



Agenda for Delaware Continuity Coordinator Council

February 20, 2020

1 p.m. – 3 p.m.

Attendees: Sandra Alexander, Mindy Anthony, Teresa Brower, Millianie Bueno, Charles Bryant, Dan Cahall, Tim Collins, Jennifer Comparoto, Kevin Eickman, Johna Esposito, Judy Everett, Shawn Facen-Simmons, Alfred Finch, Traci Fraley, Lori Gorman, Lisa Greene, Thomas Hall, Lynn Hooper, Alyssa Huenke, Carrie Hyla, Jamie Johnstone, Samara Kaminski, Johna Kelly, Michael Krumrine, Jocelyn Langrehr, Edward Lee, Tim Li, Theora Lowe-Staton, John Mancus, Tony Manson, Claudette Martin-Wus, Sharon Maurer, Brenda Mayrack, Jessica McIntire, Eric Mease, Sharon Miller, Dawn Minor, Jerome Passon, Kimberly Pawlyk, Leslie Poland, Judi Schock, Jennifer Simpson, Allison Stein, Syd Swann, Karin Sweeney, Alexis Teitelbaum, Doyle Tiller, Heather Volkomer, Arielle Winston, Jessica Wurzel

AGENDA See Power-point presentations

- **Welcome/Introductions**
- **DECCC Updates**
 - ❖ New Plan Builders & Kudos
 - ❖ Upcoming Opportunities
 - ❖ COOP News
 - 2020 Topics
 - Cyber Security Threats- Iran
 - Changes to the Employee View in BCIC
- **2019 Statewide COOP Exercise: Improvement Action Plan**

Lori Gorman, DTI
Hear about the most commonly found gaps identified from the 2019 Statewide Exercise participants and what actions should be taken to correct them. Whether or not you participated in the exercise, these are great areas for improvements for your plan.
- **Emergency Management Accreditation Program (EMAP) and what it means for your COOP**

Tony Lee, DEMA
DEMA has recently received their Emergency Management Accreditation Certificate. With this accreditation, came some specific language changes and requirements for COOP plans in the State of Delaware. Learn what these changes are and how they impact your COOP plans.
- **Yearly Update Requirements**

Lori Gorman, DTI

DECCC Steering Committee members:

Tony Lee – Co-Chair	Lori Gorman – Co-Chair	Vacant- Vice-Chair
Dawn Hollinger- Education & Training	John Mancus – Disaster Preparedness Officer	
Dan Cahall- IT Systems Officer	Tim Li- Vital Records Officer	

Every year, organizations are required to do the following: COOP plan audit, Crisis Communication Testing, and conduct/participate in an annual exercise. Hear some tips and tricks to getting these tasks completed this year.

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**Delaware Continuity
Coordinator Council
(DECCC)**

February 20, 2020

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Agenda

- ▶ **DECCC Updates**
 - New Plan Builders & Kudos
 - Upcoming Opportunities
 - COOP News
 - 2020 Topics
 - Cyber Security Threats- Iran
 - MIR3 Changes
 - Changes to the Employee View in BCIC
- ▶ **2019 Statewide COOP Exercise: Improvement Action Plan**
Lori Gorman, DTI
- ▶ **Emergency Management Accreditation Program (EMAP) and what it means for your COOP**
Tony Lee, DEMA
- ▶ **Yearly Update Requirements**
Lori Gorman, DTI

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Roll Call...

- ▶ **New Plan Builders:**
 - Jacelyn Langrehr – DOL Vocational Rehabilitation
 - Theora Lowe–Staten – DOL Vocational Rehabilitation
 - Thomas Hall– DHSS Social Services
 - Chuck Longfellow– Dept of Education
 - Mary Bradley– OMB Administration
 - Bridget Wallace– DHR Office of the Secretary
 - Michael Krumrine– DNREC Parks and Recreation
 - James Wagner– DNREC Parks and Recreation
 - Robert Underwood– DNREC Energy and Climate
 - Carl Yetter– DNREC Climate Coastal and Energy
 - Mark Dworkin– DNREC Climate Coastal and Energy

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Roll Call...

- ▶ **Goodbye Plan Builders:**
 - Andrena Burd– Auditor of Accounts
 - Scott Blaier– Dept of Agriculture
 - Kit Carson– Archives

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Upcoming Opportunities

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

- DEMA G191: Incident Command System (ICS)/ Emergency Operations Center (EOC) Interface; Feb 25 from 9:00 AM - 4:30 PM DEMA
- DEMA ICS_300: Intermediate ICS for Expanding Incidents; March 2-4 8:30 AM - 4:30 PM, DEMA
- DEMA G-2300 Intermediate Emergency Operations Center Functions; April 1-3 from 8:30 AM- 4:30 PM DEMA

FEMA Independent Study Program: <https://training.fema.gov/is>

- IS-546.A Continuity of Operations Awareness Course
- IS-551: Devolution Planning
- IS-547.A: Introduction to Continuity of Operations

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COOP News

2020 Calendar

In order to improve attendance, a rotating schedule of the 2nd Wed. and 3rd Thursday has been adopted.

- **Thursday, February 20, 2020**
- **Wednesday, May 13, 2020**
- **Thursday, August 20, 2020**
- **Wednesday, November 18, 2020**

Topic Ideas:

- ▶ Emergency Management Accreditation Program (EMAP) impacts
- ▶ Connecting DR to COOP (bring your IT people to the table)
- ▶ Exercises in 2020 (statewide, functional, etc.)
- ▶ HR in COOP– Guidance from Department of Human Resources*
- ▶ VPN and other centralization considerations
- ▶ BCIC dictionary and COOP plan updates

*New Policy being considered in response to the questions

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Cyber Threats– Briefing

- Due to the heightened concerns related foreign threat levels, we would like to take this moment to encourage everyone to remain cyber vigilant.
 - If you receive a suspicious email remember to forward it to the suspectmail@delaware.gov email address
 - NEVER CLICK ON ANY LINKS in suspicious mail– check with the sender to confirm validity of email.
 - NEVER share your username and password– even over the phone. Remember no Service Desk will ever ask for your login credentials.
 - Notify the Service Desk if your computer behaves suspiciously
 - Always ensure all appropriate patches have been applied to your home PC
 - Check out the helpful hints found at Digiknow.dti.delaware.gov

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COOP News

New Security Features to Combat Robo Calls

In the United States, the Federal Communications Commission (FCC) has been encouraging the telecommunications industry to combat robocalls and spoofed calling for many years. The industry has responded and is in the process of implementing a new technology standard calls STIR and SHAKEN.

- What is STIR/SHAKEN?**
 - STIR:** Secure Telephony Identity Revisited
 - SHAKEN:** Secure Handling of Asserted information using toKENs

In order to address consumers' concerns and meet FCC requirements, carriers will now present incoming phone numbers with a rating of A, B, or C. Carriers have been working to validate their own customers and have shipped phone apps that allow the devices to respect these ratings. The user interface for a phone or app does not have to show A/B/C to the user, it can simply block numbers with the undesirable ratings as defined by the user. As a user you can choose to accept all calls or only accept ones that are classified as A or B.

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COOP News

Combat Robo Calls Cont...

- What does this mean to you?**
 - All voice alerts sent to your recipients in the US will utilize the new standard rating system and will be subject to the acceptance rules set by the user. For example, if a user has set their device to accept calls with an A or B rating and the carrier delivering directly to the device has set the rating to a C, the recipient will not receive the call. Carriers delivering OnSolve voice alerts to your recipients will rely on the ratings defined by our vendors as well as downstream carriers who pick up the calls for end-mile delivery to the devices.
- What is OnSolve doing to address these changes?**
 - OnSolve is exploring all options to facilitate trusted ratings to ensure voice delivery rates remain reliable. To date, they have confirmed that each their vendors will certify their numbers as an A or B rating. Also they are working to verify their vendor's ratings to ensure any hand-offs don't result in issues.

OnSolve will continue to follow this progress closely and evaluate options as they become available.

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COOP News

BCIC Updates: Employee View changes

When looking at employee records in the dictionary, there will now be three view options.

- Under the BC User Home tab, select the Employees Options
- You can choose between
 - Employees with DDS (which display only those employees that match your DDS);
 - Employee List (which shows all employees in the employee dictionary)
 - Employees with DDS not Assigned to Plan Position (which will show you all employees with your matching DDS that are not currently assigned to a plan team).
- The Fields listed in the view will only display Work Contact information. This is necessary to ensure the Search features do not by-pass DDS Security.
- If you need a spreadsheet with your employees that lists additional fields for data entry, please contact your BCDR Liaison.

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COOP News Continued

COOP Essential Vs. State Essential

There is often some confusion concerning what is meant for COOP when we say Offsite and Onsite Essential. New Verbiage??

- COOP Onsite personnel– those employees that would be required to report to a work site in order to perform the recovery functions or that must work onsite. This would include Incident Command personnel, managers (and back-ups) and staff that require special work environment requirements (security) or access to specific assets (printers, mail processing, etc).
- COOP Offsite personnel– those employees that perform processes that are critical to the business and must be performed as soon as possible, but can do so remotely. .
- Report as Directed– These are staff that would be assigned to work either remotely or in person at the alternate site as spacing and availability permits. Really this is all of the rest of your employees are not onsite and offsite.

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Delaware Statewide Exercises

All After Action Reports have been sent for consolidation into the COOP State of the State report. A total of 36 organizations participated in the exercise. An Executive brief has been prepared and will be provide to Cabinet Secretaries.

Strengths:

- Resource Requirements – 30 Organizations (86%)
- Critical Customers/Partners and Vendors– 29 Organizations (83%)
- Incident Management– 26 Organizations (74%)
- Internal/ External Crisis Communications – 23 Organizations (66%)

Areas for Improvement:


- Alternate Facilities – 19 Organizations (54%)
 - *This component continues to be a struggle for organizations that do not have multi-county offices*
- Reconstitution – 9 Organizations (26%)
- Only 46% of Organizations with completed COOP plans participated in the Statewide Drill (36 of 79)
- Many organizations demonstrated required components via institutional knowledge rather than incorporated into the plans.

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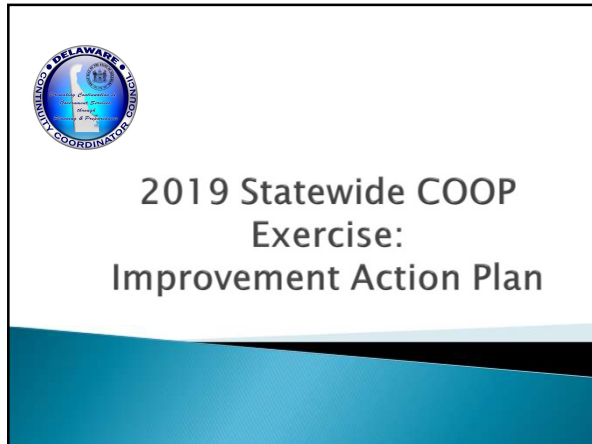
Emergency Management Accreditation Program (EMAP) and what it means for your COOP

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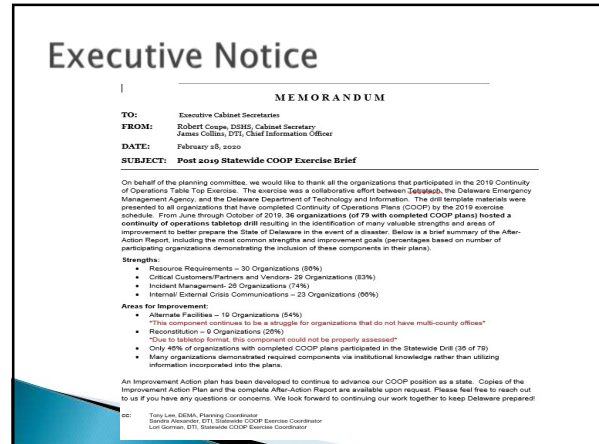
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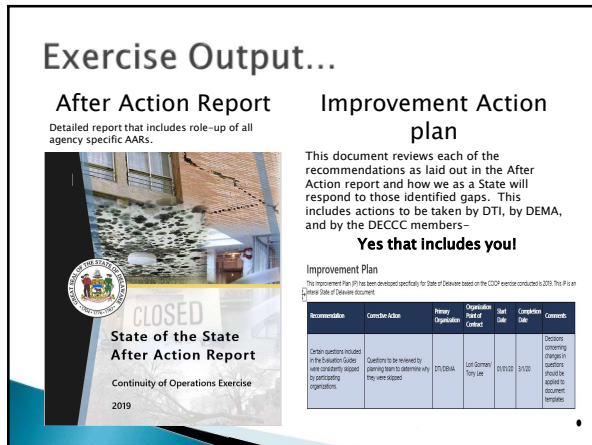
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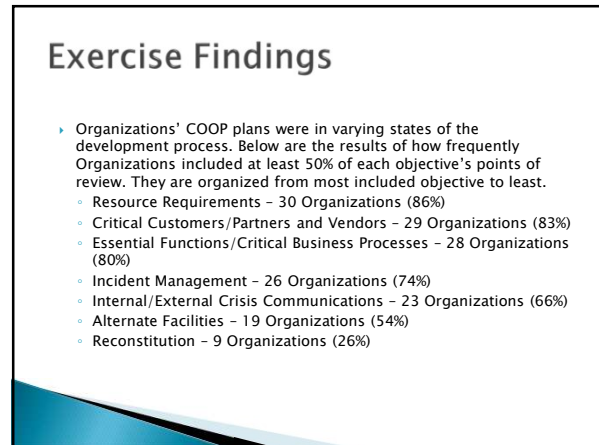
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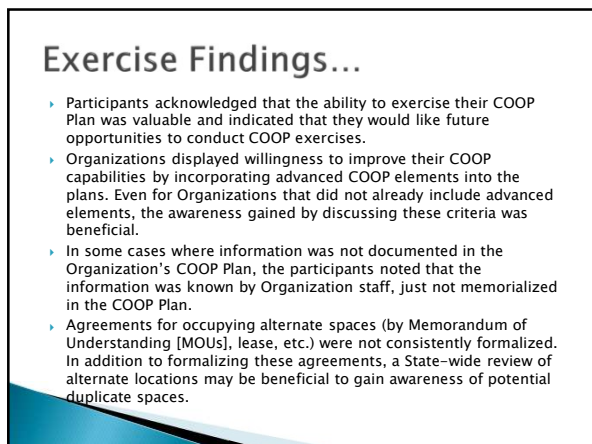
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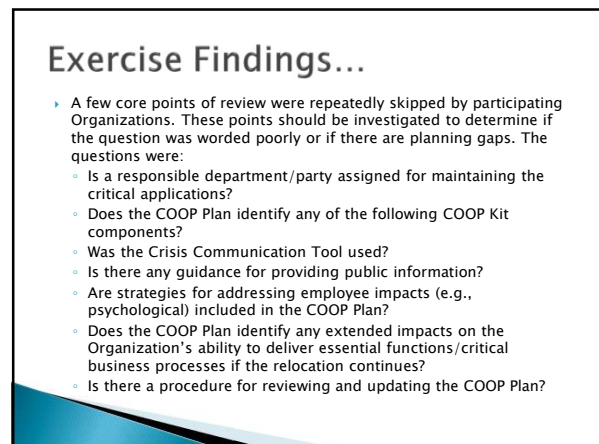
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Exercise Findings...

- ▶ Familiarity using the Crisis Communication Tool could be improved. Documentation or an indication that staff used the Crisis Communications Tool was noted as absent from 12 plans, and another 9 Organizations either did not observe the tool or this process was not included as part of the exercise.

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Improvement Action Items...

Issue: Certain questions included in the Evaluation Guides were consistently skipped by participating organizations.

Resolution: Questions reviewed by planning team and updates to the templates should be made.

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Improvement Action Items...

Issue: Crisis Communications were consistently not tested by the participating organizations.

Resolution: Determine cause for exclusion; increase awareness for Crisis Communication testing; review COOP plan output for ways to include Crisis Communication tasks.

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Improvement Action Items...

Issue: Only 46% of eligible organizations participated in the exercise.

Resolution: Continue to plan/organize annual Statewide COOP exercises; Increase awareness of need for annual exercises

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Improvement Action Items...

Issue: Organizations responded to questions based on institutional knowledge rather than information included in COOP plans

Resolution: Continue to encourage annual COOP plan updates and participation in Drills

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Improvement Action Items...

Issue: Agreements for occupying alternate spaces (MOU) were not consistently formalized. In addition to formalizing these agreements, a state-wide review of alternate locations may be beneficial to gain awareness of potential duplicate space allocations.

Resolution: Increase awareness of need for pre-designated Alternate Facilities through executive communications; Increase awareness of MOU template; Review BCIC for conflicting alternate site designations.

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Emergency Management Accreditation Program (EMAP)

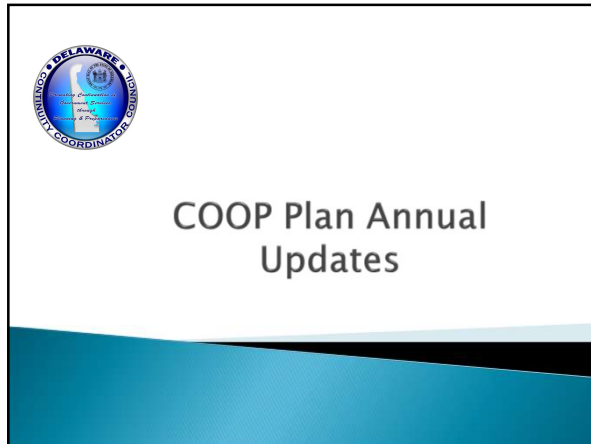
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Tony Lee, DEMA

DEMA representing emergency management for Delaware was awarded Emergency Management Accreditation Program (EMAP) Accreditation in December 2019. The accreditation process involved meeting 64 measurable emergency management standards of excellence. Over the last 18 months, DEMA has gone through a self-assessment and a onsite peer assessment of the standards. One of the areas of importance was the State's COOP process. The assessment not only reviewed DEMA's COOP process, but assessed the State's Continuity of Government (COG) and COOP of supporting state agencies. The overall COOP State COOP process, including BCIC was assessed; and with some plan wording improvements met the standards associated with COOP.

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We were able to utilize the EMAP assessment as a review of our COOP processes and are working to update the language within the COOP template to reflect compliance with EMAP standards to improve our planning information within the COOP process. DEMA would like to thank the DTI COOP Team and the following state agencies for assistance with the assessment: DSP, DNREC, DeIDOT, DHSS & DPH, and DIVCOM for assessment of plans - a great team effort!



1

Annual COOP plan updates

Email will be sent to all COOP plan builders 45 days prior to expiration. It will be sent again 30 days prior to expiration. The COOP plan status in BCIC will change to "Updates Required."

So what does this reminder look like and how do you know what you need to do.

2

Email Reminder

Hello Lori Gorman, [other COOP plan builder names],

Your **[plan name]** is required to be reviewed as part of the COOP annual requirements. Please log into BC in the Cloud to make the necessary updates below and then initiate the approval process.

The plan must be completed and all approvers must sign off by [last approval date].

3

Update areas

BC User Home Dropdown:

– **Employees** – (1) ensure Employee Contact Information is current; (2) SSL VPN and Telecommute Status fields are documented appropriately; (3) Employee COOP Essential Status is documented; (4) Emergency Contact information is current; and (5) Compare Crisis Communications dynamic group against your organization chart, as missing employees require BCDR liaison assistance.

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– **Process/Plan Teams** – review and update (1) Normal Staffing and Telecommute Level fields; (2) Team Names and Positions; and (3) update Employees assigned to Team Positions

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Plan Dropdown (click on Plan Name to open):

– **Plan Info** – review and update any necessary changes including (1) Plan Owner; (2) Location; and (3) Floor Number

– **Processes** – review and update any (1) Process Details and Tasks; (2) if applicable, Process Teams, Positions, and Employees assigned to positions; (3) Dependencies on Applications along with associated Business RTO and Maximum Tolerable Data Loss; and (4) Vital Records ensuring all applicable fields are complete

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– **Customers/Partners/Vendors** – add or remove (1) both State and non-State Customer/Partners; (2) make applicable changes to Customer/Partners Representatives; and (3) make any necessary changes to Vendors and Vendor Representatives

– **Resources** – review and update (1) Software; (2) Equipment/Assets; and (3) Supplies ensuring the 30-day Quantity and Packaging fields are complete

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– **Documents** – review, add, and remove documents as needed

– **Recovery Planning** – review and make necessary changes to (1) Alternate Facilities including any special notes, relocating business entities, and resources at those facilities; (2) Delegation of Authority/Orders of Succession tables; (3) MOU triggers; and (4) Call Trees

– **Plan Sections** – review and update any customized information for the various sections, as needed

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All that!

Tips:

- ▶ Publish the plan and pull up the PDF
 - Section 1.7 Publication and Dessimination
 - Section 2.1.3 Delegation and Authority
 - Section 2.3.2 Telecommuting (this will let you check the plan team members, essential status, and VPN)
 - Section 3.0 Process Dependencies (process details, RTO, Application dependencies, Vital Record details)
 - Section 4.0 Plan Teams (members, contact #, and tasks)

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Tips:

- Section 5.0 Alternate Site details (these only change if you had a change in designation or you are updating info based on your last drill)
- Section 6.0 Resource Requirements (Software, Assets and Equipment and Supply changes are only made rarely; focus on and Vendor and Customer/Partner changes). By looking at the PDF you can more easily identify if there is missing information that would be valuable.
- Section 7.0 Call Tree– who is calling whom and are there blanks in the numbers. This may actually be easier to view in the tool.
- Section 9– Documents confirm if these are current copies.

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Focus on one key area each year

- ▶ One year – focus on 3.0 processes and their application dependencies. Check the Business RTO and the Application RTO. If any of the fields are missing check with your IT (if the application is yours) or Contracts (if the application is vendor hosted) to confirm the Application RTO.
- ▶ Another year– are all of your Resources and 30 day quantity numbers up to date?
- ▶ Another year – have a functional exercise and make sure the plan team tasks and vendor/customer contacts are updated.

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Crisis Communication Test

- ▶ Select a date– get leadership approval
- ▶ If prior notice is required, send out notice to all staff (see template on extranet site).
- ▶ Create and schedule notification in MIR3.
- ▶ Review Report– follow up on non-responders and invalid numbers

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Don't Forget an Exercise

- ▶ Did you participate in the statewide exercise?
- ▶ Have you ever had a functional exercise?
- ▶ Consider partnering with another agency in their drill?

Check out the templates on our website, reach out your BCDR liaison, pick a date!

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COOP's Giving

DEMA: Jessica McIntire

- ▶ DEMA Year in Review
 - Quarter 1 - Training
 - Quarter 2 - Entire Agency COOP Tabletop
 - Quarter 3 - Full Scale Drill
 - Quarter 4 - Senior Leadership COOP Tabletop
- ▶ 2020 Project Plan
 - Refresher training for new employees, update plan, tabletop exercise

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