



Minutes for Delaware Continuity Coordinator Council

August 23, 2018

1 p.m. - 3 p.m.

Attendees: Sandra Alexander, Dan Cahall, Punita Choxi, Jamie Butler, Tim Collins, Kevin Eikman, Mike Erixson, Johna Esposito, Patricia Gannon, Lori Gorman, Earl Harrington, John Healy, Reed Jones, Samar Kaminski, Tony Lee, Tim Li, John Mancus, Anthony Manson, Claudette Martin-Wus, Dawn Minor, Syd Swann, Terri Thomas, Jessica Wurzel, Kevin Wright,

➤ **Welcome/Introductions**

➤ **DECCC Updates**

- Introducing new COOP Coordinators
- Upcoming Opportunities
 - 2018 Secure Delaware Workshop
When: October 31, 2018 8:15-4:00PM
Where: Dover Downs Conference Center
<https://digiknow.dti.delaware.gov/pages/cyberworkshop/2018>
 - DEMA Training-
http://dema.delaware.gov/services/calendar/Trng_Cal.shtml
- COOP News
 - State Wide COOP AAR's due
 - Constitutional Amendments- Mark Cutrona (PowerPoint attached)
 - Changes in Steering Committee:
 - Departure of Mark DeVore, Facilities Management
 - Tim Li, Dept. of Insurance

➤ **Verizon VOIP Events- PowerPoint attached**

Mark Cabry & Sandra Alexander, DTI

Here from our folks here at DTI concerning the Verizon VOIP incident that occurred. This event involved a major outage for several state agencies telecommunication systems. Learn how it was handled and what your agency can do to be better prepared in the future.

➤ **FirstNet- PowerPoint attached**

James Crane, Public Safety SME, CTC Technology & Energy

Learn about the newest communication solutions being offered for emergency services during a statewide event and how they may affect you and your agency.

➤ **Tips and Tricks**

- BCIC Sample Plan: Lori Gorman, Sr. DR Specialist-
PDF copy posted to DECCC website under
<https://extranet.dti.state.de.us/COOP/information/bcic.shtml>

- Scenario Driven Plan: Alan Nold, Dept. of Elections- **slide 9 in DECCC PowerPoint.**
- Additional Tips- **slides 10-11 in DECCC PowerPoint**
 - Enterprise Prowatch settings
 - Outlook Contact of Multi-Agency Buildings

➤ Q & A

Q: Is there an option if you don't have a number to redirect to of a new line being temp provided by Verizon?

A: As far as temp service from Verizon, it takes a month to do anything new with Verizon. Perhaps in a true emergency they could expedite an order for us, but I certainly would not count on them delivering anything on the fly. Verizon expects that you have any failover services already in place.

Q: If our organization is moving to their alternate facility (or just has a lot of staff moving around), is it possible to just grab the phones and take them with us? Is it necessary to set up a re-redirect document for moving to the alternate facility?

A: No- A specific phone number must remain in it's designated building to ensure 911 functions as expected. DTI Service desk must put in the re-redirect on the back end, or the physical address of the phone will still reflect the primary facility. This means that if you were to call 911 from the new location, the 911 call center will still display your old building and responders may not report to the correct location. It is DTI's recommendation that you provide a list of critical numbers for your agency and the new numbers/locations they should be re-directed to in the event of a change of location or loss of phone systems (as in the VOIP incident).

Q: What types of re-redirect solutions should we be looking at? Land lines (copper wire), cell phones, or another solution? Would the VOIP incident impact the redirect options as well?

A: Land lines are slowly being taken out of commission and are often being combined with Fiber. This decreases the possible redundancy for call re-redirects. DTI is working with Verizon to ensure they are providing a true redundant system and many possible options are still being explored. We recommend discussing the specifics with your IT/ communications teams for determining the best redirect option for your organization.

As more options are identified, the DECCC will include this topic in the future. Members are encouraged to submit questions and topic requests to Lori.gorman@state.de.us.

DECCC Steering Committee members:

Tony Lee – Co-Chair

Lori Gorman – Co-Chair

John Mancus – Disaster Preparedness Officer

Mark Devore– Facilities Officer

Linda Popels- Vice-Chair

Patricia Gannon- Education & Training

Dan Cahall- IT Systems Officer

Tim Li- Vital Records Officer

****If interested in any of the vacant positions, please contact Lori Gorman****



**Delaware Continuity
Coordinator Council
(DECCC)**

August 23, 2018

Roll Call...

- ▶ **New Plan Builders**
 - Judi Schock– OMB Administration
 - Kevin Jones– DSHS
 - John Kelley Jr.– DHR Insurance Coverage Office
 - Debra Lawhead– DHR Insurance Coverage Office
 - Carolyn Kelly– DHSS DDDS
 - Robert Drehmer– DHSS DDDS
 - Kai–Stephan Fountain– DHSS DDDS
 - Reed Jones– DHSS DPH EMSP
 - Nicole Desmarais– DHSS DPH EMSP

Agenda

- ▶ **Welcome/Introductions**
- ▶ **DECCC Updates**
 - **Upcoming Opportunities**
 - **COOP News**
 - Statewide COOP AAR's due
 - Constitutional Amendments– Mark Cutrona
 - Changes in Steering Committee
- ▶ **Verizon VOIP Events**
 - Mark Cabry & Sandra Alexander, Dept. of Technology & Information
- ▶ **FirstNet**
 - James Crane, Public Safety SME, CTC Technology & Energy
- ▶ **Tips and Tricks– BCIC Sample plan, Scenario Driven Plan, Additional Tips**
 - Lori Gorman, Dept. of Technology & Information

Q&A

Upcoming Opportunities

2018 Secure Delaware Workshop
October 31, 2018 8:15–4:00PM Dover Downs Hotel
<https://digiknow.dti.delaware.gov/pages/cyberworkshop/2018>

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

- **MGT 341 Disaster Preparedness for Hospitals and Healthcare Organizations:** Sept. 12–13 0900–1600 Delaware State Fire School
- **MGT 318 Public Information in a WMD/Terrorism Incident:** Sept. 26–27 0800–1630 Delaware State Fire School
- **Introduction to NIMS and ICS (700/100 Combined Course):** Oct. 5 0800–1600 Delaware State Police Academy
- **AWR–147 Rail Car Incident Response Course:** Oct. 17 0800–1630 Delaware State Fire School

Cyber Security Awareness Month: October!

COOP News

State Wide COOP AAR's are due.

- ▶ If you attended the Statewide COOP exercise, please complete your AAR and submit a copy to Lori.Gorman@state.de.us. AAR template available on request.

Steering Committee Member Changes

- ▶ After many years of service, Mark DeVore will be leaving the DECCC steering committee. Thank you Mark for all of your work and support! We wish you luck in your future endeavors.
- ▶ Tim Li from the Dept. of Insurance will be joining the committee.

Presentations

Constitutional Amendments–
Mark Cutrona, Deputy Director, Legislative Hall

Verizon VOIP Events
Mark Cabry & Sandra Alexander, Department of Technology and Information

FirstNet
James Crane, Public Safety SME, CTC Technology & Energy

Tips and Tricks

➤BCIC Sample Plan

Thanks to the many volunteers that helped us to build this plan:

Patricia Gannon- PSC
 Laura Mensch- DDA
 John Mancus- Courts
 Andy Kloepfer- DHSS

**Sample plan contains templates for
 Emergency Procedures, MOU, and phone
 Re-directs.**

Tips and Tricks

➤Scenario Driven Plan

Developed by Alan Nold from the Kent County Dept. of Elections, this plan uses Scenarios rather than Processes to create a plan specifically for Election Day based on a variety of potential impacts.

Scenario Driven Plan

The Dept. of Elections faced a unique situation in that their COOP response on an election day would drastically differ from their response to an incident that occurs during normal operations. To address this issue, in addition to their normal COOP plan, they have developed a scenario driven plan for elections day.

In the Elections Day plans, rather than listing processes, they list specific scenarios such as loss of a polling place, loss of power, loss of network, etc. This allows them to provide specific tasks that should be taken on election day to respond to each given scenario (process tasks in the tool). These tasks include things like report the incident, closing down voting machines, transferring calls (redirects), etc. They attached documents related to machine operations, and listed customers/vendors that are needed specifically to handle these incidents.

Great Example of making the TOOL work for YOU!

Tips and Tricks

➤Additional Tips- ProWatch

If you are in a building that is using the enterprise version of ProWatch, you should confirm what settings are activated for after-hours and State of Emergencies. There are some settings that would prevent COOP Essential personnel from accessing the building outside of normal operating hours which can impact response times/procedures.

Tips and Tricks

➤Additional Tips- Multi Agency Buildings

As a result of the incident that occurred at the Carvel Building, OMB has created an Outlook Group that includes contacts for all the agencies in that building. This allows an agency to swiftly send off an email to the contact list to notify other agencies of an event that may impact the entire building (example: bomb threat). This is a great idea for agencies located in a multi-agency building.

Consider:

- Who to include on the list (primary and alternate contacts);
- Who will manage the Contact Group for updates;
- Testing the email so that notices are not ignored as spam;
- Contacting Service Desk to create the group or creating and sharing a contact group.

Q&A



Changes in COOP Laws

- Motivation for change



Changes to COOP Laws

- Change in approach
 - Delaware’s COOP laws were written following the Bay of Pigs invasion and so had a decidedly apocalyptic focus.
 - Following September 11, 2001, a number of states modernized their COOP law to focus on an “all-hazards” approach to COOP planning.
 - The October 2015 fire encouraged legislative leaders to adopt the modern approach.

Changes to COOP Laws

- Changes to Art. II, § 5

33 § 5. Place of meeting.

34 Section 5. The General Assembly shall meet and sit in Dover, the capital of the State; provided, however, that in
 35 case of insurrection, conflagration or epidemic disease periods of emergency resulting from enemy attack, terrorism,
 36 disease, accident, or other natural or man-made disaster the General Assembly may temporarily meet and sit elsewhere.

Changes to COOP Laws

- Changes to Art. XVII, § 1

39 § 1. Continuity of state and local governmental operations in periods of emergency ~~resulting from disasters caused~~
 40 ~~by enemy attack.~~
 41 Section 1. The General Assembly, in order to insure continuity of State and local governmental operations in
 42 periods of emergency resulting from ~~disasters caused by~~ enemy attack, terrorism, disease, accident, or other natural or man-
 43 ~~made disaster~~, shall have the power and the immediate duty (1) to provide for prompt and temporary succession to the
 44 powers and duties of public offices whose immediate succession is not otherwise provided for ~~in~~ by this Constitution, of
 45 whatever nature and whether filled by election or appointment, the incumbents of which may become unavailable for
 46 carrying on the powers and duties of such offices, and (2) to adopt such other measures as may be necessary and proper for
 47 insuring the continuity of governmental operations. In the exercise of the powers ~~heretofore conferred~~ conferred by this
 48 section, the General Assembly shall in all respects conform to the requirements of this Constitution except to the extent that
 49 in the judgment of the General Assembly ~~so to do~~ to do so would be inoperable or would ~~admit of~~ cause undue delay.


Changes to COOP Laws

- Changes to the Delaware Code

30 (2) “Emergency event” means an impending or existing attack, act of terrorism, disease, accident, or other
 31 natural or man-made disaster that does one or more of the following:
 32 a. Threatens the life, health, or safety of the public;
 33 b. Has, or has the potential to, damage or destroy property or disrupt service, commerce, or other
 34 economic activities;
 35 c. Makes the continuation of normal government operations difficult or impossible.


Changes to COOP Laws

- Impact to State Agency COOP plans
 - Minimal
 - More informational than substantive



VOIP Service Outage and COOP

DECCC Meeting August 23, 2018




Summary

- VOIP Outage began afternoon of Saturday, June 2.
- Verizon equipment damaged in leak
- Parts needed to restore service ETA for parts was expected to be Monday, June 4.
- DTI Telecommunications initiated Statewide SIP redirect of Critical lines to backup PRI
- DTI Team began planning on contingencies for business on Monday.
- Review of COOP Plans for documentation of redirects


Summary - Continued

- Communications drafted for CC's, IRMs, ISOs
- Crisis Communication to above groups planned
- Verizon restored service by 2:43pm Sunday
- DTI Stand Down



COOP Planning

- Where should redirects be documented in plan?
 - Plan Team
 - Tasks
 - Document in appendix
 - See template document



4.0 Plan Teams and Tasks

The 4.0 Plan Teams Report applies to those plans built out from a plan level only. Plans built at a process level will display all teams under their specified processes.


Communications Team				
Normal Staff Level	Telecommute			
2	2			
Position and Employee Name	Work Phone	Company Cell	Personal Cell	Work Email
Position: Communications Lead				
Severus Snape	(888)888-8888		(888)888-8888	severus.snape@state.de.us
Position: Communications Members				
Minerva McGonigle	(555)555-5555	(555)555-5555		minerva.Mcgonigle@state.de.us

Task Name/Subtask	Task Description	Task Order
<input type="checkbox"/> Determine if voice communications are operational.	Determine if voice communications are operational.	1
<input type="checkbox"/> Notify DTI Service Desk if voice communications are not operational.	Contact 302-739-9560 using any alternate communication means available.	2
<input type="checkbox"/> Activate predetermined/prearranged voice re-direct.	In accordance with Phone Redirect Chart (document attachment)-request main number 111-111-1111 be redirected to 123-456-7895, redirect 222-222-2222 to 987-654-3210.	3

COOP Planning

Voice Line Redirect Checklist
(Department Name/Division)

Phone Number to Redirect	Phone Number Forward to	Line Description	Comments





Sandra Alexander
Disaster Recovery Coordinator

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Dover, DE 19904-2407	SLC: D-410

www.dti.delaware.gov
Digiknow.delaware.gov

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FirstNet and Public Safety Broadband Update

Delaware Continuity Coordinator Council
August 23, 2018

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Agenda

- Introductions
- FirstNet/AT&T Status
 - Delaware/FirstNet/AT&T Quarterly Meeting
 - Network progress
 - Devices
 - Deployables
 - Service pricing in Delaware
- AT&T Performance Analysis
- Users and Outreach
- Regional Update

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Delaware/FirstNet/AT&T Quarterly Meetings

- DE/AT&T commitments prior to opt-in
- Initial meeting May 10
 - Build-out plan
 - Local control
 - Applications/app store
 - Deployables
 - Interoperability
 - Requested AT&T report on agency visits/requests/adoption
- Next meeting – end of August




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Network Progress

- AT&T network status in Delaware
- New sites – 14 areas
- Band 14 upgrades at existing sites
- Services – current/future
 - Priority and preemption
 - Agency and individual users
- Network management



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Devices and Deployables

- FirstNet Device Approval Program (Ongoing)
 - Smartphones
 - Tablets
 - Mobile routers
 - Rugged handhelds
 - Presently NIST Certified: 41
- Deployables
 - AT&T offerings
 - COWs
 - NJ potential
 - Drones
 - "Emergency Drop Kit"
 - Delaware can purchase or lease




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Pricing

- FirstNet pricing per State Plan Portal and FirstNet.com
 - Smartphones


Enhanced	\$60 per month
Standard	\$50 per month
 - Data-only devices \$40 per month
 - Mobile pooled data plans
- Statewide pricing
- Region pricing
- Verizon contract
- Future RFP



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Performance Analysis

- Planning stage
- Initial analysis based on data available online (OpenSignal, RootMetrics) and survey
- Analysis
 - Outdoor coverage
 - Indoor coverage
 - Throughput
 - Latency
 - Signal quality
- Identify specifics of location/time
- Note common areas of concern
- Main goal: Accuracy
- Look at locations where performance issues have been seen (e.g., Georgetown area)



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Users and Outreach

- Primary Users
- Secondary Users
- Extended Primary Users
- Website Update
- Direct emailing
- Governance Groups/Committees
- Discipline Specific Groups (LEO, Fire, EMS)
- This meeting
- Possible Broadband Summit (Within Grant Rules)
- FirstNet – now conducting direct agency level outreach
- Suggestions welcome



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Region

- FEMA Region III quarterly calls with FirstNet & SPOCs
- District of Columbia
- Maryland
- Pennsylvania
- Virginia
- West Virginia
- New Jersey (Region II)



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