Minutes for Delaware Continuity Coordinator Council

August 31, 2017
1 p.m. – 3 p.m.

Attendees: Sandra Alexander, Dan Cahall, Chris Ciecko, Thomas Cuccia, Jennifer Dittman, Johna Esposito, Shawn Facen-Simmons, Patricia Gannon, John Healy, Wendy Hudson, Virginia Lane, Tony Lee, Tim Li, John Mancus, Anthony Manson, Kim Marsh, Claudette Martin-Wus, Susuan Mateja, Bill Miller, Dawn Minor, Faith Mwaura, Wayne Osborn, Linda Popels, Vicki Smith, Doyle Tiller, Valerie Trott, Holly Trudel, Heather Volkomer, David Wilson, Jessica Wurzel,

- **DECCC Updates**
  - Volunteers for Council Needed
    - Positions Open:
      - Vice-chair
      - Education and Training Officer
      - IT Systems Officer
      - Vital Records Officer
    - Time Commitment: Approx 1-2 hours a month + quarterly meetings
  - Upcoming Training Opportunities:
    - ICS-400: DEMA Sept. 5-6, 9:00-4:30
    - MGT-318 Public Information in a WMD/Terrorism Incident: DEMA Sept. 19-20, 8:00-4:30
    - NIMS/ICS Combined Introduction: DEMA, Oct 6, 8:00-4:30 http://www.dema.delaware.gov/services/calendar/Trng_Cal.shtml
    - Secure Delaware 2017 Workshop: Dover Downs Conference Center, Oct. 11, 8:15-4:00 https://digiknow.dti.delaware.gov/pages/cyberworkshop/2017
  - HR/Employee Update Process
    - A direct link from PHRST and BCIC will NOT be established.
    - For agencies that do utilize Self Service in PHRST, CC may request a "PHRST End User Query" to receive a report that includes employee contact information. CC then provides this report to the BCDR liaison to have the information formatted and imported into BCIC.
    - This will only assist in updating large scale contact information for those agencies that keep PHRST contact up to date. Subject to HR rep security access to queries.

- **More BCIC updates/ training- PPT attached**
  - Approval Groups, Portal Users
  - Plan Builder vs. Process Builder
  - Frequently Asked Questions and Other Tool Updates
  - Discussion Opportunities

Lori Gorman, Dept. of Technology and Information

- **Risk Analysis- PPT attached**
  <u>Tony Lee, DEMA</u>
  Hear about the common risks facing Delaware and some mitigation steps your organization may want to consider when updating and developing your COOP plans.

- **Q & A**
  - **Q:** *Is it possible to allow CC's access to create new or update Names for Contractor Employee Records in BCIC? This would save time and effort communicating this information back and forth between CC's and liaisons for those agencies with large contractor turnover.*
    A: BCDR team looking into possible options for this. Considering separate object, security set-ups, and the like to make this work. Will provide more feedback once all options are considered.

  - **Q:** *Are Approvers able to provide comments directly on the plan- similar to tracking changes?*
    A: No- approvers have a comment box to type any requested changes. For small changes only, we recommend they list page number/ paragraph number, etc. If many changes are required, the approver may wish print the plan and see the CC directly. Comments would then say something like: "changes required- please schedule a meeting to discuss." This is largely at the discretion of the plan approver as the comment box is just a text field. We suggest discussing with your plan approvers how your organization would best like to communicate concerning changes.

  - **Q:** How do I determine if my primary workplace, alternate workplace, or personal residence is in a flood zone?
    A: https://msc.fema.gov/portal

DECCC Steering Committee members:

Tony Lee – Co-Chair	***Vacant***- Vice-Chair
Lori Gorman – Co-Chair	***Vacant***- Education and Training Officer
John Mancus – Disaster Preparedness Officer	***Vacant***- IT Systems Officer
Mark Devore– Facilities Officer	***Vacant***- Vital Records Officer

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

Delaware Continuity Coordinator Council (DECCC)

August 31, 2017

Agenda

- Welcome/Introductions
- DECCC Updates
  - Volunteers for Council
  - Upcoming Opportunities
  - HR-Employee update process
- More BCIC updates/Training
  - Lori Gorman, Dept. of Technology & Information
- Risk Analysis
  - Tony Lee, DEMA
- Q&A

Volunteers for Council

- Council Members Responsibilities
  - Formulate and chair sub-committees based on issues and themes developed during Council workshops
  - Submit comments or suggestions for the Council agenda.
  - Maintain duties of general membership
- Open positions
  - Vice-Chair
  - Education and Training Officer
  - IT Systems Officer
  - Vital Records Officer
- Time Commitment
  - Approximately 1-2 hours a month in addition to attending the quarterly meetings

Upcoming Opportunities

- ICS-400: DEMA, September 5th-6th, 9:00-4:30
- MGT-318 Public Information in a WMD/Terrorism Incident: DEMA, Sept. 19-20, 8:00 - 4:30
- NIMS/ICS Combined Introduction: DEMA, Oct. 6, 8:00 - 4:30

  http://www.dema.delaware.gov/services/calendar/Trng_Cal.shtml
- Secure Delaware 2017 Workshop: Dover Downs Conference Center, October 11th, 8:15 AM-4:00 PM

  https://digiknow.dti.delaware.gov/pages/cyberworkshop/2017/

HR/Employee Update Process

The DECCC committee has been working with HR to assist COOP Coordinators in updating employee contact information. We have been informed that a link between PHRST will NOT be established. However, CC's may contact their HR representative to obtain a report with most of this information.

Steps:

- Ensure HR rep has security access to queries
- Send email notice to all employees to update contact data in self-service portal
- Request HR rep run the PHRST End User query
- Send file to DTI (BCDR liaison)
  - Data-stage job will be run to correct formatting
  - Liaison will import file into BCIC. This updates contact information only

Presentations

- More BCIC updates/Training
  - Lori Gorman, Dept. of Technology and Information
    - Plan Builder vs. Process Builder
    - Frequently Asked Questions and Other Tool Updates
    - Approval Process
    - BCIC question and answer session
- Risk Analysis
  - Tony Lee, DEMA

MORE BCIC Updates/Training

Lori Gorman
Sr. Disaster Recovery Specialist
Department of Technology and Information

Plan Builders vs. Process Builders

- Plan builders assign employees to Plan Teams. Plan teams are plan wide and are NOT linked to specific processes. Plan teams populate in the output in *Section 2.3.1: Telecommuting* and in *Section 4.0 Plan Teams and Tasks*
- Process builders assign employees to Process Teams. Process teams are linked directly to processes. They are "shared" so any updates made to the team will be reflected in all processes to which the team is linked. Process Teams only show in *Section 3.0 Process Dependencies* in the processes where the team is linked.

Capability	Plan Level Teams	Process Level Teams
Team linked directly to a process	No	Yes
Information displays in Section 3.0: Process Dependencies in the published plan	No	Yes
Information displays in Section 4.0: Plan Teams and Tasks	Yes	No
Employees assigned to teams displays in Section 2.3.1: Telecommuting showing employee VPN access	Yes	No
Tasks assigned directly to the team	Yes	No- process teams refer to those tasks assigned directly to the Process
Users able to view/assign plan level teams	Yes	Yes
Users able to view/assign process level teams	No	Yes
Teams shared across the tool.	No- plan teams are only created within a plan and are not linked to any other tables with the plan. However, updating plan teams does update Section 2.3.1: Telecommuting in the published plan as this report is populated based on the plan teams.	Yes- Process teams may be assigned to multiple processes. When a process team is updated, the update is reflected everywhere that process team is referenced.

Frequently Asked Questions

- Why is my process name cut off in the Published Plan?
  - The process field is limited to 100 characters. Names that exceed that length will be truncated in the Output report.
- What is the limit to the number and size of documents that can be included in my plan?
  - Each plan cannot exceed 50MB. This includes all plan data including documents. The number and size of the documents are limited to the overall size.
- What types of files can be attached at documents?
  - BCIC will accept all Microsoft supported programs including Excel, Word, PDF, Visio, etc. Does not accept .tiff files.
- What is the size of the Alternate Site Notes field?
  - Field allows up to 80,000 characters.

Approval Process

Training documents:

- BCIC Plan Approval Process_v1
- Plan Approver Training Guide_v1
- Approver Info Sheet

Approval Steps: Step 1

- Determine Approval Group Members

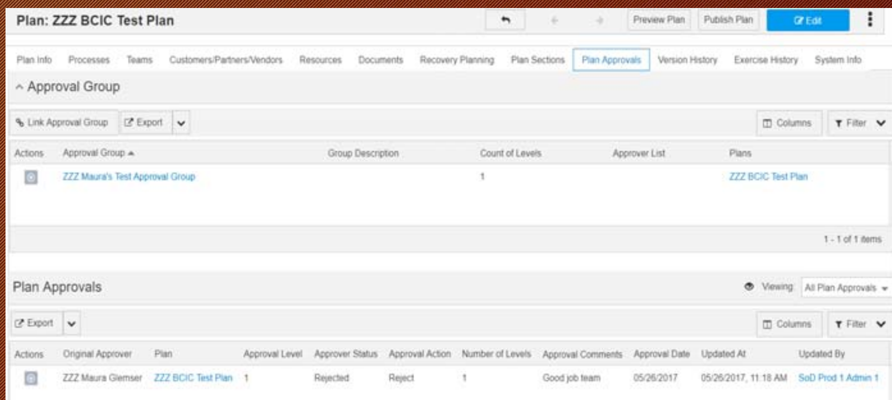
  Determine the appropriate individuals to include in your Approval Group.

  - Plan Owner
  - Designated key personnel responsible for organization activities during a disaster.
  - Section Leads familiar with sections' operation details

- Provide this list of names to your designated BCDR liaison.

Step 2 *BCDR Liaison

- Liaison will create Approval Group and assign to plan



Step 3

- Email Plan Approval Training Guide to designated Approvers
  - Email template in found in BCIC Plan Approval Process.
  - Attach:

    Plan Approver Training Guide_v1

    Approver Info Sheet
  - 14 days to review training then proceed to step 4

Step 4

- Activate Portal Access for Plan Approvers
  - Go to Employees Page, located under the BC User Home Tab.
  - Locate Employee you wish to activate an click on the employee name to open the record.
  - Select the Activate Portal User action under the Snowman icon.
  - Once the portal user is activated, the employee will receive two automatically generated emails: 1- with user account and link, and 2- password

Step 5

- Kick off Approval Workflow
  - Navigate to the Plan that you are ready to submit for Approval
  - Click "Request Approval" (you may need to select the snowman button to see this option depending on your screen size)
  - You will brought to a confirmation page verifying your request for approval
  - Click Save

Approval Workflow

- Once submitted for approval, 1st level Plan Approver receives an email that the plan is ready for approval. Email indicates 5 days to review the plan and reminds them that all approvals must take place by Next Update Date.
- When approved, an email goes to the 2nd level Plan Approver.
- If plan is not reviewed within 14 days, a reminder email will be sent to the Plan Approver and the CC. CC is encouraged to contact Plan Approver directly to confirm process.

Approval Workflow Cont….

- If plan is Rejected, the CC will receive an email with rejection comments and the plan is reset to allow updates and re-submission for approval.
- Once final approval is received the Next Update Date field will populate with a new date based on the Update Frequency field (365 days).

Additional BCIC Training…

http://extranet.dti.state.de.us/COOP/information/bcic.shtml

Documents:
- BCIC Customer Partner Vendor Update Process
- BCIC Plan Info Update Process
- How to add Plan Teams
- How to Add Process to a Plan- Process Builder
- How to Plan Sections
- How to Recovery Planning

Videos:
- Introduction to BC in the Cloud
- Updating Employee Contact Information
- Tasks to Plan Teams
- Processes

Disaster Risk Management

Delaware Impact

Disaster Risk Management

- Disaster risk management is the understanding of hazards and the impact to your organization. It's the policies and procedures in place to prepare, react, and recovery from disasters.

- Disaster risk reduction (DRR) is a systematic approach to identifying, assessing and reducing the risks of disaster.

Risk Identification and Assessment

- Risk management is a process to identify potential hazards and analyze what could happen if a hazard occurs
- Hazards – Natural, Human-Caused, and Technological
- Impact - disaster
- Delaware top 10

Risk Avoidance

- Strategies and policies to prevent or minimize impact
- COOP Planning – business processes
- Preparedness and Prevention

Discussion

- Disaster topics
- Resiliency
- Recovery
- Strength of the State