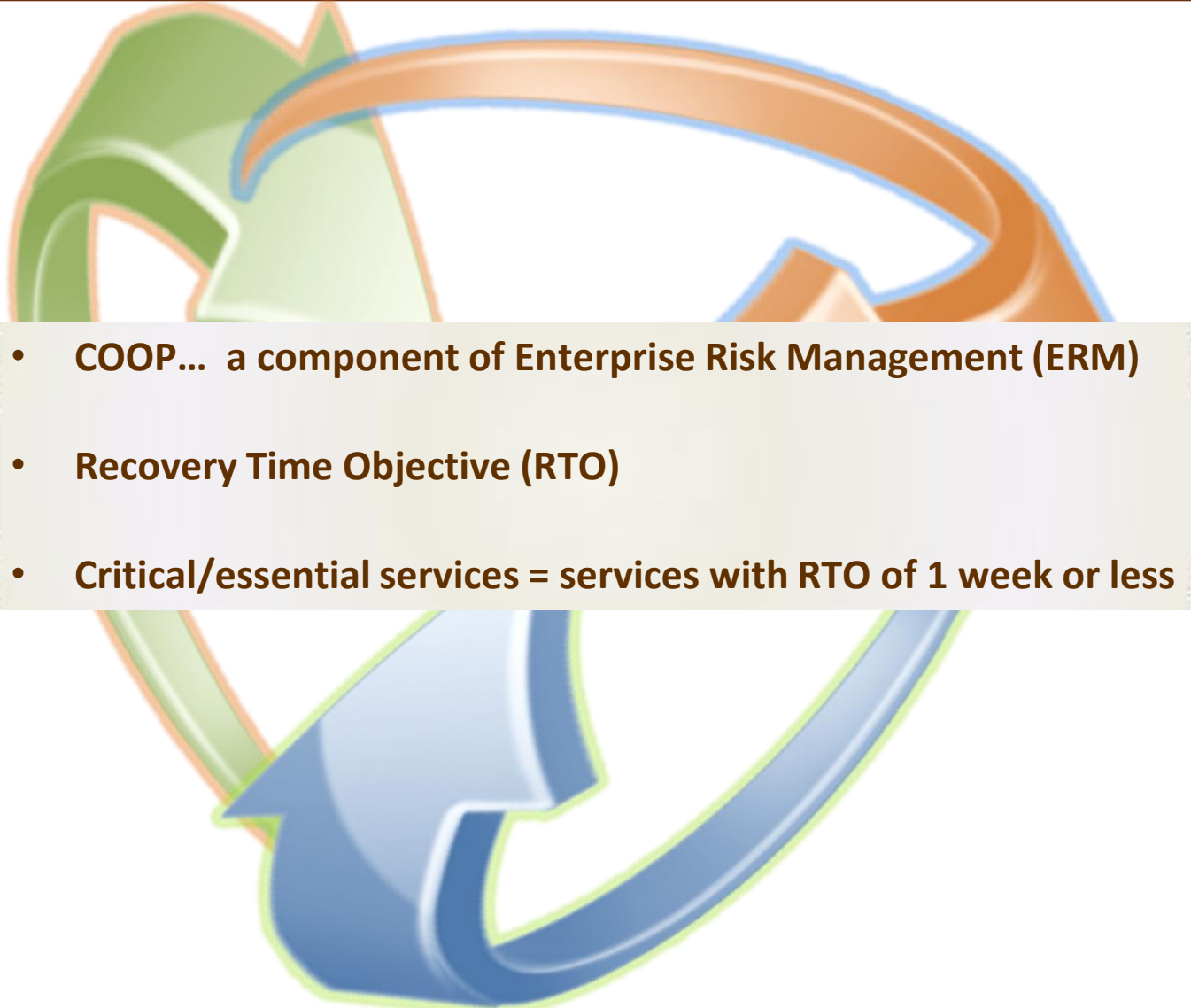


CONTINUITY OF OPERATIONS PROGRAM UPDATE

For 2012 - Q2



COOP REFRESH

- 
- **COOP... a component of Enterprise Risk Management (ERM)**
 - **Recovery Time Objective (RTO)**
 - **Critical/essential services = services with RTO of 1 week or less**

COOP... MET COUNCIL ENTERPRISE STATUS

BUSINESS IMPACT ANALYSIS

- DONE... What do we do?
- DONE... Why do we do it?
- DONE... How important is it?
- DONE... What are its organizational dependencies?

RECOVERY STRATEGIES

FOR SERVICES WITH RTOs ≤ 1 WEEK

- DONE... Where will we recover/resume our work?
- IN PROGRESS... Where will we recover/resume our technology?

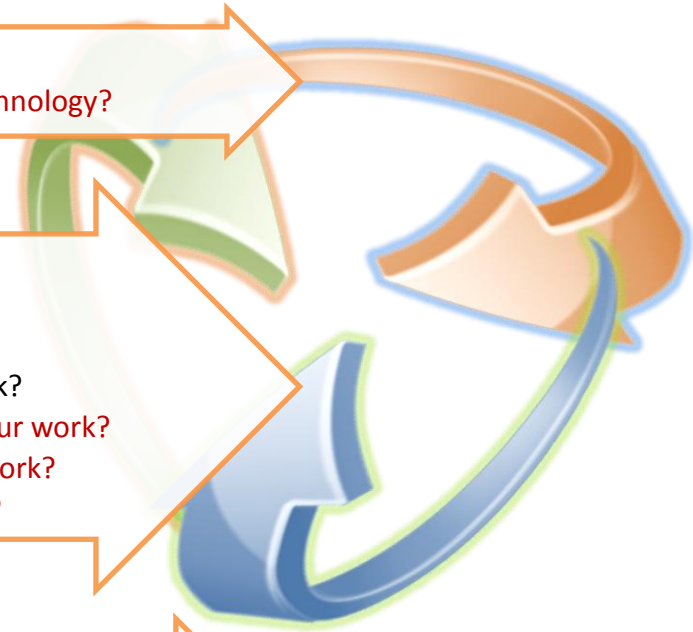
PLAN DEVELOPMENT

FOR SERVICES WITH RTOs ≤ 1 WEEK

- IN PROGRESS... Foundational elements
- DONE... With whom do we need to communicate?
- DONE... How will we communicate?
- DONE... Who do we need to recover/resume our work?
- IN PROGRESS... What do we need to recover/resume our work?
- IN PROGRESS... What do we need to know about the work?
- IN PROGRESS... How will we recover/resume the work?

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 the business that affects our plan?





Community Development COOP Status

For services with RTOs of 1 week or less...

2012 Q1

- COMPLETED... Recovery locations/strategies; COOP team structure; Communications (*employees, call trees, vendors, customers, stakeholders, communications plan*)

2012 Q2

- COMPLETED... COOP presentation to HRA managers and supervisors
- COMPLETED... Identify 2012 planning objectives
- COMPLETED... Identify resource requirements (equipment, hardware, supplies, technology)

2012 Q3 and Q4 Objectives

- Write recovery procedures/documentation for all services with RTOs of 1 week or less



Environmental Services COOP Status

For services with RTOs of 1 week or less...


2012 Q1

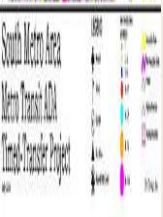
- **COMPLETED...** Recovery locations/strategies; COOP team structure; Communications (*employees, call trees, communications plan*)

2012 Q2

- **COMPLETED...** Communications (*vendors, customers, stakeholders*)

2012 Q3 and Q4 Objectives

- Identify 2012 priorities/planning objectives... *July 2012*
 - Identify resource requirements (equipment, hardware, supplies, technology)... *August 2012*
 - Commence Facilities plans for all ES facilities (Incident and Damage Assessment)
 - Commence writing of recovery procedures/documentation as prioritized
 - Commence development of ES Area Command Team plan
- 



Metropolitan Transportation Services COOP Status

For services with RTOs of 1 week or less...

2012 Q1

- **COMPLETED...** Recovery locations/strategies; COOP team structure; Communications (*employees, call trees, vendors, customers, stakeholders, communications plan*)

2012 Q2

- **COMPLETED...** COOP presentation to MTS managers and supervisors
- **COMPLETED...** Identify 2012-2013 planning objectives
- **COMPLETED...** Identify resource requirements (equipment, hardware, supplies, technology)

2012 Q3 and Q4 Objectives

- **Write recovery procedures/documentation for all services with RTOs of 1 week or less**
- **Conduct table-top / infrastructure test of selected recovery strategy**
- **Document framework of COOP requirements / concerns for MTS contracted providers**





Metro Transit COOP Status

For services with RTOs of 1 week or less...

2012 Q1

- **COMPLETED...** Recovery locations/strategies; COOP team structure; Communications (*employees, call trees, communications plan*)

2012 Q2

- **COMPLETED...** Communications (*vendors, customers, stakeholders*)
- **COMPLETED...** Revise services and priorities data for CCPO, SWCPO, critical applications
- **COMPLETED...** Identify 2012 planning objectives
- **IN PROGRESS...** Identify resource requirements (*equipment, hardware, supplies, technology*)

2012 Q3 and Q4 COOP Objectives

- **Complete and test full Transit Control Center (TCC) COOP...** *October 2012*
- **Complete Facilities plans for all MT facilities** (*Incident and Damage Assessment*)
- **Commence writing of recovery procedures/documentation**
- **Commence development of MT Area Command Team plan**



Regional Administration COOP Status

For support services with RTOs of 1 week or less...

2012 Q1

- COMPLETED... Recovery locations/strategies, COOP team structure, Communications (*employees, call trees, communications plan*)

2012 Q2

- COMPLETED... Communications (vendors, customers, stakeholders)
- COMPLETED... COOP presentation to HR managers and supervisors
- COMPLETED... Identify 2012 planning objectives
- IN PROGRESS.... Identify resource requirements (equipment, hardware, supplies, technology)... **July 2012**

2012 Q3 and Q4 COOP Objectives

- Complete Facilities plan for 390 Robert Street (Incident and Damage Assessment)... **September 2012**
- Write recovery procedures/documentation for support services with RTOs of 1 week or less
- Commence Command Team plan work





Information Services COOP Status

For technology support services with RTOs of 1 week or less...

2012 Q1

- **COMPLETED...** Recovery locations/strategies for IS staff, COOP team structure, Communications (*employees, call trees, communications plan*)
- **COMPLETED...** Critical FTH vendor dependencies and communications
- **COMPLETED...** Incident and Damage Assessment Plan for Heywood Data Center

2012 Q2

- **COMPLETED...** Identify 2012 planning objectives
- **IN PROGRESS...** Identify enterprise technology and data center resilience requirements
- **IN PROGRESS...** Write technology recovery documentation for Metro Transit applications/DBs

2012 Q3 and Q4 COOP Objectives

- Complete enterprise technology and data center resilience requirements... **August 2012**
- Complete Incident and Damage Assessment plan for OET Data Center... **September 2012**
- Develop/present recommendations for technology recovery strategies and solutions
- Create implementation plan for technology recovery strategies



?? QUESTIONS ??