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
    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-directs 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 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.

DECCC Steering Committee members:

Tony Lee – Co-Chair	Linda Popels- Vice-Chair
Lori Gorman – Co-Chair	Patricia Gannon- Education & Training
John Mancus – Disaster Preparedness Officer	Dan Cahall- IT Systems Officer
***Dawn Hollinger*–** Facilities 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 Opperations

Upcoming Opportunities

DEMA Training: 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 2nd Wed. and 3rd 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. 14th.

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

Disaster Recover Telephony Response Plan Discussion

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 (5-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

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

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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

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

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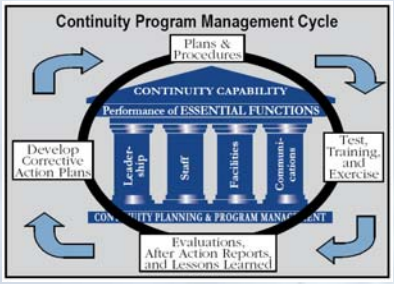
Important Reminder

COOP Management is a continual process.



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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

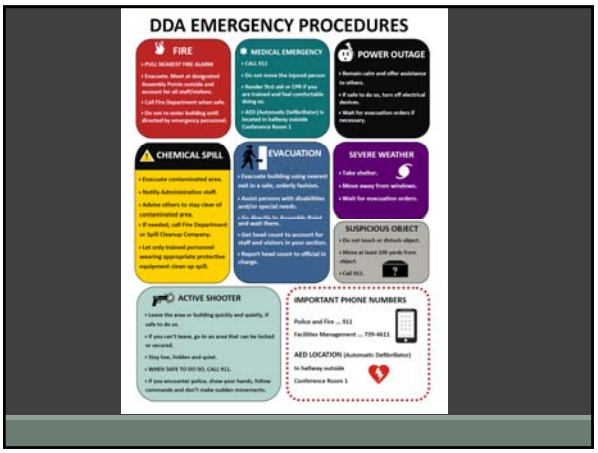
11

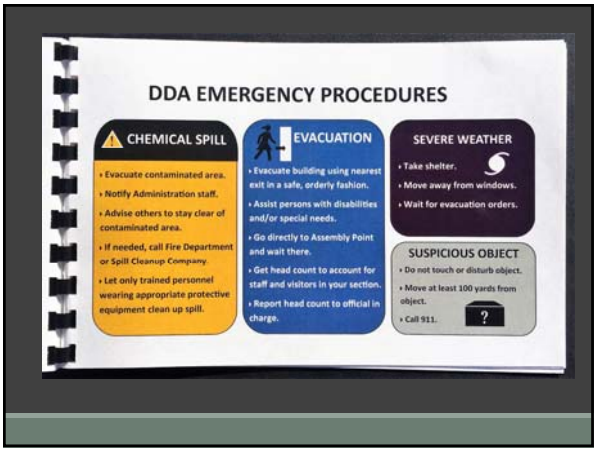
Department of Agriculture Emergency and COOP Training

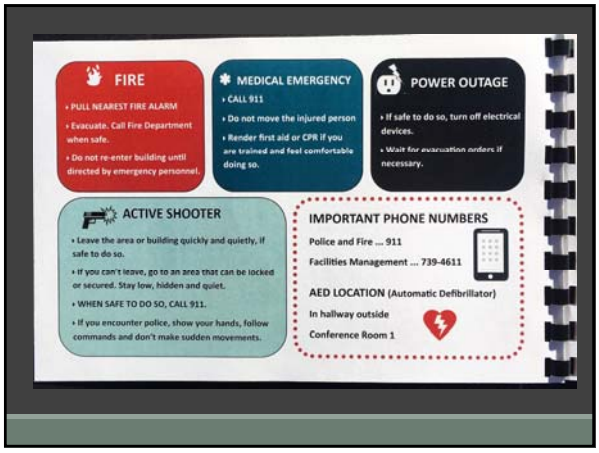
LAURA MENSCH

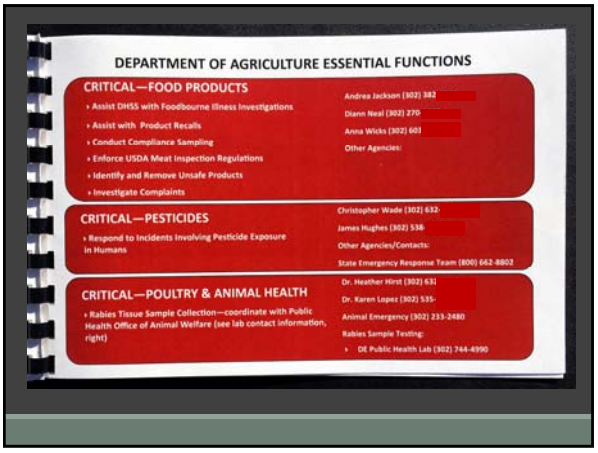
QUARTERLY DECC MEETING

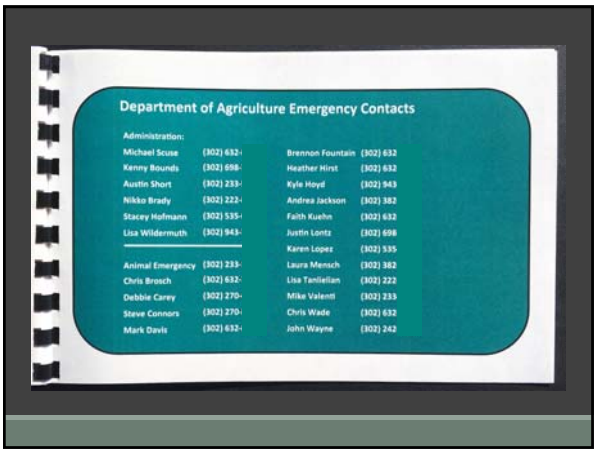
NOVEMBER 29TH, 2018

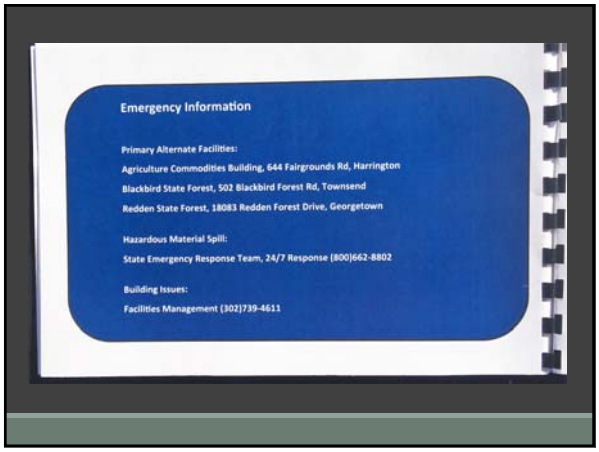












Contact Information

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