

COOP After Action Report

Exercise name:	Things Happen
Date:	August 24, 2023
Organization:	Auditors of Accounts, Agriculture, Fire Marshal's Office, DNG, DSHA, DSP, DeIDOT (DMV, Transportation), DELJIS, DEMA, DOC, DOE, DOJ, DHR (Diversity & Inclusion, Employee & Labor Relations, Office of the Secretary, Talent Management), DHSS (DDDS Stockley, DSAAPD, Health Care Quality, OSEC Admin, Community Health, EMSPS, Animal Welfare, Directors Office, Laboratory, Oral Health and Dental Services, Social Services, SAMH, DVI), DNREC (CCE, Community Affairs, DAQ, EP, Fish & Wildlife, OSEC, Parks and Recreation, Waste & Hazardous Substances, Watershed Stewardship), DOF (OSEC, Unclaimed Property), DOL (Employment and Training, OSEC, UI, Vocational Rehabilitation), DOS (Archives, Banking Commission, Corporations, OSEC, Small Business), DSCYF (Facilities, MSS, OSEC, PBHS, YRS), DSHS (Communications, DDC, Forensic Sciences, OSEC), Insurance Department, Judicial (AOC Court Services), ODS, Legislative Hall, Office of the Governor, Office of the State Treasurer, OMB (BDP, Contracting, Facilities, Pensions)
Location:	Modern Maturity Center, Dover DE
Exercise Type:	Tabletop
Exercise Objective:	<ul style="list-style-type: none"> • Validate COOP plan responses for business continuity against a variety of scenarios. • Coordinate leadership functions within Incident Command for COOP operations. • Evaluate recovery operations in relation to other State Organizations and external partners.
Participating Business Units	Leadership, COOP Coordinators/Plan Builders, Information Technology, Human Resources, Fiscal Units represented from different agencies.
Exercise Summary:	This tabletop exercise comprised of multiple state organizations working to review individual COOP and other related plans as applied to a variety of scenarios (Fire, Hazmat, Plan Crash, Power Outage, Severe Storm). Organizations were grouped together and participated in facilitator led discussions concerning immediate response, COOP operations, and reconstitution. All organizations were faced with their primary facility being unavailable for a variety of reasons. Each organization discussed how they would COOP utilizing an alternate site or remote work. Reconstitution discussions varied from a few weeks to requiring a completely new facility depending on the scenario and its impact. Additional discussion concerning human resource and public information topics were included.
Lessons Learned	<ol style="list-style-type: none"> 1. Participating organizations discussed the need for leadership to review their COOP plans and take part in Incident Command Training to ensure continuity of operations across state government. 2. Participating organizations discussed the critical nature of crisis communications and the need for each Division/Department to ensure adequate knowledge of the system, training, and coverage in the event of an activation. Select organizations discussed the need to evaluate Division vs. Department activation of notifications. 3. It was mentioned that all agencies needed to review their plans with a lens toward assisting employees and constituents with varying disabilities. 4. Participating organizations discussed the need to review their staff's COOP essential status and evaluate the potential impacts to essential employees located geographically near their facilities. 5. Some participating organizations have not held internal COOP drills which limits the scope of experience and knowledge of their organization's COOP plan.
Miscellaneous	<ol style="list-style-type: none"> 1. Mail Services contact information and tasks need to be included in all COOP

Observations	plans.
Conclusion	<p>The 2023 Annual Statewide COOP exercise increased participation by approximately 21% and was the largest one held to date (162 total attendees, 27 Departments, 69 different Divisions). The Modern Maturity Center offered a space better suited to accommodate the number of attendees with minimal issues (need increased food offerings, temperature adjustment, and additional screen). The range in scenarios provided a different perspective on potential threats while ensuring each organization was able to apply the respective incident to their organization and thoroughly review existing COOP plans to identify gaps and areas for improvement. This exercise provided an excellent environment for organizations to fully meet each of the stated objectives.</p>
Improvement Action Plan	<ul style="list-style-type: none"> • DECCC- distribute Exercise AAR template, slides, and Situation Manual to all participating organizations and post to DECC webpage- October 1, 2023. • Organizations complete an After-Action Report with Improvement Action Plan. Provide copy to Lori Gorman- October 31, 2023 • Organizations review and update COOP plans in accordance with annual schedule- see BCIC for plan maintenance dates. • DTI BCDR liaisons conduct outreach to participating organizations to assist with any identified gaps.