BC In the Cloud

Plan Approver Training Manual

Revision History

Date	Revision	Change by	Revision #
08/31/17	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
4/24/19	Update email address changes	Sandra Alexander	V4
10/14/19	Update BCDR email address	Lori Gorman	V5
12/13/22	Update Portal Access	Lori Gorman	V6

Contents

Summary:

All COOP (Continuity of Operations Process) plans should go through a final approval process each year to ensure plan contents are valid and that those responsible during an emergency are familiar with their organization's plan. Plan approvers should include the plan owner (Director or highest position in the organization), Section Leads familiar with section's operations, and all key personal responsible for over-all incident response to an event impacting the organization.

Plan Approvers are responsible for the following tasks:

- Provide oversight of COOP Plan
- Participate in facilitated discussions related to COOP program and plan management
- Review and recommend changes to the COOP Plan

Organizations may appoint multiple individuals to an "Approval Group". Each individual is assigned an approval level. Plans are submitted to each approver by level. The following manual details the steps a Plan Approver will take to complete the approval process. Plans should be approved by all plan approvers by the Next Update Date designated for the plan. This date is 365 days from the last date the plan was approved.

Obtaining access to the organization's plan

1. Your COOP Coordinators will designate you as an approver. The BCDR liaison will then set up your portal access in BCIC and assign the BC in the Cloud Approval tile for access through ID.Delaware.gov.

2. Once you open the portal link and enter your assigned login and password, you will find the following screen.

Reviewing COOP Plans:

1. Once a plan is submitted for approval, you will receive an email requesting you to review and approve the plan.

Example: 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 the BC in the Cloud Approval portal by accessing 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 08/28/2017.
>
> 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.
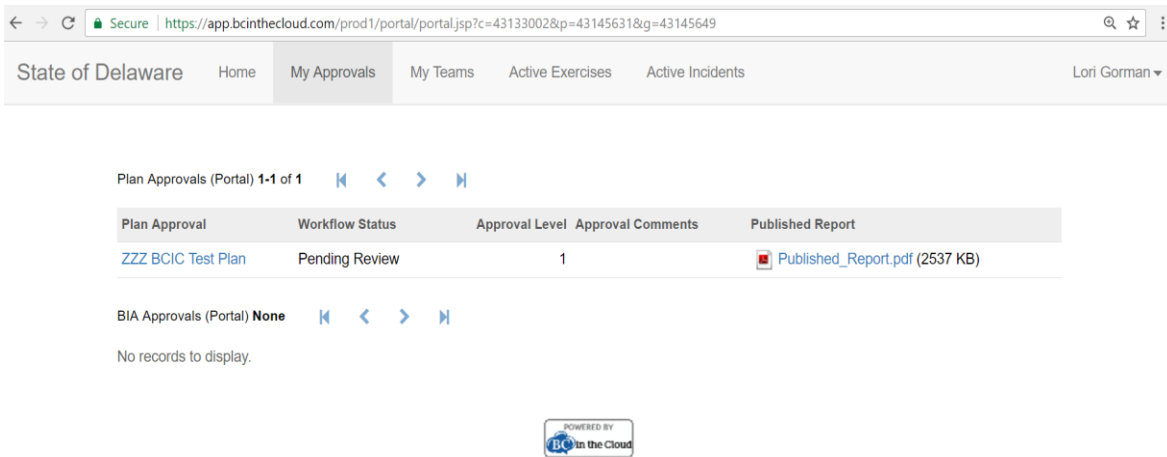>
> For assistance with the BC in the Cloud Portal, please contact your BCDR Liaison at DTI_BCDR_Team@delaware.gov.
>
> Regards,

2. Log into the portal and select Plan Approvals. This will take you to the My Approvals page, where you may select the plan currently awaiting approval and review a PDF version of the document.
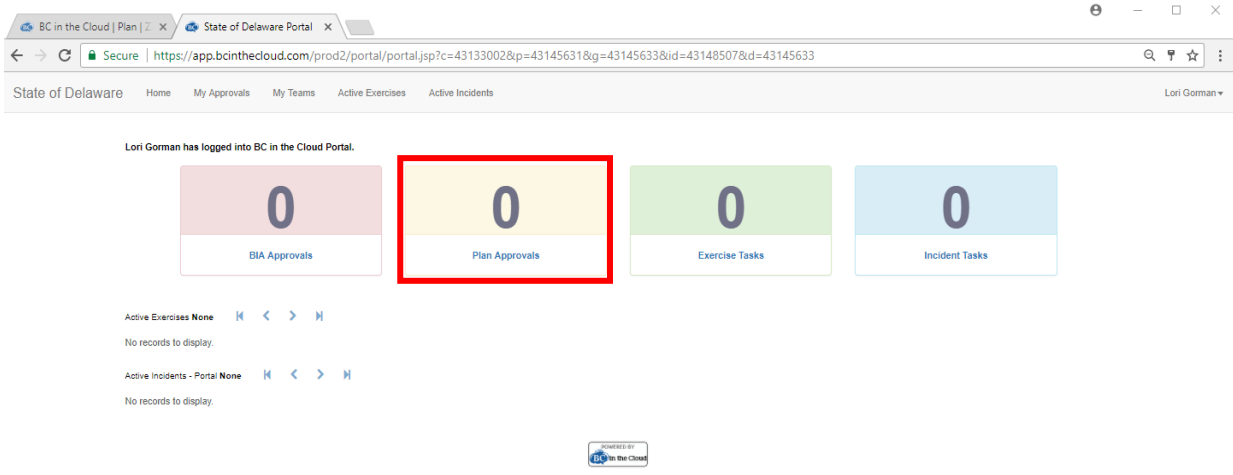
3. Open the PDF of the plan for review.

*Note: if you do not see a plan to approve, consult with your Continuity Coordinators to ensure they chose the option to "Request Approval."

4. Once you have reviewed the entire plan, you either Approve or Reject the plan.

5. The Approver then selects their desired action, adds any approval comments and submits their approval/rejection.

Plan Approved:

If the plan meets with your approval, change the Approval Action to APPROVE, add any comments you wish to include, and click on the SUBMIT button.

This moves the plan along to the next Approver in the Approval Group until all approvals are complete.

Plan Rejected:

If errors are identified or changes are necessary, you will REJECT the plan, add any comments related to the need changes, and click on the SUBMIT button. An email will be sent to the COOP Coordinators to make the required changes and re-submit the plan for approval.

Portal created by BC in the Cloud for State of Delaware

No Action Taken:

If the plan is not approved/rejected within 14 days of receiving the initial email, an email reminder will be sent to the Approver and the COOP Coordinator. If plans are not approved by all members of the Approval Group by the Next Update Date, the plan will be listed as expired.

Approval History:

The plan approver always has a copy of the plan in the Approval History Tab. 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.
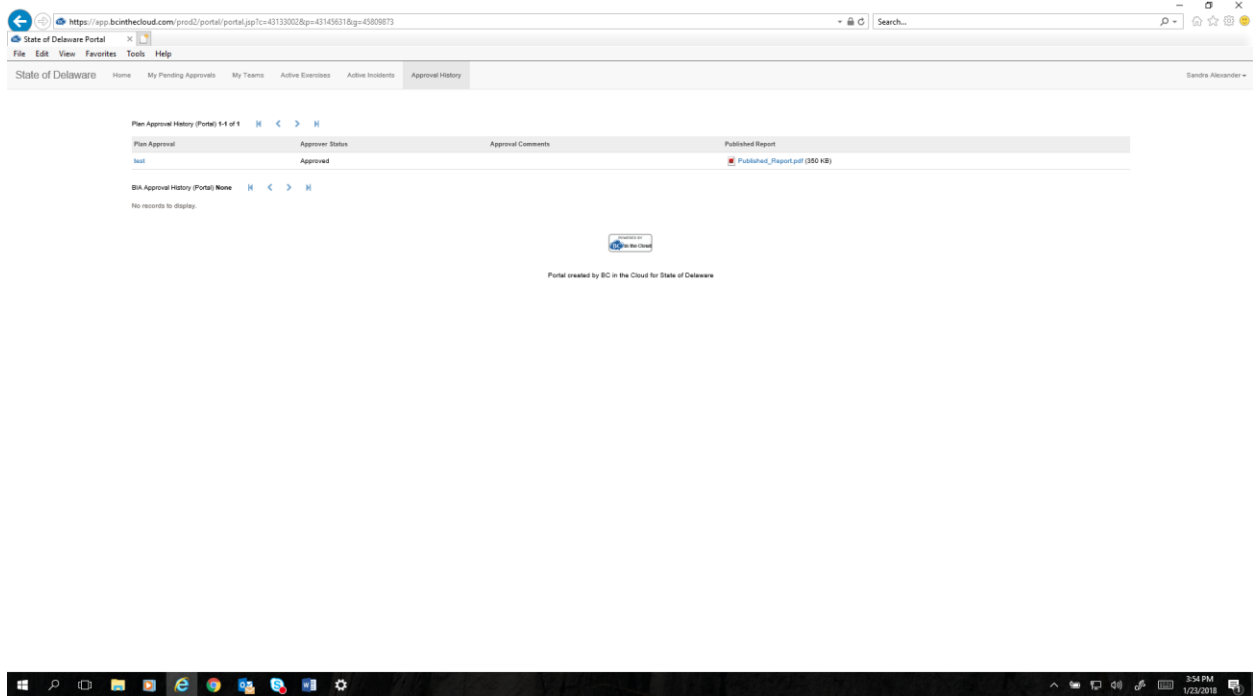
Questions?

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.