BC In the Cloud

Plan Approval Process Guide

Revision History

Date	Revision	Change by	Revision #
08/21/17	Document Created	Lori Gorman	V1
01/23/18	Added Approval History documentation	Sandra Alexander	V2
03/19/18	Update grammatical/formatting issues and added notes	Claudette Martin-Wus	V3
10/14/19	Updated emails and extranet link	Lori Gorman	V5
4/11/22	Update BCIC instruction updates	Lori Gorman	V6
12/13/22	Update BCIC portal access	Lori Gorman	V7

Contents

Summary:

All COOP plans should go through a final approval process each year to ensure plan contents are valid. Each organization will need to designate whom in their agency is responsible for approving the published COOP plan. These individuals will comprise the Approval Group and should include the following people:
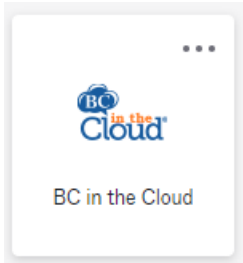
- Plan Owner (Director or highest position in the organization)
- Designated key personnel responsible for organization activities during a disaster
- Section Leads familiar with sections' operational details.

Once an organization has determined whom should be included in the approval group, the COOP Coordinator will need to provide that list of names to their BCDR liaison. At which time, the approval group will be created, assigned to the appropriate plan, and portal access given in BCIC and ID.Delaware.gov.   COOP coordinators will then forward them the Approver Training manual. Once the members of an approval group have reviewed the manual, the COOP coordinator will submit their plan for approval by clicking on the Request Approval button (or selecting Request approval from the available ellipsis options).

Accessing the Plan

Step 1. Log into the tool

This application has been added to Delaware's SSO platform. Log into https://ID.Delaware.gov using your normal network credentials. Select the BCIC tile pictured below.

Step 2. Locate the Plan to be updated

Go to the plan tab or select Manage Plans.

Step 3. Select the Plan you wish to update

Select the plan you wish to update by clicking on the plan name.

Submitting for Approval

Step 1. Determine Approval Group members

Determine the appropriate individuals to include in your Approval Group. This should include the Plan Owner, Section Leads, and any additional staff responsible for decisions and activities during a disaster. Provide this list of names to your designated BCDR liaison.

Step 2. Create & Assign Approval Group to plan*

*BCDR liaison will create the Approval Group, set up Portal Access and assign them to your plan. Approval groups will display under the Plan Approvals tab in your plan.

Plan: ZZZ BCIC Test Plan								Preview Plan	Publish Plan	☑ Edit	⋮

Plan Info | Processes | Teams | Customers/Partners/Vendors | Resources | Documents | Recovery Planning | Plan Sections | **Plan Approvals** | Version History | Exercise History | System Info

⌃ Approval Group

⧉ Link Approval Group | ☐ Export ⌄ | | | ⊞ Columns | ▼ Filter ⌄

Actions	Approval Group ▲	Group Description	Count of Levels	Approver List	Plans
⊙	ZZZ Maura's Test Approval Group		1		ZZZ BCIC Test Plan

1 - 1 of 1 items

Plan Approvals

Viewing: All Plan Approvals ⌄

☐ Export ⌄ | | ⊞ Columns | ▼ Filter ⌄

Actions	Original Approver	Plan	Approval Level	Approver Status	Approval Action	Number of Levels	Approval Comments	Approval Date	Updated At	Updated By
⊙	ZZZ Maura Glemser	ZZZ BCIC Test Plan	1	Rejected	Reject	1	Good job team	05/26/2017	05/26/2017, 11:18 AM	SoD Prod 1 Admin 1

*Note: for subsequent approvals, first check the names in the approval group to identify any necessary changes. Go to Plan Approvals tab and review the approver names assigned to your plan. Any changes needed should be reporting to your assigned BCDR liaison before moving to step #3.

Step 3. Email Plan Approval Training Guide to designated Approvers.

Once the approver group has been assigned to your plan, you will want to email the individuals the Plan Approval training guide and the Approver InfoSheet. Please see the recommended email template below:

To: **[insert plan approver name]**

Subject: **[Organization Name]** COOP Plan Approval

Hello.

As one of the following, you have been designated as a Plan Approver for the **[Organization Name]** COOP (Continuity of Operations) plan. As a Plan Approver, you are responsible for ensuring the COOP plan for your organization is accurate and includes all information necessary for the continued operations of your organization during a disaster. Attached to this email you will find an Approver Training Guide and an Approver InfoSheet with instructions on how to view and approve a COOP plan in the State's planning tool, BC in the Cloud. Please review these training materials by **COB [insert date 14 days before submitting plan for approval]**. To access the BC in the Cloud Portal, log into ID.Delaware.gov using your normal network credentials and click on the appropriate tile.

Plan Approvers consist of:

- Plan Owner (Director or highest position in the organization)
- Designated key personnel responsible for organization activities during a disaster
- Section Leads familiar with sections' operational details.

If you have any questions concerning this process or feel you should not be listed as a Plan Approver, please contact me immediately.

This guide is available on the extranet site: https://extranet.coop.state.de.us/index.shtml?dc=bcic. Here you can also view a short training presentation that will show the approval steps.

Regards,

[Insert email signature]

Step 4. Kick off Approval Workflow

- To initiate the Approval Process, navigate to the Plan that you are ready to submit for Approval.
- Click Request Approval (You may have to click into the overflow ellipsis button to see this option depending on your screen size).
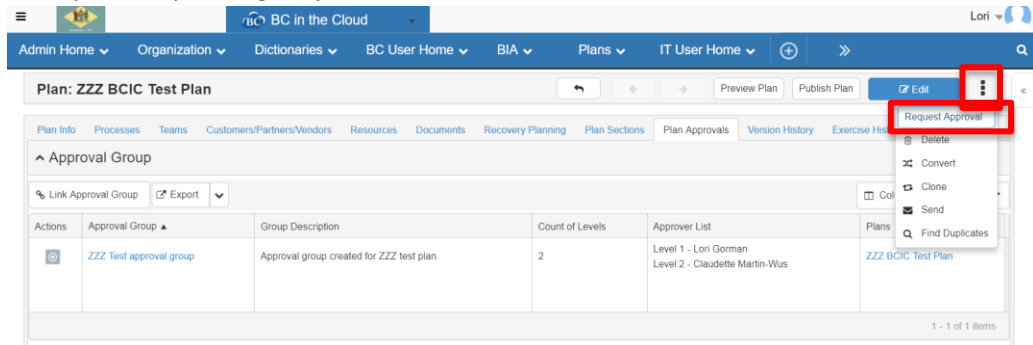
You will be brought to a confirmation page verifying your request for approval.
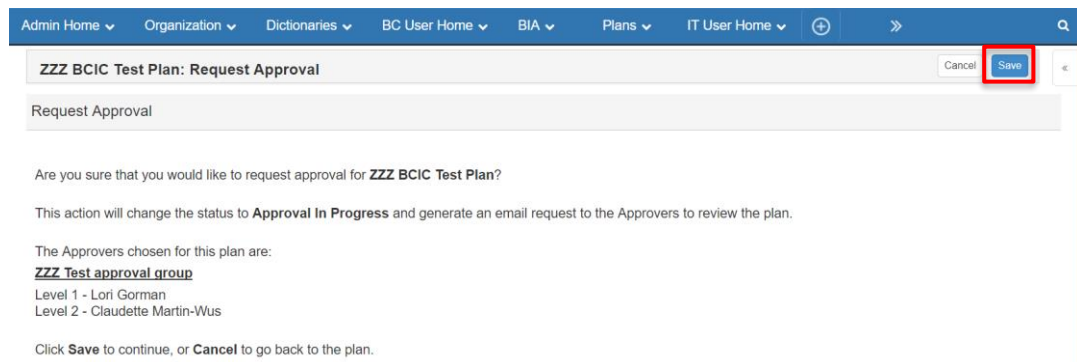
- Click **Save.**

    The Plan Status changes to Approval in Progress.

    An email goes to the first assigned Approver to review the Plan.

Approval Process

Once a plan is submitted for approval, the status is automatically set to **Approval in Progress** and the following workflow will take place.

❖ Once plan is submitted for approval, the 1st Plan Approver receives an email that the Plan is ready for approval and is due in 14 days.
  o Email goes to 1st Plan Approver with link to the portal

> Lori Gorman,
>
> The **ZZZ BCIC Test Plan** plan has been submitted for your approval. Please access BC in the Cloud Portal by logging into ID.Delaware.gov using your network credentials and review the PDF version of the plan within 5 business days. You will be asked to Approve or Reject the plan and provide your comments. All plan approvals must be completed by 07/21/17.
>
> If you have any questions related to the ZZZ BCIC Test Plan, please contact your COOP Coordinator(s), SEAplanbuilder Trainer, LAGplanbuilder Trainer, CVMPlanbuilder Trainer, Maura Glemser, LAGprocessbuillder Trainer.
>
> For assistance with the BC in the Cloud Portal, please contact your BCDR Liaison at DTI_BCDR_Team@delaware.gov.
>
> Regards,

  o The approver then logs into the portal.
 o The approver then selects Plan Approvals.
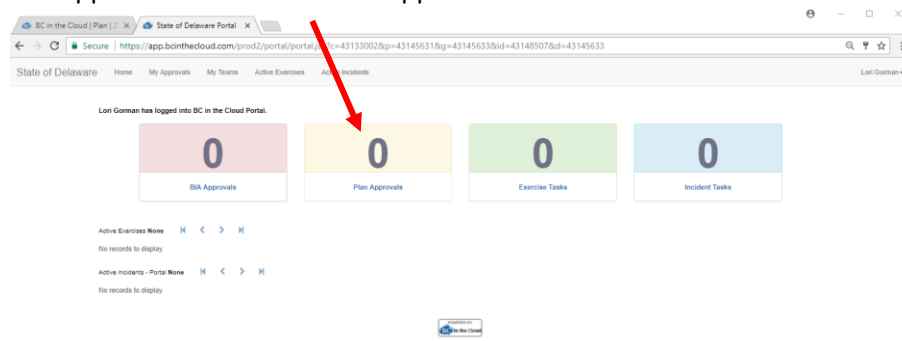
  o From the My Approvals page, they will select the plan currently awaiting approval and review a PDF version of the document. They may download, print, or bookmark the plan but are NOT able to edit it.

o   To approve/reject the plan, they will click on the Approve or Reject option at the top of the page.
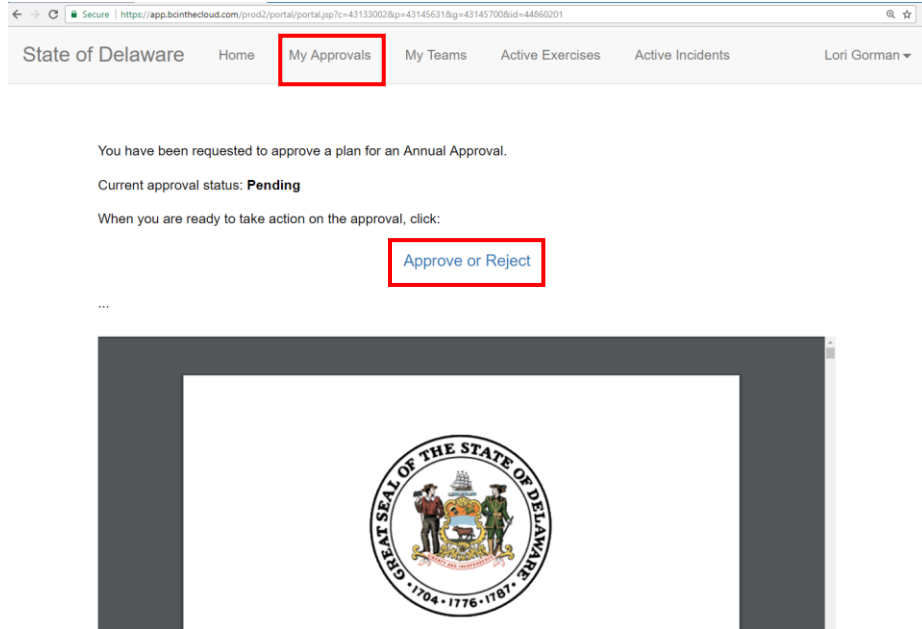
o   The Approver then selects their desired action, adds any Approval Comments and submits their approval/rejection.
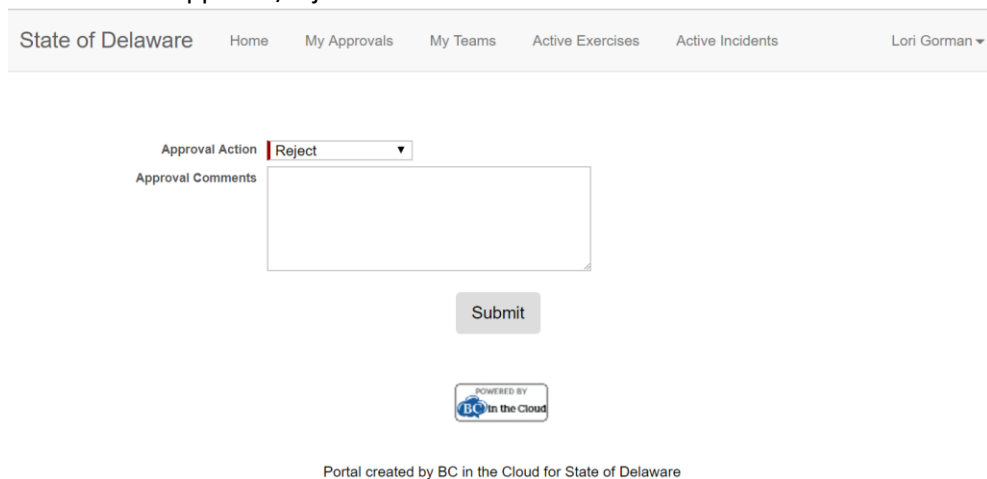
❖   If the Plan is Rejected, the COOP Coordinators will receive an email with rejection comments and the Plan is reset to allow updates and submission for approval again.

❖   If the Plan is approved, an email will be sent to the next level plan approver.

❖ If not approved/rejected within 14 days of the approval submission, an email goes to the Approver and COOP Coordinators that Plan approval is over-due. COOP Coordinators are encouraged to contact the Approver directly to determine if there is an issue with the approval process. Contact BCDR liaisons if a change in approvers is required.

❖ If the plan is not approved by the Next Update Date, the plan will be marked as Expired.

❖ Once all approvers have approved the Plan, the Next Update Date will update to show 365 days (update frequency) from the final approval date.

❖ Once the plan is approved the Approver will always have a copy of the plan by going to the Approval History Tab across the top of the page to access their approved plan. They can log into their portal account during an event to download a copy of the plan. This can be done via Internet browsers on computers, phones, or tablets.
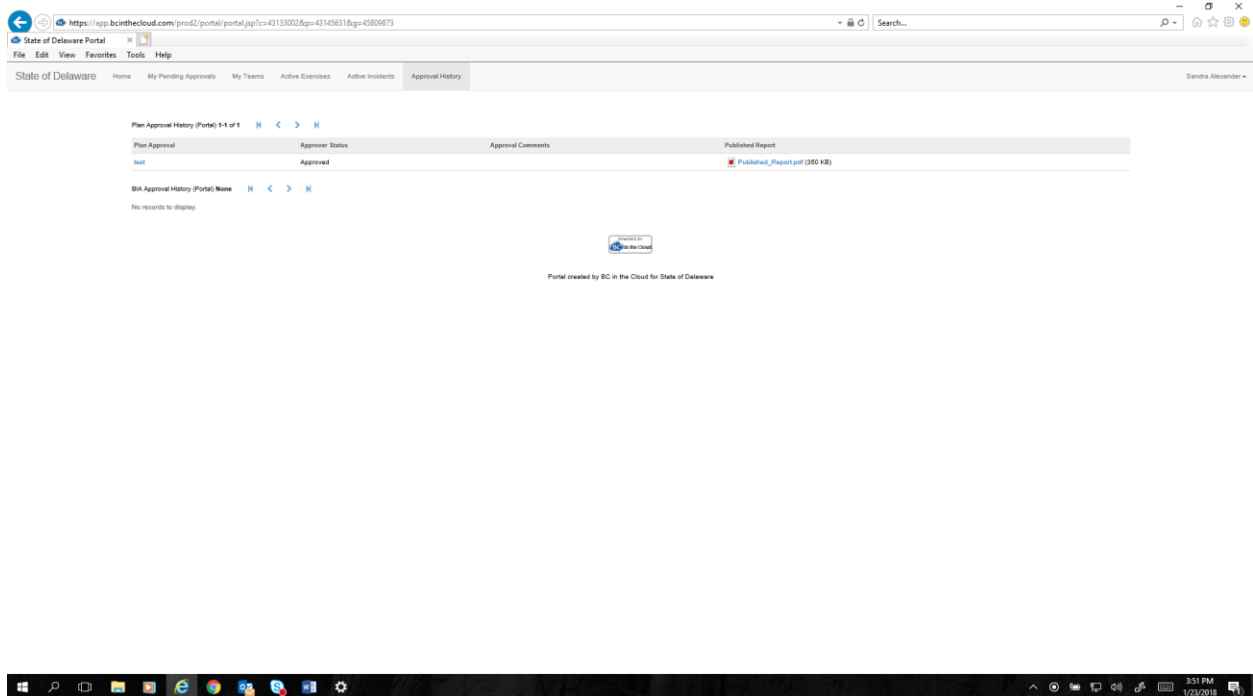
Questions?

Contact your COOP Coordinator(s) with any questions related to the plan content.

Contact a BCDR Liaison if you experience issues with the BCIC portal by sending an email to DTI_BCDR_Team@delaware.gov.