Agenda for Delaware Continuity Coordinator Council

May 16, 2019

Minutes

Attendees: Charlene Adams, Sandra Alexander, John Avera, Dan Cahall, Danny Dolan, Mike Erixson, John Evens, Judy Everett, Shawn Facen-Simmons, John Healy, Erich Heintz, Lynn Hooper, Jamie Johnstone, Debra Lawhead, Kathleen Mahoney, John Mancus, Sharon Maurer, Susan Mateja, Vanessa Moore-Bridell, Jerome Passon, Kimberly Pawlyk, Leslie Poland, Karen Sweeney, Jamie VanHorn, Heather Volkomer, Ariel Winston

➢ **Welcome/Introductions**

➢ **DECCC Updates**
  ▪ New Plan Builders & Kudos
  ▪ Upcoming Opportunities
  ▪ COOP News
    • 2019 Meeting Schedule
    • BCIC Plan Updates
    • Employee Consolidations
    • COOP Score Cards

➢ **Improved Virtual Private Network VPN**
  Rick Truitt/ Carolyn Dunch, Delaware Dept. of Technology and Information
  Hear from DTI's Security office about the upcoming changes in Virtual Private Network (VPN) and how this may impact your organization's COOP operations using telework. Please see the attached PowerPoint to review what changes are on the horizon and how you can better improve your operations.

➢ **Statewide COOP Exercise**
  ➢ **Planning, Documents, Participation**
    Lori Gorman, Department of Technology and Information
    Participates attending in person experienced a hands on facilitator training to assist in preparation for the upcoming Statewide COOP exercise. We reviewed documents, made organization customizations, and participated in an in-depth look at the questions that are a part of this year's statewide exercise. DECCC members are encouraged to take time to review the questions included in the exercise against their COOP plans to better ensure that their plans include necessary information.

➢ **Q & A**

  Q: What affect will the new VPN set up have on accessing external (or Vendor) provided Applications?
  A: No impacts are expected. However, if any issues occur they will be addressed individually. It is anticipated that this would be exception rather than the norm.

DECCC Steering Committee members:
Tony Lee – Co-Chair   Lori Gorman – Co-Chair   Linda Popels- Vice-Chair
Dawn Hollinger- Education & Training   John Mancus – Disaster Preparedness Officer
Dan Cahall- IT Systems Officer   Tim Li- Vital Records Officer

Q: What is meant by the word roles?
A: Roles takes the place of today's profiles. Each role will be developed with specific access permissions and fire rules, with people added or removed from the role.
Q: What is the time line for the VPN changes?
A: Testing for state owned devices is expected to occur over the summer and the user-based firewalls being completed in July. For non-state owned devices, the expected completion date is the end of 2019 early 2020.

Q: What are the next steps to participate in the Statewide COOP exercise?
A: See below:

- 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[1]- https://extranet.dti.state.de.us/COOP/information/calendar.shtml
- Hold Exercise.
- Complete AAR and submit copy.

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[1] If you are unable to access this link via Internet Explorer, it is recommended you use an alternate browser such as Chrome or Firefox.

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Delaware Continuity Coordinator Council (DECCC)

May 16, 2019

Kudos…

- Completed COOP Phases in 2019
  - Dept of Labor– Education and Training
  - Dept of Finance– Unclaimed Property
  - Dept. of Finance: Technology and Business Innovation

- Signed up for Statewide COOP Exercise
  - Dept. of Finance– Unclaimed Property
  - Pensions
  - Dept of Finance– Office of the Secretary
  - Dept of Labor– Industrial Affairs

Agenda

- Welcome/Introductions

- DECCC Updates
  - New Plan Builders & Kudos
  - Upcoming Opportunities
  - COOP News
    - 2019 Meeting Schedule
    - BCIC Updates
    - COOP Score Cards

- Improved Virtual Private Network (VPN)
  - Rick Truitt, Dept. of Technology and Information

- Statewide COOP Exercise
  - Laura Kratz, Tetratech
  - Caitlin Kelly, Tetratech
  - Lori Gorman, DTI

  Q&A

Upcoming Opportunities

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

- DEMA ICS-300 Intermediate ICS for Expanding Incidents: June 4-6, 2019 0830-1630 Delaware Emergency Management Agency

- DEMA AWR148 Crisis Management for School-Based Incidents: June 11, 2109 0800-1630 Delaware State Fire School

- DEMA AWR 343- Hurricane Awareness: June 25, 2109 0800-1230 Clayton Fire Hall

- DEMA ICS-200 Basic ICS: Single Resources and Initial Action Incidents: June 26-27, 2019 0900-1630 Delaware Emergency Management Agency

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

Roll Call…

- New Plan Builders
  - Jennifer Comparoto– DOL Unemployment Insurance
  - Coleen Ponden– DNREC
  - Chris McGonigle– Office of Denfense Services
  - Jennifer Walls– DNREC
  - Mark Hogan– DNREC
  - Timothy Collins– DNREC
  - Sarah Azevedo– DSCYF– DFS
  - Tiaa Stanford– DHSS– Management Services
  - Andrea Santore– DHSS– Management Services
  - Carrie Hyla– DSCYF
  - Renee Ciconte– DSCYF
  - Amanda Belford– DELDOT

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

COOP News

BCIC plan updates

- 2.3.2 Added Essential Status and Onsite/Offsite calculations per team

Communications Team			
Last Name	First Name	VPN Access	Essential Status
Snape	Severus	Yes	Offsite
McGonagle	Minerva	Yes	Onsite

- 3.0 and 4.0 Suppress if Blank for Customer/ Partner and Vendors
- 3.0 Add Requested RTO, Process Description, and Critical Times of the Year

Process: Budgeting

Description: Prepare and submit agency's budget annually to the Office of Management and Budget. Two (2) or more individuals, consistent with the agency's internal control policies and procedures, should have access to First State Financials.

Criticality: 2- Significant

Requested RTO: 12 to 24 hours

Critical Times of the Year: January

COOP Scorecards...

Department wide score cards are being sent out over the next 2-3 weeks to cabinet secretaries and senior leadership. Score cards are being sent by CIO Collins (DTI) and Secretary Coupe (DEMA). The purpose is to engage support from leadership for participation in the Statewide COOP Drill.

(AGENCY NAME) COOP Score Card

Division	Education	BIA	Plan Building	Crisis Communications	COOP Drill	COOP Maintenance
Example Agency A						• Plan Approved • Statewide COOP drill Scheduled 6/10/19
Example Agency B						• Plan Expired • COOP Drill not yet scheduled
Example Agency C				• Training held • Testing in Progress		
Example Agency D						

white = not started Green = complete Yellow = in progress Red = behind schedule/ plan expired

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COOP News

BCIC plan updates…

- 7.0 Call Trees: Add company cell to call list

7.0 Call Tree

Call Tree Refresh

Caller: Albuss Dumbledoor

	Work	Company Cell	Home	Personal Cell
	(333)333-3333	(302)842-6122	Not Defined	(333)333-4444

- BIA Report– now matches 3.0 processes
- New Exercise Function and Reporting
  - DR Exercise
  - COOP Exercise
  - Crisis Communication Exercise

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.

Employee Consolidations

- IT functions into DTI and HR functions under DHR
  - Processes should continue to be included in your COOP plans
  - Employees should still be included in your plan teams

  To ensure that these employees are included in the dynamic MIR3 groups for your organization, please contact your BCDR liaison and request that your organization DDS be listed as the working DDS for any consolidated employees.

Statewide COOP Exercise– next steps….

- Determine planning team (2–3 people).
- Determine needed participants.
- Select your Exercise Date and send calendar invite to participants.
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Presentations

- VPN Changes
  - Rick Truitt and Carolyn Dunch, Dept of Technology and Information

- Statewide COOP Drill– Facilitator Training
  - Lori Gorman, Dept. of Technology and Information

Q&A

User Based Roles & Remote Access

DECCC Meeting
May 16, 2019

▶ Rick Truitt, Director ESO
▶ Carolyn Dunch, Lead IT Security Administrator

State Only – Role Based Access

▶ It gets confusing – Roles vs Groups vs Profiles vs Individual Access
▶ Borrowing from the SSL-VPN Request App:

State Only - Remote Access

▶ State Managed Devices – Have it working in the Lab
  ▶ Users Power on their State owned device and it will automatically connect via VPN to a State Managed Network
  ▶ Patching and updating will happen in the background
▶ User Authenticates with the State AD – Just like from their desktop today
▶ Managed device will have the same default access all users have from that network
▶ With inclusion of role based firewall rules – users will have the specific privileged access granted by their role w/i their agency (Just as they would sitting at a desktop on the LAN)

Example of a Role w/ Users

State Only - Remote Access

▶ Unmanaged devices (Personally owned devices)
▶ Working on this and at the moment we anticipate providing them controlled access via a Virtual Desktop

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Service Now Tool

▶ Service Now is the tool and out of the gate, ISOs are the intended submitters
▶ We are seeing less need to separate the ISO and TA, we anticipate combining them and allowing for authorized submitters
▶ Firewall request will be for device/server to server connections. Existing process will continue
▶ User Access Requests (actual name not selected, open to suggestions)
▶ Definition of Roles
▶ Modification of Roles
▶ Adding or Removing users from Roles

Agencies have Unique Roles

- Agencies will have their Unique Roles
- For Example: DTI-Enforcement (don't really have that role, just made it up)
- Agencies will identify the users and assign them to those roles

Changes to Firewall and SSL-VPN Requests

- What can you do to help?

I love that you would ask!

Shared Roles

- Agencies may have shared Roles, DELJIS comes to mind where multiple agencies use services provided by DELJIS
- In these cases the destination or service providing agency, DELJIS will create the Shared Role
- Shared Roles will be published for selection by those agencies that will need access
- Users added by the source agency will need to be approved by the destination
- Workflow will ensure the appropriate approvals are in place before adding user to that role

Communicate Your BC/DR Needs

- Communicate your BC/DR needs to your ISO – Your ISO will:
  - Identify common users to destinations for your agency or identify what would be shared role hosted by your agency
  - If you know that you have investigators and they need access to your secret investigator servers in your DMZs (because you currently have to request Firewall Rules every time one of them hits the lottery and quits and someone takes their place or when one quits you carefully make sure the next one gets the same PC to preserve the IP for this use). Write up the rules, just as you would today but use the Role instead of the user's IP
  - Communicate your BC/DR needs and questions with your ISO – know your end point. We too have lots of questions we are trying to resolve and we can't think of everything
- Goal: Less PC Dependency
- Goal: Accessibility Everywhere

Identifying Roles

DTI is currently reviewing thousands of Firewall rules, attempting to establish roles out of the existing Firewall Groups

It won't likely be tomorrow but we will be reaching out to ISOs to verify roles, verify existing users are correct for that role and clean up rules and users no longer needed

QUESTIONS?