DECCC 1st Quarter Meeting
February 22, 2024
Agenda/Minutes for Delaware Continuity Coordinator Council

Attendees: Antoniette Agregado, Sandra Alexander, Mindy Anthony, Michael Bacu, Mary Birney, Dan Cahall, Lester Carlisle, Cathleen Carter, Michael Chionchio, Eschalla Clarke, Natalie Cofone, Timothy Collins, Kenneth Cool, Sam Cucinotta, Dominic DeBlasio, Cynthia Diaz, Cherie Dodge Biron, Ebony Edwards, Judy Everett, Rachael Ferro, Sheeron Fuller, Christine Gannon, Dawn Gordon, Kimberly Gould, Christopher Hall, Isaac Harris, Deborah Hawkins, John Healy, Erich Heintz, Tomi Helojoki, Lisa Henry, Robert Hill, Stacey Hofmann, Fern Holland, Christopher Horton, Robert Hudson, Alyssa Huenke, Carrie Hyla, Daniel Isom, Heather Johnson, Tracy Jones, Griffin Kanich, Andy Kloepfer, Peter Korolyk, Patti Kozerski, Michael Krumrine, William Lankford, DeWayne Lehman, Carol Lewis, Tim Li, Linda Graves-Crocker, Sarah Lindauer, Yun-Fei Lou, Melissa Marlin, Michelle Mathew, Tracy Mattson, Sharon Maurer, Chris McGonigle, Shamika McLean, Mark Miller, Hannah Morgan, Lori Murray, Gregory Nolt, Henry Ortiz, Starr Out, Bobbie Pearson, Louis Pettigrew, Coleen Ponden, Danka Prilepkova, Sruthi Raghunathan, Janet Roberson, Lois Rogers, Jordan Seemans, Devashree Singh, Tamara Stock, Andrew Sumner, Rebekah Taylor, Victor Ting, Constance Turner, Victoria Vazquez, James Wagner, Lorrie Wall, Brian Wishnow, Margaret Zimmerman

AGENDA

➢ **Welcome/Introductions**

➢ **DECCC Updates- see PPT attachment**
▪ NEW Plan Builders
▪ Upcoming opportunities
▪ COOP News
• 2024 Goals
• 2024 Calendar of Events
• BCIC News

➢ **COOP Plans- see PPT attachment**
Lori will provide a brief on the key contents of COOP plans, suggestions on how to add incident related or other extra content and review a FEMA Assessment tool plan builders can use to check their status and progress within their COOP projects.

➢ **Crisis Communication Training Overview- see PPT attachment**
In keeping with our end of year survey, many agencies requested a review of the Crisis communication tool. We will review how to access the tool, when to use it, and conduct a quick demonstration on activating a notification.

➢ **Question/Answer Session- did not occur**

This time will be spend answering any COOP related questions that you may have- how to update a specific part of you plan; what are the best scenarios to use in a COOP drill; difference between Crisis Communication and State Weather Alerts. Please feel free to email your questions in advance, or just bring them to the meeting. The purpose of DECCC is to help plan builders and this time is dedicated to you.

DECCC Steering Committee members:

TBD – Co-Chair	Cherie Dodge Biron- Vice-Chair
Lori Gorman – Co-Chair	Vanessa Briddell- Education & Training Officer
Tim Li – Disaster Preparedness Officer	Dan Cahall- IT Systems Officer
Jennifer Coverdale– Facilities Officer	Alvin Jones- Vital Records Officer

If interested vacant position(s), please contact Lori Gorman

Slide 1

Delaware Continuity Coordinator Council (DECCC)
1st **Quarter Meeting**

February 22, 2024

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Slide 2

Agenda

◦ **Welcome/Introductions**

◦ **DECCC Updates**
- New plan builders
- Upcoming Opportunities
- COOP News

◦ **COOP Plans / FEMA Assessment**
◦ **Question and Answer**
◦ **Crisis Communication Training Overview**

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DECCC Updates

- Roll Call– New COOP Plan builders
  - Kevin Jackson: Judicial AOC Court Services
  - DeWayne Lehman: Elections
  - Thomas Cuccia: Facilities Management
  - Geneer Johnson: Attorney General Office
  - Matthew Jamison: Attorney General Office
  - Richard Little: Public Health Support Service
  - Judith Ramirez: Public Health Support Service
  - Daniel Isom: Public Health Community Health
  - Kristi Pelezo: Department of Education

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Slide 4

DECCC Updates

- Roll Call– New COOP Plan builders
  - Paul Pond: Department of Education
  - David Thomas: Department of Education
  - Shamika Mclean: Department of Education
  - Jacquelyn Carter: Department of Education
  - Starr Otu: Department of Education
  - Mary Birney: Department of Education

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Training

- **L–0146: Homeland Security Exercise Evaluation Program (HSEEP) Course**
  - March 5–6, 2024: 0830–1630, DEMA
- **L–965: All–Hazards Resource Unit Leader (RESL) Course**
  - March 12–15, 2024: 0800– 1700, DEMA
- **AWR–209: Working with the Media**
  - March 12, 2024: 0800– 1600, Clayton Fire Company
- **S–101 (EOC–101): Introduction to the State Emergency Operations Center**
  - March 20, 2024 0830 – 1200, DEMA
- **D–100: Introduction to WebEOC Incident Management System**
  - March 20, 2024 1300 – 1600, DEMA
- **AWR–376: Understanding Targeted Cyber Attacks**
  - March 21, 2024 0800 – 1600, DE State Fire School

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DEMA Trainings

https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3

https://training.fema.gov/is/crslist.aspx

https://extranet.coop.state.de.us/index.shtml?dc=training

Looking for volunteers to review BCIC training recordings for updates.

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COOP News

▸ 2024 Meeting Schedule:

◦ **1st Quarter:** February 22, 2024
◦ **2nd Quarter**: May 16, 2024
◦ **3rd Quarter**: Statewide COOP Drill–August 22, 2024
◦ **4th Quarter**: November 14, 2024

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Steering Committee

▸ DTI Co-Chair: Lori Gorman
▸ DEMA Co-Chair: Christine Beste
▸ Vice-Chair: Cherie Dodge-Biron
▸ Education and Training Officer: Vanessa Briddell
▸ IT Systems Officer: Dan Cahall
▸ Vital Records: Tim Li
▸ Disaster Preparedness Officer: Alvin Jones
▸ Facilities Officer: Jennifer Coverdale

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Statewide COOP Drill

▸ The 2024 Statewide COOP Drill has tentatively planned for August 22nd.

▸ This will be in person at the Modern Maturity Center. Please block off your calendars and if possible, look to include your key leadership as well.

▸ More information will be distributed in the coming months.

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Polling Question:
What is your COOP project status?

▸ What is the current status of your COOP plan?
▸ Have you participated in a COOP drill in the last year?
▸ Did you complete an AAR?
▸ Have you tested your Crisis Communications plan?

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COOP Planning/
FEMA Assessment

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Polling Questions

▸ Assessment scores on Initiating
▸ Assessment scores on Building
▸ Assessment scores on Maintaining
▸ Assessment scores on Summary

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Question/Answers

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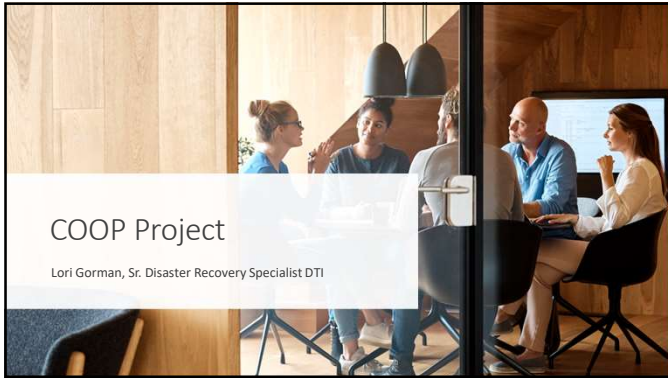
Crisis Communication Briefing
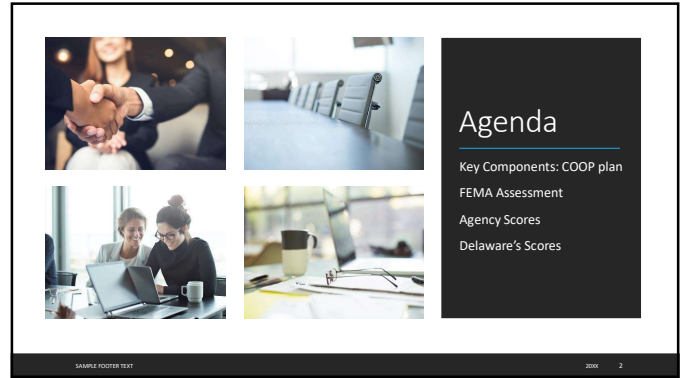
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Thank you and
see you at the Next Meeting!

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Slide 1
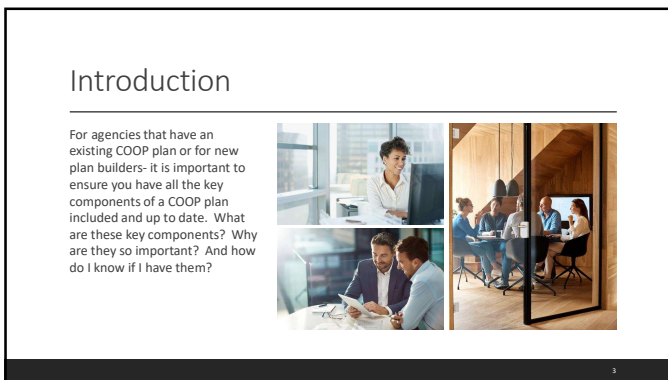
COOP Project

Lori Gorman, Sr. Disaster Recovery Specialist DTI

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Agenda

Key Components: COOP plan

FEMA Assessment

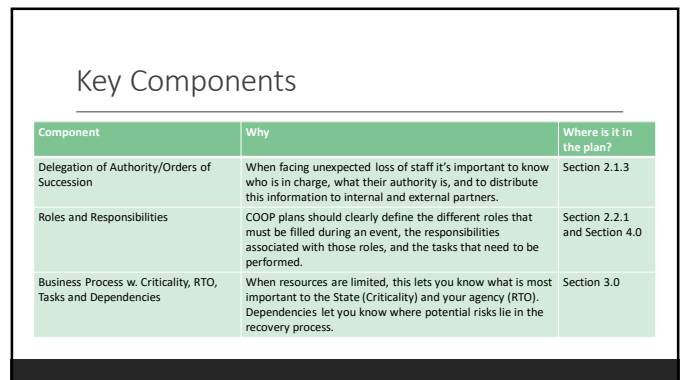Agency Scores

Delaware's Scores

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Slide 3

Introduction

For agencies that have an existing COOP plan or for new plan builders- it is important to ensure you have all the key components of a COOP plan included and up to date. What are these key components? Why are they so important? And how do I know if I have them?
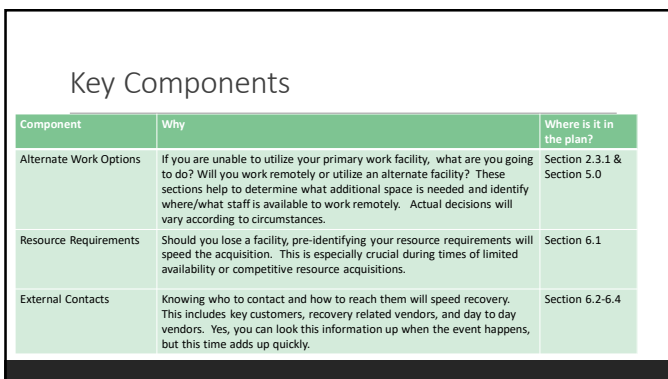
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Slide 4

Key Components

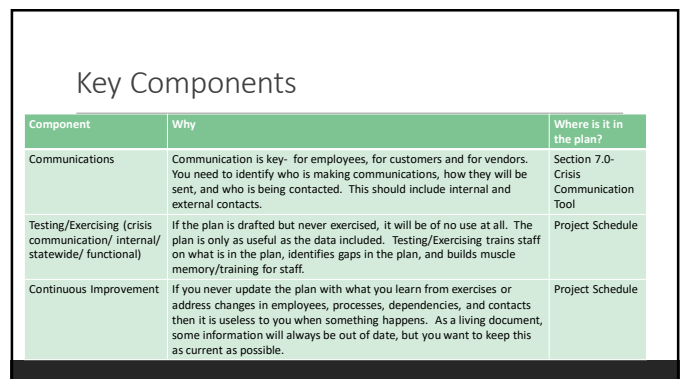| Component	Why	Where is it in the plan?
Delegation of Authority/Orders of Succession	When facing unexpected loss of staff it's important to know who is in charge, what their authority is, and to distribute this information to internal and external partners.	Section 2.1.3
Roles and Responsibilities	COOP plans should clearly define the different roles that must be filled during an event, the responsibilities associated with those roles, and the tasks that need to be performed.	Section 2.2.1 and Section 4.0
Business Process w. Criticality, RTO, Tasks and Dependencies	When resources are limited, this lets you know what is most important to the State (Criticality) and your agency (RTO). Dependencies let you know where potential risks lie in the recovery process.	Section 3.0

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Key Components

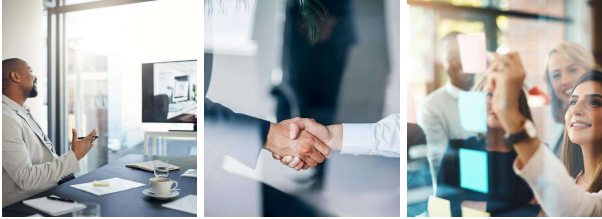| Component	Why	Where is it in the plan?
Alternate Work Options	If you are unable to utilize your primary work facility, what are you going to do? Will you work remotely or utilize an alternate facility? These sections help to determine what additional space is needed and identify where/what staff is available to work remotely. Actual decisions will vary according to circumstances.	Section 2.3.1 & Section 5.0
Resource Requirements	Should you lose a facility, pre-identifying your resource requirements will speed the acquisition. This is especially crucial during times of limited availability or competitive resource acquisitions.	Section 6.1
External Contacts	Knowing who to contact and how to reach them will speed recovery. This includes key customers, recovery related vendors, and day to day vendors. Yes, you can look this information up when the event happens, but this time adds up quickly.	Section 6.2-6.4

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Slide 6

Key Components

Component	Why	Where is it in the plan?
Communications	Communication is key- for employees, for customers and for vendors. You need to identify who is making communications, how they will be sent, and who is being contacted. This should include internal and external contacts.	Section 7.0- Crisis Communication Tool
Testing/Exercising (crisis communication/ internal/ statewide/ functional)	If the plan is drafted but never exercised, it will be of no use at all. The plan is only as useful as the data included. Testing/Exercising trains staff on what is in the plan, identifies gaps in the plan, and builds muscle memory/training for staff.	Project Schedule
Continuous Improvement	If you never update the plan with what you learn from exercises or address changes in employees, processes, dependencies, and contacts then it is useless to you when something happens. As a living document, some information will always be out of date, but you want to keep this as current as possible.	Project Schedule

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FEMA's Continuity Assessment

Revised for Delaware: See Email Attachment

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| | Red: 0-3 • Not started or low priority | Yellow: 4-7 • Begun/finished but lacking depth | Green: 8-10 • Advanced and fully realized |

Rating Scale

Summary: Average of scores for each project phase, and overall for the Organization. Should increase over time.

Plan Section	Continuity Capability Objective	0	1	2	3	4	5	6	7	8	9	10	Score
Project Initiation	Has the organization coordinated the continuity planning efforts with existing incident response procedure guides, emergency response plan, disaster recovery plans, pandemic or incident specific recovery plans)?	No effort nor recognition of need to coordinate continuity plans with other planning efforts.		The organization conducted preliminary efforts to identify related plans, but no coordination has occurred.			The organization identified and reviewed other related plans.			The organization has integrated additional plans with COOP plan to ensure cross- operability, but the process is not complete.		The organization formally coordinated and synchronized continuity plans with all other plans and conducted training/exercises with responsible parties.	

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Initiating- Organization has...

- Coordinated the continuity planning efforts with existing incident response plans;
- Senior leadership and/or elected officials support the continuity program;
- Established timeline for COOP project and maintenance schedule;
- Organization has completed a Business Impact Analysis;

SAMPLE FOOTER TEXT   20XX   9

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Building- Organization has...

- Identified and reviewed continuity roles and responsibilities;
- Established and documented Orders of Succession/Delegation;
- Identified COOP essential personnel;
- Identified and prioritized essential functions including Criticality, RTO and dependencies;
- Identified critical resources;

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Building- Organization has...

- Implemented a strategy for External Stakeholders communications;
- Implemented a strategy for Internal Stakeholders (employee) communications;
- Identified Vital Records and Documentation requirements;
- Completed COOP project and entered Maintenance Phase;

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Maintaining- Organization has...

- Completed annual review and approval of COOP plan;
- Developed metrics or success criteria to evaluate over-all continuity readiness;
- Conducted annual testing of Crisis Communication Plan (MIR3 or alternate);
- Conducted exercises/testing of COOP plan;

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Maintaining- Organization has…

- Documented After Action Report (AAR) for exercise/incident with Improvement Action Plan (IAP) with task assignments and deliverable dates;
- Conducted/Participated in Disaster Recovery testing to verify Application RTO and Vital Record data back-ups;
- Synchronized resources to support continuity plans and programs (Emergency Response; Disaster Recovery, etc.);

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Maintaining- Organization has…

- Leadership has trained in continuity roles and are aware of all plan(s);
- Continuity personnel have participated in regular continuity training across programs (across departments, statewide, etc.);
- Implemented and tested a process to account for all staff including contractors;
- Provided guidance to employees on individual and community preparedness actions to ensure readiness during continuity event;
- Ensured the needs of personnel with disabilities are considered during the continuity planning process;

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Summary

By completing the Assessment yearly, Organizations can track improvement over time and ensure that you are not remaining stagnant or outdated in your goal to ensure business continuity.

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Continuity of Operations Project
Crisis Communication Tool Training

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Mir3 Intelligent Notification: Definitions

- **Users:** the individuals within the system with their contact information. This is loaded from BCIC and all updates need to be done in BCIC. At this time user accounts are locked so only administrators can view them. *Only individuals with contact information will be loaded into MIR3!*
- **Groups:** selections of users that are grouped together for easy recipient selection. Groups can be built dynamically or statically. A dynamic group has been created for each of you based on DDS. See your liaison to add individuals or create additional groups.

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Mir3 Intelligent Notification: Defaults

- Device Priority (former Escalation Rules)
  - Company Cell
  - Personal Cell
  - SMS
  - Home Phone
  - Home Email
  - Work Phone
  - Work Email
- Duration: 24 hours
- Contact Attempt Cycles:1
- Initiator Alias: State of Delaware

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Log In

- Logging in via the computer
  - https://id.delaware.gov
  - Click on the Mir3 tile
  - You are working in production!!

*Remember
  - Accessing the website is through Single Sign On
  - Accessing the mobile requires you set up a unique password.
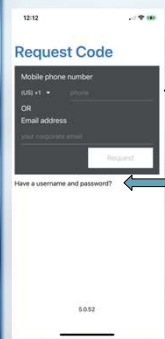
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Mobile APP… Download App

- The mobile app does NOT work with SSO. Prior to accessing the mobile app, users should verify their login and password on the website. Passwords should be changed from the generic "1Delaware$" if not previously done so.

- Locate the Crisis Communication app in your Appstore by searching for "MIR3 by Onsolve". Download app to your desired device.

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Mobile App- Login

- The app can be used by recipients to view messages they have received. Therefore, anyone can download the app and use the Initial login screen to login. Recipients will us the top portion of the login screen to access the app.

- As Initiators you will need to use the "username and password" section to access the app. If you login as a recipient, you will NOT have access to initiate notifications or view reports.

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EMERGENCY SCRIPTS

EMERGENCY SCRIPTS ARE AVAILABLE FOR USE AS MESSAGE ALERTS. SCRIPTS CAN BE FOUND AT:

HTTPS://EXTRANET.COOP.STATE.DE.US/INDEX.SHTML?DC=DOCUMENTS

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Crisis Communications

Questions?

Direct questions to:
DTI_COOP_Project_Team@delaware.gov

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