



## Recovery Planning

## Revision History

<b>Date</b>	<b>Revision</b>	<b>Change by</b>	<b>Revision #</b>
7/7/17	Document Creation	Sandra Alexander	V1
03/19/18	Update grammatical/formatting issues, added notes, and provided additional clarification	Claudette Martin-Wus	V2
4/11/22	Update BCIC access instructions	Lori Gorman	V3

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This concludes all available functions for the Recovery Planning Tab. .... 41

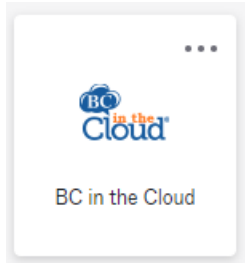
## Summary

The recovery planning tab is where you identify Alternate Locations, Delegation of Authority/Orders of Succession, any Memorandums of Understanding with any expiration dates, and manual call trees. These items are the core features that are needed by an organization if an incident occurs, an alternate workplace is needed, or a member of the organization's senior staff is unavailable. The State of Delaware has an automated calling system; however, manual call trees may be needed if the Crisis Communication System is unavailable for some reason.

## Accessing the Recovery Planning Tab

### 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

The screenshot shows the BC in the Cloud application interface. The browser address bar displays the URL: <https://app.bcinthecloud.com/prod2/m/main.jsp?pagelid=43139880&applid=43145866&tabid=43145500>. The navigation menu on the left includes: BIA, Plans, Processes, Employees, Process Teams, and To-Dos. A red arrow points from the 'Plans' menu item to a callout box that says "Go to the plan tab or select Manage Plans." Below the callout box, another red arrow points to the "Manage Plans" option in the main content area. The main content area is titled "My Planning Items" and contains two sections: "My Processes" and "My To-Dos". Both sections show "No records to display." The "My Processes" section has a table with columns: Process Status, Process, Process Creator, Requested RTO, Updated At, and Updated By. The "My To-Dos" section has a table with columns: Status Summary, To-Do Summary, Workflow Actions, and Task Link.

### Step 3. Select the Plan you wish to update

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

The screenshot shows the 'Plans' page in the BC in the Cloud interface. At the top, there is a search bar with the text 'Search for Plans that match ALL criteria'. Below the search bar are three filter fields: 'Business Entity is one of', 'DDS equals', and 'Plan Name contains'. A 'Search' button and a 'Clear' button are located below the filters. The main content area displays a table of plans. A callout box with a red arrow points to the 'Industrial Affairs Department Plan' row, with the text 'Click on the plan name to open it.' The table has the following columns: Status, Plan Name, Next Update Date, Continuity Coordinator(s), Updated At, Updated By, and count attach.

Status	Plan Name	Next Update Date	Continuity Coordinator(s)	Updated At	Updated By	count attach
Created	Industrial Affairs Department Plan	09-00-00	Office-Chief Security Officer	06/16/2017, 10:47 AM	LAGprocessbuilder Trainer	13
Created	Office of Human Relations Plan	00-00-00		05/25/2017, 11:15 AM	SoD Prod 1 Admin 1	0
Created	OMB Office of Management and Budget	00-00-00		05/25/2017, 11:16 AM	SoD Prod 1 Admin 1	0
Created	ZZZ Continuity of Operations Test Plan	11-02-01	/DTI-Security Office-Chief Security Officer	06/29/2017, 9:34 AM	SoD Prod 1 Admin 1	9
Expired	ZZZ MG COOP Plan	11-02-01	/DTI-Security Office-Chief Security Officer	06/25/2017, 8:58 AM	Server Side User	0
Created	ZZZ SOD Test Plan	11-02-01	/DTI-Security Office-Chief Security Officer	06/20/2017, 8:21 AM	SoD Prod 3 Admin 3	2

### Step 4. Go to the Recovery Planning tab

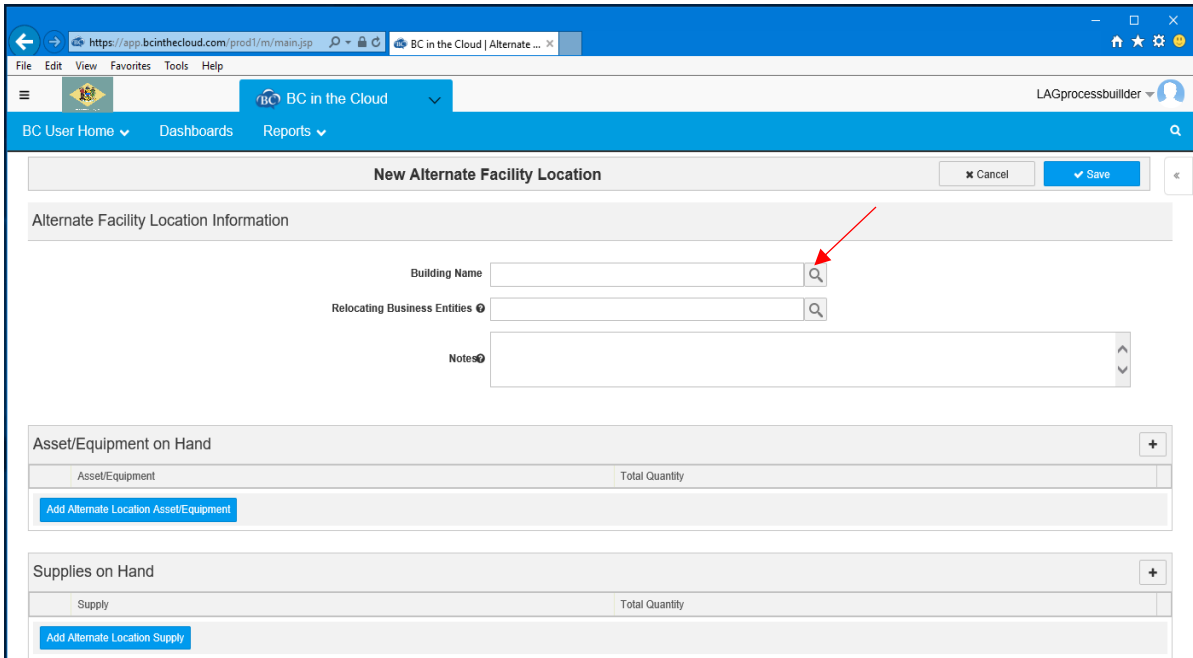
# Alternate Facility Section

The screenshot displays the 'Plan: ZZZ Continuity of Operations Test Plan' interface. The top navigation bar includes 'Admin Home', 'Organization', 'Dictionaries', 'BC User Home', 'BIA', 'Plans', and 'IT User Home'. The main content area is divided into three sections:

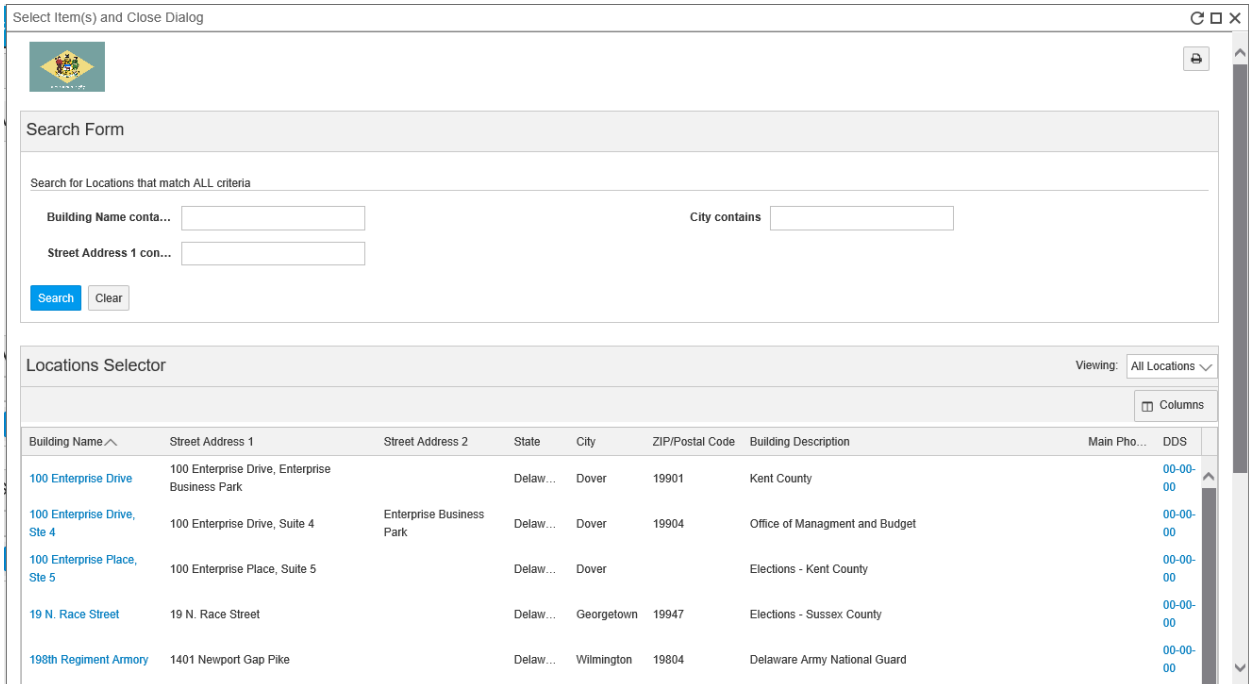
- Alternate Facility Location:** A table with columns for Actions, Building Name, Address, Relocating Business Entities, and Plans. It lists two locations: Carvel State Office Bldg and William Penn Bldg.
- Delegation of Authority/ Orders of Succession:** A table with columns for Actions, Succession/Delegation Team Name, Position Holding Authority, Delegation to Position (Alternate), Delegation to Position (Tertiary), Additional Delegation, Position has Authority / Limitation, and Trigger. It lists two teams: ZZZ- Director position and ZZZ Test Delegation of Authority-BCDR Team.
- MOU's:** A section for Memorandums of Understanding, currently showing no items.

## Step 1. Click on the + Alternate Facility Location Icon

- You have the ability to search for all locations in which the State currently has identified State agencies using. The items in this table comprise of State owned or leased property.
  - Click the magnifying glass next to Building Name to search for these locations.



- You can expand the pop-up window by clicking the square in the top right corner of the window.
  - You have the ability to search by the Building Name, City, or Street Address of the property




\*Note: you are unable to add a new location. Please contact your BCDR Liaison to have new locations added to the system.



BC in the Cloud | Alternat... x

Secure | https://app.bcinthecloud.com/prod1/m/main.jsp

Select Item(s) and Close Dialog



**Search Form**

Search for Locations that match ALL criteria

Building Name cont...  City contains

Street Address 1 co...

**Locations Selector** Viewing: All Locations

Building Name	Street Address 1	Street Address 2	State	City	ZIP/Postal Code	Main Phone	DDS	PkLocation
<a href="#">William Penn Bldg</a>	801 Silver Lake Plaza		Delaware	Dover	19903		00-00-00	66594867
William Penn HS	713 East Basin Rd		Delaware	New Castle	19720		00-00-00	66573861

1 - 2 of 2 items

Windows taskbar: 10:07 AM 7/7/2017

- Click on the building name to select it and place it into your plan.

**New Alternate Facility Location** ✖ Cancel ✔ Save

---

**Alternate Facility Location Information**

Building Name

Relocating Business Entities

Notes

---

**Asset/Equipment on Hand** +

Asset/Equipment	Total Quantity
<input type="button" value="5 foot table"/> <input type="button" value="Q"/>	<input type="text" value="20"/>
<span style="background-color: #0070C0; color: white; padding: 2px 5px;">Add Alternate Location Asset/Equipment</span>	

---

**Supplies on Hand** +

Supply	Total Quantity
<input type="button" value="Basic Office Supply Kit"/> <input type="button" value="Q"/>	<input type="text" value="10"/>
<span style="background-color: #0070C0; color: white; padding: 2px 5px;">Add Alternate Location Supply</span>	

- The Relocating Business Entities field can be used for you to designate which Business Entities could relocate to this location. If the business entities table is not specific enough, you can use the Notes field to designate specific Organizational Business Units or other pertinent information related to that location.

\*Note: Hovering over the will display help text concerning fields.\*

- **Asset/Equipment on Hand Section**
  - Use this area to identify assets/equipment that are stored at this alternate location.
  - Click the Add Alternate Location Asset/Equipment button to add a new line to the section.
  - Click the magnifying glass to add or change/replace a particular item, and then identify the quantity that is stored at the location. The trashcan icon will delete the line from the section.
- **Supplies On Hand Section**
  - Use this area to identify supplies that are stored at this alternate location.
  - Click the Add Alternate Location Supply button to add a new line to the section.
  - Click the magnifying glass to add or change/replace a particular item, and then identify the quantity that is stored at the location. The trashcan icon will delete the line from the section.

- Click



## Step 2. Editing an Alternate Location and resources on hand.

Plan: ZZZ Continuity of Operations Test Plan

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

Click + Alternate Locations to link an Alternate Facility to your Plan. Viewing: All Alternate Facility Locations

+ Alternate Facility Location Export Columns Filter

Actions	Building Name	Address	Relocating Business Entities	Plans
	Carvel State Office Bldg	820 N. French St., Wilmington, Delaware	/DTI-Operations Office-Chief Operating Officer	ZZZ Continuity of Operations Test Plan
	William Penn Bldg	801 Silver Lake Plaza, Dover, Delaware 19903		ZZZ Continuity of Operations Test Plan

1 - 2 of 2 items

Delegation of Authority/ Orders of Succession Viewing: All Succession/Delegations

+ Succession/Delegation Team Export Columns Filter

Actions	Succession/Delegation Team Name	Position Holding Authority	Delegation to Position (Alternate)	Delegation to Position (Tertiary)	Additional Delegation	Position has Authority / Limitation	Trigger
	ZZZ- Director position	Director	Deputy Director	Sr. Leader 1	Manager- operations	Act in the capacity during day-to-day operations and COOP events	Upon r he/she incap unavail
	ZZZ Test Delegation of Authority-BCDR Team	BCDR Team Lead	Senior DR Specialist	DR Specialist	COOP Coordinator	Full capacity to handle day to day operations and COOP events.	

1 - 2 of 2 items

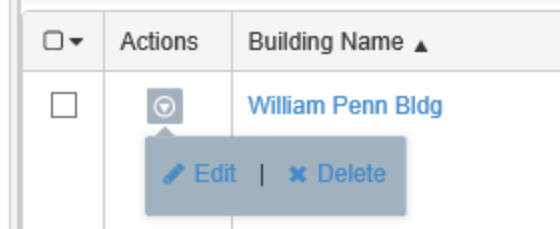
MOU's Viewing: All Memorandums

+ MOU Export Columns Filter

Actions	MOU Name	Status Summary	MOU Owner	Expiration Date	Updated At	Updated By	Created By
---------	----------	----------------	-----------	-----------------	------------	------------	------------

Support Tickets Support Home Privacy Terms of Use Copyright 2017 - BC in the Cloud - All rights reserved. 10:43 AM 7/7/2017

- Click on the circle icon in the Actions Column and choose Edit next to the record that you wish to update.



- Click in each field where you want to change information.

✕ Cancel ✓ Save

Alternate Facility Location Information

Building Name

Relocating Business Entities

Notes

Asset/Equipment on Hand +

Asset/Equipment	Total Quantity
<input style="border: 1px solid #ccc;" type="text" value="5 foot table"/> <input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value="20"/>
<span style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">Add Alternate Location Asset/Equipment</span>	

Supplies on Hand +

Supply	Total Quantity
<input style="border: 1px solid #ccc;" type="text" value="Basic Office Supply Kit"/> <input type="text" value=""/>	<input style="border: 1px solid #ccc;" type="text" value="10"/>
<span style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">Add Alternate Location Supply</span>	

- Click



## Delegation of Authority/Orders of Succession

Click +Succession/Delegation Team to create a new Delegation of Authority/Orders of Succession.

- Your DDS will automatically populate

BC in the Cloud | Success: x  
Secure | https://app.bcincanada.com/prod2/m/main.jsp  
BC in the Cloud  
SEApianbuilder  
BC User Home Dashboards Reports  
New Succession/Delegation Team [Cancel] [Save]  
Succession/Delegation Information  
DDS 11-02-01  
Succession/Delegation Team Name  
Position Holding Authority  
Delegation to Position (Alternate)  
Delegation to Position (Tertiary)  
Additional Delegation  
Position has Authority / Limitation  
Triggering Conditions  
Termination



- Succession/Delegation Team Name:** Type the name of the team or division that this succession/delegation is for.
- Position Holding Authority:** Type in the name of the individual, position name, or combination of position and individual that is in the highest level for this succession/delegation.
- Delegation to Position (Alternate):** Type in the name of the individual, position name, or combination of position and individual that the highest-level position is delegated to.
- Delegation to Position (Tertiary):** Type in the name of the individual, position name, or combination of position and individual of the next alternate that could be delegated to.
- Additional Delegation:** Type in any additional delegations (if any) in this box.


- **Position has Authority/Limitation:** Type in any authorities or any limitations to the authority for this team. (Example: Act in the full capacity for this position during day to day or COOP Events.)
- **Triggering Conditions:** Type in any conditions that could trigger this MOU to become effective. (Example: Upon the absence or incapacity of the person holding this authority.)
- **Termination:** Type in when the Succession/Delegation would end. (Example: Upon return of the highest level authority)

\*Hovering over the  will display help text concerning the field.\*

The screenshot shows a web browser window with the URL <https://app.bcinthecloud.com/prod2/m/main.jsp?pagelId=43338739&appId=43145866&tabId=43145552&id=44365055>. The page title is "ZZZ- Director position". The form is titled "Succession/Delegation Information" and contains the following fields:

- DDS: 11-02-01
- Succession/Delegation Team Name: ZZZ- Director position
- Position Holding Authority: Director
- Delegation to Position (Alternate): Deputy Director
- Delegation to Position (Tertiary): Sr. Leader 1
- Additional Delegation: Manager- operations
- Position has Authority / Limitation: Act in the capacity during day-to-day operations and COOP events
- Triggering Conditions: Upon request or if he/she is incapacitated or unavailable
- Termination: upon return or new designation

At the bottom of the page, there is a footer with "Support Tickets", "Support Home", "Privacy", "Terms of Use", and "Copyright 2017 - BC in the Cloud - All rights reserved." The system tray shows the time as 8:37 AM on 7/11/2017.

- Click  .

## To edit an existing Succession/Delegation.

Plan: ZZZ Continuity of Operations Test Plan

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

Click + Alternate Locations to link an Alternate Facility to your Plan. Viewing: All Alternate Facility Locations

+ Alternate Facility Location Export Columns Filter

Actions	Building Name	Address	Relocating Business Entities	Plans
	Carvel State Office Bldg	820 N. French St., , Wilmington, Delaware	/DTI-Operations Office-Chief Operating Officer	ZZZ Continuity of Operations Test Plan
	William Penn Bldg	801 Silver Lake Plaza, , Dover, Delaware 19903		ZZZ Continuity of Operations Test Plan

1 - 2 of 2 items

Delegation of Authority/ Orders of Succession Viewing: All Succession/Delegations

+ Succession/Delegation Team Export Columns Filter

Actions	Succession/Delegation Team Name	Position Holding Authority	Delegation to Position (Alternate)	Delegation to Position (Tertiary)	Additional Delegation	Position has Authority / Limitation	Trigger
	ZZZ- Director position	Director	Deputy Director	Sr. Leader 1	Manager- operations	Act in the capacity during day-to-day operations and COOP events	Upon r he/she incapa unavail
	ZZZ Test Delegation of Authority-BCDR Team	BCDR Team Lead	Senior DR Specialist	DR Specialist	COOP Coordinator	Full capacity to handle day to day operations and COOP events.	

1 - 2 of 2 items

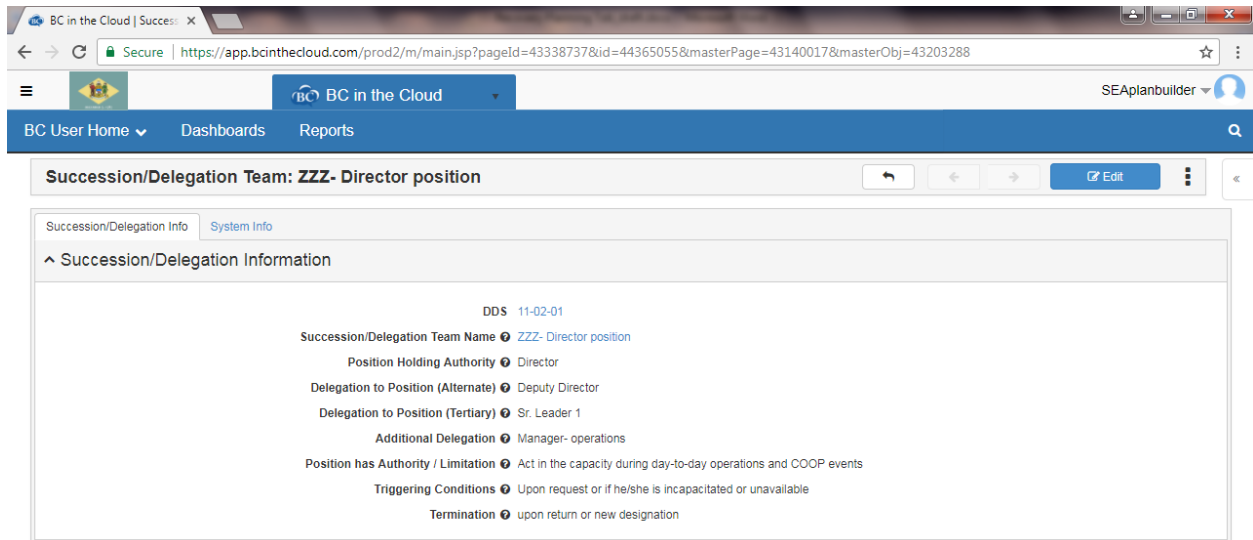
MOU's Viewing: All Memorandums

+ MOU Export Columns Filter

Actions	MOU Name	Status Summary	MOU Owner	Expiration Date	Updated At	Updated By	Created By
---------	----------	----------------	-----------	-----------------	------------	------------	------------

Support Tickets Support Home Privacy Terms of Use Copyright 2017 - BC in the Cloud - All rights reserved. 8:43 AM 7/11/2017

- Click either on the circle icon in the Actions Column next to the record that you wish to update and choose Edit or click the Succession/Delegation Team Name.



- Click on the Edit button in the top right-hand corner
- You may edit any of the fields.



- Click
- Click the back button to return back to the Recovery Tab.

### To remove or delete an existing Succession/Delegation.

- Click on the circle icon in the Actions Column next to the record that you wish to update and then click delete or click in the check box next to the Succession/Delegation Team Name and click the trashcan at the top of the table.
- It will prompt you to be sure you would like to continue the deletion. Click Continue or Cancel as appropriate.



BC in the Cloud | Plan | Z X

Secure | https://app.bcinthecloud.com/prod2/m/main.jsp?pageId=43140017&appId=43145866&tabId=43145552&id=43203288

BC in the Cloud SEApianbuilder

BC User Home Dashboards Reports

### Plan: ZZZ Continuity of Operations Test Plan

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

Click + Alternate Locations to link an Alternate Facility to your Plan. Viewing: All Alternate Facility Locations

+ Alternate Facility Location Export Columns Filter

Actions	Building Name	Address	Relocating Business Entities	Plans
<input type="checkbox"/>	Carvel State Office Bldg	820 N. French St., , Wilmington, Delaware	/DTI-Operations Office-Chief Operating Officer	ZZZ Continuity of Operations Test Plan
<input type="checkbox"/>	William Penn Bldg	801 Silver Lake Plaza, , Dover, Delaware 19903		ZZZ Continuity of Operations Test Plan

1 - 2 of 2 Items

### Delegation of Authority/ Orders of Succession

Viewing: All Succession/Delegations

+ Succession/Delegation Team Export Columns Filter

Actions	Succession/Delegation Team Name	Position Holding Authority	Delegation to Position (Alternate)	Delegation to Position (Tertiary)	Additional Delegation	Position has Authority / Limitation	Trigger
<input type="checkbox"/>	ZZZ- Director position	Director	Deputy Director	Sr. Leader 1	Manager- operations	Act in the capacity during day-to-day operations and COOP events	Upon r he/she incap unavail
<input type="checkbox"/>	ZZZ Test Delegation of Authority-BCDR Team	BCDR Team Lead	Senior DR Specialist	DR Specialist	COOP Coordinator	Full capacity to handle day to day operations and COOP events.	

1 - 2 of 2 Items

### MOU's

Viewing: All Memorandums

+ MOU Export Columns Filter

Actions	MOU Name	Status Summary	MOU Owner	Expiration Date	Updated At	Updated By	Created By
---------	----------	----------------	-----------	-----------------	------------	------------	------------

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## MOU's:

**Click +MOU to create a new Memorandum of Understanding.**

This section in the system is used to document specifics about a MOU you have in place with any third party entity. There are reminders configured in the system that will send the Continuity Coordinators/Plan Builders reminders when the expiration date of the MOU is approaching. The reminder emails will be sent 45 days, 15 days, and the day of the MOU expiration.

- **MOU Name:** Enter in the name of the MOU. (Note: this a required field)
- **DDS:** DDS will auto populate based on your DDS.
- **Start Date:** This will auto populate based on today's date but this date can be changed by using the calendar box to the right of the field.
- **Expiration Date:** This date can be populated by clicking on the calendar button next to the field. This is the expiration date of the MOU. This date will be used to trigger the reminder emails about the expiration of the MOU.
- **MOU Capacity:** Use this field to document any capacity that is specified in the MOU.



- Click  .

\*Notice there is no area to upload the actual signed MOU. This is done via the documents tab.

BC in the Cloud | MOU { x }  
Secure | https://app.bcinthecloud.com/prod2/m/main.jsp  
BC in the Cloud  
SEApianbuilder  
BC User Home Dashboards Reports  
New MOU Cancel Save  
Memorandum Information  
MOU Name  
DDS 11-02-01  
Start Date 07/12/2017  
Expiration Date  
MOU Capacity



### Editing a Memorandum of Understanding.

- Click either on the circle icon in the Actions Column next to the record that you wish to update or the MOU Name.

**Plan: ZZZ Continuity of Operations Test Plan**

Succession/Delegation Team

Actions	Succession/Delegation Team Name	Position Holding Authority	Delegation to Position (Alternate)	Delegation to Position (Tertiary)	Additional Delegation	Position has Authority / Limitation	Trigger
	ZZZ- Director position	Director	Deputy Director	Sr. Leader 1	Manager- operations	Act in the capacity during day-to-day operations and COOP events	Upon r he/she incap unavail
	ZZZ Test Delegation of Authority-BCDR Team	BCDR Team Lead	Senior DR Specialist	DR Specialist	COOP Coordinator	Full capacity to handle day to day operations and COOP events.	

MOU's

Actions	MOU Name	Status Summary	MOU Owner	Expiration Date	Updated At	Updated By	Created By
	zzzteswt	Expired	SEApianbuilder Trainer	07/28/2017	07/12/2017, 10:42 AM	SEApianbuilder Trainer	SEApianbuilder Trainer
	ZZZ DTI Test MOU	Expired	Lori Gorman	04/21/2017	04/21/2017, 12:00 AM	Server Side User	Lori Gorman

Call Trees

Actions	Call Tree	People in Call Tree	DDS	Plans	Updated At	Updated By
	ZZZ Call Tree 1	6	11-02-01	ZZZ Continuity of Operations Test Plan	07/06/2017, 2:33 PM	Maura Glemser
	ZZZ MG TESTER	11	11-02-01	ZZZ Continuity of Operations Test Plan	07/07/2017, 1:53 PM	Maura Glemser
	zzz test	23	11-02-01	ZZZ Continuity of Operations Test Plan	07/07/2017, 9:53 AM	SoD Prod 1 Admin 1

- Click on the Edit button in top right hand corner



**MOU: zzzteswt**


Memorandum Info System Info

Memorandum Information

MOU Name zzzteswt  
 DDS 11-02-01  
 Start Date 05/19/2017  
 Expiration Date 07/28/2017  
 MOU Capacity

- You may edit any of the fields.



- Click .
- Click the back button to return back to the Recovery Tab.

**To remove or delete an existing MOU.**

- Click on the circle icon in the Actions Column next to the record that you wish to update and then click delete or click in the check box next to the MOU Name and click the trashcan at the top of the table.
- It will prompt you to be sure you would like to continue the deletion. Click Continue or Cancel as appropriate.

## Call Trees:

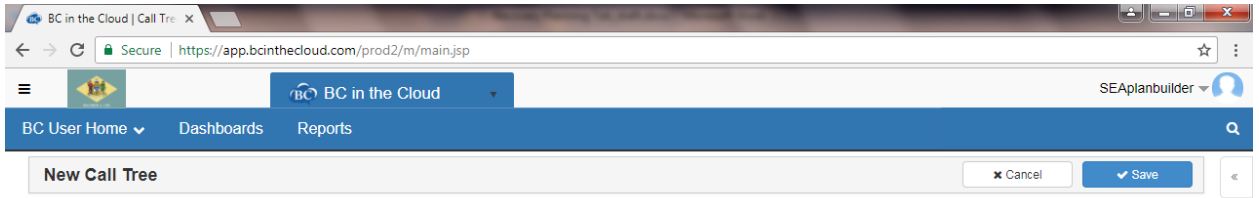
Click +Call Tree to create a new Call Tree.

Remember that the call tree is designed for use as a backup to the Crisis Communications System, if you are unable to use it. Call Trees created in the system do **NOT** flow over to the Crisis Communications System.

- Click + Call Tree to add a call tree to your plan.

The screenshot displays the 'BC in the Cloud' application interface. The main content area is titled 'Plan: ZZZ Continuity of Operations Test Plan'. It features three expandable sections: 'Succession/Delegation Team', 'MOU's', and 'Call Trees'. The 'Call Trees' section is expanded, showing a table with three entries. A red arrow points to the '+ Call Tree' button in the 'Call Trees' section header.

Actions	Call Tree	People in Call Tree	DDS	Plans	Updated At	Updated By
<input type="checkbox"/>	ZZZ Call Tree 1	6	11-02-01	ZZZ Continuity of Operations Test Plan	07/06/2017, 2:33 PM	Maura Glemser
<input type="checkbox"/>	ZZZ MG TESTER	11	11-02-01	ZZZ Continuity of Operations Test Plan	07/07/2017, 1:53 PM	Maura Glemser
<input type="checkbox"/>	zzz test	23	11-02-01	ZZZ Continuity of Operations Test Plan	07/07/2017, 9:53 AM	SoD Prod 1 Admin 1



Please add a name and description for your Call Tree. In order to add people to your Call Tree, please click "Save" and you will be redirected to the Call Tree.

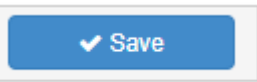
DDS

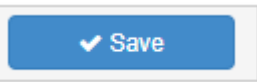
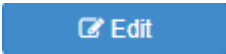
Call Tree

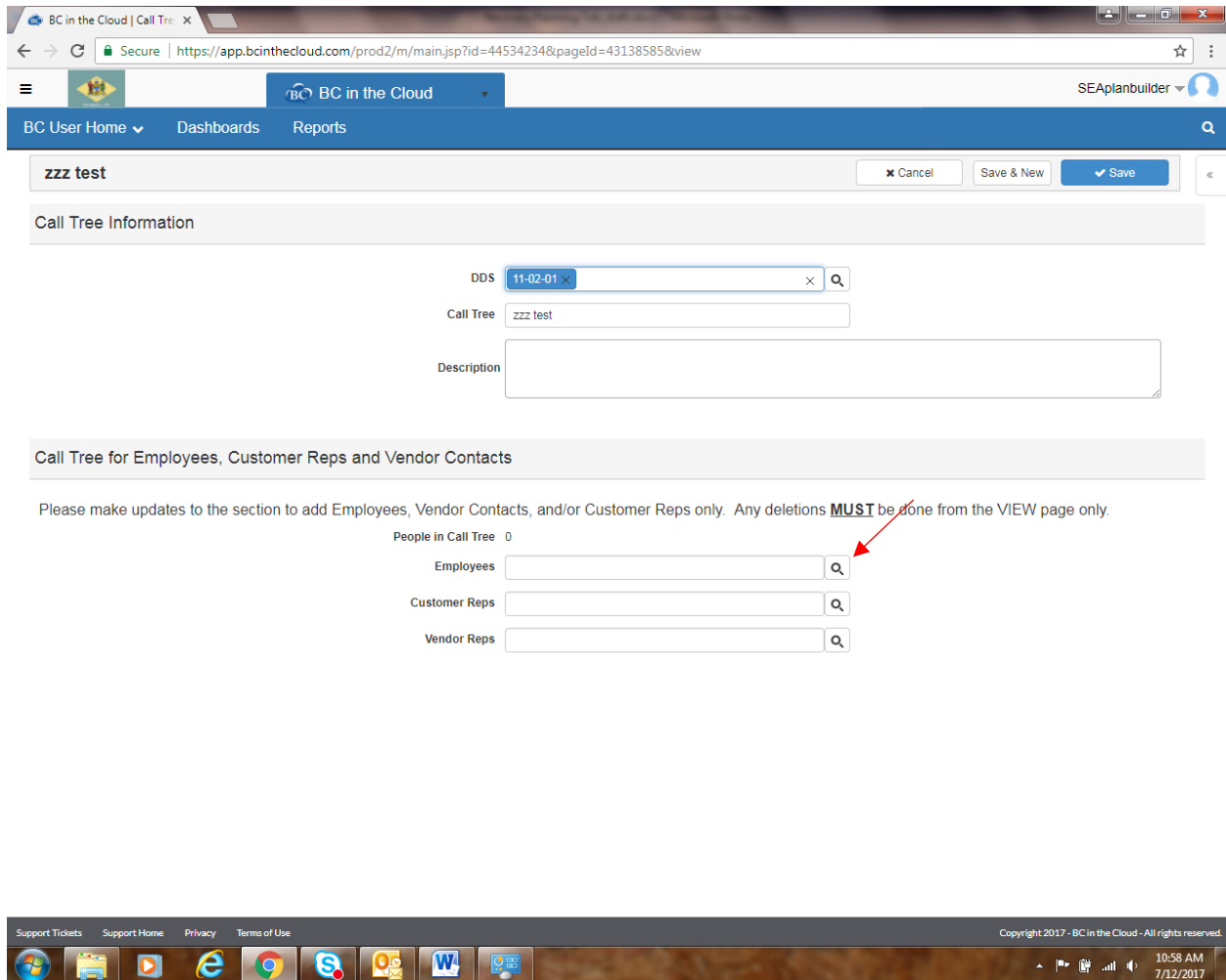
Description



- **DDS:** Your DDS auto populates on the call tree.
- **Call Tree:** Name the call tree something that briefly identifies the team or contents of the call tree.
- **Description:** Document a brief description about the call tree as needed.



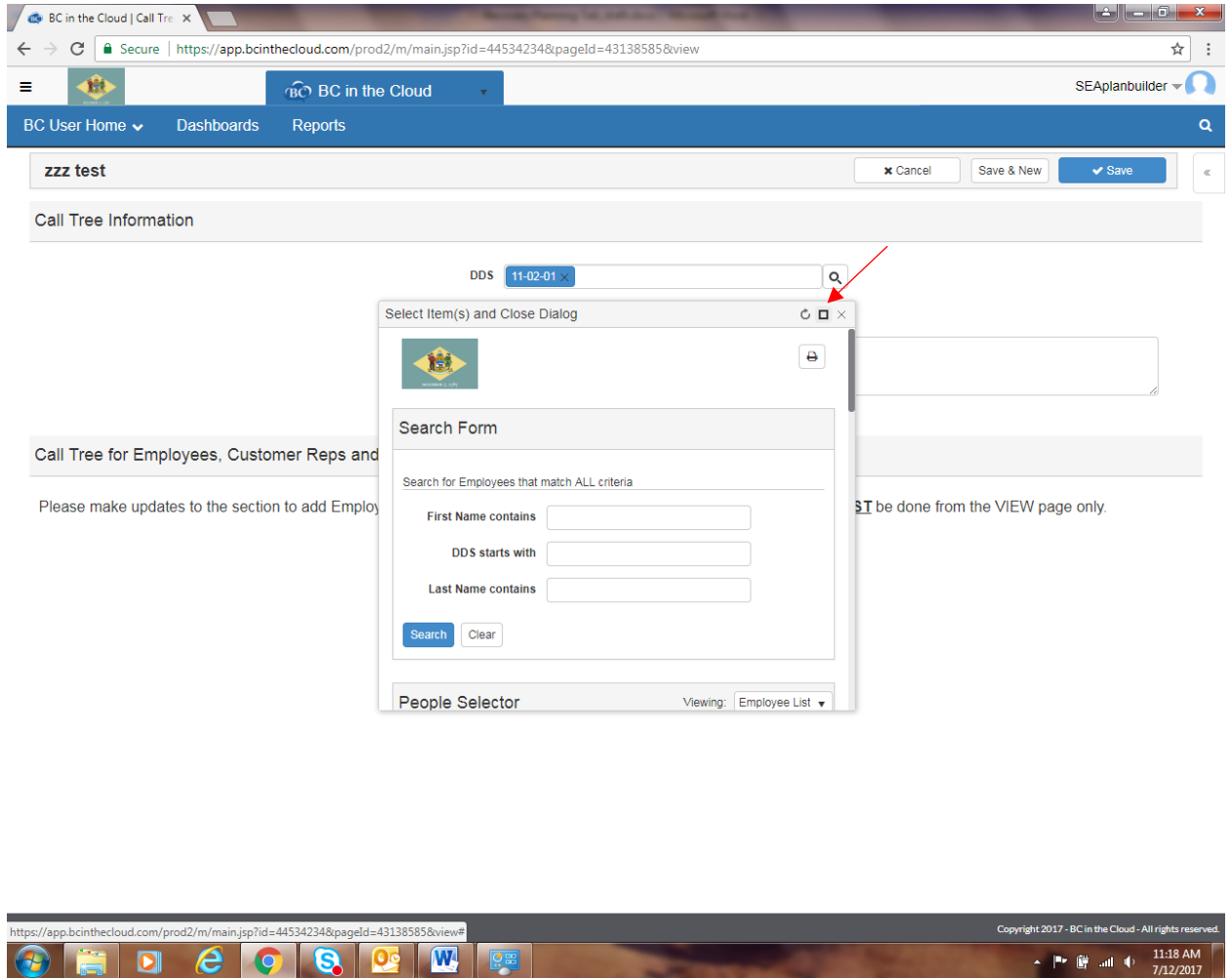
- Click .
- Click on the Edit button in top right hand corner  to add individuals to the call tree.



You have the ability to add Employees, Customer Reps, or Vendor Reps to your call tree.

- To select employees click on the magnifying glass next to the Employee field






- Expand the pop up box by clicking on the square at the top right of the screen.

BC in the Cloud | Call Tree X

Secure | <https://app.bcinthecloud.com/prod2/m/main.jsp?id=44534234&pageId=43138585&view>

Select Item(s) and Close Dialog




**Search Form**

Search for Employees that match ALL criteria

First Name contains  DDS starts with

Last Name contains

**People Selector** Viewing: Employee List 

<input type="checkbox"/>	Employee ID	Employee	Essential Status	Work Email Address	Work Phone	Company Cell	DDS
<input type="checkbox"/>	42466	Autumn .	Report as Directed	autumn.nin@state.de.us	(302)761-8387		60-06-01
<input type="checkbox"/>	37545	Sunyata .	Pending Assignment				90-04-04
<input type="checkbox"/>	163655	Jermaine Aaron	Pending Assignment				55-04-70
<input type="checkbox"/>	175304	Mallikah Aaron	Pending Assignment				35-07-01
<input type="checkbox"/>	143919	Stephen Aaron	Pending Transfer				55-11-10
<input type="checkbox"/>	161256	Blanche Aaron	Pending Assignment				95-40-00
<input type="checkbox"/>	151069	Jennifer Aaronson	Pending Assignment	kate.aaronson@state.de.us	(302)577-7047	(302)256-1180	02-01-40
<input type="checkbox"/>	131029	Peter Aastad	Pending Assignment				95-32-00
<input type="checkbox"/>	162320	Ilianny Abad	Pending Assignment	ilianny.Abad@state.de.us	(302)424-7300		95-15-00
<input type="checkbox"/>	58836	Lucia Abate	Pending Transfer				95-10-00
<input type="checkbox"/>	136270	Virginia Abate	Pending Transfer				95-11-00
<input type="checkbox"/>	166637	Karen Abate	Pending Assignment				95-11-00
<input type="checkbox"/>	127985	Olulade Abayode	Onsite	Olulade.Abayode@state.de.us	(302)577-3004		38-04-05
<input type="checkbox"/>	127285	Kim Abbas	Pending Transfer				95-31-00


11:19 AM  
7/12/2017

\*Note check your default view it could be either Employee List or Employees by DDS. The Employee List view displays all State Employees. To display only State Employees in your DDS, click the arrow next to Employee List and select Employees in DDS.

BC in the Cloud | Call Tree X

Secure | https://app.bcinthecloud.com/prod2/m/main.jsp?id=44534234&pageId=43138585&view

Select Item(s) and Close Dialog



### Search Form

Search for Employees that match ALL criteria

First Name contains  DDS starts with


Last Name contains

### People Selector

Viewing: **Employees with DDS**

<input type="checkbox"/>	DDS	Employee ID	Employee ▲	First Name	Last Name	Work Phone	Work Email Address	Company Cell	Text/SMS	Personal Email Address	Home Address 1	Home Address 2
<input type="checkbox"/>	11-02-01	111910	Claudette Martin-Wus	Claudette	Martin-Wus	(302)739-9636	claudette.martin-wus@state.de.us		(123)456-7890		789 test road	
<input type="checkbox"/>	11-02-01	55588	Heather Volkomer	Heather	Volkomer	(302)739-9824	Heather.Volkomer@state.de.us	(302)562-6122	(789)456-1230		5487 test address	
<input type="checkbox"/>	11-02-01	79374	Lori Gorman	Lori	Gorman	(302)739-9668	Lori.Gorman@state.de.us	(302)535-0364	(789)456-1230	lori.gorman@state.de.us	test address	
<input type="checkbox"/>	11-02-01	EMPC250611094	Michele Churchman	Michele	Churchman		michele.churchman@state.de.us		(302)242-3103	mcade4@verizon.net	20 Chatham Court	
<input type="checkbox"/>	11-02-01	72158	Sandra Alexander	Sandra	Alexander	(302)739-9637	Sandra.Alexander@state.de.us	(302)242-5475	(123)456-7890			
<input type="checkbox"/>	11-02-01	123456	ZZZ Maura Glemser	ZZZ Maura	Glemser		maura-test1@bcinthecloud.com					

1 - 6 of 6 Items



- To search for an employee enter in their First Name, Last Name or both into the search form and click search.
- Click in the check box next to the employee(s) you would like to add to your call list or select the entire page by clicking in the check box in the column heading.



- Click

BC in the Cloud | Call Tree X  
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**Call Tree: zzz test** Print Call Tree Edit

Visual Call Tree Plan Assignments System Info

**Instructions**

To add a person to the Call Tree, click the "Edit" button.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

DDS 11-02-01

Expand all Collapse all

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Lori Gorman	Employee	(302)739-9668	(789)456-1230	(789)456-1230
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Heather Volkomer	Employee	(302)739-9824	(123)456-7890	n/a
<input type="checkbox"/> Claudette Martin-Wus	Employee	(302)739-9636	(123)456-7890	(124)567-8900
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a
<input type="checkbox"/> ZZZ Maura Glemser	Employee	n/a	n/a	n/a

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 11:31 AM 7/12/2017

- Rearrange the order by clicking on the person who should start the call tree before the first person in the list.
  - Drag and drop employees' names on top of the person that would be calling him/her. Look for a Blue arrow and a green symbol to before releasing the person to the position.

**Call Tree: zzz test**

Visual Call Tree | Plan Assignments | System Info

**Instructions**

To add a person to the Call Tree, click the "Edit" button.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

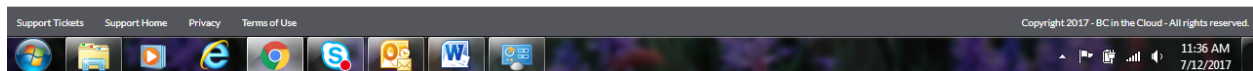
DDS 11-02-01

Notice: Update made to the Call Tree is NOT auto-saved. Please click the "Save Updates" button to persist all the changes

Save Updates

Expand all | Collapse all

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Claudette Martin-Wus	Employee	(302)739-9636	(123)456-7890	(124)567-8900
<input type="checkbox"/> Heather Volkomer	Employee	(302)739-9824	(123)456-7890	n/a
<input type="checkbox"/> Lori Gorman	Employee	(302)739-9668	(789)456-1230	(789)456-1230
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a
<input type="checkbox"/> ZZZ Maura Glemser	Employee	n/a	n/a	n/a



- Click Save Updates in the Middle of the screen to Save the work performed.
- If you are finished with the call list, click the back arrow at the top right of the screen
- If you would like to continue adding people, click Edit at the top right.

\*Note: remember to save any updates before going to any different screen otherwise the changes will be lost.

### Edit a call tree

- Select the call tree that needs to be changed, by clicking on the call tree name or click on the circle icon in the Actions Column and choose Edit.

BC in the Cloud | Plan | Z X

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BC User Home ▾ Dashboards Reports

### Plan: ZZZ BCIC Test Plan

Preview Plan Publish Plan Edit

Actions	Succession/Delegation Team Name	Position Holding Authority	Delegation to Position (Alternate)	Delegation to Position (Tertiary)	Additional Delegation	Position has Authority / Limitation	Trigger
	ZZZ- Director position	Director	Deputy Director	Sr. Leader 1	Manager- operations	Act in the capacity during day-to-day operations and COOP events	Upon r he/she incapav unavail
	ZZZ Test Delegation of Authority- BCDR Team	BCDR Team Lead	Senior DR Specialist	DR Specialist	COOP Coordinator	Full capacity to handle day to day operations and COOP events.	

1 - 2 of 2 items

#### MOU's

Viewing: All Memorandums ▾

+ MOU Export Columns Filter

Actions	MOU Name	Status Summary	MOU Owner	Expiration Date	Updated At	Updated By	Created By
	zzzteswt	Expired	SEApianbuilder Trainer	07/28/2017	07/12/2017, 10:42 AM	SEApianbuilder Trainer	SEApianbuilder Trainer
	ZZZ DTI Test MOU	Expired	Lori Gorman	04/21/2017	04/21/2017, 12:00 AM	Server Side User	Lori Gorman

1 - 2 of 2 items

#### Call Trees

Viewing: All Call Trees ▾

+ Call Tree Export Columns Filter

Actions	Call Tree	People in Call Tree	DDS	Plans	Updated At	Updated By
	ZZZ Call Tree 1	6	11-02-01	ZZZ BCIC Test Plan	07/06/2017, 2:33 PM	Maura Glemser
	ZZZ MG TESTER	9	11-02-01	ZZZ BCIC Test Plan	07/07/2017, 1:53 PM	Maura Glemser
	zzz test	22	11-02-01	ZZZ BCIC Test Plan	07/07/2017, 9:53 AM	SoD Prod 1 Admin 1
	zzz test	6	11-02-01	ZZZ BCIC Test Plan	07/19/2017, 2:40 PM	SEApianbuilder Trainer

1 - 4 of 4 items

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2:42 PM 7/19/2017

- Click the Expand all button to see all people assigned to the call tree.

**Call Tree: zzz test** Print Call Tree Edit

Visual Call Tree | Plan Assignments | System Info

**Instructions**

To add a person to the Call Tree, click the "Edit" button.  
 To delete a person from the Call Tree, click checkbox next to their name and then click the trash can icon that appears.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

DDS 11-02-01

Expand Collapse all

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a

BC in the Cloud | Call Tree

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BC in the Cloud SEApianbuilder

BC User Home Dashboards Reports

Call Tree: zzz test

Visual Call Tree Plan Assignments System Info

Instructions

To add a person to the Call Tree, click the "Edit" button.  
 To delete a person from the Call Tree, click checkbox next to their name and then click the trash can icon that appears.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.


DDS 11-02-01

Expand all Collapse all

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Claudette Martin-Wus	Employee	(302)739-9636	(123)456-7890	(124)567-8900
<input type="checkbox"/> Heather Volkomer	Employee	(302)739-9824	(123)456-7890	n/a
<input type="checkbox"/> Lori Gorman	Employee	(302)739-9668	(789)456-1230	(789)456-1230
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a

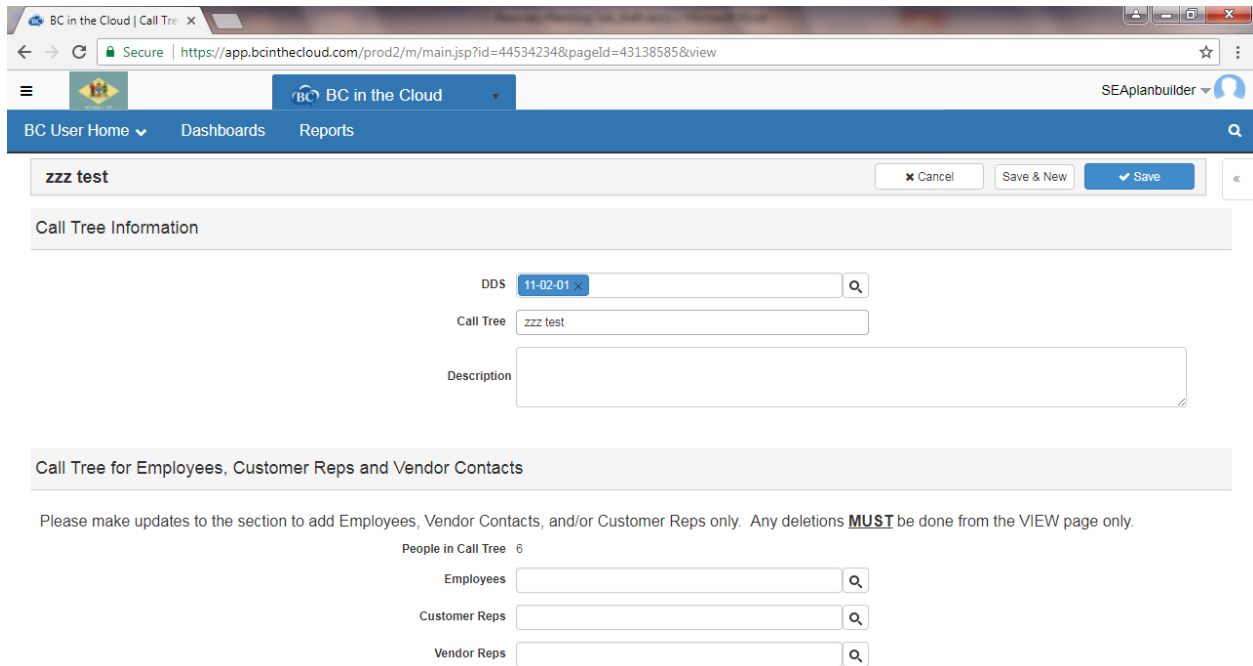
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2:48 PM 7/19/2017

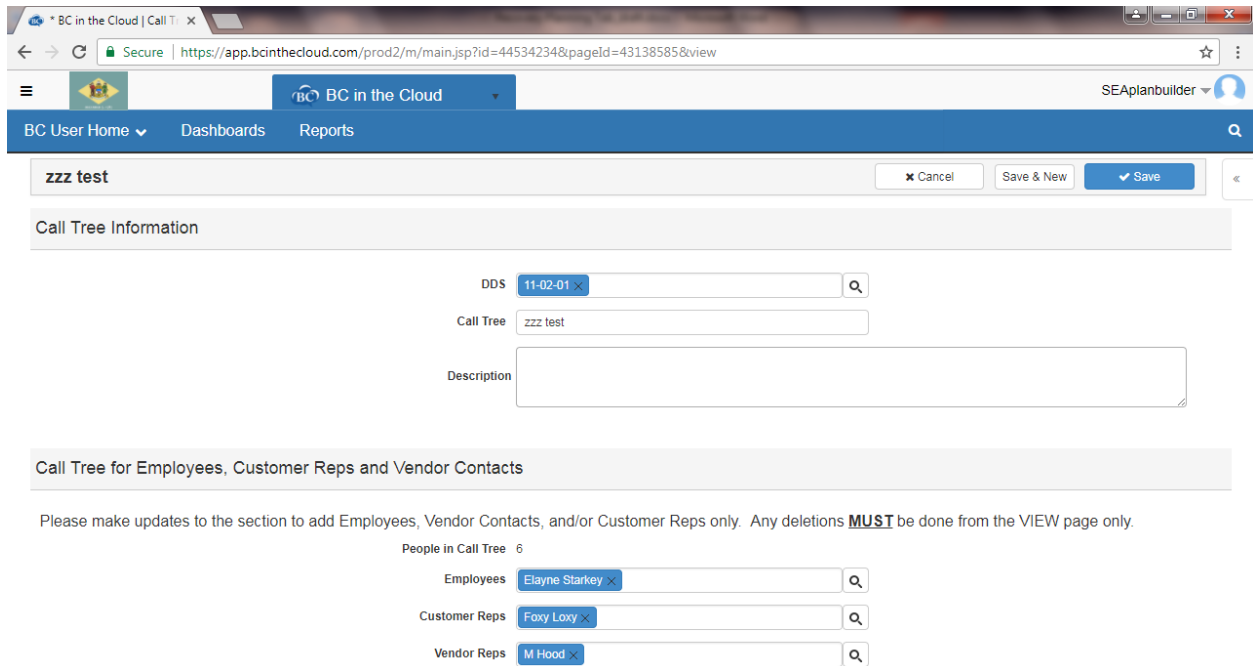
 Edit

- Click the Edit button to add people to the call list.
- You have the ability to add Employees, Customer Reps, or Vendor Reps to your call tree.






- To add Employees, Customer Reps or Vendor Reps click on the magnifying glass next to the field of the type of individual that you would like to add.
  - You have the ability to add all Employees whether they are in your DDS or not; however, only employees of your agency should be searched under the Employees field.
  - Customer Reps are individuals that are not listed as an employee of your agency, therefore if you have a reliance on someone from another State agency or the Internal Revenue Service, for example, you should have already assigned them to your plan at the Customer/Partners/Vendors Tab. You will be able to find them by clicking on the magnifying glass next to Customer Reps. You are not able to create new Customer Reps here, because they should be added from the Customer/Partners/Vendors Tab.
  - Vendor Reps are any representatives from organizations that you pay for products or services. You will be able to find them by clicking on the magnifying glass next to Vendor Reps. You are not able to create them here, because they should be added from the Customer/Partners/Vendors Tab.



- Follow the instructions beginning on page 25 of this document to select one of these types of individuals

\*Note: I've added one of each type here.

- Click  .

\*Note: It just drops the individuals into the call list.

BC in the Cloud | Call Tree X

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Call Tree: zzz test

Visual Call Tree Plan Assignments System Info

Instructions

To add a person to the Call Tree, click the "Edit" button.  
 To delete a person from the Call Tree, click checkbox next to their name and then click the trash can icon that appears.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

DDS 11-02-01

Expand all Collapse all

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Elayne Starkey	Employee	(302)739-9631	**	**
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a
<input type="checkbox"/> Foxy Loxy	Client Contact	(666)444-5555	n/a	n/a
<input type="checkbox"/> M Hood	Vendor Contact	n/a	n/a	n/a

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3:11 PM 7/19/2017

- Rearrange the order by clicking on the person who should start the call tree before the first person in the list.
- Drag and drop individuals' names on top of the person that would be calling him/her. Look for a Blue arrow and a green symbol to before releasing the person to the position.

BC in the Cloud | Call Tree X

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BC User Home Dashboards Reports

Call Tree: zzz test Print Call Tree Edit

Visual Call Tree Plan Assignments System Info

Instructions

To add a person to the Call Tree, click the "Edit" button.  
 To delete a person from the Call Tree, click checkbox next to their name and then click the trash can icon that appears.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

DDS 11-02-01

Notice: Update made to the Call Tree is NOT auto-saved. Please click the 'Save Updates' button to persist all the changes Save Updates

Expand all Collapse all

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Elayne Starkey	Employee	(302)739-9631	**	**
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Claudette Martin-Wus	Employee	(302)739-9636	(123)456-7890	(124)567-8900
<input type="checkbox"/> Heather Volkomer	Employee	(302)739-9824	(123)456-7890	n/a
<input type="checkbox"/> Lori Gorman	Employee	(302)739-9668	(789)456-1230	(789)456-1230
<input type="checkbox"/> Foxy Loxy	Client Contact	(666)444-5555	n/a	n/a
<input type="checkbox"/> M Hood	Vendor Contact	n/a	n/a	n/a
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a

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3:13 PM 7/19/2017

- To remove a person from the call list, click in the box to the left of the name and the trashcan icon will appear next to the Collapse All button.

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 BC in the Cloud SEAplanbuilder  
 BC User Home Dashboards Reports

**Call Tree: zzz test** Print Call Tree Edit

Visual Call Tree Plan Assignments System Info

**Instructions**

To add a person to the Call Tree, click the "Edit" button.  
 To delete a person from the Call Tree, click checkbox next to their name and then click the trash can icon that appears.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

DDS 11-02-01

Notice: Update made to the Call Tree is NOT auto-saved. Please click the 'Save Updates' button to persist all the changes **Save Updates**

Expand all Collapse all Foxy Loxy M Hood

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Elayne Starkey	Employee	(302)739-9631	**	**
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Claudette Martin-Wus	Employee	(302)739-9636	(123)456-7890	(124)567-8900
<input type="checkbox"/> Heather Volkomer	Employee	(302)739-9824	(123)456-7890	n/a
<input type="checkbox"/> Lori Gorman	Employee	(302)739-9668	(789)456-1230	(789)456-1230
<input checked="" type="checkbox"/> Foxy Loxy	Client Contact	(666)444-5555	n/a	n/a
<input checked="" type="checkbox"/> M Hood	Vendor Contact	n/a	n/a	n/a
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a

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- Click the trashcan button to delete the selected individuals.
- A confirmation popup box will appear.

BC in the Cloud | Call Tree X

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BC User Home Dashboards Reports

app.bcincethecloud.com says:  
\*\* DELETE CONFIRMATION \*\*  
Are you sure to continue deleting item(s) from Call Tree?  
OK Cancel

SEApianbuilder

Call Tree: zzz test

Visual Call Tree Plan Assignments System Info

Instructions

To add a person to the Call Tree, click the "Edit" button.  
To delete a person from the Call Tree, click checkbox next to their name and then click the trash can icon that appears.  
To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
Dragging to the left ABOVE a person indicates that they are a "Caller".  
Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

DDS 11-02-01

Notice: Update made to the Call Tree is NOT auto-saved. Please click the 'Save Updates' button to persist all the changes

Save Updates

Expand all Collapse all Foxy Loxy M Hood

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Elayne Starkey	Employee	(302)739-9631	**	**
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Claudette Martin-Wus	Employee	(302)739-9636	(123)456-7890	(124)567-8900
<input type="checkbox"/> Heather Volkomer	Employee	(302)739-9824	(123)456-7890	n/a
<input type="checkbox"/> Lori Gorman	Employee	(302)739-9668	(789)456-1230	(789)456-1230
<input checked="" type="checkbox"/> Foxy Loxy	Client Contact	(666)444-5555	n/a	n/a
<input checked="" type="checkbox"/> M Hood	Vendor Contact	n/a	n/a	n/a
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a

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3:16 PM  
7/19/2017

- Click OK.

**Call Tree: zzz test**

Visual Call Tree | Plan Assignments | System Info

**Instructions**

To add a person to the Call Tree, click the "Edit" button.  
 To delete a person from the Call Tree, click checkbox next to their name and then click the trash can icon that appears.  
 To organize the call tree, "Drag and Drop" each person to the appropriate spot. Each caller is listed on their own line.  
 Dragging to the left ABOVE a person indicates that they are a "Caller".  
 Dragging to the RIGHT and BELOW a person indicates that they are a "Called By" the above Caller.

DDS 11-02-01

Notice: Update made to the Call Tree is NOT auto-saved. Please click the 'Save Updates' button to persist all the changes

Save Updates

Expand all | Collapse all

Contact Name	Type	Work Phone	Mobile Phone	Home Phone
<input type="checkbox"/> Elayne Starkey	Employee	(302)739-9631	**	**
<input type="checkbox"/> Sandra Alexander	Employee	(302)739-9637	(123)456-7890	(789)456-1230
<input type="checkbox"/> Claudette Martin-Wus	Employee	(302)739-9636	(123)456-7890	(124)567-8900
<input type="checkbox"/> Heather Volkomer	Employee	(302)739-9824	(123)456-7890	n/a
<input type="checkbox"/> Lori Gorman	Employee	(302)739-9668	(789)456-1230	(789)456-1230
<input type="checkbox"/> Michele Churchman	Employee	n/a	(302)242-3103	n/a

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3:17 PM  
7/19/2017

- Click Save Updates in the middle of the screen to save the work you have performed.
- Click the back arrow located by the Print Call Tree button to go back to the plan.

### Delete a call tree

If there is too much work needed to get a call tree correct, sometimes it's easier to delete the call tree and create a new call tree.

- Click on the Actions circle next to the call tree that you want to delete.

BC in the Cloud | Plan | X

Secure | https://app.bcinthecloud.com/prod2/m/main.jsp?pageId=43140017&id=43203288

BC User Home | Dashboards | Reports

### Plan: ZZZ BCIC Test Plan

Preview Plan | Publish Plan | Edit

Actions	Succession/Delegation Team Name	Position Holding Authority	Delegation to Position (Alternate)	Delegation to Position (Tertiary)	Additional Delegation	Position has Authority / Limitation	Trigger
	ZZZ- Director position	Director	Deputy Director	Sr. Leader 1	Manager- operations	Act in the capacity during day-to-day operations and COOP events	Upon r he/she incap unavail
	ZZZ Test Delegation of Authority-BCDR Team	BCDR Team Lead	Senior DR Specialist	DR Specialist	COOP Coordinator	Full capacity to handle day to day operations and COOP events.	

1 - 2 of 2 items

### MOU's

Viewing: All Memorandums

+ MOU | Export

Actions	MOU Name	Status Summary	MOU Owner	Expiration Date	Updated At	Updated By	Created By
	zzzleswt	Expired	SEApianbuilder Trainer	07/28/2017	07/12/2017, 10:42 AM	SEApianbuilder Trainer	SEApianbuilder Trainer
	ZZZ DTI Test MOU	Expired	Lori Gorman	04/21/2017	04/21/2017, 12:00 AM	Server Side User	Lori Gorman

1 - 2 of 2 items

### Call Trees

Viewing: All Call Trees

+ Call Tree | Export

Actions	Call Tree	People in Call Tree	DDS	Plans	Updated At	Updated By
	ZZZ Call Tree 1	6	11-02-01	ZZZ BCIC Test Plan	07/06/2017, 2:33 PM	Maura Glemser
	ZZZ MG TESTER	9	11-02-01	ZZZ BCIC Test Plan	07/07/2017, 1:53 PM	Maura Glemser
	zzz test	22	11-02-01	ZZZ BCIC Test Plan	07/07/2017, 9:53 AM	SoD Prod 1 Admin 1
	zzz test	7	11-02-01	ZZZ BCIC Test Plan	07/19/2017, 3:10 PM	SEApianbuilder Trainer

1 - 4 of 4 items

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3:23 PM 7/19/2017

- Click Delete
- A pop up box will appear confirming that you want to move the Call Tree to the Recycle Bin



The screenshot displays the 'BC in the Cloud' web application interface. A modal dialog box titled 'Delete Call Tree?' is centered on the screen, containing a warning icon and the text: 'Are you sure you want to move this Call Tree to the Recycle Bin?'. Below the text are two buttons: 'Continue' and 'Cancel'. The background interface is dimmed and shows several sections:

- Plan: ZZZ BCIC Test Plan**: A table with columns for Actions, Succession/Delegation Team Name, Position Holding Authority, Delegation to Position (Alternate), Delegation to Position (Tertiary), Additional Delegation, Position has Authority / Limitation, and Trigger. Two rows are visible, detailing roles like 'Director' and 'BDR Team Lead'.
- MOU's**: A section with a table of Memorandum of Understanding (MOU) items, including columns for Actions, MOU Name, and Status Summary. Two items are listed: 'zzzleswt' and 'ZZZ DTI Test MOU', both with an 'Expired' status.
- Call Trees**: A section with a table of Call Tree entries, including columns for Actions, Call Tree, People in Call Tree, DDS, Plans, Updated At, and Updated By. Four items are listed, all associated with the 'ZZZ BCIC Test Plan'.

The bottom of the screenshot shows a Windows taskbar with various application icons and a system tray displaying the time as 3:24 PM on 7/19/2017.

- Click continue.

This concludes all available functions for the Recovery Planning Tab.