

**(Insert Department) Contunity of Operations Plan**

Insert Date

# Privacy Statement

In its entirety, the Continuity of Operations Plan (COOP) addresses not only high-level overview information about how the City of Madison responds to different types of disruptions, but also the departmental operational details necessary to support these disruptions.

Given the sensitivity of some of the information in this plan, the distribution of the plan and its associated documents will be assessed and appropriate security measures implemented. The City or department may determine the required level of security for this plan elevates this it to a “For Official Use Only” document, resulting in the control and limited distribution of the plan.

# Introduction

## Plan Purpose

All City departments and divisions have the responsibility to plan for and respond to disasters. During a COOP activation, departments may be required to operate from a continuity location and may overextend their resources. COOP planning ensures the preservation and reconstitution of the City’s mission essential functions. An emergency (such as an explosion, fire, or hazardous materials incident) may require the evacuation of one or more department locations with little or no notice. Building evacuation, if required, is accomplished via implementation of the standard operating procedures for each location. This COOP is not an evacuation plan or an emergency management plan.

The purpose of this plan is to provide the framework for City departments and divisions to restore mission essential functions to employees and City operations if an emergency disrupts operations. The COOP focuses on three types of disruptions:

* Inaccessibility to a facility (for example, due to building damage)
* Inability to provide full services due to a reduced workforce (for example, due to pandemic influenza)
* Inability to provide services due to equipment or systems failure (for example, due to IT systems failure)

The City is committed to the safety and protection of its employees, operations, and facilities. This COOP provides the City’s departments and personnel a framework that is designed to minimize impact during an emergency. The COOP provides the foundation for continuity of critical services and functions across its jurisdiction and is augmented by departmental annexes developed by key department and division personnel.

## Assumptions

* The City and departments will continue to be exposed to the hazards and risks identified in the COOP as well as other hazards or risks that may develop in the future.
* Leadership personnel will continue to recognize their responsibilities to public and employee safety and exercise their authority to implement the COOP in a timely manner when confronted with real or potential disasters.
* In the event of disaster, resources and personnel may be extremely limited. Resumption of essential services may need to be prioritized and time-phased.
* Some members in COOP positions serve in other roles during disasters, such as the Emergency Operations Center (EOC) during an activation. During multiple activations, COOP activities may be coordinated through the EOC.
* Department head will update this plan annually.

# Mission Essential Functions

Mission essential functions are those functions that enable each department to provide vital services for staff and citizens, exercise civil authority, maintain the safety and wellbeing of the general populations and sustain the economic base in an emergency. The level and manner of support needed to continue mission essential functions depends on the nature of an incident. In identifying mission essential functions, determine which must be continued under all circumstances, including day-today operations and provide short a description of what the function is and if it has any contractual or seasonal components.

In addition to identifying which functions are necessary to support department operations, the recovery time objective (RTO) should be determined for each mission essential function. The RTO is the maximum amount of time the function can be interrupted before it must be restored to an acceptable level of operation after an incident. To ensure that mission essential functions are restored in the order of their time criticality, functions should be categorized using a tier classification system. The following system has been established to prioritize mission essential functions according to time criticality. If a function is necessary to keep another function operating, then it should have a shorter priority RTO. Such functions include IT systems, building maintenance, and human resources.

|  |  |  |
| --- | --- | --- |
| **Recovery Time Objective (RTO) Matrix** | | |
| **Tier** | **Ratings** | **Priority** |
| 1 | **IMMEDIATE:** These functions have a direct and immediate effect on the organization to ensure the safety of individuals and protect property. These functions must be established within the first 12 hours up to 24 hours. | 0-12  up to 24 hours |
| 2 | **CRITICAL:** These functions can be delayed until Tier 1 functions are restored but must be operational within 72 hours. | 24-72 hours |
| 3 | **NECESSARY:** These functions can be delayed until Tier 1 and Tier 2 functions are restored but must be operational within 1 week. | 72 hours-1 week |
| 4 | **IMPORTANT:** These functions can be delayed until Tier 1, Tier 2, and Tier 3 functions are restored but must be established within 30 days. | 1 week-30 days |

Critical resources are the staff, equipment, and systems required to support mission essential functions. The table on the next page includes a list of the department’s mission essential functions and associated critical resources for each function.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Mission Essential Functions** | | | | | | | | | |
|  | **Service** | **Activity** | **Mission Essential Function & Description** | **RTO** | **Location** | **Staffing Requirements**  **Full Min** | | **Equipment Needed** | **Access to IT Req** |
| **A** |  |  |  |  |  |  |  |  |  |
| **B** |  |  |  |  |  |  |  |  |  |
| **C** |  |  |  |  |  |  |  |  |  |
| **D** |  |  |  |  |  |  |  |  |  |
| **E** |  |  |  |  |  |  |  |  |  |
| **F** |  |  |  |  |  |  |  |  |  |

# Orders of Succession & Delegation of Authorities

Orders of succession are activated when leadership is unable or unavailable to execute their duties during an emergency. Departments must establish, disseminate, and maintain their orders of succession by critical positions. Delegation of authorities should identify any limitations on specific functions that can be performed by certain people/positions. This may be due to certain licensing or certifications for each positions or function. The table below illustrates the orders of succession, delegation of authorities and contact information. Contact information should include 24/7 work, cell, home phone numbers and email addresses. (include Contact info in appendix?)

| **DEPARTMENT ORDERS OF SUCCESSION** | | | |
| --- | --- | --- | --- |
| **Essential Function** | **POSITION** | **DESIGNATED SUCCESSORS**  **BY POSITION/TITLE** | **CONTACT INFORMATION** |
| **A** |  | 1. |  |
| 2. |  |
| 3. |  |
| **B** |  | 1. |  |
| 2. |  |
| 3. |  |
| **C** |  | 1. |  |
| 2. |  |
| 3. |  |
| **D** |  | 1. |  |
| 2. |  |
| 3. |  |
| **E** |  | 1. |  |
| 2. |  |
| 3. |  |
| **F** |  | 1. |  |
| 2. |  |
| 3. |  |

# Continuity Facilities

Each department recognizes that normal operations may be disrupted and that there may be a need to perform mission essential functions at a continuity facility. Each department will establish suitable continuity facilities. Selecting continuity facilities is one of the fundamental elements of a COOP. However, the potential costs for ensuring that a continuity facility is available and ready when needed can be significant. Due to the criticality of the continuity facility and the possible costs associated with the site, it is important that the COOP provide departments and divisions with a consistent set of planning assumptions for use in planning for and assessing the viability of continuity facilities.

The following considerations should be made when planning for continuity facilities:

* Ensure that only mission essential functions are performed at the continuity facility.
* Pool resources among departments and divisions to acquire space for a continuity facility.
* Co-locate with another department while providing each with individually designated space to meet continuity facility needs.
* Offer telecommuting, if the essential function allows, as a short-term solution.

Departments are encouraged to develop and maintain Memorandums of Understanding (MOU’s) with continuity facilities, where appropriate. The table below identifies the current list of continuity facilities, associated points of contact and specific facility information for this department.

|  |  |  |
| --- | --- | --- |
| **Continuity Facility** | | |
| **Essential Function** | **Facility/Location** | **Information** |
| **A** |  |  |
| **B** |  |  |
| **C** |  |  |
| **D** |  |  |

## Communications

Communications, or the ability for personnel to communicate internally and externally, is critical during emergencies. Critical information systems used to accomplish mission essential functions during normal operations at the primary location must be accessible at the continuity facility. In addition, department personnel should make sure that critical data is stored in such a way that it can be backed up regularly.

(Document the current process for notification and/or recall of staff; reference any written plans or procedures for this process, include as an Appendix if possible)

## Telecommuting

A Public Health emergency may mandate quarantine, isolation or social distancing of all persons. Telework may be a necessary solution to prevent the spread of disease. The following information supports planning for high staff absenteeism.

Identify opportunities for telecommuting to support essential functions:

|  |  |  |  |
| --- | --- | --- | --- |
| **Telecommuting** | | | |
| **Essential Function** | **who can work from home** | **when and why:** | **list hardware/ software needed** |
| **A** |  |  |  |
| **B** |  |  |  |
| **C** |  |  |  |
| **D** |  |  |  |
| **E** |  |  |  |
| **F** |  |  |  |