



Agenda for Delaware Continuity Coordinator Council

May 24, 2018
1 p.m. – 3 p.m.

Attendees: Millianie Bueno, Jamie Butler, Dan Cahall, Kim Cloud, Timothy Collins, Kevin Eickman, Mike Erixson, Johna Esposito, Lori Gorman, Mary Hansen, J E Harrington, Erich Heintz, Lynn Hooper, Alyssa Huenke, Reed Jones, Jackie Keel, Tim Li, John Mancus, Molly Merrill, Dawn Minor, Sharon Poole, Christopher Ramos, Syd Swann, Karin Sweeney, Terri Timmons, Karen Trimmer, Heather Volkomer, Shavonne White, David Wilson

Minutes

- **Welcome/Introductions**
- **DECCC Updates: Power-point attached**
 - Roll Call- new plan builders
 - Upcoming Opportunities
 - Div. of Corporations Incident Briefing
 - COOP News
 - BCIC system updates
 - **Call for Volunteers to assist in drafting a sample COOP plan to share with other Agencies!**
 - MIR3 new app launch
- **FirstMAP- Power-point attached**
Kim Cloud- Software Engineer DTI
Maps, Plots, and Distances, Oh My! Learn more about the capabilities of FirstMap and what it can do for you.
- **After Action Reports: Power-point attached**
Lori Gorman- Sr. DR Specialist
Hear some of the lessons learned from the May 16th Statewide COOP Exercise. What worked, what didn't, and how you can improve your COOP plans based on what was learned. In addition to the Statewide Exercise, some lessons learned will be presented on the National Cyber Exercise: Cyber Storm VI.
- **Exercises Updates- templates attached**
Lori Gorman, Sr. DR Specialist
Your BCDR team liaisons have been hard at work building and improving the exercises functions within BCIC. Experience a sample exercise performed in the BCIC tool and provide feedback on what information you need to capture when performing your internal agency exercises.

DECCC Steering Committee members:

Tony Lee – Co-Chair

Linda Popels- Vice-Chair

Lori Gorman – Co-Chair

John Mancus – Disaster Preparedness Officer

Mark Devore– Facilities Officer

Patricia Gannon- Education & Training

Dan Cahall- IT Systems Officer

Vacant- Vital Records Officer

****If interested in any of the vacant positions, please contact Lori Gorman****



Delaware Continuity Coordinator Council (DECCC)

May 24, 2018

Upcoming Opportunities

DEMA Training: http://dema.delaware.gov/services/calendar/Tmg_Cal.shtml

- **DEMA Public Assistance New Delivery Model Training:** June 13–14 0900–1600 DEMA
- **DEMA AWR–148 Crisis Management for School–Based Incidents:** June 20 0800–1630 State Fire School
- **ICS –200 Basic ICS Single Resources and Initial Action Incidents:** July 25–26 0830–1630 DEMA

Roll Call...

- ▶ **New Plan Builders**
 - Bueno Millianie– Elections Office of the Commission
 - Saul Hernandez– Family Court
 - Renee Bailey– Family Court
 - Norman Simmons– DOL_Employment and Training
 - Lori Reeder– DOL_Employment and Training
 - Jay Lynch– DHSS_Child Support Services
 - Joshua Irwin– DEMA
 - Joshua Kelly– DEMA
 - Jessica McIntire– DEMA
 - Leann Summa– DSCYF_Youth Rehabilitative Services
 - Mindy Anthony– DNREC

Townsend Building Incident:

In the early hours of the day Sunday, February 25th, a vehicle jumped the curb and crashed into the Townsend building damaging the offices of two section managers. The police notified Facilities Management on-call personnel. Facilities notified Corporations Administrator and ISO at 6:30AM, who contacted additional personnel including IT staff, impacted Section Administrator and other select personnel. DTI was informed via consolidated IT staff of situation and resources were requested to assist in relocating facilities.

Incident Commander (Corporations Division Administrator) determined that incident did not require activation of an alternate facility. Desks, computers, and other supplies/equipment for the impacted area were relocated within the building to the break room. Facilities Management and internal personnel conducted the relocation and the impacted section was moved by 4PM that day. All staff were able to resume work with minimal impact on Monday morning per regular schedule.

Damage inspection and repairs were handled by Facilities Management with updates and input provided to Corporations Section Administrator on regular basis. Staff has relocated back to original area without incident by the end of the week. Final repairs on the window and carpet replacements are expected to be completed by May 5th.

Agenda

- ▶ **Welcome/Introductions**
- ▶ **DECCC Updates**
 - **Upcoming Opportunities**
 - **Townsend Building Incident**
 - **COOP News**
 - MIR3 new app launch
 - BCIC updates
- ▶ **FirstMAP**
 - Kim Cloud, Dept. of Technology & Information
- ▶ **After Action Reports**
 - Lori Gorman, Dept. of Technology & Information
- ▶ **Exercise Updates– Exercises in BCIC**
 - Lori Gorman, Dept. of Technology & Information
- ▶ **Q&A**

Townsend Incident Continued...

Critical Observations and Recommendations

1. Facilities Management needed to update contact data for the Division of Corporations (initial contact was made to incorrect parties) and refresh notification procedures (failed to notify DTI directly. This is being addressed by their agency).
2. Corporations followed COOP planning and was able to swiftly respond in accordance with the plan.
3. Internal moving of resources occurred swiftly with minimal impact to staff and NO impact to critical processes/applications.
4. Facilities Management played an integral part in coordinating security, re-location, and repairs of the site.

??

COOP News

BCIC System Updates

- ▶ **Role Security is being updated on certain fields (Locations, BIA, etc.).**
- ▶ **DTI is working on a Statement of Work with BCIC for some system enhancements ...**
 - Suppress if blank for Vendor/Customers linked to teams;
 - Additional fields and sorting for the Process reports that sort by Criticality and RTO. This should help with sorting priority within plans;
 - Build out Exercises to allow for COOP Drill Exercise, Disaster Recovery Exercise, and Crisis Communication Exercise to be documented in a standard way through BCIC.

COOP News



MIR3/ Onsolve New APP being launched

- ▶ The same Check In and Check Out features, as well as the ability to receive notifications exist in the new OnSolve MIR3 app, as with the MIR3 Recipient app. So one app for initiating and receiving messages.
- ▶ Notification launching capabilities now exist for authorized users. Notification Initiators must log in using a username and password if they wish to use the app to initiate messages and view reports. Format looks a little different but is extremely user friendly.
- ▶ The same messages that are viewable in the alerting account User Interface may be seen in the app. Select from this list to launch, or create a new notification from scratch.
- ▶ **Notifications with Initiator forms are now able to be sent using the APP.**

COOP News

▶ Call for 3–5 Volunteers!!!

- Several requests have been made to review a sample COOP plan. It is believed that having a sample would allow future organizations an idea of what will be included, better understand the needs during BIA, as well as give ideas concerning items that may be missing in existing plans. We would like to request some volunteers to assist in the building of this sample plan.
- Volunteering commitment:**
- 1–2 skype meetings (<1 hour each)
 - 2–3 hours independent work creating a few sample processes
 - 1 half-day meeting to review the final product.

The image shows two side-by-side screenshots of the Onsolve MIR3 app interface. The left screen is titled 'Request Code' and has a green header. It contains a form with fields for 'Mobile phone number' (with a dropdown for 'US' and a '+' sign), 'OR Email address', and 'your corporate email'. There is a 'Request' button at the bottom right. Below the form, it says 'Have a username and password?'. The right screen is titled 'Sign In' and also has a green header. It says 'Would you like to request a code?' at the top. The form has fields for 'Username', 'Password', and 'Environment' (with 'US' selected). There is a 'NEXT' button at the bottom right. Below the form, it says 'Have a verification code?'. Both screens show a status bar at the top with 'Verizon' and a time of 2:53 PM. At the bottom of each screen, it says '2.0.0(2018.05.05.2)'.

Presentations

FirstMap–

Kim Cloud, Department of Technology and Information

After Action Reports

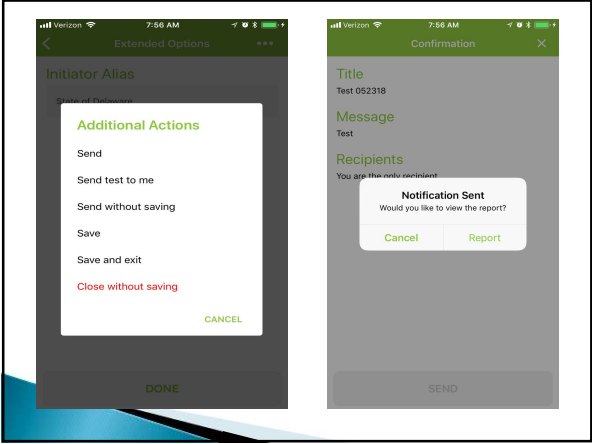
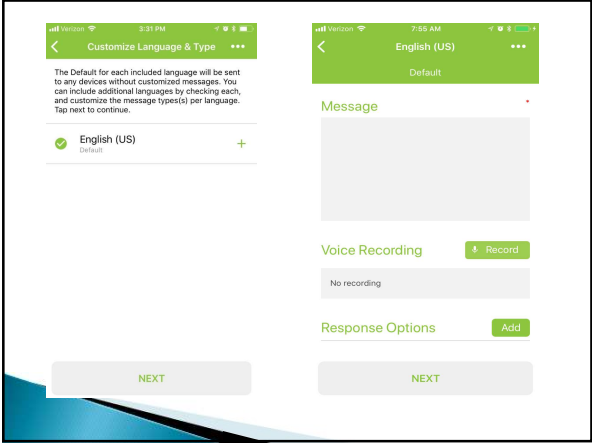
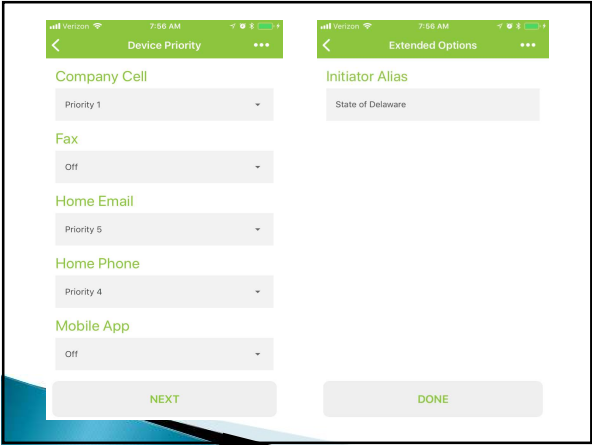
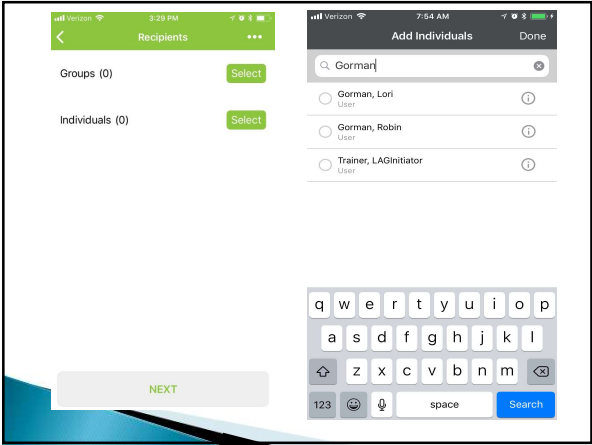
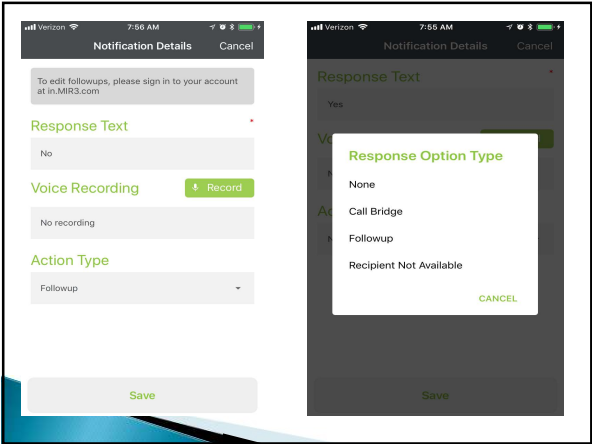
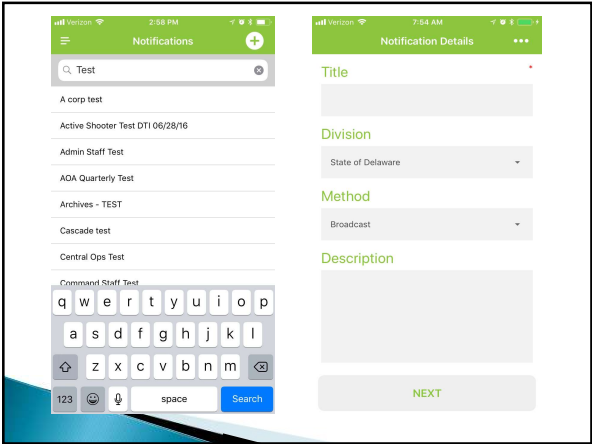
Lori Gorman, Department of Technology and Information

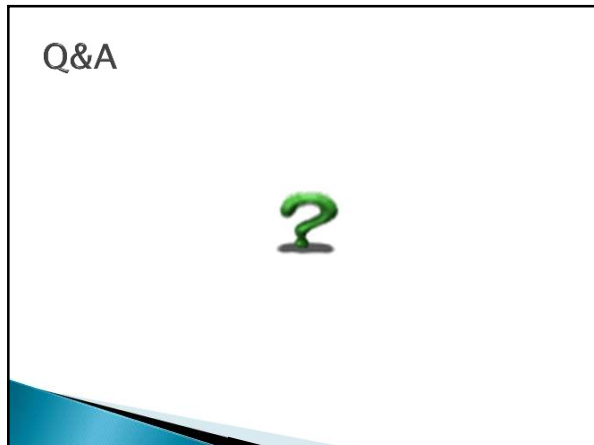
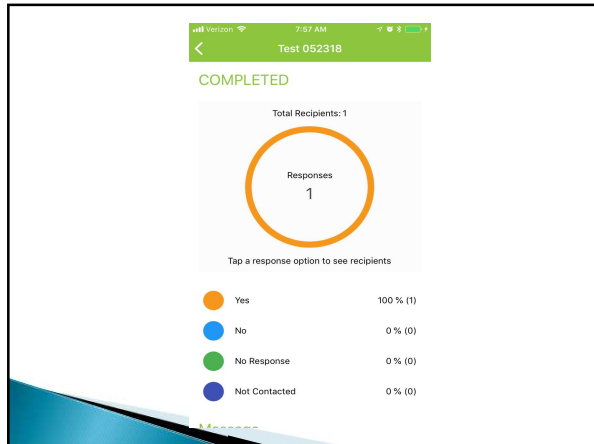
Exercises Updates

Lori Gorman, Department of Technology and Information

- [COOP Drill Exercise Template](#)
- [Crisis Communication Exercise Template](#)
- [DR Exercise Template](#)

The image shows two side-by-side screenshots of the Onsolve MIR3 app interface. The left screen is titled 'Inbox' and has a green header. It shows a list of messages with a circular icon containing 'SO' on the left, the message content in the middle, and the time on the right. The messages are: 'State of Delaware ZZTest 052318' (1:02 PM, Responded), 'State of Delaware Test 052318' (7:58 AM, Responded), 'State of Delaware DTI ERP Stand Down' (5/22/2018), 'State of Delaware Closure- DTI' (5/22/2018), 'State of Delaware Closure- DTI' (5/22/2018), and 'State of Delaware' (5/22/2018). The right screen is titled 'Settings' and has a dark header. It shows a list of options: 'Inbox', 'Notifications', 'Reports', 'Settings', and 'LOG OUT'. The 'Inbox', 'Notifications', and 'Reports' options have a circular icon containing 'SO' on the left and a time on the right (1:02 PM, 7:58 AM, and 5/22/2018 respectively). Both screens show a status bar at the top with 'Verizon' and a time of 2:54 PM.







FIRSTMAP OVERVIEW

- STATE OF DELAWARE'S ENTERPRISE GIS SYSTEM THAT CONSISTS OF :
 - Infrastructure for storing data and providing web services.
 - Web Mapping Portal (ArcGIS Online)
 - <http://delaware.maps.arcgis.com>
 - Data Download Site (Open Data)
 - <http://opendata.firstmap.delaware.gov>
 - Collection of web maps and applications
 - Static content Website
 - <http://firstmap.delaware.gov>

AGENDA

- INTRODUCTION
- OVERVIEW OF FIRSTMAP
- DTI SERVICE OFFERING & LICENSING
- GOALS
- WRAP-UP

DATA LAYERS

- FRAMEWORK/BASEMAP LAYERS
 - Transportation (streets, railroads, airports)
 - Parcels (aggregated from counties)
 - Hydrography (major/minor rivers, watersheds, lakes/ponds, flood zones)
 - Elevation (digital elevation models, contours)
 - Boundaries
 - State, County, Municipal
 - Political (DE House, DE Senate)
 - Election Districts
 - School Districts
 - Geographic Place Names
 - Aerial Imagery
 - Lidar (hillshade, slope, aspect)

INTRODUCTION

- WHY ARE WE HERE?
 - Overview of FirstMap
 - Discussion about mutually shared goals
 - Identify opportunities
 - Determine next steps

DATA LAYERS

- BUSINESS LAYERS
 - Census Data
 - Sea Level Rise
 - Trails & Pathways
 - Impervious Surface and Land Use/Land Cover
 - Historic Markers and Places
 - Schools
 - And more...
- CACHED BASEMAPS
 - Standard
 - Light Gray & Dark Gray
- IMAGERY (1926 – 2012, 2014 COASTAL, 2017 – SOON!)

DATA LAYERS

- DATA IS ORGANIZED BY CATEGORIES THAT ARE LISTED IN THE SOURCE: ISO 19115/TC 211 GEOGRAPHIC INFORMATION/GEOMATICS METADATA STANDARD

ISO Category	# of Services
Applications	52
Basemap	8
Biota	8
Boundaries	14
Imagery	11
Elevation	8
Environmental	19
Geology	17
Hydrology	9
Location	5
PlanningCadaastre	22
PrintTemplates	1
Society	21
Transportation	50
	245



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ARCGIS ONLINE

- SELF SERVICE, CREATE YOUR OWN MAPS
- TEMPLATES AVAILABLE FOR CREATING APPLICATIONS
- DEVELOPER TOOLS AVAILABLE TO MAKE CREATING APPS MUCH EASIER THAN IN THE PAST
- GALLERY OF PRE-MADE MAPS FROM A VARIETY OF SOURCES – STATE, COUNTY, FEDERAL, PRIVATE SECTOR



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DELAWARE GEOCODER

- AUTHORITATIVE DELAWARE DATA
- COMPOSITE GEOCODING SERVICE THAT CHECKS:
 - Point Address Dataset (provided by each county)
 - Road Centerlines (provided by each county)
- CAN BE USED FOR A SINGLE ADDRESS, OR A BATCH OF MULTIPLE ADDRESSES
- CAN BE USED WITHIN APPLICATIONS IN PLACE OF THIRD PARTY SOFTWARE
- NO FEE FOR USE OF THE GEOCODER
- FOR MORE INFORMATION ON THE COMPOSITE GEOCODER SEE: [HTTP://1.USA.GOV/1NkP8iY](http://1.usa.gov/1NkP8iY)



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ARCGIS ONLINE

- FIRSTMAP:
[HTTP://DELAWARE.MAPS.ARCGIS.COM/HOME/](http://delaware.maps.arcgis.com/home/)
- USE A COMBINATION OF FIRSTMAP, AND LOCAL, REGIONAL OR WORLD DATA FROM ARCGIS ONLINE
- CREATE HTML FOR STATIC WEB PAGES (WITH AN ACCOUNT)



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ARCGIS ONLINE

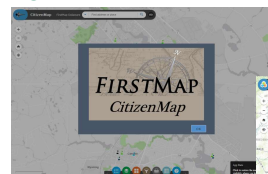
- COLLABORATIVE WEB GIS THAT ALLOWS YOU TO USE, CREATE, AND SHARE MAPS, APPS, ANALYTICS, AND DATA
- INCLUDES ESRI'S LIVING ATLAS OF THE WORLD, GALLERY OF APPS, AND ESRI'S SECURE CLOUD, WHERE YOU CAN ADD YOUR OWN ITEMS AND PUBLISH WEB LAYERS.
- EASILY SHARE PRE-MADE WEB MAPS WITH DIFFERENT THEMES



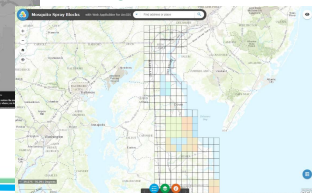
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WEB MAPS & APPLICATIONS

CITIZEN MAP



MOSQUITO SPRAY BLOCK MAPS

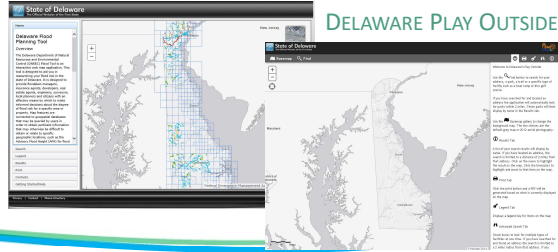


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WEB MAPS & APPLICATIONS



DELAWARE FLOOD PLANNING TOOL

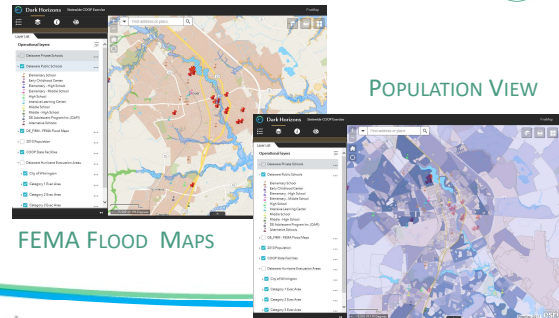


DELAWARE PLAY OUTSIDE



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COOP MAPPING APPLICATION



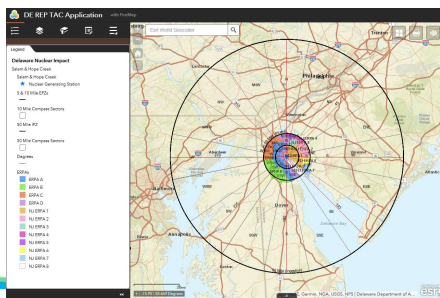
POPULATION VIEW

FEMA FLOOD MAPS



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REP MAPPING APPLICATION



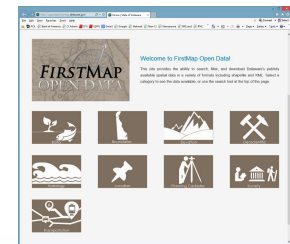
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FIRSTMAP OPEN DATA



<http://opendata.firstmap.delaware.gov/>

- DELAWARE'S OPEN DATA PORTAL FOR LOCATION BASED DATA
- ALLOWS USERS TO EXPORT DATA WITHOUT BEING IN AN ARCGIS PRODUCT
- EXPORT TO SHAPEFILE, KML OR OTHER OPTIONS.

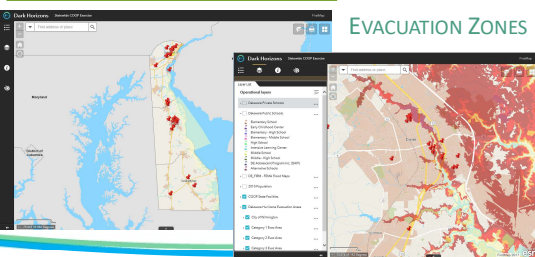


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COOP MAPPING APPLICATION



COOP WEB MAPPING APPLICATION



EVACUATION ZONES

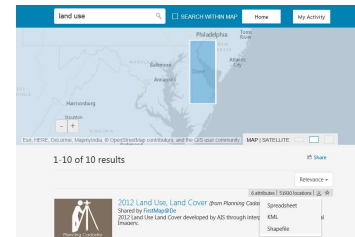


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FIRSTMAP OPEN DATA



- SEARCH AT THE TOP OF THE SCREEN
- CHOOSE DATASET
- ON THE RIGHT SIDE OF SCREEN SELECT THE DOWNLOAD BUTTON AND CHOOSE FILE TYPE
- SOME FILE SIZE LIMITATIONS



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DELAWARE OPEN DATA

- STATE OF DELAWARE'S OPEN DATA PORTAL FOR A WIDE RANGE OF DATA
- [HTTPS://DATA.DELAWARE.GOV](https://data.delaware.gov)
- SUPPORTED BY THE OPEN DATA COUNCIL
- EXAMPLES INCLUDE:
 - Restaurant Inspection Violations
 - Deaths
 - Inmate population information
 - Child Care Facilities
 - Cancer Statistics



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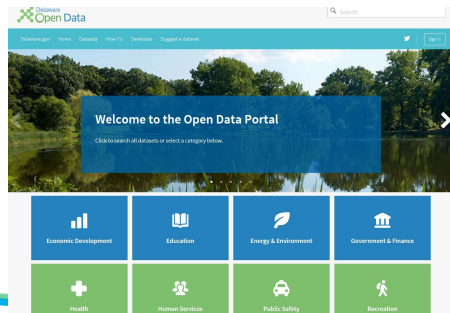
DTI GIS CORE SERVICE OFFERING

- **ARCGIS DESKTOP LICENSE SERVER**
 - For use for concurrent ArcGIS desktop users
 - Includes all core software extensions (such as 3D, Spatial, and Network Analyst).
- **ENTERPRISE LICENSE AGREEMENT WITH ESRI**
 - Includes all core software & limited quantities of royalty bearing products
 - 5 ArcGIS Online Organizations
 - FirstMap
 - Department of Safety & Homeland Security
 - DelDOT
 - DNREC
 - Department of Historic & Cultural Affairs
 - Includes Open Data site(s)



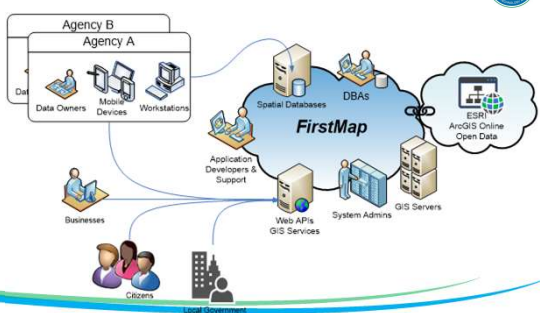
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DELAWARE OPEN DATA



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DTI GIS CORE SERVICE OFFERING



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DTI GIS CORE SERVICE OFFERING

- **ON-PREMISE FIRSTMAP INFRASTRUCTURE**
 - Database Tier (Oracle)
 - GIS Services Tier (Esri ArcGIS for Server)
 - Application Hosting Tier (Web Application Facility – WAF)
- **CLOUD SERVICE OFFERINGS THROUGH ESRI**
 - ArcGIS Online
 - Esri Open Data
- DATA GOVERNANCE, DATA SHARING
- GIS APPLICATION DEVELOPMENT
- SUBJECT MATTER EXPERTISE & TRAINING



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WHAT'S COMING

- **UPGRADING OUR EXISTING INFRASTRUCTURE**
- **FIRSTMAP 2.0**
 - Complete system lifecycle of hardware
 - Implementation of Portal and Insights
 - Implementation of Goevent for live data feeds
 - Review of existing data layers
- **WORKING WITH ESRI TO DESIGN A DISTRIBUTED SOLUTION TO SUPPORT AGENCY NEEDS**



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GOALS

- MAKE CURRENT DATA EASIER TO FIND TO IMPROVE EFFICIENCY
- CENTRALIZE DATA THAT MULTIPLE AGENCIES ARE INTERESTED IN (SUCH AS HOSPITALS, SCHOOLS, SERVICE LOCATIONS...)
- IMPROVE COLLABORATION WITHIN DIVISIONS AND INTRA-AGENCY COMMUNICATION
- IDENTIFY BUSINESS NEEDS



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WRAP-UP

- NEXT STEPS
- E-MAIL US: FIRSTMAP@STATE.DE.US
- E-MAIL US (INTERNAL): DTI_GIS@STATE.DE.US
- TWITTER: @FIRSTMAP
- FACEBOOK: WWW.FACEBOOK.COM/FIRSTMAP



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ZZZ BCDR Plan

Crisis Communication Exercise Report

Published on: Tue Mar 13 2018 09:48:58 (EDT)

Exercise Summary

Start Date	05/23/2018, 13:02:56
End Date	05/23/2018, 13:11:10
Exercise Type	Crisis Communication Test
Description	This Crisis Communication test was enacted to test contact information and train personnel on the notification and response requirements for an emergency.
Teams Involved	Group Recipients: DTI_BCDR Team
Participants	Lori Gorman, Sr. Disaster Recovery Specialist
Exercise Objectives	Verify contact information for staff; Train staff on correct notification procedures; Confirm functionality of Crisis Communication Application.

Exercise Summary

Message: This is a test of the new M I R 3 application with initiator forms. Due to sunny weather event, the B C D R team will all work from work from home.
Did you successfully receive this message?

Response 1: yes

Response 2: no

Exercise Results	This exercise met all objectives. Application performed as expected, and all participants responded in accordance with procedures.
Comments	The overall response was 100%, which is a 5% increase from 2017.
Crisis Communication Results	Test received 100% compliance. No additional followup is required.

Results

Issues Reported		
Observations	Seriousness	Plan Section
Statistics Total Recipients: 4 Total Contacted: 4 Total Responded: 4 Total Calls: 1 Hang Up: 0 Voicemail: 0 Total Emails: 1 No Answer: 0 Left Message: 1 Total Pages: 0 Busy: 0 Wrong Address/Tel #: 0 Total SMS: 4 Not at this Location: 0 Other: 0 Invalid Response: 0 Total Faxes: 0 Mobile App:	N/A Picklist: Critical, Moderate, Minimal, N/A	Other Picklist to match tabs in COOP plan + "Other"

After Action Updates

Post Exercise Tasks			
Task Name	Assigned To	Due Date	Priority
None Specified			

Documents

MIR3 Detailed Report

Notification Report, generated at 24 May 2018 10:56:07 AM

Report Summary

Notification Title: ZZZtest 052318	Report ID: 0438c78c-0003-3000-80c0-freh55463ffe
Initiated By: State of Delaware	Status: Completed
Type: Broadcast	Issued: 23 May 2018 1:02:56 PM
Phone Time: 00:01:26	Completed: 23 May 2018 1:11:10 PM
Expedited Delivery: Standard	% Responded: 100%

Message Content

English (US)	
Message:	This is a test of the new M I R 3 application with initiator forms. Due to sunny weather event, the B C D R team will all work from work from home.
Response:	
	1: yes
	2: no

Statistics

Total Recipients:	4	Total Contacted:	4	Total Responded:	4
Total Calls:	1	Hang Up:	0	Voicemail:	0
Total Emails:	1	No Answer:	0	Left Message:	1
Total Pages:	0	Busy:	0	Wrong Address/Tel #:	0
Total SMS:	4	Not at this Location:	0	Other:	0
Invalid Response:	0	Total Faxes:	0	Mobile App:	0

Recipients

Recipient	Issued	Responded	Device	Response / Status
Alexander, Sandra	23 May 2018 01:02:56 PM	23 May 2018 01:11:10 PM	SMS	yes

	23 May 2018 01:05:57 PM	----	Work Email	Email Sent
	23 May 2018 01:08:57 PM	----	Company Cell	Left Message
Volkomer, Heather	23 May 2018	23 May 2018	SMS	yes

ZZZ BCDR Plan

COOP Drill Exercise Report

Published on: Tue Mar 13 2018 09:48:58 (EDT)

Exercise Summary

Exercise Summary

Start Date	02/26/2018, 4:00 PM
End Date	02/28/2018, 6:40 PM
Exercise Type	Table-top COOP Drill
Description	COOP Drill for ZZZ Continuity Plan
Teams Involved	COOP Drill Facilitator Tea; ZZZ COOP Drill Participant Team; ZZZ COOP Drill Evaluators Team
Participants	Lori Gorman, Sr. Disaster Recovery Specialist; Claudette Martin-Wus, Manager; etc.
Exercise Objectives	Example: Conduct COOP Exercise to test effectiveness of agency COOP Plans in BC in the Cloud.

Exercise Summary

This exercise was the first tabletop exercise conducted by **ZZZ BCDR Plan**. Specific **ZZZ BCDR** employees were re-located to an alternate location to assess the impact of variable events and their affect on the organizations ability to conduct business as usual.

The exercise was staffed with representation from each agency business unit and several evaluators. Evaluators observed exercise activities using an exercise checklist to document the preparedness and responsiveness of each functional business.

The exercise was facilitated in coordination with DTI's Business Continuity/Disaster Recovery Team (BCDR) under the direction of **Lori Gorman, Drill facilitator and Claudette Martin-Wus, co-facilitator**. Extensive planning took place to prepare for the exercise and to create basic objectives that would produce valuable information on the **ZZZ BCDR** level of preparedness.

<Provide a high level narrative recap of the event scenarios that were revealed throughout the exercise>

<Provide a recap of the utilization of the crisis communications tool>.

Results

Exercise Results	ZZZ BCDR demonstrated a knowledge of the COOP plan and was able to respond to the scenario in accordance with prescribed actions. ZZZ BCDR met COOP Drill objectives.
Comments	Loved this exercise!
Crisis Communication Results	<p>Message: This is a test of the Crisis Communication system. All participants scheduled to attend the COOP Drill, please report to DTI Conference Room D. All other employees should remain at work. Again this is a test of the Crisis Communication system. Are you attending the COOP Drill?</p> <p>Response 1- YES: 12 Response 2 No: 35 No Response: 15 Not contacted: 2</p>

Issues Reported		
Observations	Seriousness	Plan Section
Text Field Example: COOP plan missing key positions in Orders of Succession	<p>Critical</p> <p>Picklist: Critical, Moderate, Minimal</p>	<p>Recovery Planning</p> <p>Picklist to match tabs in COOP plan + "Other"</p>

After Action Updates

Post Exercise Tasks			
Task Name	Assigned To	Due Date	Priority
Update Delegation of Authority and Orders of Succession	Lori Gorman, plan builder account	05/24/18	High
Send reminder notice to staff that did not respond to Crisis Communication notice.	Management	6/1/18	Moderate

Documents

MIR3 Report

Exercise Score Card

MIR3 Report:

Notification Report, generated at 24 May 2018 10:28:50 AM

Report Summary

Notification Title: ZZZtest 052318 Report ID: 0438c78c-0003-3000-80c0-fceb55463ffe

Initiated By: State of Delaware Status: Completed

Type: Broadcast Issued: 23 May 2018 1:02:56 PM

Phone Time: 00:01:26 Completed: 23 May 2018 1:11:10 PM

Expedited Delivery: Standard % Responded: 100%

Message Content

English (US)

Message: This is a test of the new M I R 3 application with initiator forms. Due to sunny weather event, the B

C D R team will all work from work from home.

Did you successfully receive this message?

Response:

1: yes

2: no

Statistics

Total Recipients: 4 Total Contacted: 4 Total Responded: 4

Total Calls: 1 Hang Up: 0 Voicemail: 0

Total Emails: 1 No Answer: 0 Left Message: 1

Total Pages: 0 Busy: 0 Wrong Address/Tel #: 0

Total SMS: 4 Not at this Location: 0 Other: 0

Invalid Response: 0 Total Faxes: 0 Mobile App: 0

Exercise Requirements for an Agency COOP Drill

The Rating and Risk Profile scales used in the evaluation process are defined as follows:

Score Card Key	
Rating	Characteristics
5	Ad hoc response; limited or no documentation; no standards; non-existent.
4	Some definition; informal but existent; some policies / processes / procedures; some metrics; limited scope / capability / visibility; some standards.
3	Good definition; some formality; good policies / processes / procedures; solid scope; standards exist although they may need some strengthening.
2	Strong definition; formalized practices, broad scope; strong policies / processes / procedures; strong metrics; strong standards; means to assess conformance.
1	Broad and deep definition / documentation; wide spread acceptance and conformance; measurements drive improvements.

Risk Profile Key	
Risk	Description
5	High Risk – may impact life safety issues, cause damage to image, or severely impede recovery activities.
3	Medium Risk – may reduce recovery effectiveness and / or efficiency.
1	Low Risk – may cause inconvenience or slower than desired recovery effectiveness and / or efficiency.
0	No risk or impact, no action required

Department/Recovery Team _____

Evaluator _____ Date _____

Exercise Requirements for an Agency COOP Drill

Plan Element	Rating (a)	Risk Profile (b)	Score (a x b)	Observations Comments / Recommendations	
A. Team Preparedness					
A.1 Did the Recovery Team bring the following plan reports to the exercise? <ul style="list-style-type: none"> • Essential Personnel • Process, Teams, People & Tasks • Call List 		0			
B. Incident Notification and Escalation					
B.1 Are notification procedures in place and is contact information current?		5			
B.2 Are there an adequate number of alternate contact personnel.		3			
B.3 Are alternate communication modes available for each contact?		5			
B.4 Are employees trained on notification procedures when they are working after hours?		3			
B.5 Have thresholds been established delineating when "routine" problems must be escalated		5			
B.6 Does <Agency> conduct periodic notification drills?		3			
C. Incident Management Team					
C.1 Has an Incident Management Team structure been established?		5			
C.2 Have an Incident Manager, command staff, and section heads been identified? Have alternates for each of the preceding positions been identified? How many alternates have been identified?		5			
C.3 Is there sufficient depth of personnel such that the unavailability of three or four individuals will not impact the operational efficiency of the team? Does the plan have Succession Planning and Delegation of Authority Documents attached?		5			
C.4 Does the Incident Management Team have enough depth to sustain 24/7 operations for an extended period?		5			
C.5 Have Incident Management Team personnel been trained in the exercise of their primary and alternate roles?		5			

Exercise Requirements for an Agency COOP Drill

Plan Element	Rating (a)	Risk Profile (b)	Score (a x b)	Observations Comments / Recommendations	
C.6 Do alternates participate in the primary roles during some exercises?		3			
C.7 Does the Incident Management Team conduct periodic notification drills?		3			
C.8 Are the Incident Management Team roles, responsibilities, and action items documented?		5			
C.9 How often is the Incident Management Plan updated? What triggers updates?		3			
C.10 Are copies of all action plans, contact lists, and other critical references documents available at each Command Center? Does each Incident Management Team participant have copies of the documents relevant to their primary and alternate roles off site?		3			
C.11 Has the <Agency> Incident Management Team practiced coordinating response activities /information transfer with other State of Delaware incident management entities such as DEMA?		5			
C.12 Does the <Agency> Incident Management Plan contain procedures to deactivate the Command Center and conduct a post-action critique?		3			
D. Continuity Facilities (Alternate Locations)					
D.1 Have multiple locations been designated as Alternate Locations?		5			
D.2 Does each Alternate Location have adequate space for critical command functions to operate efficiently without interfering with each other including: <ul style="list-style-type: none"> • Command – private area for discussion and decision making • Communications • Resource dispatch • Information collection, analysis, and dissemination 		3			
D.3 Does each Alternate Location have back-up utilities?		3			
D.4 Does each Alternate Location provide space for basic human needs (eating area, rest area, sanitary facilities, etc.)?		3			

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Plan Element	Rating (a)	Risk Profile (b)	Score (a x b)	Observations Comments / Recommendations	
D.5 Does each Alternate Location have adequate communications equipment on hand to meet operational requirements? <ul style="list-style-type: none"> • Internet access • Telephones • Fax machines 		5			
D.6 Does each Alternate Location have means to access public information sources? <ul style="list-style-type: none"> • Television • Battery operated radio 		5			
D.7 Has <Agency> made provisions for access control / security at the Alternate Location?		3			
D.8 Has <Agency> pre-positioned appropriate office supplies,		3			
D.9 Are there any access issues to the designated Alternate Location that could impede rapid activation?		3			
D.10 Does <Agency> have written procedures to activate the Alternate Location?		1			
D.11 Are all Essential Personnel aware of the Alternate Locations? Have they actually visited each Alternate Location?		3			
D.12 Are exercises rotated among the designated Command Center?		3			
D.13 Does <Agency> have written procedures to deactivate and restock the Alternate Location when the agency has reconstituted back to the primary location?		1			
E. Initial Response Team (IRT)					
E.1 Has <Agency> designated individuals to respond to an alarm condition after normal business hours?		5			
E.2 Do written procedures exist for the Initial Response Team to evaluate the situation and to escalate the issue if appropriate?		5			
E.3 Have the Initial Response team members been trained?		5			
E.4 Have the Initial Response team members conducted exercises?		5			
F. Damage Assessment Team (DAT)					

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Plan Element	Rating (a)	Risk Profile (b)	Score (a x b)	Observations Comments / Recommendations	
F.1 Has <Agency> designated individuals to assess damage to the affected facilities, equipment, and infrastructure?		3			
F.2 Have written damage assessment procedures and checklists been created?		3			
F.3 Have vendors or other technical individuals been identified to assist the DAT? Is contact information available and current?		3			
F.4 Have DAT members been trained?		3			
F.5 Have DAT members conducted exercises?		3			
G. Disaster Declaration Decision Process					
G.1 Does <Agency> have written procedures designating who may declare a disaster and activate business recovery teams?		3			
G.2 Does <Agency> have written procedures on who may initiate an emergency tape / other media recall? How many people are authorized? Is the authorization list current? Are the recall procedures documented?		5			
H. Recovery Plan Activation					
H.1 Do the recovery plans include contact information for all personnel in the unit? Is there a manual call list?		3			
H.2 Do recovery plans indicate where their specific recovery team will relocate?		3			
H.3 Do the recovery plans contain directions to the appropriate recovery locations?		3			
H.4 Do the recovery plans have contact information for critical external entities (e.g. suppliers, vendors)?		3			
H.5 Do the recovery plans have documented manual downtime procedures?		5			
H.6 Do the recovery plans have written procedures to recreate lost data?		5			
H.7 Do the recovery plans have written procedures to deal with the loss of hard copy vital records? Can they reproduce or recreate these records?		5			

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H.8 Do the recovery plans have procedures to stabilize and preserve damaged vital records? Have document preservation vendors been identified and pre-qualified?		3			
H.9 Has the agency prepared an inventory of specialized skills sets, legal authorities, and licensing requirements for personnel? Have single points of failure (SPOF) been identified? Has a strategy been implemented to address the SPOF issue?		5			
H.10 Has each business unit identified a team leaders and one or more alternate team leaders?		3			
H.11 Has the agency communicated its recovery strategy and implementation procedures to all employees of the unit?		3			
H.12 Does the agency exercise it's plan on a regular basis? Are exercise results documented?		3			
H.13 Does the agency have a corrective action plan to improve its recovery plan?		3			
I. Information Technology Recovery Implementation					
I.1 Has each IT unit identified a team leader and one or more alternate team leaders?		3			
I.2 Does the IT unit plan contain a summary of the recovery strategy?		5			
I.3 Has the IT unit communicated its recovery strategy and implementation procedures to all employees of the unit?		3			
I.4 Does the IT unit exercise it's plan on a regular basis? Are exercise results documented?		5			
I.5 Does the IT unit have a roadmap to improve its recovery plan?		3			
I.6 Does the IT unit have support responsibilities to assist others in their recovery efforts?		5			
I.7 Is the recovery management structure adequate to maintain both recovery and support activities on a 24/7 basis for an extended time?		5			
I.8 Does the IT Department have written procedures		5			
Restoration of Critical Hardware					

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Plan Element	Rating (a)	Risk Profile (b)	Score (a x b)	Observations Comments / Recommendations	
I.9 Does the IT recovery plan document recovery priorities? Does this priority listing take server/application interdependencies into account?		5			
I.10 Does the IT recovery plan describe the department recovery strategy?		5			
I.11 Are the plan's recovery time objectives (RTO) and recovery point objectives (RPO) consistent with service level agreements (SLA) with end users.		5			
I.12 Are the end users aware of the IT department's actual (or estimated) RTO and RPO?		5			
I.13 Does the recovery plan contain or reference recovery procedures for each computer platform? Are these procedures current? Are the written procedures stored offsite? Are the accessible by more than one person?		5			
Restoration of Critical Applications					
I.14 Does the IT plan document application recovery timeframes and priorities to satisfy current operational/business recovery requirements?		5			
I.15 Does the IT recovery plan document the application recovery priority list?		5			
I.16 Does the IT recovery plan include specific procedures for the restoration of each application?		5			
I.17 Does the IT recovery plan include procedures for synchronizing critical computer applications?		5			
Critical System Backup Processes					
I.18 Does the IT plan identify backup provisions for all critical applications? Are the end users aware of the potential for data loss?		5			
I.19 Does the IT plan document procedures for implementing emergency tape/media recall?		3			
Critical Telecom/Network Infrastructure Recovery					
I.20 Does the IT recovery plan documents any telecommunications procedures to redirect telephone circuits to alternate operating locations?		5			

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I.21 Does the IT recovery plan document prepared scripts to use in placing messages on main incoming telephone lines?		5			
J. Logistical Support					
J.1 Does the <Agency> recovery plan include processing for acquiring/receiving resources and setting up staging areas for distributing these resources to recovery teams?		3			
J.2 Does the <Agency> recovery plan address means of expediting the acquisition of resources?		3			
J.3 Does the <Agency> recovery plan include logistics status reporting as part of its ongoing monitoring of the incident response?		3			
J.4 Does the <Agency> plan contain provisions for handling personal property affected by the incident (e.g., decontamination and return to owners)?		1			
K. Financial Support					
K.1 Does the <Agency> recovery plan include processes to record personnel time expended on the recovery effort?		1			
K.2 Does the <Agency> recovery plan include processes to record expenditures on equipment, supplies, vendors, travel, and other expenditures related to the recovery?		1			
K.3 Does the <Agency> have procedures to obtain the appropriate funding to support recovery activities?		3			
L. Recovery Exercises					
L.1 Does the <Agency> recovery strategy encourage exercises to training personnel and validate recovery procedures?		5			
L.2 Are the various recovery units required to report their level of preparedness to the Incident Manager on an annual or more frequent basis?		5			

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Plan Element	Rating (a)	Risk Profile (b)	Score (a x b)	Observations Comments / Recommendations	
L.3 Is there a process in place to track the resolution of problems/issues identified during exercises?		3			

COOP Exercise Survey

Please circle the number that best represents your opinion on the following statements:

(1=Disagree, 2=Somewhat Disagree, 3=Neutral, 4=Somewhat Agree, 5=Agree)

1. I found this exercise to be a valuable experience. 1 . . 2 . . 3 . . 4 . . 5
2. As a result of this exercise, I see how my unit's LDRPS COOP plan could be used to manage agency operations and recovery. 1 . . 2 . . 3 . . 4 . . 5
3. I feel that the exercise format is an effective method to provide an awareness of the business continuity program. 1 . . 2 . . 3 . . 4 . . 5
4. I feel the exercise promoted discussion and idea sharing within my business unit and the agency as a whole. 1 . . 2 . . 3 . . 4 . . 5
5. The exercise spurred ideas that I can use to further improve development of my LDRPS COOP plan. 1 . . 2 . . 3 . . 4 . . 5

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6. I would recommend similar exercises to individuals in other agencies. 1 . . 2 . . 3 . . 4 . . 5
7. The exercise spurred ideas related to how an event would impact the agency as a whole unit, substantially enlarging the scope associated with restoring multiple business unit operations simultaneously.
1 . . 2 . . 3 . . 4 . . 5
8. I now have a better understanding of how my unit's LDRPS COOP plan would be used to identify critical business processes and available resources to manage my business unit given an event or crisis situation. 1 . . 2 . . 3 . . 4 . . 5
9. I found the events depicted in this scenario to be plausible. 1 . . 2 . . 3 . . 4 . . 5
10. I believe a basic business continuity awareness program would be beneficial for the leaders in my organization. 1 . . 2 . . 3 . . 4 . . 5

Please indicate your business unit
name: _____

Please indicate your role in the exercise: _____

Additional Comments/Suggestions:
