

Continuity of Operations (COOP) Program Overview

Kyle Gunn
Assistant Director Office of Risk Management

May, 2017

Continuity of Operation Plan (COOP)

- Similar to Business Continuity Plan (BCP); both address the same elements using different terminology and structure
- BCP = Private Sector Focus
- COOP = Public Sector Focus
- Federal and State initiatives require a COOP
- Addresses the continuation of essential services and functions across a wide range of potential emergencies:
 - Natural
 - Manmade
 - Technological
 - National Security Emergencies

Activation Example



*This is the initial 72 hours from a real world activation when a Wisconsin state building caught fire.

Friday, May 16

- 1:33 am Fire Alarm
- 3:50 am Firefighters find source of fire
- 5:05 am Critical notifications sent to affected Departments and COOP manager
- 6:30 am Incident command for Recovery established

Saturday, May 17

- 7:00 an COOP Essential Records prioritized
- 9:00 am Massive trash generation problem in building

Activation Example cont.



Sunday, May 18

• Deputy Incident Commander notified that all 1300+ employees with be gainfully employed through the crisis and that all employees must have the ability to work in their standard roles by Thursday, May 22nd.

* From there the different departments were scattered to different office buildings throughout the city.

10 Elements



- 1. Essential Functions (EFs)
- 2. Orders of Succession
- 3. Delegations of Authority
- 4. Continuity Facilities
- 5. Essential Records
- 6. Continuity Communications
- 7. Human Resources and Key Personnel
- 8. Devolution of control
- 9. Reconstitution
- 10. Tests, Training and Exercises (TT&E) Program

Benefits



- Preparedness
- Anticipate events and necessary response actions
- Minimize chaos
- Adaptable to sudden changes in the operational environment
- Consistency of services
- Reliability
- Public Relations
- Improve management controls by establishing measures of performance
- Improve communication to support essential functions

COOP Planning Objectives



- Ensure timely and orderly continuous performance of essential functions during and after an emergency
- Protects facilities, equipment, records, and other essential assets that support essential functions
- Reduce or mitigate disruptions to operations
- Reduce or minimize loss of life/damage
- Achieve timely recovery/reconstitution (resumption of normal activities)
- Family support planning for personnel during an emergency

COOP Planning Considerations



COOP plans must:

- Be capable of implementation anytime without warning
- Provide full operational capability for essential functions no later than 12 hours after activation
- Be capable of maintaining and sustaining operations for up to 30 days
 - 60 days during a Pandemic event.
- Include regularly scheduled testing, training & exercising (TT&E) of personnel, systems, processes, and procedures

Creating a COOP Team



- Whoever contributes to your organization's Essential Functions (EFs). These departments must continue to function to keep the organization running. Examples are:
- Provost
 - CAO
- Facilities
 - FP&C
- HR
 - Payroll
 - Contracting
 - Procurement

COOP Program Model – 7 Phases

- Phase 1: Initiate COOP Program
 - Appoint COOP manager
 - Organize COOP Team
 - Identify resources for COOP program
 - Establish objectives, milestones, deliverables, and timelines
- Phase 2: Identify functional requirements
 - Assess essential functions
 - Conduct a Business Process Analysis (BPA)
 - Conduct a Risk Assessment (RA)

COOP Program Model – 7 Phases cont.

- Phase 3: Design and Develop the Plan
 - Determine plan format
 - Analyze existing Business Continuity Plans (BCPs), Standard Operating Procedures (SOPs) and Emergency Operations Plans (EOPs)
 - Collect necessary data for creating the COOP plan
- Phase 4: Implement Program
 - Publish COOP plan
 - Distribute COOP plan

COOP Program Model – 7 Phases cont.

- Phase 5: Test, train, and exercise (TT&E)
 - Conduct tests
 - Train Staff
 - Exercise the plan
- Phase 6: Revise and update the plan
 - Revise and update the plan based on problems and gaps identified during TT&E
 - Certification
- Phase 7: Execute the plan
 - Activate and use the plan during an actual emergency
 - Analyze the level of execution (Entire plan, portions of the plan)
 - Implementation of reconstitution and devolution if necessary

Closing



- Thorough COOP planning and preparation will provide the capability to continue essential functions and services through any emergency.
- A viable COOP program includes comprehensive planning, testing, training, maintenance, and exercises to ensure that desired capabilities are achieved and sustained.
- Emergencies/Disasters can disrupt operations for an undetermined amount of time. Good COOP planning will alleviate and minize those disruptions.



Questions?

Contact:

Kyle Gunn

Phone: 806-834-8287

Email: kyle.gunn@ttu.edu





TEXAS TECH UNIVERSITY SYSTEM