



Agenda for Delaware Continuity Coordinator Council

February 24, 2022

1 p.m. – 2:30 p.m.

Attendance: Mindy Anthony, Edward Bamberger, Mary Bamberger, Mary Birney, Deanna Bledsoe, Sheri Brown, Michelle Bruner, Dan Cahall, Lester Carlisle, Karen Carson, Cathleen Carter, Tempess Clark, Timothy Collins, Katherine Collison, Alex Crisco, Cherie Dodge-Biron, Jennifer Donovan, Sean Dooley, Robert Dreibelbis, Mark Dworkin, Ebony Edwards, Denise Elliott, Johna Esposito, Judy Everett, Alfred Finch, Traci Fraley, Sheeron Fuller, Christine Gannon, Muriel Gillespie, Lori Gorman, Kimberly Gould, Lisa Greene, Christopher Hall, Jay Harter, Robin Hartnett-Sterner, John Healy, Beth Hermansader, Sandra Hitchens, Robert Hudson, Paul Hyland, Jamie Johnstone, Cheryl Jones, Andy Kloepfer, Peter Korolyk, Stacey Lassiter-Watson, Edward Lee, Tim Li, John Mancus, Angela McDonald, Susan Mitchell, Lori Murray, Kim Newell, Greg Nolt, Stephanie Parker, Coleen Ponden, Janet Roberson, Antoinette Russum-Hane, Devashree Singh, Robert Sisk, John Skadsberg, Kim Steele, Allison Stein, Danielle Stevenson, Andrew Summer, Rachel Surratte, Karin Sweeney, Malika Taylor, Terri Thomas, Mickie Troubetaris, Alfred Tunnel, Heather Volkomer, James Wagner, Lori Wall, Jennifer Walls, Brian Wishnow, Claudette Wus, Denise Zielinski, Margaret Zimmerman.

Agenda:

➤ **Welcome/Introductions**

➤ **DECCC Updates**

- ❖ New Plan Builders & Kudos
- ❖ Upcoming Opportunities
- ❖ COOP News
 - 2022 Goals & meeting schedule
 - Application Clean Up
 - BCIC & MIR3 updates

➤ **Incident Command Team Tasks**


Are you prepared for the next incident to impact your agency? Does your plan include an Incident Command Team? Does that plan team include all the tasks they are expected to perform or a just a generic list of responsibilities? During this meeting the group will discuss what positions and tasks all plan should include and review several sample tasks you may want to include in your plan.

➤ **Delegations and Succession planning in the virtual world**

With so many staff shortages and the increasing case numbers, the need for delegation and succession planning has become ever more critical when conducting coop planning.

DECCC Steering Committee members:

Tony Lee: Co-Chair	Lori Gorman: Co-Chair	Cherie Dodge-Biron: Vice-Chair
Dawn Hollinger: Education & Training	John Mancus: Disaster Preparedness Officer	
Dan Cahall: IT Systems Officer	Tim Li: Vital Records Officer	
Vanessa Briddell: Member		



Delaware Continuity Coordinator
Council (DECCC)
1st Quarter Meeting
February 24, 2022

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Agenda

- **Welcome/Introductions**
- **DECC Updates**
 - New plan builders
 - Upcoming Opportunities
 - COOP News
- **Incident Command Team Tasks**
 - Lori Gorman, Sr. Disaster Recovery Specialist, DTI
- **Delegations and Succession Planning in the Virtual World**
 - Lori Gorman, Sr. Disaster Recovery Specialist, DTI

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DECCC Updates

- ▶ **Roll Call – New COOP Coordinator**
 - Deborah Hawkins, Facilities Management
 - Jennifer Jankowski– DOL Unemployment Insurance
 - John Word– Judicial Information Technology
 - Michele Bruner– DHSS Community Health
 - Katherine Hughes– DHSS Community Health
 - Edward Bamberger– DHSS Community Health
 - Liz Evans– Office of Defense Services
 - Devashree Singh– DOF Office of the Secretary
 - Carole Mick– DHR Division of Statewide Benefits
 - Karen Carson– DelDOT Administration

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DEMA Trainings

- ▶ **G-393 Mitigation for Emergency Managers**
See page for prerequisites. March 8-10, 0830-1630
- ▶ **S101 (EOC-101) Introduction to the Emergency Operations Center**
March 14, 0800-1400 See page for prerequisites.
- ▶ **ICS-300: Intermediate ICS for Expanding Incidents**
March 22-24 from 0830 – 1630 at DEMA. See page for prerequisites.
- ▶ **ICS-400: Advanced ICS for Complex Incidents**
March 31– April 1 from 0900 – 1630 at DEMA. See page for prerequisites.
- ▶ **MGT 381: Business Continuity Planning Virtual Zoom Delivery**
April 12 & 13 0830a-1230p Eastern Virtual Training Event

<https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3>

<https://training.fema.gov/is/crslist.aspx>

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Additional Trainings

- ▶ **Active Shooter Preparedness Webinar**
Thursday, March 10, 2022 9:00 AM EST

<https://www.eventbrite.com/e/cisa-active-shooter-preparedness-webinar-region-3-dcdemdpavavv-registration-256900154277>

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COOP News

- ▶ **2022 Goals**
 - **Provide One role specific presentation each quarter**
 - **Support Statewide COOP Exercise– August 25th**
 - **Present revised Charter/By-Laws to membership– Still pending**
 - **Utilize additional outreach options for DECCC information**
 - **Include related articles when sending out meeting minutes**
 - **Updated DECCC webpage**

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COOP News

- ▶ We have opted to decrease the length of our meetings to 1.5 hours. Meetings will be the last Thursday of the month unless holiday or other conflicting event.
- ▶ 2022 Meeting Schedule:
 - 1st Quarter: February 24, 2022
 - 2nd Quarter: May 26, 2022
 - 3rd Quarter: Statewide Exercise August 25, 2022
 - 4th Quarter: November 17, 2022

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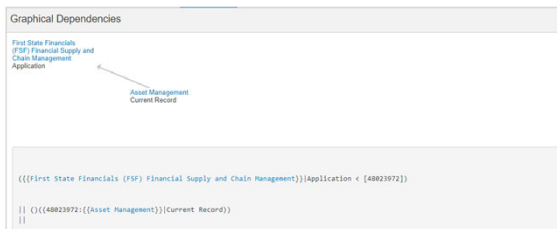
COOP News: Application Clean up

We are working to make ServiceNow the gold source for application data. Your liaison is working to compare ServiceNow with BCIC and will be scheduling meetings with each Division/Dept staff to review data.

- Applications in BCIC not in ServiceNow will be added;
- Applications in ServiceNow that are no longer valid will be deleted
- Applications in ServiceNow that are valid will be added to BCIC and need to be linked to the respective business processes.
- Please check the applications you have linked to your processes to ensure they are in fact valid (example: file services, or Internet web site).
- Determine the DR status for applications.

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COOP News: BCIC Graphs



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MIR3 will soon be added to ID.Delaware.gov (Okta/ SSO)

- ▶ When live, there will be a tile added ID.Delaware.gov to access MIR3. You will NOT need to re-enter a login or password. All other security features will be in place.
- ▶ The mobile APP will remain in place. You will need to use your MIR3 credentials.

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Incident Command Tasks Delegation/ Orders of Succession in a Virtual World

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Questions/Comments

- ▶ **Q:** How is everyone "accounting for staff" when there's variability in who is working in the office, at home, or in the field, including managers.
- ▶ **A:** Several agencies mentioned their process for this including
 - Maintaining a check in sheet for staff and visitors at the reception desk and utilizing it as a checklist upon evacuation.
 - Running weekly reports/ schedules to display who is working where for the week and having them available for accounting for staff.
 - Using MIR3 Crisis Communication tool to request staff confirm location.
 - Reviewing other application options for this process.

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Questions

- ▶ **Q:** Is there an emergency procedures guide available by building and then we can pull from that into our section COOP plans?
- ▶ **A:** There is no current requirement for buildings to create/maintain an emergency procedures guide. Typically, these are built at an agency level. It is recommended that for buildings housing multiple agencies, a security or facilities group be formed to share this information across the impacted agencies and update accordingly. However this falls to the agencies located within the building. Emergency Procedure Guide templates are available for download from the DECC extranet site.

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Questions

- ▶ **Q:** Do your plans include Cyber Security Response tasks/ attachments that include how you will handle a cyber attack?
- ▶ **A:** Given the heightened threat for cyber attacks it is recommended that every organization review their processes for potential impact and procedures for response to this type of incident. Cyber Security Awareness training for employees is ongoing and it is recommended you hold a leadership discussion (table-top drill) on how you will handle such an event. For more information check out <https://www.cisa.gov/shields-up>.

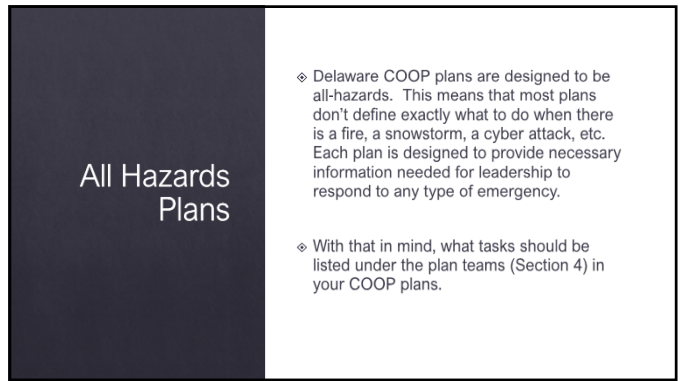
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Thank you and
see you at the Next Meeting!

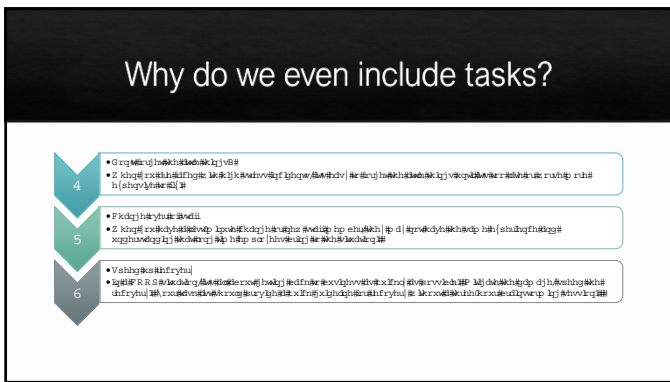
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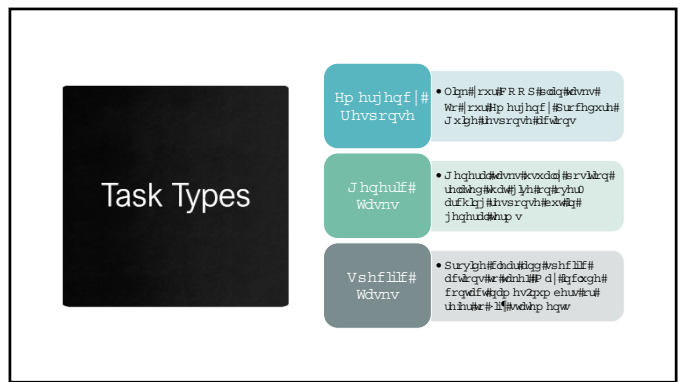
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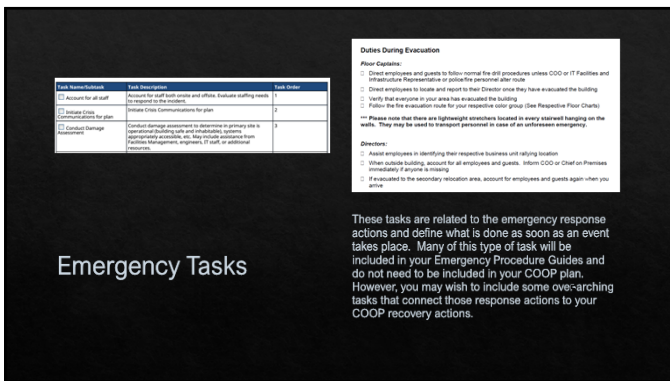
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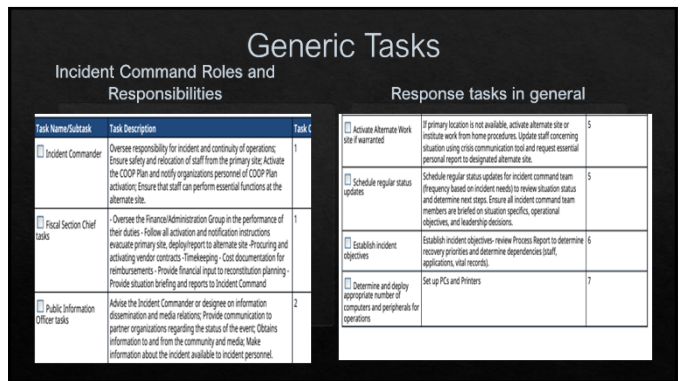
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Specific Tasks

Specific tasks are developed with particular incidents or circumstances in mind.

For example: If flooding has occurred, contact the XYZ vendor for clean up. Contact the Dept of Archives for assistance with salvage of critical paper records.

In the event of a Cyber Attack- refer to Document: Cyber Response Plan attached.

Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> Assess Building Infrastructure	Establish if building is safe to access and determine damaged areas. Determine if building is available. Provide recommendations to Incident Command team based on location of spill.	1
<input type="checkbox"/> Inventory records	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"/> Contact Insurance Coverage Office	Contact Insurance Coverage Office to report any incidents that impact state resources. 302-739-3651 or 1-877-277-4185, inco@dela.gov	3
<input type="checkbox"/> Evacuate and protect vital records	Work with Dept. of Archives to restore damaged paper records; work with IT staff or CTO for restoration of electronic records.	4

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Sample Tasks

Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> Home School	Monitor and Track data	0
<input type="checkbox"/> Determine if voice communications are operational	Determine if voice communications are operational.	1
<input type="checkbox"/> Contact Vendor XYZ to provide ABC services until systems restored.	Contact Vendor XYZ to provide ABC services until systems restored.	1
<input type="checkbox"/> Increase P-card limits as needed for emergency.	Increase P-card limits as needed for emergency.	1
<input type="checkbox"/> Test PC Configurations	Test PC Configurations	2
<input type="checkbox"/> DPA COOP In-House Rec Team Secure and Remove Damaged records	DPA COOP In-House Rec Team Secures and Removes Damaged records from the event location and moves them to the area to be triaged	2
<input type="checkbox"/> Inventory resources.	Inventory viable equipment/records/supplies to be moved to alternate facility.	2
<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; inco@dela.gov	3
<input type="checkbox"/> Activate predetermined/prearranged voice re-direct.	Request main number be redirected to 123-456-7895; redirect fax 302.111.2222 to xxxxxx.xxxx	3
<input type="checkbox"/> Work with HR to ensure timely payroll.	Work with HR to ensure timely payroll.	3
<input type="checkbox"/> Secure Facility	Work with facilities management and alternate vendors to secure facility.	3
<input type="checkbox"/> Coordinate all Communication with Media	News advisories, news releases and announcements outflow to targeted or general public audience related to emergency; handles inquiries received from media via telephone, email or in-person at events	3

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Sample Slides

Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> DPA COOP In-House Rec Team Treat and recover records	DPA COOP In-House Rec Team Treats and recovers records by removing the records from wet boxes or containers, separating papers and laying them on straws for de-humidification	4
<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.	5
<input type="checkbox"/> Document all incident related decisions and any changes to normal operating procedures	Document all incident related decisions and any changes to normal operating procedures.	7
<input type="checkbox"/> Determine and deploy appropriate number of computers and peripherals for operations	Set up PCs and Printers	7
<input type="checkbox"/> Establish Incident Objectives	Establish incident objectives. Review Process Report to determine recovery priorities and determine dependencies (staff, applications, vital records)	7

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Delegations of Authority/ Orders of Succession in a Remote Workforce

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