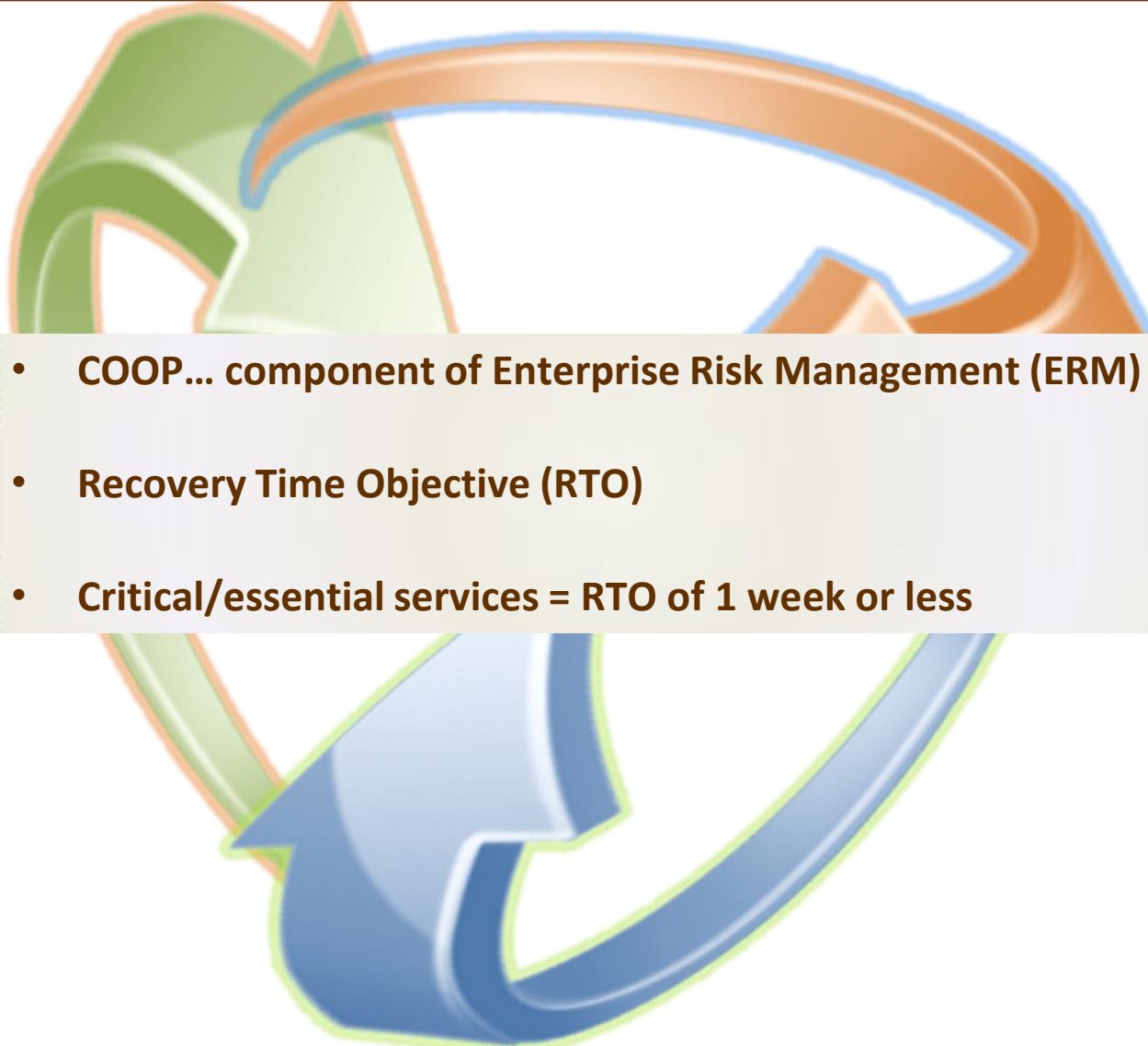


CONTINUITY OF OPERATIONS PROGRAM UPDATE

Q3 2012



COOP TERMINOLOGY REMINDER

- 
- **COOP... component of Enterprise Risk Management (ERM)**
 - **Recovery Time Objective (RTO)**
 - **Critical/essential services = 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 services?
- IN PROGRESS... Where will we recover/resume technology? *(Dec. 2012)*

PLAN DEVELOPMENT

FOR SERVICES WITH RTOs ≤ 1 WEEK

- IN PROGRESS... Foundational elements *(June 2013)*
- DONE... With whom do we need to communicate?
- DONE... How will we communicate?
- DONE... Who do we need to recover/resume services?
- IN PROGRESS... What do we need to recover/resume services? *(Oct. 2012)*
- IN PROGRESS... What do we need to know about the work? *(March 2013)*
- IN PROGRESS... How will we recover/resume the work? *(March 2013)*

PLAN TESTING AND MAINTENANCE

- IN PROGRESS... Do we have a thorough, viable plan? *(TCC - March 2013; MTS - March 2013)*
- IN PROGRESS... How do we use our plan? *(TCC - March 2013; MTS - March 2013)*
- What has changed in the business that affects our plan?



Community Development COOP Status

For services with RTOs of 2 weeks or less...

Q3 AND Q4 2012 OBJECTIVES

- **IN PROGRESS** - Write recovery procedures/documentation



COMPLETED WORK

- Q1 2012:
 - Identify recovery locations / strategies
 - Build COOP team structure; define team positions and assignments
 - Build communications strategies, plans, and documentation (employees, call trees, vendors, customers, stakeholders, communications plan)
- Q2 2012:
 - Identify 2012/into 2013 COOP objectives
 - Expand COOP awareness/education to HRA managers and supervisors
 - Identify resource requirements (equipment, hardware, supplies, technology)



Environmental Services COOP Status

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

Q3 AND Q4 2012 OBJECTIVES

- **COMPLETED** - Identify COOP priorities and planning objectives for remainder of 2012 and into 2013
- **IN PROGRESS** - Identify resource requirements (equipment, hardware, supplies, essential records)...
scheduled completion October 2012
- **IN PROGRESS** - Begin Facilities plans for all ES facilities/locations (Incident and Damage Assessment) ...
Q4 objective
- **Begin writing recovery procedures/documentation ...** *Q4 objective*
- **Begin development of ES Area Command Team plan ...** *Q4 objective*



COMPLETED WORK

- **Q1 2012:**
 - Determine recovery strategies / locations
 - Define COOP team structure; ES Area Command Team positions and assignments
 - Build communications strategies and plans (*employees, call trees, communications plan*)
- **Q2 2012:**
 - Communications documentation (*vendors, customers, stakeholders*)

Metropolitan Transportation Services COOP Status

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

2012 Q3 and Q4 Objectives

- **IN PROGRESS** - Write recovery procedures/documentation... *estimated completion December 2012*
 - **IN PROGRESS** - Plan exercise of selected recovery strategy (*includes IS components and dependencies*)... *estimated completion of December 2012 for test planning work; test date TBD*
 - **Document framework of COOP requirements/concerns for MTS contracted providers... Q4 2012 / Q1 2013 objective**
-

COMPLETED WORK

- **Q1 2012:**
 - Identify recovery locations/strategies
 - Build COOP team structure; define team positions and assignments
 - Build communications strategies, plans, and documentation (employees, call trees, vendors, customers, stakeholders, communications plan)
- **Q2 2012:**
 - Expand COOP awareness/education to MTS managers and supervisors
 - Identify 2012/into 2012 planning objectives
 - Identify resource requirements (equipment, hardware, supplies, technology)



Metro Transit COOP Status

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

Q3 AND Q4 2012 OBJECTIVES

- **COMPLETED** - Identify COOP priorities and planning objectives for remainder of 2012 and into 2013
- **IN PROGRESS** - Commence development of full Transit Control Center (TCC) COOP
- **IN PROGRESS** - Develop TCC test objectives and requirements (tabletop and live; includes IS components and dependencies)... *estimated completion December 2012*
- **IN PROGRESS** - Identify resource requirements (equipment, hardware, supplies, essential records)... *scheduled completion October 2012*
- **IN PROGRESS** - Complete Facilities plans for all MT facilities (Incident and Damage Assessment)... *estimated completion December 2012*
- **Commence writing of recovery procedures/documentation...** *Q4 objective*
- **Commence development of MT Area Command Team plan ...** *Q4 objective*

Metro Transit COOP Status

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

COMPLETED WORK

- **Q1 2012:**
 - **Recovery locations / strategies**
 - **COOP team structure**
 - **Communications (*employees, call trees, communications plan*)**
- **Q2 2012:**
 - **Communications (*vendors, customers, stakeholders*)**
 - **Revise services and priorities data for CCPO, SWCPO, critical applications**
 - **Define Metro Transit Area Command Team positions and assignments**
 - **Identify 2012/into 2013 planning objectives**

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Regional Administration COOP Status

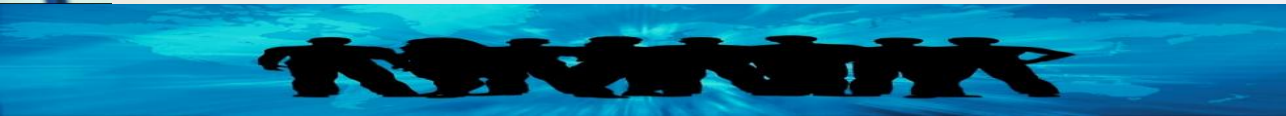
For support services with RTOs of 1 week or less...

2012 Q3 and Q4 COOP Objectives

- **IN PROGRESS** - Complete Facilities plan for 390 Robert Street (Incident and Damage Assessment)... *scheduled completion October 2012*
 - **IN PROGRESS** - Write recovery procedures/documentation for support services wit... *scheduled completion December 2012*
 - **COMPLETED** - Determine course of action/responsibilities regarding pandemic planning
 - **Commence Command Team plan work...** *Q4 objective*
-

COMPLETED WORK

- **Q1 2012:**
 - Recovery locations/strategies
 - COOP team structure
 - Communications (*employees, call trees, communications plan*)
- **Q2 2012:**
 - COOP presentation to HR managers and supervisors
 - Identify 2012 planning objectives
 - Identify resource requirements (equipment, hardware, supplies, technology)



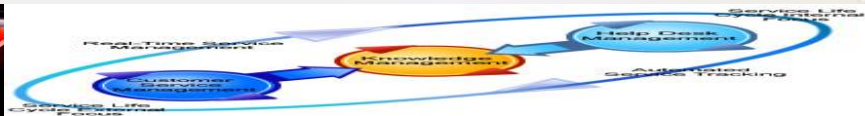


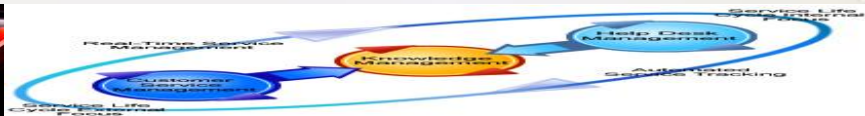
Information Services COOP Status

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

COOP Objectives and Work - Q3 and Q4 2012; Q1 2013

- **IN PROGRESS...** Complete assessment of enterprise technology and data center resilience requirements... *estimated completion November 2012*
- **IN PROGRESS...** Complete Incident and Damage Assessment plan for OET Data Center... *estimated completion October 2012*
- **IN PROGRESS...** Complete implementation of resilient solution for Citrix (remote access) environment... *estimated completion Q4 2012*
- **IN PROGRESS...** Complete implementation of resilient solution for NetApps (file services) environment... *estimated completion Q4 2012*
- **IN PROGRESS...** Complete implementation of resilient solution for Microsoft Exchange (email, calendaring, contacts) environment... *estimated completion Q4 2012*
- **Develop/present recommendations for technology recovery strategies and solutions...** *estimated completion December 2012*
- **Create implementation plan for technology recovery strategies...** *estimated completion January 2013*
- **Complete preliminary technology/systems documentation for all enterprise infrastructure technology, applications, databases, and services**





Information Services COOP Status

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

COMPLETED WORK

- **Q1 2012:**
 - Determine recovery locations/strategies for IS staff and services
 - Communications (*employees, call trees, communications plan*)
 - Define COOP team structure, positions, personnel assignments
 - Heywood datacenter... build incident and damage assessment plan

- **Q2 2012:**
 - Document critical Heywood data center vendor dependencies and communications
 - Complete identification of 2012/into 2013 planning objectives
 - Complete preliminary technology/systems documentation for Metro Transit applications and databases

COOP SPOTLIGHT...

Metro Transit - Transit Control Center

Responsibilities

- **Services and technology for assurance of safe transit system** (covert/overt alarms, cameras, bus-to-TCC communications)
- **Services and technology for assurance of on-time transit system** (real-time schedule adherence, service monitoring, road service, service adjustments)
- **Transit Police dispatch services**
- **Commuter rail support services**
- **Accountability services** (customer satisfaction, complaint resolution, service improvements)

COOP Discussions, Decisions, and Work

- **Recovery strategy decision and implementation...** reciprocal agreement with Rail Control Center
- **2013 Metro Transit CIP request...** funding support for 3 TCC-ready consoles at RCC (11 in day-to-day ops)
- **Development of plan to include communications requirements, resource requirements, recovery procedures and documentation**
- **Identification of critical intra-organizational dependencies** (Radio Shop, Technology Systems, Business Systems, Information Services)
- **Development of tests** (walkthrough and simulation) to determine viability of strategy and plan

IN THE COOP SPOTLIGHT...

Facilities (Incident and Damage Assessment) Plans

Purpose

- Address human safety issues/concerns, emergency response activities immediately following catastrophe
- Assess impact of catastrophe to physical infrastructure
- Assess impact of catastrophe to facility components (utilities, HVAC)
- Assess impact of catastrophe to services housed at facility
- Provide leadership with accurate information for decision-making and communications
 - Employees, stakeholders, customers
 - Service recovery and resumption

COOP Discussions, Decisions, and Work

- Environmental Services ... plants, Regional Maintenance Facility, 390 Robert
- Metro Transit... Heywood, garages/OHB, TCC, RCC, Northstar Commuter Rail (Big Lake), Operations Support Center
- Regional Administration... 390 Robert Street

?? QUESTIONS ??