



Agenda for Delaware Continuity Coordinator Council

November 21, 2019

1 p.m. – 3 p.m.

Minutes

Attendees: Beverly Swiger, Muriel Gillespie, Peter Korolyk, Dean Stotler, Tim Collins, Tony Lee, Johna Esposito, Dan Cahall, Syd Swann, Lori Gorman, Lynn Hooper, Judy Everett, John Mancus, Shawn Facen-Simmons, Karen Sweeney, Tim Li, Janet Roberson, Erich Heintz, Claudette Martin-Wus, Heather Volkomer, Millianie Bueno, Mindy Anthony, John Kelley Jr., Sharon Maurer, Judi Schock, Alfred Finch, Jessica McIntire, Jay Harter, Eric Mease, Jerome Passon, Allison Stein, Jennifer Simpson, Brian Calio, Mark Hogan, Charles Bryant, Lisa Greene, Jennifer Walls

➤ **Welcome/Introductions**

➤ **DECCC Updates**

- ❖ New Plan Builders & Kudos
- ❖ Upcoming Opportunities
- ❖ COOP News
 - 2020 Topics
 - Statewide COOP Exercise Feedback
 - Great Shakeout
 - MIR3 Application Launch

➤ **Financials in an Emergency**

Dean Stotler, Office of Management and Budget

Dean Stotler will seek to build on the information shared at the last DECCC meeting concerning how expenses are dealt with during an emergency.

➤ **COOPS Giving**

- ❖ Alternate Site Checklist: Facilities Management
- ❖ Action Plan Template: Lori Gorman, DTI
- ❖ Site Impact Checklist: John Mancus, Courts
- ❖ DNREC COOP planning tips: Timothy Collins, DNREC
- ❖ DEMA COOP's giving: Jessica McIntire, DEMA

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

Alternate Facility Checklist

[Facility Name]

Square footage:

Facility square footage: _____ COOP Square footage only*: _____

Total number staff (normal): _____ Total number of COOP Essential Staff: _____

*To establish the COOP square footage, review the number of onsite COOP essential staff identified in section 2.3. The Division of Facilities Management (DFM) recommends at least 50 square footage per employee¹. Also consider any additional spacing needs such as reception, conference rooms, storage areas, etc.

Do you receive visitors [public access] during the normal course of business? Yes No

What are your hours of operation? _____

Are there physical security access concerns? Yes No

If yes what requirements exist?

Are there Additional Facility Requirements (loading dock, special power needs, parking, bath room requirements, etc.)?

What type of phone systems do you require (Avaya, Cisco, etc.)? _____

Does your facility require access to the state network? Yes No

Does your facility require public/ private WiFi? No Public _____ Private _____

¹ <https://dfm.delaware.gov/realprop/space-standards.shtml>

Internal Requirements Only:

Telecommunications/ IT Requirements

- If DR requires full State Network connectivity...
 - Is there existing DTI managed connectivity?
 - What is the size of the state circuit at the DR site?
 - Is there existing spare switch capacity sufficient to support DR devices? Yes No
 - Is there WiFi and does it support the agency's DR? Yes No
 - Does the agency have specific IP addressing that allows them to access their applications?
- If DR of agency users can be accommodated via VPN AND no Cisco phones needed
 - What is the capacity of the Internet circuit? (upload/download)
 - Is there WiFi and does it support the agency's DR?
 - Does the agency have specific IP addressing that allows them to access their applications? Yes No
 - What is the capacity of the Internet circuit? (upload/download) _____

Breached Building Guide


(Draft Version)

Prepared by: The Delaware Continuity Coordinator Council
Presented by: John A. Mancus

What we anticipate seldom occurs: but what we least expect generally happens.
(Benjamin Disraeli)


**Legislative Hall Fire
October 8, 2015**

During an emergency generator test, a fire occurred in the attic of Legislative Hall. Although the actual building suffered little to no structural damage, there was extensive water and smoke damage throughout the building. This damage required the building to be evacuated for approximately 3 weeks. Restoration took about 3 months to complete.



**Justice of the Peace Court 9, Bomb Blast
July 23, 2000**

An explosive device was planted by a person on a propane tank and exploded causing extensive damage to a Justice of the Peace court in Middletown. This particular court operated on a 24/7 basis. Due to extensive damage, the facility was not re-built. Operations had to be shifted to other JP courts until a new leased facility was setup 10 months later.



The new Justice of the Peace Court 9 opened two weeks ago in Middletown Square shopping center in Middletown. The court had been operating out of temporary locations as far away as Honesdale.

Hope is not a plan.
(General Tommy Franks, USA retired)

The most serious failure of leadership is the failure to foresee.
(Robert Greenleaf)

- Incident Command Team**
- Agency's Senior Executive or designee
 - Facility Manager / Division of Facilities Management Representative
 - Operations Manager
 - Local Building Code Official (Code Enforcement Constable)
 - Safety Officer **OR** Chief Security Officer (if applicable)

To achieve great things, two things are needed; a plan, and not quite enough time.
(Leonard Bernstein)

No plan survives contact with the enemy.
(Helmuth von Motke)

Improvise, Adapt and Overcome!
(Clint Eastwood, Heartbreak Ridge) unofficial mantra among the United States Marine Corps

Is it safe to enter the structure?

Has the breach rendered the building, in whole or in part, unable to safely support the resumption of normal office operations?

Time is your enemy, mold can grow after water damage within 24 to 48 hours, under ideal conditions (optimal temperature and level of humidity).

- Know what utilities your buildings utilize and which vendors supply those utilities.
- Compile a listing of your utility vendors, your vendors' account numbers and the vendors' emergency contact numbers. A suggested listing of types of utilities, vendors and useful contacts is contained in the Guide.
- Communicating that your building is closed to the general public, your vendors and mail / package delivery providers may be required. The Guide provides suggestions as to how to have your mail and packages rerouted from the United States Postal Service, Federal Express, UPS and DHL.
- State Contracts exist for guards, fire and water damage remediation services, and building access and video surveillance systems. They too, are listed in the Guide.

The Government Emergency Telecommunications Service (GETS) and the Wireless Priority Service (WPS) programs are companion services for priority calling offered by the U. S. Department of Homeland Security's Cybersecurity and Infrastructure Security's Emergency Communications Division.

Most organizations have a single point of contact (POC) who is able to submit GETS and WPS requests online.

To find out if your organization has a POC go to:
<https://saic.custhelp.com/ci/documents/detail/2/GETS-POCAssistance-FORM>

U.S. Department of Homeland Security, Government Emergency Telecommunications Service (GETS) Card

Government Emergency Telecommunications Service
Office of Emergency Communications

John Smith
Department of Defense

Dial Access Number: **1-710-627-4387**
After Tone, Enter PIN: **1234-5678-9012**
When Prompted, Dial: **Area Code + Number**

GETS
If your 3-710-627-4387 call fails, try an alternate access number:
1-888-288-4387 AT&T
1-877-646-4387 AT&T
1-855-333-4387* Sprint
1-800-900-4387 Verizon
1-855-400-4387* Verizon

24 Hour Assistance
Help/Order routing:
1-800-818-4387
703-818-4387

Familiarization Calls
Make periodic GETS and WPS test calls to:
703-818-3924

WIRELESS PRIORITY SERVICE
* Use for GETS calls to toll-free destination numbers.
* 272 + Area Code + Number + SEND
From a WPS Enabled Phone

U.S. Government Property
If found, return to:
245 Murray Lane 3rd
Mail Stop 0615
Harrisburg, PA 17105

www.dhs.gov/gets | www.dhs.gov/wps
Waiting For Official Use Only by Authorized Personnel

WPS Carrier Subscription and Usage Fees

	WPS Feature Activation Fee	WPS Service Fee (monthly recurring)	WPS Usage Fee (per minute)
AT&T Mobility	0	0	0
Cellcom	0	0	0
C Spire	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 Volunteer First Responders Benefits Program. Verizon Wireless bills fees for private sector (industry and consumer). Please check with your account manager.

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WPS Best Practices

- Download and use the GETS/WPS Dialer App
- Ensure WPS has been activated on your cell phone by placing a WPS (*272) call
- Make WPS practice/test calls regularly
- Incorporate the use of WPS in training exercises
- Preprogram *272 for key numbers in your contact list
- Practice using WPS + GETS together
- Test WPS availability after any changes you make to your cell phone service
- Report problems you have when trying to make a WPS call during testing and training exercises



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Submit comments by January 31, 2020, to: Mancus, John (Courts) or John.Mancus@delaware.gov

Final version will be published to the COOP Extranet website at: <https://extranet.coop.state.de.us/index.shtml?dc=documents> by February 21, 2020.

Breached Building Guide

Your facility has experienced a COOP incident. The nature of the incident (e.g., fire, flooding, wind damage, etc.) has resulted in your facility being breached in some manner. Subsequent to your agency's emergency response procedures of evacuating and accounting for all of the building's occupants, what's next?

The incident necessitates the need for your agency to initiate your COOP activation procedures (Incident Command Team). The Incident Command Team or other designated team in BC in the Cloud will conduct a physical inspection of the building. It is recommended that the designated team include the agency's senior executive, safety officer, facility manager or liaison and potentially a representative from the municipality's Building Code Compliance office. The decision concerning occupancy issued by the municipality's Building Code compliance official is controlling, even if it is a State-owned building.

The goal of the physical inspection is to determine if the breach has rendered the building, in whole or in part, unable to safely support the resumption of normal office operations.

For illustrative purposes let us assume that the breach of the structure will permit the outside elements to further penetrate the building and potentially inflict additional damage. Also, assume the breach is such that it would allow for unauthorized individuals to enter the building, allowing for possible theft and vandalism. The assumption also includes the presence of stored personally identifiable information (PII) within the building, in written form.

You have already reached out to the Division of Facilities Management (DFM) to determine the structural integrity of the building and if it can be occupied. You now need to avail yourself of their experience and expertise in addressing some of the other challenges that have presented themselves.

- Do any utilities need to be cutoff to prevent potential or further damage to the building?
 1. Electricity
 2. Natural gas
 3. Water
 4. Fuel oil
 5. Voice circuits
 6. TLS (data) circuits
- Do tarps or some other barrier need to be applied to the building to prevent further damage?
- Is the damage to the building such that it would allow for unauthorized access?
 1. Does temporary fencing need to be erected, around the building?
 2. Do security guards need to be employed, to bolster the deterrence of the fencing?
 - a. If the building has accessible stored PII, the answer is, YES.
- Has the building sustained water damage, any other type of clean up needed?
 1. Have agency documents / records sustained fire and / or water damage.

If you are in leased space, you are calling your landlord or their designated property manager. You are also apprising the DFM of the damage your space sustained. Given the elapse of time often results in further damage; if the landlord or their designated property manager are not acting swiftly to secure the building and correct the damage, you will need to loop in the Delaware Department of Justice.

Below are some contacts and State Contracts that will prove useful within the first hours of a breached building event.

Breached Building Guide

Office of Management and Budget – Division of Facilities Management: (302) 739-5644

Department of Safety and Homeland Security – Delaware Capitol Police:

Chief Michael F. Hertzfeld (302) 744-4380, (302) 744-4382

Department of State - Delaware Public Archives:

Rodney (Kit) Carson (302) 744-5000, (302) 744-5021

Department of Technology and Information – Service Desk: (302) 739-9560

Department of Human Resources - Insurance Coverage

Debra Lawhead (302) 739-3651, (877) 277-4185

Office of Management and Budget – Government Support Services – Messenger Services

(302) 857-4500 [Agency Relocation Request for Mail Service Request](#)

Delaware Department of Justice – Civil Division: (302) 577-8400

Utilities / Vendors:

Electricity Vendor Emergency Number: _____

Natural Gas Vendor Emergency Number: _____

Water Vendor Emergency Number: _____

Fuel Oil Vendor

Emergency Number: _____

Voice Circuits Vendor Emergency Number: _____

TLS (Data) Circuits Vendor Emergency Number: _____

Local Fire Department Emergency Number: _____

Local Building Code Compliance Office Emergency Number: _____

Local Police Department NON-emergency Number: _____

Security System Vendor Emergency Number: _____

Breached Building Guide

United States Postal Service – Notification of Change of Address:

Official USPS® Change of Address:

<https://moversguide.usps.com/?>

OR

<https://easyaddressupdate.com/>

Federal Express – Notification of Change of Address:

FedEx Delivery Manager® allows you to request that packages be held for pick up (Hold at Location, option) or redirected to a convenient location.

<https://www.fedex.com/apps/fdmenrollment/>

UPS – Notification of Change of Address:

UPS My Choice® for Business:

Learn More: <https://www.ups.com/us/en/services/tracking/my-choice-for-business.page?>

Sign up: https://www.ups.com/doapp/enrollmcba?loc=en_US

DHL – Notification of Change of Address:

DHL On Demand Delivery:

Learn More: http://www.dhl-usa.com/en/express/tracking/on_demand_delivery.html

Sign up: <https://delivery.dhl.com/on-demand-delivery.xhtml?ctrycode=US>

Emergency Management Offices:

New Castle County Office of Emergency Management:

(302) 395-2700, Fax: (302) 395-2705

City of Wilmington Emergency Management Office:

(302) 576-3914, Fax: (302) 571-5491

Kent County Division of Emergency Planning and Operations:

(302) 736-2222, Fax: (302) 736-2223

Sussex County Emergency Operations Center:

(302) 855-7801, Fax: (302) 855-7800

STATE CONTRACTS:

GSS19363-ARMEDSECUR

[Security Officer Services - Armed](#)

GSS18208-SECURITY

[Security Officer Services - Unarmed](#)

GSS17775-DSTR_RCVRY

[Fire and Water Damage Remediation Services](#)

GSS19599-BLDG_SECURE

[Building Access and Video Surveillance Systems](#)

Breached Building Guide

CONSIDERATIONS & GUIDANCE:

- The DFM (in most instances, except DOC & DHSS) will be your touchstone contact. They will help immeasurably in determining if the building can be reoccupied quickly and assist in identifying vendors who can temporarily cover any building opening to prevent further damage or theft. DFM can also assist in determining if it is necessary to cutoff certain building utilities to mitigate potential further damage and in finding vendors who can install temporary fencing.
- Photograph what you safely can as soon as you can, smartphones lend themselves to this task. The Insurance Coverage Office requires initial reporting within 24 hours. Reporting forms are available at: www.inscov.delaware.gov
- Do not dispose of damaged property indiscriminately, especially if you will be seeking reimbursement from the Insurance Coverage Office.
- The local Fire Department (FD) *may* be in a position to pump out any accumulated water, prior to the arrival of a State contract vendor.
- The local Police Department (PD) or Capitol Police *may* be in a position to provide security relative to your building prior to the arrival of a State contract vendor **OR** to when a vendor has physically secured the building.
- The Delaware Public Archives needs to be contacted if any documents / records have been damaged by fire or water.
- Establish contacts with your local FD, PD, utilities, etc.; you do not want your first call to them to be in the mist of your major incident.
- Maintain meticulous records of all funds expended relative to the damaged facility, to include employee time / overtime. Depending on the event's causation Federal dollars may be available for reimbursement to the State.
- Should you need to avail yourself of the [Building Access and Video Surveillance Systems](#) contract your DTI Customer Engagement Specialist **must** be involved.
- It is suggested that you prepare for the Notification of Change of Address to the various entities that deliver mail and packages to your building by completing the registration process required by the respective entities, **now** and that the various registration information be maintained with this guide and in BC in the Cloud.
- If your agency is a criticality Tier 1 agency within the State's criticality classification regime you should explore the potential benefit of enrolling your agency's voice and TLS (data) circuits in the U. S. Department of Homeland Security's [Telecommunications Service Priority](#) (TSP) program. TSP is a program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services. A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service.

Action Plan Template:

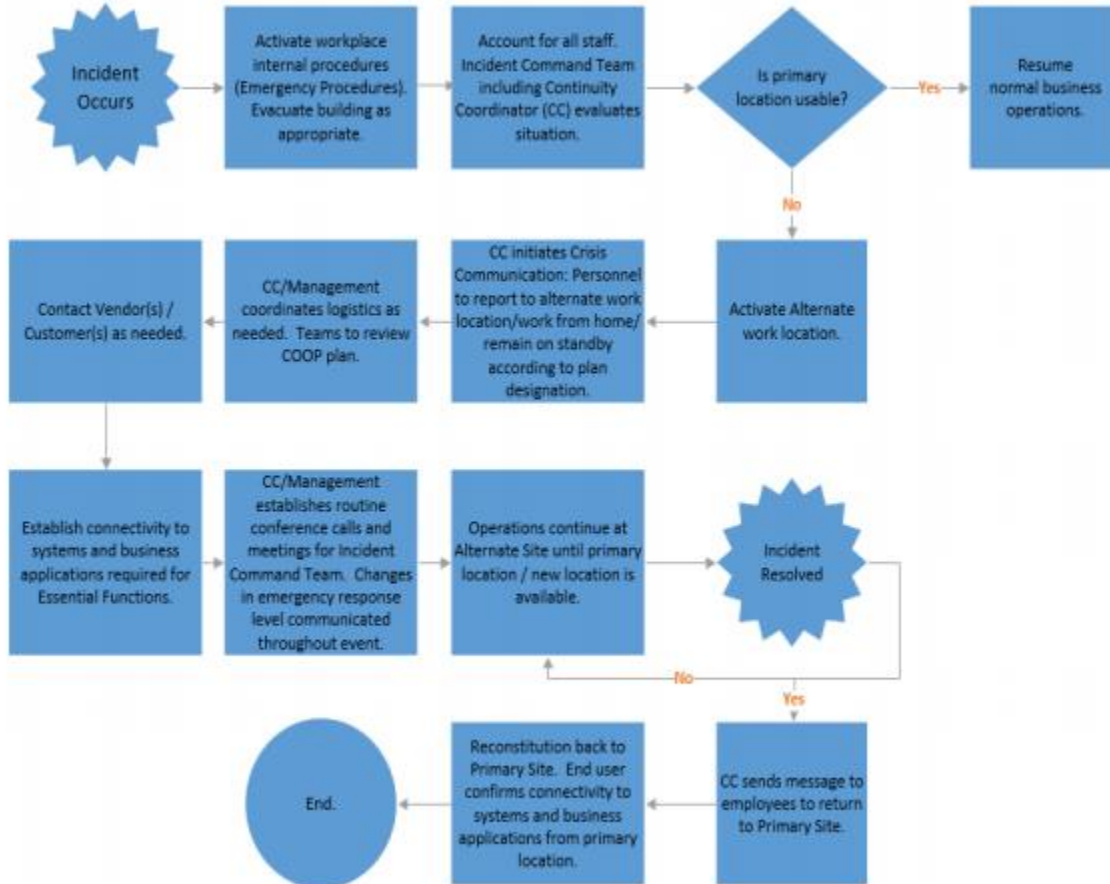
[Agency Name]

[Incident Type]

Purpose:

An action plan is designed to give a quick snapshot of actions to be taken by an organization to respond to a specific incident. The action plan can be customized to include parts of an emergency response plan/COOP plan to respond to a specific incident type (Weather Impact, Active Shooter, Cyber Response, etc.) or general response (facility impacted, cyber impact).

Depending on the situation, a COOP event may occur as follows:



Incident Description: [list description of type of incident] *example: An incident has occurred that impacted the William Penn Facility.*

Emergency Response Actions: [list initial response steps from your emergency procedure guides] ¹*example:*

- *Pull fire alarm*
- *Evacuate employees and guests to the primary evacuation location, a safe distance outside of building by following the Fire Evacuation Procedures*
- *Call 911*
- *Follow normal fire drill route. Follow alternate route if normal route is too dangerous*
- *Notify DTI Network Operations Center (NOC) at (302)xxx-xxxx. IT Facilities and Infrastructure Team will contact Facilities Management, Utility providers, and BCDR Team by email to DTI_BCDR_Team@state.de.us.*
- *Supervisors should account for employees and guests after being evacuated*
- *Any employee trained in emergency response may temporarily move employees and guests to the parking lot next to the Barrett building. If weather is inclement or building is damaged employees should report to the Webb building for holdover until additional instruction is received to either 1) return to primary work space, 2) go home, or 3) implement Continuity of Operations (COOP). Notify relocation center contacts as outlined in MOU agreement*
- *No one may reenter the building until the local Fire Department Officer in Charge declares entire building safe*
- *IT Facilities and Infrastructure Team will report incident to Fire Department*

¹ DTI Specific example; Agency should replace all data with organization specific information including locations, contact numbers, and responsible teams.

Establish Incident Command Team:

Role	Position	Responsibilities
Oversee the activation of the COOP Plan and COOP activities		<ul style="list-style-type: none"> • Order evacuation of primary site as needed • Manage the immediate response to an emergency • Direct organization COOP efforts; order activation of COOP Plan; and activation of continuity facilities • Minimize the loss of assets, resource, critical records and data, if safe • Identify and pre-arrange constitution of an alternate facility
Incident Commander or designee		<ul style="list-style-type: none"> • Overall responsibility for incident and continuity of operations • Ensure safety and relocation of staff from the primary site • Activate the COOP Plan • Notify organization's personnel of COOP Plan activation • Instruct staff to account for all personnel • Ensure that staff can perform essential functions at the alternate site
Public Information Officer(PIO)		<ul style="list-style-type: none"> • Advises Incident Commander or designee on information dissemination and media relations • Provide communication to partner organizations regarding the status of the event • Obtains information to and from the community and media • Make information about the incident available to incident personnel
Safety Officer		<ul style="list-style-type: none"> • Advises Incident Commander or designee on information related to safety • Works with Operations section to ensure safety of personnel • Ensures safety of all incident personnel • Provide situation briefing and reports to Incident Command
Liaison Officer		<ul style="list-style-type: none"> • Assists Incident Commander or designee by serving as a point of contact for organization's representatives • Provides briefings to and answer questions from supporting organizations • Participate in planning meetings, providing current resource status including limitations and capabilities of organization's resources
Operations Section Chief		<ul style="list-style-type: none"> • Oversee the Operations Group in the performance of their duties • Ensure essential functions continue at the alternate site • Provide situation briefing and reports to Incident Command

Role	Position	Responsibilities
Planning Section Chief		<ul style="list-style-type: none"> • Oversee the Planning Group in the performance of their duties • Collect, evaluate and display incident information and status • Prepare and document Incident Action Plans • Conduct and facilitate planning meetings • Oversee preparation of the Reconstitution plan • Establish data collection systems as necessary (e.g. weather) • Provide situation briefing and reports to Incident Command
Logistics Section Chief		<ul style="list-style-type: none"> • Oversee the Logistics Group in the performance of their duties • Prepare and maintain alternate facility for continuity personnel • Prepare reception area for leadership and personnel arrival • Account for all personnel who have arrived at alternate facility • At the reception area, provide the Relocation Personnel with the following: <ul style="list-style-type: none"> • a map with assigned workstations and location to supplies • alternate facility telephone contact list • banker's box for files • Order, obtain, maintain and account for essential personnel, equipment and supplies • Ensure that each workstation has a computer and access to a telephone • Set up food services if needed • Provide support transportation • Ensure safety of displaced staff from the primary site • Provide situation briefing and reports to Incident Command
Finance / Admin. Section Chief		<ul style="list-style-type: none"> • Oversee the Finance/Administration Group in the performance of their duties • Follow all activation and notification instructions e.g. evacuate primary site, deploy/report to alternate site • Procuring and activating vendor contracts • Timekeeping • Cost documentation for reimbursements • Provide financial input to reconstitution planning • Provide situation briefing and reports to Incident Command

Incident Responders with Task Assignments: [List Critical Teams and tasks from COOP plan]²

Example:

Incident Command Team

Normal Staff Level				Telecommute	
10				7	
Position and Employee Name	Work Phone	Company Cell	Personal Cell	Work Email	
Position: Incident/Crisis Coordinator/Command Staff/PIO/Alternate Staff.					
Albuse Dumbledoor	(333)333-3333	(302)562-6122	(333)333-4444	Albuse.dumbledoor@gmail.com	
Position: Public Information Officer					
Minerva McGonigle	(555)555-5555	(555)555-5555		minerva.Mcgonigle@state.de.us	
Position: Operations Section Chief					
Severus Snape	(888)888-8888		(888)888-8888	severus.snape@state.de.us	

Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> Incident Command	Oversee responsibility for incident and continuity of operations; Ensure safety and relocation of staff from the primary site; Activate the COOP Plan and notify organizations personnel of COOP Plan activation; Ensure that staff can perform essential functions at the alternate site.	1
<input type="checkbox"/> Public Information Officer tasks	Advise the Incident Commander or designee on information dissemination and media relations; Provide communication to partner organizations regarding the status of the event; Obtains information to and from the community and media; Make information about the incident available to incident personnel.	2
<input type="checkbox"/> Safety Officer	Advise Incident Commander or designee on information related to safety; Work with Operations section to ensure safety of all personnel; Provide situation briefing and reports to Incident Command.	3
<input type="checkbox"/> Liaison Officer	Assist Incident Commander or designee by serving as a point of contact for organizations representatives; Provide briefings to and answer questions from supporting organizations; Participate in planning meetings, providing current resource status including limitations and capabilities of organization's resources.	4
<input type="checkbox"/> Operations Section Chief	Oversee the Operations Group in the performance of their duties; Ensure essential functions continue at the alternate site; Provide situation briefing and reports to Incident command.	5
<input type="checkbox"/> Planning Section Chief	Oversee the Planning Group in the performance of their duties; Collect, evaluate and display incident info and status; Prepare and document Incident Action Plans; Conduct and facilitate Reconstitution Plans; Establish data collection systems as necessary; Provide situation briefing and reports to Incident Command.	6
<input type="checkbox"/> Logistics Section Chief	Oversee the event logistics for the Alternate Facility: create a reception area for incoming leadership and staff; accounting for staff attendance and providing them with any necessary maps, supplies, alternate facility telephone contact lists, etc.; Order, obtain, maintain and account for essential personnel, equipment and supplies; Ensure that each workstation has a computer and phone; Set up food services if needed; Provide support transportation if necessary; Provide situation briefing and reports to Incident Command.	7
<input type="checkbox"/> Fiscal/ Admin Section Chief	Oversee the Finance/Administration Group in the performance of their duties: procuring and activating vendor contracts; timekeeping; cost documentation for reimbursements; provide financial input to reconstitution planning; provide situation briefing for reports to Incident Command.	8

² Plan Team and tasks have been taken from the Sample Plan and should be replaced with Organization specific tasks, contacts, etc.

Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> Account for all staff	Account for staff both onsite and offsite. Evaluate staffing needs to respond to the incident.	1
<input type="checkbox"/> Initiate Crisis Communications for plan	Initiate Crisis Communications for plan	1
<input type="checkbox"/> Conduct Damage Assessment	conduct damage assessment to determine in primary site is operational (building safe and inhabitable), systems appropriately accessible, etc. May include assistance from Facilities Management, engineers, IT staff, or additional resources.	2
<input type="checkbox"/> Activate predetermined/prearranged voice re-direct.	Request main number be redirected to 123-456-7895; redirect fax 302.111.2222 to xxx.xxx.xxxx	3
<input type="checkbox"/> Establish incident objectives	Establish incident objectives- review Process Report to determine recovery priorities and determine dependencies (staff, applications, vital records).	3
<input type="checkbox"/> Schedule regular status updates	Schedule regular status updates for incident command team (frequency based on incident needs) to review situation status and determine next steps. Ensure all incident command team members are briefed on situation specifics, operational objectives, and leadership decisions.	4
<input type="checkbox"/> Activate Alternate Work site if warranted	If primary location is not available, activate alternate site or institute work from home procedures. Update staff concerning situation using crisis communication tool and request essential personal report to designated alternate site.	5
<input type="checkbox"/> Determine and deploy appropriate number of computers and peripherals for operations	Set up PCs and Printers	5



Damage Assessment Team

Normal Staff Level		Telecommute		
5		4		
Position and Employee Name	Work Phone	Company Cell	Personal Cell	Work Email

Position: Information System Support Specialist

Harry Potter	(111)111-1111	(111)111-1111		harry.potter@gmail.com
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Position: Sample Division Director

Albuse Dumbledore	(333)333-3333	(302)562-6122	(333)333-4444	Albuse.dumbledore@gmail.com
Stephanie Sanders				stephanie.sanders@bcinthecloud.com

Position: Facility Manager

Ronald Weasley	(222)222-2222		(222)222-2222	ronald.weasley@gmail.com
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Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> Assess building safety/access.	Establish if building is safe to access and determine damaged areas. Evaluate for building occupancy. Provide recommendation to Incident Command team related to relocation of staff.	1
<input type="checkbox"/> Inventory resources.	Inventory viable equipment/records/supplies to be moved to alternate facility.	2
<input type="checkbox"/> Secure facility.	Work with facilities management and alternate vendors to secure facility.	3
<input type="checkbox"/> Evaluate and protect Vital Records	Work with Dept. of Archives to restore damaged paper records; work with IT staff or DTI for restoration of electronic records.	4
<input type="checkbox"/> Contact Insurance Coverage Office	Contact Insurance Coverage Office to report any incidents that impact state resources. 302-739-3651 or 1-877-277-4185; inscov@delaware.gov	5

Team Vendor and Vendor Reps	Work Phone	Cell Phone	Email Address
Vendor: VERIZON - DELAWARE			
Vendor Notes:		Vendor Website: http://verizon.com	
Lucy Goosy	(444)444-4444		

Team Business Entity and State Employee	Work Phone	Cell Phone	Work Email
Entity: /Executive-OMB-Facilities Management			
Main Number: (302)577-8190			
Entity: /Department of Human Resources-Division of Statewide Benefits-Insur Coverage Office of M & B			
Main Number:			
Debra Lawhead	(302)739-3651		debra.lawhead@delaware.gov
Entity: /DOS-Delaware Public Archives-Delaware Public Archives			
Main Number:			
Rodney Carson	(302)744-5021		rodney.carson@delaware.gov

Relocation and Reconstitution Team

Normal Staff Level				Telecommute
0				0
Position and Employee Name	Work Phone	Company Cell	Personal Cell	Work Email

Position: Sample Division Director

Albuse Dumbledoor	(333)333-3333	(302)562-6122	(333)333-4444	Albuse.dumbledoor@gmail.com
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Position: COOP Coordinator

Fred Weasley	(302)561-2369			fred.weasley@gmail.com
Ted Weasley	(302)569-7425		(302)541-7269	ted.weasley@gmail.com

Position: Communications Team Lead

Severus Snape	(888)888-8888		(888)888-8888	severus.snape@state.de.us
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Position: Information System Support Specialist

Harry Potter	(111)111-1111	(111)111-1111		harry.potter@gmail.com
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Position: Facility Manager

Ronald Weasley	(222)222-2222		(222)222-2222	ronald.weasley@gmail.com
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Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> Notify alternate facility of impending activation.	Contact the alternate location as outlined in the MOU to activate the alternate facility.	1
<input type="checkbox"/> Identify replacements for missing personnel.	If staffing numbers have been impacted, identify replacements for missing personnel - delegation of authority/orders of succession.	2
<input type="checkbox"/> Notify Staff.	Notify staff of impending relocation including where to report and when. Instruct all personnel on immediate responsibilities and duties.	3
<input type="checkbox"/> Setup alternate location.	Setup alternate location to include phones, network, computers, and specialized equipment. If accessible, transport records, equipment and supplies from primary location. Include a check in station for all staff as they report to location.	4
<input type="checkbox"/> Secure effected location.	Take necessary steps to secure effected location.	5
<input type="checkbox"/> Commence essential functions at alternate facility.	Commence full execution of supporting essential functions at the alternate facility.	6
<input type="checkbox"/> Relocation notifications	Notify the public, customers, partners and vendors of your current alternate location.	7
<input type="checkbox"/> Reconstitution - Return to normal operations.	Inform personnel including schedule of events. Supervise return to primary facility. Notify the public, customers, partners and vendors of new location.	8
<input type="checkbox"/> Document relocation, complete after action report and update COOP plan.	Complete hot wash of event. Document lessons learned. Update COOP plan. Submit COOP plan for approval. Distribute newly published COOP plan.	9