



## Minutes for Delaware Continuity Coordinator Council

**November 29, 2018**

**1 p.m. – 3 p.m.**

**Attendees:** Sandra Alexander, Terri Arndt, Scott Blaier, Dan Cahall, Punita Choxi, Richard Ciegg, Paul Dunworth, Judy Everett, Mike Erixson, Alfred Finch, Johna Esposito, Shawn Facen-Simmons, Lori Gorman, John Healy, Erich Heintz, Lynn Hooper, Craig Jones, Leslie Jones, John Kelley, Tony Lee, Tim Li, John Mancus, Susan Mateja, Laura Mensch, Jessica McIntire, Sharon Poole, Chris Ramos, Christina Rojas, Syd Swann, Karin Sweeney, Doyle Tiller, Deborah Tokarski, Franklin Towns, Nadia Townsend, Jamie VanHorn, Heather Volkomer, David Wilson,

➤ **Welcome/Introductions**

➤ **DECCC Updates- PowerPoint attached**

- New Plan Builders & Kudos
- Upcoming Opportunities  
Dema: [http://dema.delaware.gov/services/calendar/Trng\\_Cal.shtml](http://dema.delaware.gov/services/calendar/Trng_Cal.shtml)  
FEMA: <https://training.fema.gov/is>
- COOP News
  - Steering Committee Elections
  - 2019 Meeting Schedule
  - End of Year Survey:
  - Changes in HR Contact Data process

➤ **Preparing Redirects for a Disaster- PowerPoint attached**

Paul Kanich, DTI Telecommunications Technologist

Mr. Kanich will discuss the steps DTI is taking to resolve the single point of failure discussed in the prior meeting as well as the options and steps organizations should be taking to prepare for potential disruptions in service such as pre-identifying critical lines and mapping re-redirects for alternate sites.

➤ **COOP 101 New Training- PowerPoint attached**

Lori Gorman, DTI Sr. Disaster Recovery Specialist

View the newly re-vised COOP 101 training that includes a FEMA presentation, DE Specific COOP details, and COOP Plan contents. This three part training will be available in LMS and is perfect to help familiarize new plan builders and organization management/leadership in what Continuity of Operations planning is, it's importance, and how to location critical information in their organization's COOP plans.

➤ **Tips and Tricks**

- Dept. of Agriculture: Laura Mensch, DDA COOP plan builder  
**PDF copy posted to DECCC website under**  
<https://extranet.dti.state.de.us/COOP/information/bcic.shtml>

➤ **Q & A**

**Q:** Are there load issues that should be considered with the phone re-directs?

**A:** This depends on the type of re-direct that is occurring. If transferring SIP (VoIP) to another SIP service, load should not be a problem. If re-directing to Analog, load may be an issue and Agency's should consider what lines actually need to be transferred.

**Q:** What is the average cost and time frame for getting new Cisco phones for alternate site?

**A:** New Cisco phones range in cost from \$380-\$425 per phone to include a right to use license. Time frame to delivery runs in the weeks. Best-case scenario is utilizing an alternate site that has some phones available, until additional ones can be purchased, recovered from primary location, or borrowed from another agency.

**Q:** What is the process for working with Verizon for Analog or Digital re-directs?

**A:** Agency should determine which lines would need to be re-directed, alternate site options, and COOP requirements for the phone lines. Agency should then work with Service Desk to get DTI resource for negotiation discussions regarding Verizon's costs.

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](mailto:Lori.gorman@state.de.us).

**DECCC Steering Committee members:**

Tony Lee – Co-Chair

Lori Gorman – Co-Chair

John Mancus – Disaster Preparedness Officer

*Dawn Hollinger* – 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)

November 29, 2018

# Agenda

- **Welcome/Introductions**
- **DECCC Updates**
  - **New Plan Builders & Kudos**
  - **Upcoming Opportunities**
  - **COOP News**
    - **Steering Committee Elections**
    - **2019 Meeting Schedule**
    - **End of Year Survey**
    - **Changes in HR Contact Data process**
- **Preparing redirects for a Disaster**
  - **Paul Kanich, Dept. of Technology & Information**
- **COOP 101 – New training**
  - **Lori Gorman, Dept. of Technology & Information**
- **Tips and Tricks – Action Plan**
  - **Laura Mensch, Dept. of Agriculture**
- **Q&A**

# Roll Call...

## ▶ **New Plan Builders**

- Jamie Dolan– AOC Court Services
- Chip (Alfred) Finch– DHSS– DMS

## ▶ **Special Kudos–**

- Marian Bhate– Office of Defense Services  
Completed annual updates, published, and approved without any assistance!
- Laura Mensch– DDA  
Organized dept. wide training, innovative work in creation of extra resources, organized a COOP Drill
- Alan Nold– Elections  
Created event specific plan for Election day– innovative way to use BCIC tool

# Plans Approved in 2018

- ▶ Auditor of Accounts
- ▶ DOF\_ Unclaimed Property
- ▶ DDA- Dept. of Agriculture
- ▶ DOF\_ Division of Lottery
- ▶ Office of Defense Services
- ▶ DHR/Insurance Coverage Office
- ▶ DTI\_Strategic Enterprise Services
- ▶ DHSS\_ Visually Impaired
- ▶ DOL\_ DEL
- ▶ DTI- Policy and Communications
- ▶ DTI Chief of Administration
- ▶ State Banking Commissioner
- ▶ DTI- Chief Info Officer
- ▶ DSHS- Div of Communications
- ▶ DNREC Air Quality
- ▶ DSHS Office of the Secretary
- ▶ Elections- Kent
- ▶ Office of the Governor
- ▶ Elections- New Castle
- ▶ OMB- Pensions
- ▶ DSCYF Management Support Services
- ▶ Elections- State Commissioner
- ▶ Elections- Sussex
- ▶ DTI\_Chief of Operations

# Upcoming Opportunities

**DEMA Training:** [http://dema.delaware.gov/services/calendar/Trng\\_Cal.shtml](http://dema.delaware.gov/services/calendar/Trng_Cal.shtml)

- **Community Emergency Response Training (CERT):** Dec. 7–8  
1700–2100 Delaware Emergency Management Agency
- **G–548 Continuity of Operations (COOP) Managers Course** Dec.  
11–12 0830–1630 Delaware Emergency Management Agency
- **G–775 Emergency Operations Center Management and  
Operations Course:** Jan. 10 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

# COOP News

## Steering Committee Elections.

Lori Gorman - Co-Chair

Tony Lee- Co-Chair

Linda Popels - Vice-Chair

Patricia Gannon - Education and Training Officer

Dan Cahall - IT Systems Officer

John Mancus - Disaster Preparedness Officer

*Vacant*- Vital Records

*Vacant*- Facilities Officer



# COOP News

## 2019 Calendar

In order to improve attendance, a rotating schedule of the 2<sup>nd</sup> Wed. and 3<sup>rd</sup> Thursday has been adopted.

- **Wednesday, February 13, 2019**
- **Thursday, May 16, 2019**
- **Wednesday, August 14, 2019**
- **Thursday, November 21, 2019**

## Topic Ideas:

- ▶ Incident Sharing; Tips & Tricks
- ▶ Round Table discussion– alternate facilities, management support, and other challenges
- ▶ Bring in speaker for another State/Company to share their experiences
- ▶ Cyber Range Tour– Domestic Terrorism

# COOP News

## End of Year Survey– 2–3 minutes

- Do you have an MOU for an Alternate Facility?
- Is your facility currently serving as an Alternate Facility for another state agency?
- IF not– do you have any available space that could be used in this capacity by another office?
- What is the biggest challenge(s) facing you as a COOP Coordinator?
- What topic(s) would you be most interested in discussing in 2019?

**Please take survey and respond by COB Dec.  
14<sup>th</sup>.**



# COOP News

## HR Contact Data Process change

Contact HR to request the new on-demand job in PHRST: Employee Contact Information Report. This on demand report has been made available in PHRST to provide employee personal contact information in event of an emergency, departmental contact, or to verify employee data entered by a department end user. This file includes all active employee addresses, phone numbers and email addresses. The report is selected by Department ID.

Navigation in PHRST:

DE Application Components > Delaware Reports > Human Resource Reports > Rpts E > Employee Contact Information

The report will need to be downloaded to excel after it is run.

<https://extranet.dti.state.de.us/COOP/information/bcic.shtml>

# Presentations

- Preparing redirects for a Disaster

Paul Kanich, Dept. of Technology & Information

- **COOP 101 – New training**

Lori Gorman, Dept. of Technology & Information

FEMA– 101 training

DE Specifics

COOP Plan Contents

# Tips and Tricks

DDA- Action Plan

**Laura Mensch, Dept. of Agriculture**



**What are my options?**

- **Dependent of your supplied facilities**
  - >Analog (Centrex, 1FB)
  - >Digital (PRI, Public Rate Interface)
  - >SIP (VoIP) Voice over IP
- **What Type of Phones/Systems**

**Analog**

Typical Service provided by Verizon. Can use Verizon Custom Redirect Service.

Cost involved.  
Needs to be preplanned.  
Contact via Verizon involved to invoke your plan.

**Digital PRI (Public Rate Interface)**

Another typical service provided by Verizon that can use their Custom Redirect Service

Cost involved  
Needs to be preplanned  
Contact via Verizon involved to invoke your plan.

**SIP (VoIP) Voice Over IP Services DTI Enterprise Voice Services**

Mostly used for those using Cisco IP Phones  
DHSS Exception We provide SIP Trunk to their AVAYA

DTI EVS Customer Supplied Service.  
Preplanned Best Practice, but can be invoked on the fly if you are already a Cisco EVS Customer.  
Contact to invoke service is the DTI Service Desk.

**Recovery Sites/Phones**


Alternate Locations  
Existing State offices with State network.  
Access using Cisco IP Phones and Cisco EVS.

Determine standby SIP location.  
Determine # of phones needed.  
How many Individual #'s needed.  
Outline deployment plan.





## Cisco IP Phone Models

- >8851 Cisco IP Phone (5-inch color display, USB and Bluetooth headset capable)
- >8861 Cisco IP Phone (5-inch color display, USB and Bluetooth headset capable as well as Wireless networking and will accept up to 3 expansion modules)
- >8865 (3-inch color display, USB and Bluetooth headset capable as well as Wireless networking and will accept up to 3 expansion modules and Video capabilities)
- >8800 Key Expansion Module



## Questions?





**COOP 101**  
Delaware Specific

1

### Importance of COG & COOP

- Disasters result in devastation & disruption of government
- COG & COOP preserves law & order and continuation of essential State services


2

### Objectives

- Minimize disruptions to essential operations
- Protect facilities, equipment, records and mitigate loss and damage to assets
- Achieve a timely and orderly recovery from an emergency situation and resume full time operations

3


### COOP Management



- Authority & Guidance for COOP:**
  - DE Code Title 20, Chapter 31, Emergency Management – DEMA & Governor's Powers
  - Governor's Executive Order Promulgating the Delaware Emergency Operations Plan
  - Delaware Emergency Operations Plan, Section 6, Continuity of Government Operations
- Management & Maintenance of COOP**
  - State-level comprehensive plan
  - Maintained in a single repository

4


### Key Stakeholders



- DEMA**
  - Lead State Agency for comprehensive plans and programs for the emergency management of the State
  - Co-Lead development, review and approval of State COOP Plans
- DTI**
  - Managing program for the state
  - Administer the single repository for COOP
- Archives**
  - Archives Analysts will work with each organization to identify vital records
  - Provide training in preservation of records and retention schedules
- State Agencies**
  - Required to develop a COOP Plan based on risk assessments

5

### Requirements for COOP Planning



- Define & Prioritize Essential Functions
- Assess Personnel Requirements for Operations
- Document Delegations of Authority and Orders of Succession
- Identify and Safeguard Vital Records, Applications, and Equipment
- Determine Alternate Facilities

6



## Requirements for COOP Planning

- Identify & Coordinate with Critical Vendors
- Assess & Identify Critical Assets and Supplies
- Establish Interoperable Communications
- Develop Strategies for Devolution of Operations and Reconstitution
- Implement/Maintain a Test, Training, and Exercise Program

## Prioritizing Essential Functions Delaware's Criticality Scale:

- 1 - CRITICAL - (Services that affect Public Safety/Public Health)**  
Loss of business function threatens the ability for the State to operate. Disrupts the security and well being of the State.
- 2 - SIGNIFICANT - (Financials/Revenue Generating Services. Ex. Div of Revenue, Corporations)** Loss of business function significantly reduces the effectiveness of the State's operations. Has a negative citizen impact, affects the Financial well being of the State.
- 3 - MODERATE - (Services that are critical to Department. Ex: DNREC, DMV)**  
Loss of business function affects multiple State agencies/school districts and their ability to operate. Has a negative citizen impact.
- 4 - LIMITED - (Services that are critical to Division. Ex: fishing licenses, permits)**  
Loss of business function is limited to only the person or department using the application. Little or no effect on the State's ability to carry on business.
- 5 - MINIMAL - (Ex: Petty Cash, Office activities)**  
Loss of business function does not have a direct impact on the department's ability to do business.

## Delaware's COOP Process

Delaware's Process for a COOP Plan

- Education Session
- Business Impact Analysis
- Plan Building
- Crisis Communications
- COOP Drill
- Maintenance
  - Annual Exercises
  - After Action Report
  - Plan Updates
  - Plan Approval

## Important Reminder

COOP Management is a continual process.

The diagram illustrates the Continuity Program Management Cycle as a continuous loop. At the top, 'Plans & Procedures' leads to 'CONTINUITY CAPABILITY' and 'Performance of ESSENTIAL FUNCTIONS'. This is supported by 'Leadership', 'Staff', 'Facilities', and 'Communications'. The cycle then moves to 'Test, Training, and Exercise', followed by 'Evaluations, After Action Reports, and Lessons Learned', which feeds back into 'Develop Corrective Action Plans' and 'CONSECURITY PLANNING & PROGRAM MANAGEMENT', which in turn leads back to 'Plans & Procedures'.

## Continuity Of Operations Planning

### For more information...

Access the COOP Website:  
<http://extranet.dti.state.de.us/COOP/>

Additional Training:

- <http://dema.delaware.gov/services/training.shtml>
- WWW.READY.GOV

# Department of Agriculture Emergency and COOP Training

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LAURA MENSCH  
QUARTERLY DECC MEETING  
NOVEMBER 29<sup>TH</sup>, 2018

## DDA EMERGENCY PROCEDURES

### FIRE

- PULL NEAREST FIRE ALARM
- Evacuate. Head of designated Assembly Point visible and approved for all participants
- Call Fire Department when safe
- Do not re-enter building until directed by emergency personnel

### MEDICAL EMERGENCY

- CALL 911
- Do not move the injured person
- Render first aid or CPR if you are trained and feel comfortable doing so
- ADD (Departmental Defibrillator) is located in hallway outside Conference Room 1

### POWER OUTAGE

- Remain calm and offer assistance to others
- If safe to do so, turn off electrical devices
- Wait for evacuation orders if necessary

### CHEMICAL SPILL

- Evacuate contaminated area
- Notify Administration staff
- Advise others to stay clear of contaminated area
- If needed, call Fire Department or Spill Cleanup Company
- Let only trained personnel wearing appropriate protective equipment clean up spill

### EVACUATION

- Evacuate building using nearest exit in a safe, orderly fashion
- Assist persons with disabilities and/or special needs
- Go directly to Assembly Point and wait there
- Get head count to account for staff and visitors in your section
- Report head count to official in charge

### SEVERE WEATHER

- Take shelter
- Move away from windows
- Wait for evacuation orders

### SUSPICIOUS OBJECT

- Do not touch or disturb object
- Move at least 100 yards from object
- Call 911

### ACTIVE SHOOTER

- Leave the area or building quickly and quietly, if safe to do so
- If you can't leave, go to an area that can be locked or secured. Stay low, hidden and quiet
- Stay low, hidden and quiet
- WHEN SAFE TO DO SO, CALL 911
- If you encounter police, show your hands, follow commands and don't make sudden movements

### IMPORTANT PHONE NUMBERS

Police and Fire ... 911

Facilities Management ... 739-4611

**AED LOCATION (Automatic Defibrillator)**

In hallway outside  
Conference Room 1

DELAWARE DEPARTMENT OF AGRICULTURE  
CONTINUITY OF OPERATIONS (COOP)  
QUICK REFERENCE GUIDE

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### IMPORTANT PHONE NUMBERS

Police and Fire ... 911

Facilities Management ... 739-4611

**AED LOCATION (Automatic Defibrillator)**

In hallway outside  
Conference Room 1

## DEPARTMENT OF AGRICULTURE ESSENTIAL FUNCTIONS

### CRITICAL—FOOD PRODUCTS

- Assist DHSS with Foodborne Illness Investigations
- Assist with Product Recalls
- Conduct Compliance Sampling
- Enforce USDA Meat Inspection Regulations
- Identify and Remove Unsafe Products
- Investigate Complaints

Andrea Jackson (302) 382-  
Diann Neal (302) 270-  
Anna Wicks (302) 603-  
Other Agencies:

### CRITICAL—PESTICIDES

- Respond to incidents involving Pesticide Exposure in Humans

Christopher Wade (302) 632-  
James Hughes (302) 538-  
Other Agencies/Contacts:  
State Emergency Response Team (800) 642-8803

### CRITICAL—POULTRY & ANIMAL HEALTH

- Rabies Tissue Sample Collection—coordinate with Public Health Office of Animal Welfare (see lab contact information, right)
- Rabies Sample Testing:
  - DE Public Health Lab (302) 744-4990

Dr. Heather Hines (302) 631-  
Dr. Karen Lopez (302) 535-  
Animal Emergency (302) 235-2480

**SIGNIFICANT—AG COMPLIANCE LAB**      Justin Lento (302) 698-  
 • Review Manufacturers/Product registrations

**SIGNIFICANT—COMMUNICATIONS AND MARKETING**      Stacey Hofmann (302) 535-  
 • Administer USDA Farmers Market Nutrition Programs  
 • Crisis Incident Communication

**SIGNIFICANT—FINANCE**      Brennan Fournain (302) 632-  
 • Operate Lottery Transfer Funds  
 • Process Payroll (through coordination with HR)  
 • Receive Payments

**Department of Agriculture Emergency Contacts**

**Administration:**

|                                    |                            |
|------------------------------------|----------------------------|
| Michael Scuse (302) 632-           | Brennan Fournain (302) 632 |
| Kenny Bounds (302) 698-            | Heather Hirst (302) 632    |
| Austin Short (302) 233-            | Kyle Hoyt (302) 943        |
| Nikko Brady (302) 222-             | Andrea Jackson (302) 382   |
| Stacey Hofmann (302) 535-          | Faith Kushn (302) 632      |
| Lisa Wildermuth (302) 943-         | Justin Lontz (302) 698     |
|                                    | Karen Lopez (302) 535      |
| <b>Animal Emergency (302) 233-</b> | Laura Mensch (302) 382     |
| Chris Brosch (302) 632-            | Lisa Tardiffan (302) 222   |
| Debbie Carey (302) 270-            | Mike Valenti (302) 233     |
| Steve Connors (302) 270-           | Chris Wade (302) 632       |
| Mark Davis (302) 632-              | John Wayne (302) 242       |

**Emergency Information**

**Primary Alternate Facilities:**  
 Agriculture Commodities Building, 644 Fairgrounds Rd, Harrington  
 Blackbird State Forest, 502 Blackbird Forest Rd, Townsend  
 Redden State Forest, 18083 Redden Forest Drive, Georgetown

**Hazardous Material Spill:**  
 State Emergency Response Team, 24/7 Response (800)662-8802

**Building Issues:**  
 Facilities Management (302)739-4611

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**Contact Information**

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 Delaware Department of Agriculture  
 (302) 698-4573  
 laura.mensch@state.de.us