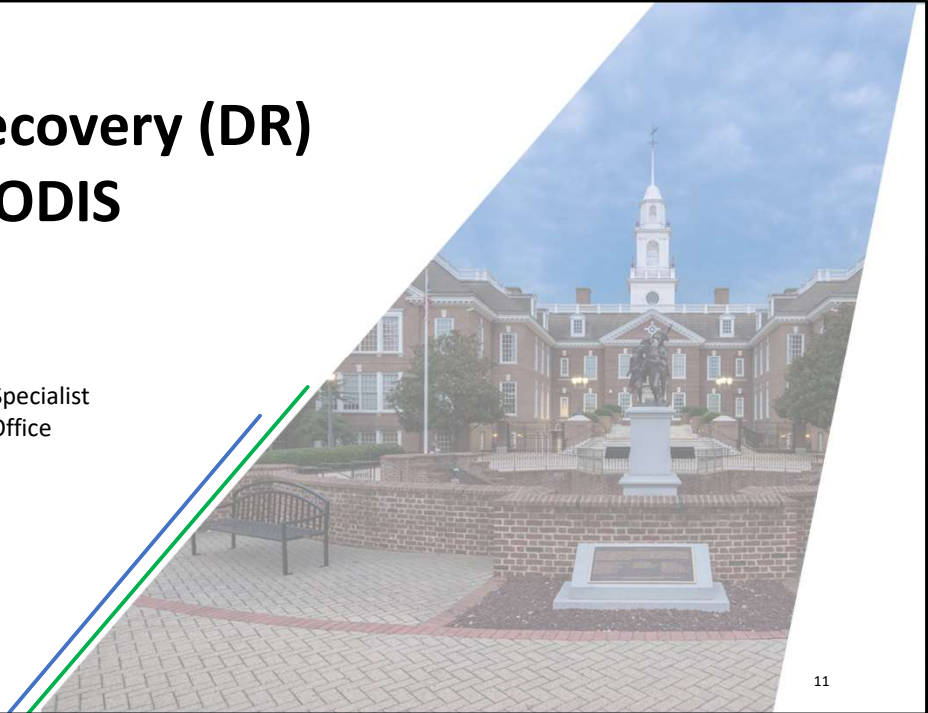
What many people may not be aware of is ISACA provides free webinars covering A.I., threat intelligence and compliance that can expand your knowledgebase as well as open new career paths within the State of Delaware (StoD). You can go to www.isaca.org to create a login and access the free webinars and blogs covering Information security and risk.

And now I will turn it over to our next presenter, Melvin Lopez thank you

Disaster Recovery (DR)

Exercise: CODIS

Melvin Lopez
Disaster Recovery Specialist
DTI Chief Security Office



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One of the primary goals of the DECCC meeting is to share experiences in business continuity to the wider community so we can learn from one another to affect better outcomes during adverse events for the sake of all Delawareans, whom we serve so I will be talking about a Disaster Recovery exercise for the CODIS application I was assigned to complete late last year shortly after I started working in the state government at the beginning of December

Disaster Recovery Exercise: CODIS

- **Combined DNA Index System (CODIS)**
 - Contains case information and DNA tests for the Delaware Department of Safety and Homeland Security – Division of Forensic Science
 - The CODIS application performed a successful failover to the Disaster Recovery (DR) environment on December 20, 2024
- **Timeline**
 - **December 16, 2025 – Documentation Issues**
 - CODIS DR documentation not current and not hosted BCIC with CODIS COOP Plan
 - Network diagram of CODIS DR solution not found
 - Firewall requirements submitted but contradictory information found
 - **December 19, 2025 – Training**
 - Met with DTI Support Manager and DFS Tester to schedule the DR test for Dec 20, 2024, from 8:00AM EST – 3:00 PM EST
 - Discussed success criteria and evidentiary requirements
 - New employee to state government and did not know whom/how to engage



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What is the CODIS application, and why is it important? The Combined DNA Index System (CODIS) is owned by the Division of Forensic Science in the Delaware Department of Safety and Homeland Security

It is the central repository for all case information and DNA tests for the Office of the Chief Medical Examiner. CODIS is rated a critical application by DSHS with a data classification of Top Secret. Due to business requirements the DFS team must perform a disaster recovery test annually.

A successful DR test was completed on December 20, 2025 but there were a number of issues both prior to and during the DR test occurred and I would like to share what they were.

On December 16th in discussions with the DFS Team and DTI Operations identified some number of issues with outdated documentation and missing network diagrams but moved forward acknowledging that the DR test would not be smooth. On Dec 19th I met with the DTI Operations manager and DFS Team and we discussed the tests the DFS Team would run and verified how evidence should be documented. As newly hired by the state after this meeting I had challenges understanding how or who to engage so I used ace in the hole, my charming personality.

Disaster Recovery Exercise: CODIS

- Timeline

- December 20, 2024 – Test Start: 8:00 AM EST – Connectivity Issues
 - DTI Operations completed startup of DR environment by 8:30 AM EST
 - DFS Tester could not connect to DR host and provided connection documentation from e-mail from last test
 - Firewall requirements submitted but VPN tunnel required change as well and required assistance from James Cayz (3rd Level Support)
 - DFS Tester was able to connect at 10:30 AM EST and successfully completed testing at 11:45 AM EST

- After Action

- DR Exercise recorded in BCIC with attached documentation
 - DR test notification e-mail
 - DFS DR test certification results
 - DFS client connection documentation
 - Updated DR failover documentation

- Training

- [DTI Customer Engagement Specialist and Information Resource Manager Assignments](#)



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On December 20th at 8:00 AM the DR test began, and the DTI Window team had begun the failover of the CODIS application and completed their work by 8:30AM.

Unfortunately, the tester could not connect to the host to begin testing. We were all on a Teams meeting and during our troubleshooting the DFS tester provided connectivity documentation that was provided to her from a previous attempt last year. What the tester was not aware was this documentation clarified the firewall rules that were required to implement. So, we engaged James Cayz to assist in removing all previously deployed rules and applying the proper set for the client and DTI to support CODIS in DR mode.

The DFS tester was able to successfully connect at 10:30AM and completed all testing by 11:45AM.

To successfully perform a DR failover a continuity coordinator must have the current and accurate documentation in their COOP Plan

IT systems failover documentation, including a network diagram with IP/port information, Client connectivity documentation and DR failover test scripts with expected results to validate application functionality and data integrity

Disaster Recovery Exercise: CODIS

Exercise: CODIS DR Test 12/24

Exercise Info Tested Components Teams and Tasks Issues Test Results After Action Updates Documents Version History System Info

Documents All Documents

<input type="checkbox"/>	Actions	Conversion Stat...	Order...	Document Name	Include in Plan Out...	Description	Document File	Workflow Actions
<input type="checkbox"/>		finished	1	CODIS DR Certification Checklist	✓	DFS Testing Results	CODIS DR certification checklist.pdf (2233.42 KB)	Convert Documents
<input type="checkbox"/>		finished	1	CODIS DR Connection Instructions	✓	DFS Instructions for connecting to CODIS DR	Instructions for Accessing the CODIS replica of prt2acodisvm - 080123.pdf (595.66 KB)	Convert Documents
<input type="checkbox"/>		finished	1	CODIS DR Failover Procedure	✓	DTI DR Failover Instructions for CODIS	IPR Fail Over V12.docx (232.37 KB)	Convert Documents
<input type="checkbox"/>		finished	1	CODIS DR Test Completion Notification	✓	E-mail informing stakeholders of success DR exercise for CODIS application	CODIS DR Test Exercise Success Notification.pdf (681.05 KB)	Convert Documents



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and in this screen, you can see how a disaster recovery exercise is recorded in BCIC and can be retrieved for evidentiary purposes to a regulator or internal audit as a report which can print all attachments as a singular PDF.

And now I will turn it over to Christine Beste, thank you

Continuity of Operations (COOP) Resources

Christine Beste
Principal Planner
Delaware Emergency Management Agency



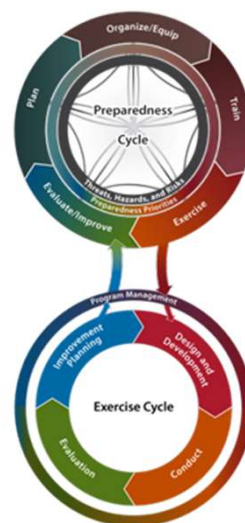
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Hi everyone and good afternoon.

I'm going to talk to a couple different resources that we have available through DTI's COOP website that you can utilize to further your specific agencies. Understanding and exercise of your organization specific COOP plan.

Continuity Resources

- Organizations required to exercise COOP plan annually
- Plan > Train > Exercise > Evaluate/Improve



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For those of you who are new to the role of continuity coordinator, organizations are required to test their COOP plan annually. Most of us go to the statewide COOP exercise this year, slated for late August.

However, in my experience one of the greatest benefits in attending the statewide COOP exercise is so you can network. You can talk with other coup coordinators and other individuals involved with continuity planning that expand your understanding and help you walk through it. Because thinking of existing disasters or previous disasters or incidents, there are times where it's not just one organization that have to activate their COOP plan. Sometimes it involves multiple state agencies.

In your role you are constantly developing your plans and utilizing BCIC but expanding what is in our COOP plan so we can improve our preparedness for our specific agency. We work with our different staff and our co-workers to help train them and get the plan socialized internally. I know here at DIMA we are looking at doing our April DEMA Training Day. This is to support people who aren't in the COOP plan on a regular basis or aren't familiar with the COOP plan and what we are supposed to do and how we activate the plan.

Once you train the individuals on what the plans and policies and procedures state, then we look at exercising the COOP plans. our statewide coupe exercise has been a tabletop, which is more of discussion based. You come to the table familiar with your plans and you talk through what your plans say and identify how where there might be areas for improvement or gaps.

That's where you're evaluating and improving your plan, and it just goes right back into the whole preparedness cycle again. You plan, you train, you exercise. That's a continuous, ongoing process, but there may also be some procedure or plan deficiencies that through exercises you would identify and then work on fixing or continuing to strengthen those areas.

Continuity Resources

- Resources available to enhance Continuity Coordinators ability to plan, conduct, and evaluate organization COOP plans.

<https://extranet.coop.state.de.us/index.shtml?dc=exercises>



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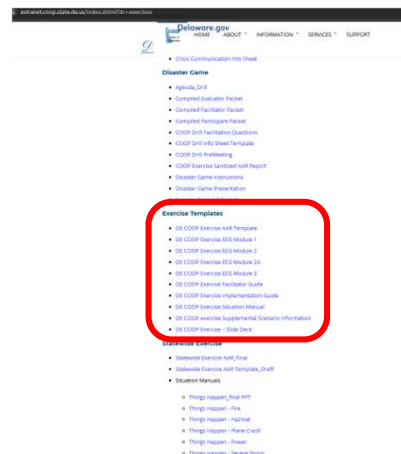
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I wanted to point our continuity coordinators to this extranet site. It's got a bunch of resources that are available it to help enhance continuity coordinators, ability to plan, conduct and evaluate organization coup plans.

This extranet link contains multiple resources to help us develop conduct exercises. It also includes some resources from our annual statewide coop exercises, so while there are a lot of resources on this page, I wanted to focus on today is the exercise templates.

Continuity Resources

- Exercise Templates:
 - Includes readily customizable documents necessary to plan, conduct, and evaluate organization specific COOP exercises.



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So, this section here. These exercise templates. These are a bunch of ready to go, kind of built. That were developed all of these documents here combined will help you plan, conduct and follow up with an after action and evaluation of an actual exercise.

These documents are readily customizable, and you will modify them so they will be more geared towards your organization's specific coup exercise.

Continuity Resources: Exercise Templates

Template documents include:

- Implementation Guide: Step by step overview on how to utilize toolkit to develop and conduct COOP exercises.
- Situation Manual (SitMan): Provides background information and serves as primary reference material for exercise participants (discussion-based).
- Sign-in Sheet
- Facilitators Guide: Outlines instructions and key issues discussed and utilized by exercise facilitator to move participants through exercise plan.
- Slide deck: To support exercise conduct. Includes content for 3 different scenarios to be selected from for exercise conduct (mold, earthquake, and winter storm).
- Exercise Evaluation Guides (4): Provides evaluators with standardized tool to guide data collection and capture performance results. Targets/critical tasks should be jurisdiction/org specific to relevant plans, policies, procedures, protocols.
- AAR template: Completed after conduct that includes strengths and areas for improvement identified during exercise conduct with corrective actions to address AFI's.
- Supplemental Scenario Information: Additional information that may be incorporated into the exercise to enhance realism for the various scenarios.



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This implementation guide is going to walk you through how you can utilize each of these templates. To benefit your organization and really get into creating your exercise, then you have your situation manual also might hear it called as a "sitman". This is going to be a document that you're going to build out and it's going to be provided to those who attend. The exercise it helps them kind of stay on track, identifies which objectives you're there to kind of tackle and helps provide some scenario information as they're going through the actual exercise.

There's so the sign in sheet. So, while there isn't a template for a sign it, she linked on the extranet site. You can just use any generic or organizational specific sign in sheet. Your facilitators guide will be used by volunteers, hat are helping facilitate the exercise. It can include various prompts or discussion questions to help them walk through the process. You can also use it to dive deep into certain areas by building in those prompts into your facilitators guide to minimize the work your facilitator has to do.

So, you have to think ahead of some of the issues that they might encounter and developing those questions to really enrich the actual exercise discussion. Slide deck, it's a presentation, It's already built You don't have to create a new presentation, you just have to go in there and document the scenario that you want to use. These documents were built utilizing 3 different scenarios.

Make sure that you only utilize that scenario throughout all of your documentation, and you already got the slide show built for you. And again, they're customizable. If you want to add stuff into these templates, that's what they're created for. They're there to give you a foundation and a base level to start off of. Your exercise evaluation guides for every objective that you have within your exercise, there's going to be 1 evaluation guide. So, for these exercise templates, there are four different exercise evaluation guides that we've already created and after action report template, I believe when Lori Gorman was in with the Co-chair for the steering committee, I believe that she provide provided that every year at the statewide coop exercise for people to follow up on. So, the After Action Report template is also here.

Finally, supplemental scenario information. I've found over the years that people always want to fight the scenario even though like rule #1 of an exercise is **don't fight the scenario**. The scenarios are developed to stress the processes and plans in place to see where are breaking points are so that we can address and improve those breaking points.

Screenshare – See Notes

Template documents include:

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So, you know, first thing you're establishing your planning team. Going to have participate in this exercise.

Who is your audience? You want gear your actual conduct and content of the exercise towards the audience, is this for executive leadership where we're talking about like really high level decisions or are we talking, you know, mid level management or are we talking individual sections within an organization?

It talks a little bit about the different exercise participant roles, such as the difference between a facilitator, a player.

And an observer. It gives you some foundations for how to establish a timeline, how to schedule the meetings, different meetings that you should look at actually conducting as you're planning out your exercise. You don't want to just download these templates on Friday and then have your exercise on Monday. While these templates are pre-packaged, you can customize them and fill in the blanks where necessary. You still want to go through the planning process because you want to prepare for the actual exercise and be able to walk your staff through something that is meaningful that actually identifies areas for improvement or your organizational plan.

Step three in the implementation guide is going to walk you piece by piece how to actually customize every single one of these templates, Use the following steps to change the information with an auto fill so it gives you really good visuals and step by steps on how to utilize and customize all of these templates down to your scenarios.

So, these templates were built with three scenarios in mind. For example mold, believe it or not, Maryland Emergency Management Agency had to COOP for extended period of time because there was mold found in their facility and it was not safe for them to be there. Then we're looking at earthquakes, because an earthquake is going is a hazard that's going to impact your facility a little bit differently and then third one is your winter storm. Can your people even get to the building? Do you have a robust remote capability for your organization, or are there positions within this organization that have no remote capabilities? Do some or all people have to be in person to be able to actually perform their job.

That doesn't mean that these are the only scenarios you can use. COVID is an example of an event that impacted our ability to COOP in ways that I didn't even think possible. The evaluation guides and the modules are optional and it's a more of an advanced COOP planning capability. Some tips and pointers for how to develop discussion questions and how you could utilize your exercise evaluation guides. Make sure that you irrelevant discussion questions are deleted or modified by the planning team and in the other exercise documentation. If you select mold as your scenario and then your slide deck covers mold and your facilitators guide covers earthquake, it's will be a struggle bus of an exercise.

Then you move on to planning and conduct your exercise. Get everybody that you need to in one room to talk through the COOP plan and hit those objectives that you've mapped out for your exercise. Finally, you're looking at completing and implementing an improvement plan. So identifying where did you guys fall short on reaching your objectives? Again, exercises are meant to assess plans, policies and procedures, not individuals. So you can't say like, oh, Rob over here, He completely missed the mark. You must assess why it occurred;

is Rob new.

Is it a training deficiency?

Is he just not familiar with the Coop plan?

You're not pointing at a person. It's looking at root causes and why did your organization really fall short in this area or was unable to meet certain objectives? And it's got three little tips for success, but my own little tip is to have fun with it. Make sure that it's engaging so that everybody who is in a participant of that exercise wants to come back for more. You can do this annually as an organization. You can do this quarterly if you really want to like drive home Coop for 2025 and that is all for me.

Questions?



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Q: Is there a potential to have BCIC training in the Delaware Learning Center?

A: Yes, in the future we will be re-releasing the training for BCIC. For MIR3 we are in the process of creating a new training module, with additional content on groups both dynamic and static and other features which will be loaded into the DLC. For BCIC it's a little bit more involved due to the complexity of the underlying processes and tool, but we do intent to create training for that.

Q: Do you have any training on performing contact information updates in BCIC/MIR3?

A: What we have created and are testing with select users is a User Guide on performing data quality checks on their bulk uploads and a template coordinators can use. We are deciding where to host the documentation and we will announce it at minimum at the next meeting, if not before then.

Q: Is there some other communication channel we can use to contact your team?

A: Yes, we will be creating a Teams channel to provide more real-time support to the continuity communicator community. This will not be used to fulfill tasks or ad-hoc reporting but for general questions or issues.



Closing

I'd like to thank everyone for joining and thank you very much for the questions and look forward to seeing you at our next board meeting. Have a great day.