

What is in your COOP? (besides chickens)



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Agenda



- **What is a COOP?**
- **Major Sections of a COOP**
- **Where to start**
- **Plan Schedule**





So What is a COOP?



- COOP is the abbreviation for Continuity of Operations Planning
- A COOP clearly defines the steps an organization would take during times of disruption to ensure they can continue their operations
- Think of your COOP as your back-up plan

So What is a COOP?



- A COOP should answer the questions:
 - What type of event could cause a disruption?
 - Where could/would we go?
 - How would we communicate the message of relocation?
 - What does our organization do and what functions are most important?
 - What items would we need to complete our functions?



So What is a COOP?



- **COOPs concentrate on three main areas**
 - People
 - Places
 - Things
- **COOPs help organizations understand:**
 - Impacts to finances, revenues, profit/losses
 - Legal liability and issues
 - Tolerable level of service outages



So What is a COOP?



- All businesses should develop some form of a COOP and in large organizations a COOP should be developed for each major department or building within an organization
- Strategic pre-planning developed under normal circumstances/ not under duress during events

Six Major Sections of a COOP



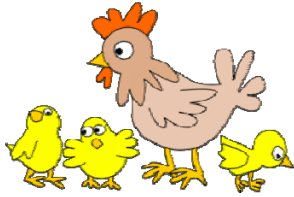
- COOP Contacts and Teams – people and groups responsible for planning, relocation, support and other continuity functions
- Orders of Succession – designating primary positions within an organization and the individuals who possess the skills and experience to assume their responsibilities
- Primary and Alternate Facilities – locations where an organization operates and identified locations to move as required



Six Major Sections of a COOP



- **Mission Essential Functions** – the essential functions that an organization performs
- **Vital Records/Resources** – the “things” an organization relies upon to complete its essential functions
- **Communication** – how do you communicate the information/status with your personnel?



COOP Contacts and Teams



- Start by creating a complete list of personnel and contacts within your organization and outside your organization
- Remember to include extended resources outside your organization
 - Facility managers/Property Managers
 - IT providers
 - Vendor/Suppliers
- Develop teams and identify the actions each member is responsible for completing during an event/disruption
 - Executive Team
 - Relocation Team
 - Planning Team



Order of Succession



- Identify key positions within your organization
- List the specific individuals or titles of the position authorized to take over
- Identify positions of specialized capabilities



Alternate Facilities



- **Alternate Facilities are pre-identified locations where an organization could relocate their operations**
- **When identifying Alternate Facility locations, consider the needs of your organization carefully**
 - Adequate space
 - Specialized requirements
- **If unable to identify a location then develop a list of amenities/requirements needed to suit operational needs**
- **Consider coordinating relocation options with similar organizations or business partners**

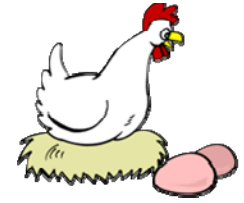


Mission Essential Functions



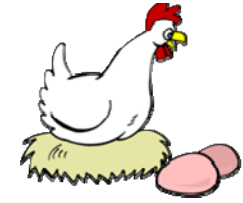
- **Mission Essential Functions are individual statement that describe the incremental working operations of an organization; the most important to the least important and everything in between**
- **Mission Essential Functions should be prioritized into an overall list**
- **Mission Essential Functions are conducted for a variety of reasons and have difference pressure points:**
 - Compliance (laws, ordinances, statutes)
 - Financial
 - Customer care/Goodwill

Mission Essential Functions

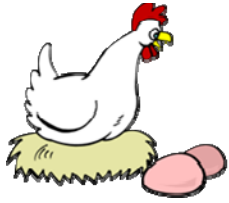


- Mission Essential Functions should be described under normal operating circumstances
- Every department has a different priority list of functions and serves a different purpose
- Functions from one department may relate to other departments
- Identify what functions cause the biggest concern if not completed

Mission Essential Functions



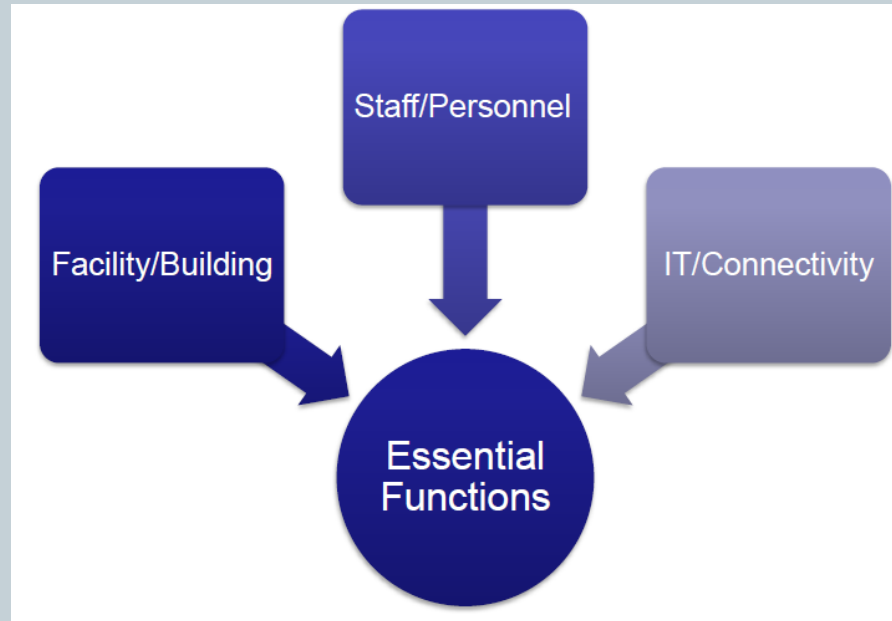
- Identify any external dependencies that your function may rely upon and try to develop a work around
 - Vital Records/Databases
 - Departments/Partnerships
 - Suppliers/Vendors
- Be aware of your reliance to external sources and identify alternative options as available
- Essential Functions are the centerpiece of the COOP and what your organization is trying to “protect”



Mission Essential Functions



**Mission Essential Functions
are the centerpiece of the plan**



Continuing to Operate = Completing Essential Functions



Vital Records / Vital Resources



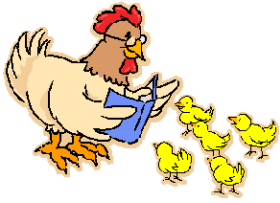
- **Vital Records / Vital Resources are the items an organization relies upon to assist in completing their functions**
- **Examples of Vital Records / Vital Resources include:**
 - Databases
 - Software Systems
 - Hard Copy Documents / Manuals
 - Specialized Equipment or Tools
- **Vital Records / Vital Resources are not always electronic**
- **Vital Records / Vital Resources should relate directly back to your Mission Essential Functions**



Vital Records / Vital Resources



- **For each Vital Record, be sure to document:**
 - Is it backed up/duplicated/protected/
 - Where is it backed up?
 - How often is it backed up?
 - Who do you contact to request a backed up version?
- **Do not make the mistake of assuming your records are being backed up by your IT Department or other group**
- **If documented correctly, Mission Essential Functions and Vital Records section can be a training tool for new personnel**



Communication / Notification



- Identify the ways your organization would communicate during times of disruption
- How will you communicate information and/or instructions to your personnel?
- Does your organization have a communication method or standard in place?
 - Call Tree
 - Website
 - Hotline
 - Public Information Officer
- Design a process and train your staff on the process
- It is the 1st thing you have to do and is easily overlooked; proves to be a major breakdown in many COOP events

So Where Should We Start?



- **Meet with leadership and discuss the importance and reasons for developing a COOP**
- **Ask some qualifying questions of your group and try to conduct discussions in an open forum:**
 - What type of event could occur to cause a COOP activation?
 - Where could/would we go?
 - How would we communicate the message of relocation?
 - What does our organization do and what is most important?
 - What items would we need to do to complete our functions?

So Where Should We Start?



- A printed plan in a shiny colorful binder is good, but it **IS NOT** the key to success
- The key to a successful COOP is the planning process
- COOP is a constant ongoing process due to:
 - Personnel change/turnover
 - Changes in technology
 - Changes in an organization's operations/procedures



Plan Creation/Maintenance

- Month 1 - Contacts
- Month 2 - Facilities
- Month 3 - Vital Records
- Month 4 - Mission Essential Functions
- Month 5 – Teams
- Month 6 – Order of Succession
- Month 7 – Delegations of Authority
- Month 8 – Alert Notifications
- Month 9 – Security, Access & Evacuation
- Month 10 – Test, Training, & Exercise
- Month 11 – Risk Assessment/ Hazards
- Month 12 – Drive Away Kits

Questions and Answers



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- Special thanks to BOLDplanning for providing information included in this presentation
www.boldplanning.com