Agenda for Delaware Continuity Coordinator Council

August 14, 2019
1 p.m. – 3 p.m.

Attendees: Sandra Alexander, Mindy Anthony, Thomas Cuccia, Nancy Dellis, Kevin Eickman, Mike Erixson, Judy Everett, Shawn Facen-Simmons, Chip Finch, Lori Gorman, Erich Heintz, Lynn Hooper, Alyssa Huenke, Carrie Hyla, Debra Lawhead, Tom Li, John Mancus, Claudette Martin-Wus, Chris McGonigle, Jessica McIntire, Greg Nolt, Christina Rojas, Janet Roberson, Allison Stein, Syd Swann, Karin Sweeney, Beverly Swiger, Doyle Tiller, Rick Truitt, Deborah Tokarski, Jamie Van Horn, Heather Volkomer, Ryan Ward, Doris Young.

AGENDA

- **Welcome/Introductions**

- **DECCC Updates- ppt. attached**
  - New Plan Builders & Kudos
  - Upcoming Opportunities
  - COOP News
    - 2019 Meeting Schedule
    - Statewide Exercise status and Lessons Learned

- **P-Card Usage in an Emergency- bullet points listed below**
  Nancy Dellis, Division of Accounting
  We all know that the process of inputting purchase orders and approvals can take some time during day to day operations. But what will you do when you need to make numerous purchases in an emergency to get the necessary resources for recovery? Hear from the Division of Accounting concerning the State's P-Card use policy regarding an emergency.

- **Going Cloud Rain or Shine- ppt. attached**
  Rick Truitt/ Carolyn Dunch, Delaware Dept. of Technology and Information
  Going Cloud is good but it's not just standing up a server and replicating. DR needs to be architected into your business systems. Cloud has special considerations that NEED to be included. Hear some of the considerations that should be made when looking at your required applications and what continuity solutions should be considered.

- **Functional Exercises**
  Tony Lee, Delaware Emergency Management Agency
  Has your agency ever conducted a functional exercise? Hear from Tony Lee, on how the Department of Emergency Management Agency recently conducted a functional exercise and some of their lessons learned. If your organization has ever conducted a functional exercise, please share your experiences as well.

- **Q & A**
  - **GETS/WPS Newsletter attached.**

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	

P-Card Usage in an Emergency-

- Budget and Accounting Manual (BAM)– Chapter 7.4.2 "Emergency Purchase Justification"
  - Organization required to complete an Emergency Justification Form (KK004) and retain it in their files.
    - Includes brief explanation of the emergency
    - A short description of the goods and services to be purchased
    - Requires Signature of Cabinet Secretary/Organization Head
    - Purchases over $5,000 on a PCard require Purchase Orders, Purchase Orders in emergency situations is covered in this section of the BAM and the Emergency Justification Form.
- PCard Change Request Form (PO003)
  - Use to request permanent and temporary credit limit increases
  - Requires signature of Organizations PaymentNet Coordinator, and Organization Head/ Signature Authority
  - If requesting increases for multiple cards in an emergency a spreadsheet would be accepted. PaymentNet Coordinator and Organization Head/Signature Authority signatures are required on the spreadsheet.
- Merchant Category Code (MCC) Restrictions
  - State of Delaware PCards have MCC restrictions in place, restricting high risk category codes.
  - If an emergency requires use of a restricted category code, a request can be made to the PCard team. If approved by the Director of the Division on Accounting, certain MCCs can be temporarily unrestricted.

Recommend adding this information to your COOP plans

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Delaware Continuity Coordinator Council (DECCC)

August 14, 2019

Agenda

- Welcome/Introductions
- DECCC Updates
  - New Plan Builders & Kudos
  - Upcoming Opportunities
  - COOP News
    - 2019 Meeting Schedule
    - Statewide Exercise Status
    - Extranet Changes
- PC Card usage in an Emergency
  - Nancy Dellis, Division of Accounting
- Going Cloud Rain or Shine
  - Rick Truitt, DTI
- Functional Exercises
  - Tony Lee, DEMA

Roll Call…

- New Plan Builders
  - Mark Cutrona– Legislative Division of Research
  - Allison Stein– DOL Industrial Affairs
  - Christal Graciano– Office of the Governor
  - Lisa Rollison– DelDOT Planning
  - Shane Baker– Auditor of Accounts
  - Daniel Hamilton– Auditor of Accounts
  - Teresa Brower– DelDOT– Technology and Information
  - John Horsman– DSHS Administration
  - Charlene Adams– DHSS Aging and Adult Physical Disabilities
  - Chris McGonigle– Legal Central Administration

Kudos…

- Signed up for Statewide COOP Exercise
  - Dept. of Finance– Unclaimed Property
  - Pensions
  - Dept of Finance– Office of the Secretary
  - Dept of Labor– Industrial Affairs
  - DTI
  - Dept. of Agriculture
  - Court of Chancery
  - OMB– Facilities Management
  - Office of the Election Commission
  - DelDOT
  - DOL– Unemployment Insurance
  - DHSS State Service Centers

Upcoming Opportunities

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

- DEMA L–209 Recovery Planning and Coordination– August 19–22 from 0830–1630, DEMA Office
- DEMA G–402: Incident Command System Overview for Executives and Senior Officials– September 10 from 0900–1130, DEMA Office
- DEMA G–290: Basic Public Information Officer Training (Parts 1 & 2) APS Course– Sept. 24 & Oct 1 from 0830–1630, DEMA offices

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

Secure Delaware 2019: September 24, 2019, 0830–0400
https://digiknow.dti.delaware.gov/pages/cyberworkshop/2019/default.shtml

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GETS/WPS News

COOP News

2019 Calendar

In order to improve attendance, a rotating schedule of the 2nd Wed. and 3rd Thursday has been adopted.
- **Wednesday, August 14, 2019**
- **Thursday, November 21, 2019**

Topic Ideas:
- Incident Sharing; Tips & Tricks
- COOP News
- P-card upgrading/ Fiscal and HR comments
- IT changes
- Round Table discussion– alternate facilities, management support, and other challenges
- Bring in speaker for another State/Company to share their experiences

Statewide COOP Exercise

2019 Continuity of Operations Tabletop Exercise…

As an ongoing initiative to enhance emergency preparedness across the State, the Delaware Emergency Management Agency and the Department of Technology and Information are designing a customizable Table Exercise (TTX) Toolkit for State Organizations to review their COOP plans. Leadership and personnel will work collaborative to validate elements of their COOP Plan in response to an operations-disrupting scenario.

The exercise is self-paced, customizable, and modular. COOP Coordinators will be provided to TTX Toolkit and webinar tutorial to assist them in preparing and delivering the COOP TTX.

Statewide COOP Exercise– next steps….

- Determine planning team (2-3 people).
- Determine needed participants.
- Select your Exercise Date and send calendar invite to participants.
- Register – https://www.eventbrite.com/e/2019-continuity-of-operations-tabletop-exercise-tickets-58873689791
- Customize Materials– https://extranet.dti.state.de.us/COOP/information/calendar.shtml
- Hold Exercise.
- Complete AAR and submit copy.

COOP News

Statewide COOP Exercise– lessons learned
- Different Scenario selections can impact the flow of the exercise– choose the one that can be used to best meet your exercise needs.
- A few of the items covered in the exercise are not automatically found in the COOP plans. Although there are sections related to it, they are not necessarily covered during most plan updates (IE COOP kit contents, Finance section).
- Facilitators should review the questions in advance as it helps to keep the exercise flow more structured.
- Evaluator guides should be updated when removing Module 2A questions.
- Copies of the COOP plans need to be provided to attendees in advance– consider having attendees review COOP 101 training in LMS as well if they have not had any exposure to their COOP plans.
- Remember the Implementation Guide. This will help to ensure you aren't overwhelmed by the number of documents available.
- Situation Manuals– especially Participant Feedback forms need to be available to participants.

Presentations

- **P-Card Usage in an Emergency**
  - **Nancy Dellis, Division of Accounting**

- **Going Cloud Rain or Shine**
  - **Rick Truitt and Carolyn Dunch, Dept of Technology and Information**

- **Functional Exercises**
  - **Tony Lee, Delaware Emergency Management Agency**

Q&A

Going Cloud
Rain or Shine

Good Cloud ?

• SaaS = software as a Service

  • Easiest to use secure and use
  • Vendor Managed and Supported
  • Seen as a turnkey solution
  • Can be used for Public through Secret classified data
  • Vendor must agree and sign the appropriate Delaware's Terms and Conditions
  • Business must adjust processes to work within the tool

  • The State is a consumer of the tool, responsibility rest with the Vendor.

Good Cloud ?

• PaaS = Platform as a Service

  • Not so easy to use but more flexible in function
  • Vendor manages infrastructure and application base
  • Customer manages security, and configuration settings
  • Think Office 365
  • Can be used for Public through Secret classified data
  • Vendor must agree and sign the appropriate Delaware's Terms and Conditions
  • Business can typically tune the tools to work as desired

  • This is sometimes a grey area as SaaS and PaaS can blur or even be hybrid. Bottom line is where the Vendor manages the platform and the State builds upon it, we share responsibility.

Good Cloud ?

• IaaS = Infrastructure as a Service

  • By far the most complex and flexible option out there
  • Vendor provides the virtual infrastructure (power, network) and the customer provisions resources, configures and installs their applications
  • Basically what you do in a data center gets done in this environment as well
  • Networks, firewall rules, access controls and all Security settings are on the customer
  • Compliance is on the customer not the vendor, I repeat compliance is on the customer not the vendor
  • Vendor must agree and sign the appropriate Delaware's Terms and Conditions

Good Cloud !

IaaS Cloud vs On-Premise

• Applications should be written to use the cloud services
  • Stateless or non-persistent connections
  • Name based
• Allows for load balancing, elastic services, grow and shrink based on demand
• Allows the use of multiple availability zones, geographically dispersed redundancy and failover

GETS/WPS NewsNotes

Establishment of Cybersecurity and Infrastructure Security Agency (CISA)

On November 16, 2018, the President signed into law the Cybersecurity and Infrastructure Security Agency Act of 2018. This Act established the Cybersecurity and Infrastructure Security Agency (CISA). CISA has the mission of leading cybersecurity and infrastructure security programs, operations, and associated policy for the Department of Homeland Security, among other functions performed by the former National Protection and Programs Directorate (NPPD). CISA is the federal lead for the Nation's cyber and physical infrastructure security. The CISA Act establishes three divisions in the new agency: Cybersecurity, Infrastructure Security, and Emergency Communications. The Emergency Communications Division (ECD) replaces the former Office of Emergency Communications, and is responsible for priority services programs, including GETS, WPS, and Telecommunications Service Priority (TSP).

President Donald J. Trump signs the Cybersecurity and Infrastructure Security Agency Act (Official White House photo by Joyce N. Boghosian)

Prepare for Hurricanes

With the 2019 hurricane season upon us, GETS and WPS users are encouraged to include priority services in their preparation activities. Make test calls to ensure you are familiar with proper dialing procedures. In past hurricanes, subscribers have made common dialing errors, such as en-

tering the wrong GETS Personal Identification Number (PIN), or an invalid destination number. Making periodic test calls will help overcome some of these problems. We also highly recommend the use of the GETS/WPS Dialer Apps (see related article on page 2) to make GETS and WPS calls from mobile phones. The apps have been shown to reduce dialing errors.

ECD plays a key role in natural disaster response and restoration efforts by providing GETS and WPS users the tools needed to communicate during steady state and emergency operations. Following the completion of response efforts, ECD works with priority services users to document best practices and lessons learned in order to promote improvements in emergency communications during future events.

Early preparation is critical to effective response. The FCC and FEMA provide tips for communicating during an emergency, including how to prepare for an emergency and what to do during a communications network outage. These tips are available at the following URL: https://www.fcc.gov/emergency.

2019 Atlantic Hurricane Season Outlook

Named Storms
9-15

Hurricanes
4-8

Major Hurricanes
2-4

(https://www.noaa.gov/media-release/noaa-predicts-near-normal-2019-atlantic-hurricane-season)

GETS/WPS Dialer App Now Available on the Google Play Store

Users have reported the GETS/WPS Dialer was very helpful during the 2018 hurricane season. The dialer app provided a simplified and quick way to make GETS and WPS calls while reducing user dialing errors. Since the debut of the dialer app, the ECD has seen a 40% reduction in GETS user dialing errors.

The dialer app Call Log feature speeds up the calling process by allowing a user to quickly recall previous numbers dialed without the need to go back into the phone's Contact List to access a number.

The dialer app, titled "PTS Dialer", is available for free download from the Apple App Store and the Google Play Store. A BlackBerry version is available for free download at URL https://gets-wps.csgov.com/apps/.

Changes to WPS Fees

All WPS carriers now waive WPS-related fees, except as noted in the table below. Please note, this table reflects recent WPS carrier changes, including the addition of FirstNet and the sunset of WPS technology on Southern Linc.

	WPS Feature Activation Fee	WPS Service Fee (monthly recurring)	WPS Usage Fee (per minute)
AT&T Mobililty	0	0	0
Cellcom	0	0	0
C Spire	0	0	0
FirstNet	0	0	0
GCI	0	0	0
Sprint	0	0	0
T-Mobile	0	0	0
Verizon Wireless	0*	0*	0*
U.S. Cellular	0	0	0

* Verizon Wireless waives fees for public sector (Federal, State, local, tribal, and territorial government) and for first responders with personal BYOD enrolled in the Verizon First Responders Benefits Program. Verizon Wireless bills fees for private sector (industry and consumer). Please check with your account manager.

Exercise Caution When Switching SIM Cards Between Phones

Carriers have reported problems with WPS when users transfer subscriber identification module (SIM) cards between phones due to several technical aspects of the phones. Users also should not transfer SIM cards from WPS-enabled phones to tablets, because WPS is a voice technology that will not function in data-only environments such as tablets.

If users do transfer SIM cards between phones, they should make a WPS test call, and if WPS is not functioning, they should call User Assistance at 800-818-4387.

Keep Current with Software Updates

Keeping your WPS phone's operating system (OS) software updated is crucial. Instructions for updating to the latest version of your phone's OS can be found here (https://support.apple.com/en-us/HT204204) for the iPhone and here (https://support.google.com/android/answer/7680439?hl=en) for Android. After completing the update, the next step is to test the phone by dialing *272 + a destination number. If the call goes through, WPS is active on your phone.

Training and Video Updates

Training videos are available to assist both an organization's points of contact (POCs) and end users of GETS, WPS, and Telecommunications Service Priority (TSP).
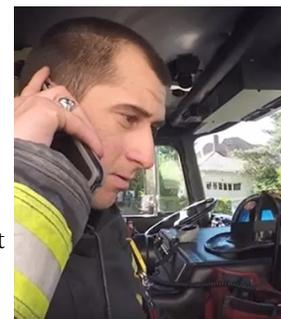
Training videos now available at www.dhs.gov/pts-videos:

- Webinar - Priority Telecommunications Services (PTS)
- How to Make a GETS Call
- How to Make a WPS Call
- How to Make a TSP Request
- How to Enroll in GETS, WPS, and TSP
- What To Do When the GETS Access Number Doesn't Work
- Call logs include type of call

WPS and FirstNet

FirstNet and WPS are separate services that support the public safety community. WPS is supported on the FirstNet network. FirstNet provides priority and preemption on the AT&T 4G LTE network for FirstNet users. When both First-Net service and WPS are provisioned on the same phone, FirstNet subscribers can invoke WPS to receive the benefit of priority on voice calls that extend beyond the AT&T FirstNet network when calling users on participating WPS carriers.

AT&T provides WPS at no additional charge to subscribers who are either on an AT&T commercial plan or FirstNet rate plan. For FirstNet pricing and to sign up for the service, visit www.firstnet.com. Contact your local AT&T FirstNet specialist for more information. Existing FirstNet users must request WPS using the standard WPS subscription process. Go to www.dhs.gov/wps and click on link for Requesting GETS and WPS (https://www.dhs.gov/cisa/requesting-gets-and-wps). Please note that current AT&T WPS users that are migrating to FirstNet service can continue to maintain their WPS service, because the WPS feature will be automatically transferred.

DHS Priority Telecommunications Service Center / 24 Hour User Assistance
800-818-4387 | 703-818-4387
866-627-2255 | 703-676-2255
support@priority-info.com