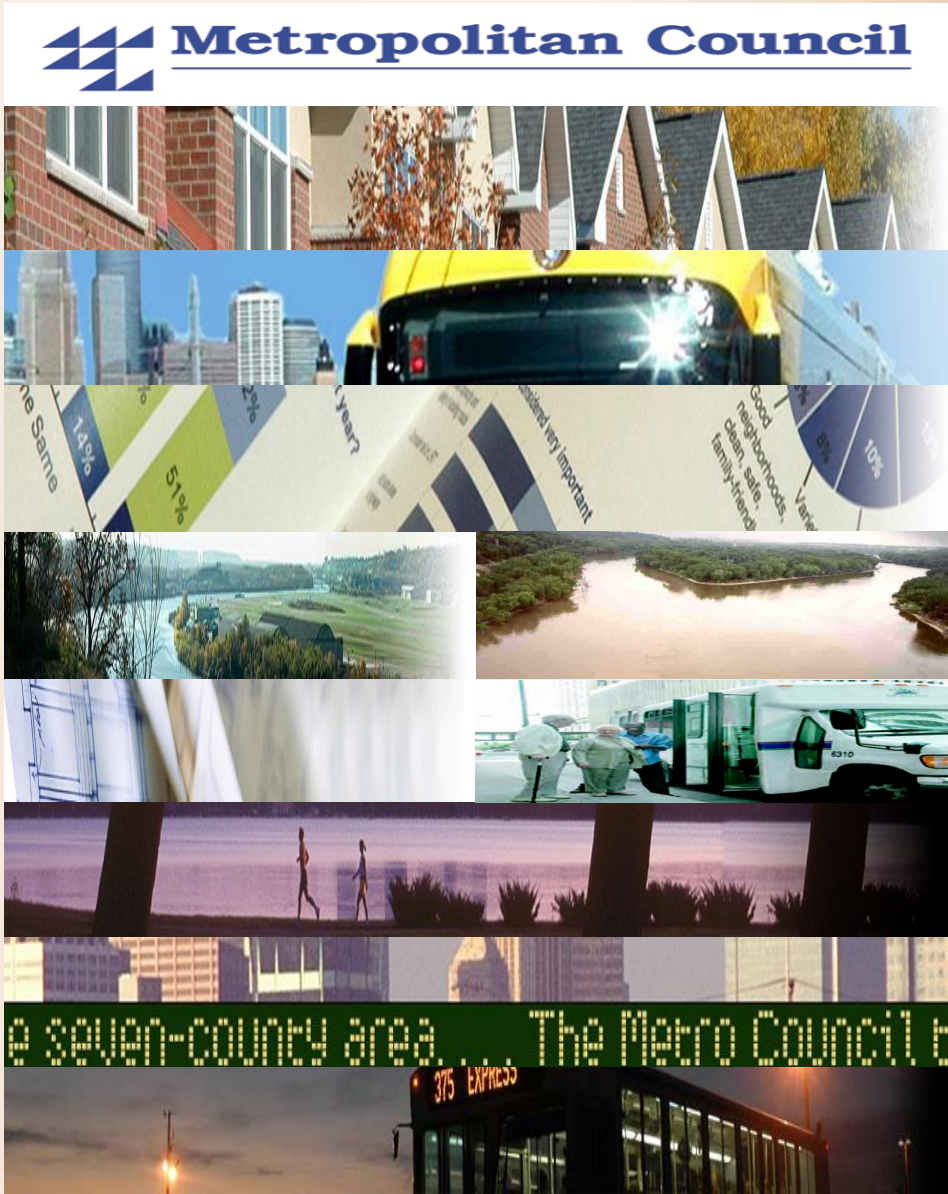
Continuity of Operations Program Update

Management Committee… March 28, 2012

CONTINUITY OF OPERATIONS (COOP)…
What *IS* it and why do we care???

- **It's *work* ! ! !**
- **It's our job**
- **It's the prudent thing to do**
- **Others are dependent upon**
- **We have mandates**



COOP… When would we use it?

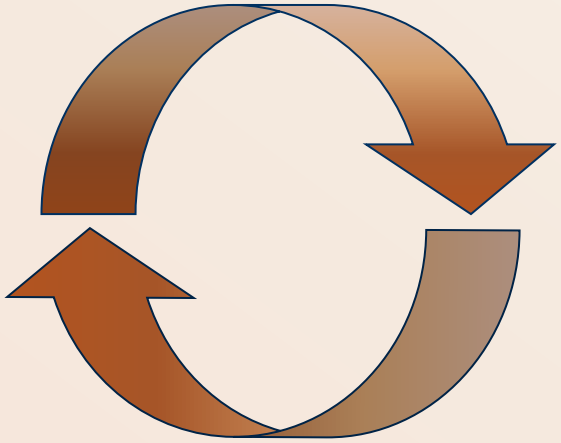
- **Fire**
- **Natural disasters**
- **Technology-related catastrop**
- **Terrorism**

COOP History at Met Council

- **Emergency Manager / Incident Commander designee**
- **Some emergency response and pandemic planning; no COOP**
- **ES Interceptor Services SCADA system plan**
- **Business Continuity Manager**
- **New program strategy**

How is COOP "done"?

Recovery Strategies



Business Impact Analysis

What do we do?

Why do we do it?

How important is it?

What are the organizational dependencies?

Plan Development

Plan Testing and Maintenance

How is COOP "done"?
Community Development HRA

Community Development									
Process / Function	**RTO / Priority**	Public Health & Safety	Financial Implications	Public Image & Customer Confidence	Regulatory & Compliance	**Support Service Dependencies**	**Technology Dependencies**	Could work be recovered/resumed manually? Yes/No	If yes, how long?
Metro HRA									
Landlord Services - Payments *(includes total tenant payment calculation, report generation, HUD reporting)*	**1 week / 2**	✓	✓	✓	✓	Finance IS	MS Office suite (Desktop) HRA application (OET) Oracle DB (OET) PeopleSoft Financials (FTH)	Yes	7,000 manual checks 2 weeks
Landlord Services - Inspections	**2 weeks / 3**	✓	✓	✓	✓	IS	MS Office suite (Desktop) HRA application (OET) Oracle DB (OET)	Yes	30 days
Participant Services *(includes intake eligibility and vouchers issuance, recertifications, HUD reporting)*	**30+ days / 4**	✓	✓	✓	✓	IS	Internet access (OET) MS Office suite (Desktop) Phone interface/IVR (OET) HRA application (OET)	No	30 days
Other Housing Authorities *(includes accounts receivable [bills, payments, data entry, reports, invoices, repayment agreements and recoupment] and accounts payable)*	**30+ days / 4**	✓	✓	✓	✓	Finance IS	MS Office suite (Desktop) HRA application (OET) PeopleSoft Financials (FTH)	No	30 days
Property Management *(includes customer service, wait list management, recertifications, oversight for property management company, coordination of insurance claims process)*	**30+ days / 4**	✓	✓	✓	✓	Finance IS Risk Mgmt		Yes	60 days

Metropolitan Council
e seven-county area. ... The Metro Council
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How is COOP "done"?

Recovery Strategies

Where will we recover/resume our work?

Where will we recover/resume our technology?

Plan Development

Foundational elements

Who do we need to communicate with?

How will we communicate?

Who do we need to recover/resume work?

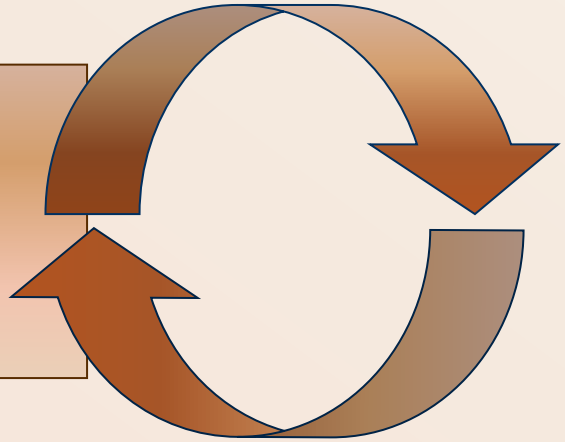
What do we need to recover/resume work?

What do we need to know about the work?

How will we recover the work?

Business Impact Analysis

- ✓ **What do we do?**
- ✓ **Why do we do it?**
- ✓ **How important is it?**
- ✓ **What are the organizational dependencies?**



Plan Testing and Maintenance

Is our plan a good and viable plan?

How do we use our plan?

Are there gaps or fatal flaws in our plan?

What has changed in our business that needs to change in our plan?

COOP… Where We're At and What's Next

For services with RTOs of 1 week or less…

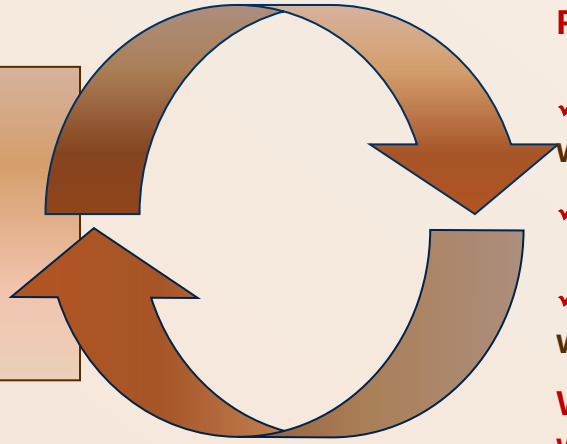
Recovery Strategies

- ✓ Where will we recover/resume our work?

Where will we recover/resume our technology?

Business Impact Analysis

- ✓ What do we do?
- ✓ Why do we do it?
- ✓ How important is it?
- ✓ What are the organizational dependencies?



Plan Development

Foundational elements

- ✓ Who do we need to communicate with?
- ✓ How will we communicate?
- ✓ Who do we need to recover/resume work?

What do we need to recover/resume work?

What do we need to know about the work?

How will we recover the work?

Plan Testing and Maintenance

Is our plan a good and viable plan?

How do we use our plan?

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COOP… A PLAN
Community Development HRA

- **Where will we go?**
- **Who do we need to recover/resume work?**
- **Who do we need to communicate with?**
- **Who expects/needs to hear from us?**
- **How will we communicate?**

Other COOP Accomplishments

- **Increasing awareness**
- **Minnesota Emergency Operations Plan (MEOP)**
- **National Incident Management System (NIMS)**
- **“Fast track” planning**

COOP… How Will It Impact *You*?

- **Long-term implications**
- **Staffing**
- **Budget**
- **Interagency and intergovernmental agreements**
- **Education, training, and testing**

?? Questions ??