

# 8.02 Business Continuity: Continuity of Operations Administrative Procedure

Procedure Number:	8.02
Procedure Title:	Business Continuity: Continuity of Operations (COOP)
Original Issue Date:	<i>DRAFT 2.14.2018</i>
Revision Date:	N/A
Appendices:	N/A
Procedures:	OEM Directive 17-002 Mass Notifications, Administrative Manual 2.17 Snow Day Policy, AMOP 14.02 Facilities Access Policy, DAS-FMD Facilities Communications Plan
Federal and State References:	FEMA CGC 1, Continuity Guidance Circular 1, "Continuity Guidance for non-Federal Governments (States, Territories, Tribes and Local Government Jurisdictions)"; OSHA Standards on "Emergency Action Planning", 29CFR 1910.38(c)
Statutory References:	Wis. s.s. 59.28, "County Officer"; 947.06, "Crimes Against Public Peace, Order and Other Interests"; Chapter 101, Department of Safety and Professional Services, "Regulations of Industries, Buildings and Safety"
Ordinance References:	MCO 47, "Parks and Parkways"
Department Responsible for Updates:	OEM
Date for scheduled procedure review:	1 year from Original Issue Date

1) **Objective.**

To expound upon the originating AMOP 1.01 Business Continuity in regards to COOP, Continuity of Operations, which dictates priority of departmental mission functions in tiers, relocation plans and recovery time objectives for data applications.

2) **Definitions.** Herein, only key definitions are included for general clarity. See the COOP Plan for more detail.

2.1 **MEF, Mission Essential Functions.** This is CHAPTER 1 of the COOP Plan.

The essential missions, or functions, that must be continued throughout, or resumed rapidly after, a disruption of normal activities. Tiers indicate the level of urgency of the function, rating from 1-4. Tier 1 functions require no interruption or immediate restoration of service; Tier 2 functions require restoration/resumption of service within 48 hours; Tier 3 functions require restoration/resumption of service within 168 hours; and Tier 4 functions may be resumed after 720 hours.

2.2 **Orders of Succession.** This is CHAPTER 2 of the COOP Plan.

Designated persons who assume senior leadership positions during an emergency in the event that any of those officials are unavailable to execute their legal duties.

2.3 **Continuity Facilities.** This is CHAPTER 3 of the COOP Plan.

Locations, other than the primary facility, used to carry out essential functions, particularly in a continuity situation. "Continuity facilities" refers to not only other locations, but also nontraditional options such as working at home (teleworking) and mobile-office concepts.

2.4 **COOP, or Continuity of Operations.** An effort within *individual* organizations (e.g., Federal executive branch departments and agencies) to ensure that Mission Essential Functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, fires, pest infestation, work

stoppages, and technological or attack-related emergencies.

2.5 Disaster Recovery. This is CHAPTER 4 of the COOP Plan.

The use of alternative network circuits to re-establish communications channels in the event that the primary channels are disconnected or malfunctioning, and the methods and procedures for returning a data center to full operation after a catastrophic interruption (e.g., including recovery of lost data).

2.6 Recovery Time Objective (RTO).

RTO, or Recovery Time Objective, is the target time you set for the recovery of your IT and business activities after a disaster has struck. The goal is to calculate how quickly you need to recover, which can then dictate the type or preparations you need to implement and the overall budget you should assign to business continuity.

If, for example, you find that your RTO is five hours, meaning your business can survive with systems down for this amount of time, then you will need to ensure a high level of preparation and a higher budget to ensure that systems can be recovered quickly. On the other hand, if the RTO is two weeks, then you can probably budget less and invest in less advanced solutions.

2.7 Recovery Point Objective (RPO).

RPO, or Recovery Point Objective, is focused on data and your department's loss tolerance in relation to your data. RPO is determined by looking at the time between data backups and the amount of data that could be lost in between backups. That time becomes your RPO and should become the indicator of how often you back your data up, or, save your work.

If you find that your business can survive three to four days in between backups, then the RPO would be three days (the shortest time between backups). As part of business continuity planning, you need to figure out how long you can afford to operate without that data before the business suffers.

2.8 Vital Records Management. This is CHAPTER 5 of the COOP Plan.

Electronic and hardcopy documents, references, and records that are needed to support essential functions during a continuity event.

3) Responsibilities:

3.1 Department heads are responsible to have a COOP Plan for their department, to review annually, and to disseminate and educate their staff on its procedures.

3.2 OEM is responsible to maintain an electronic repository of COOP Plans, to review them annually, and to report "grades" based on a rubric included herein to the Office of the County Executive and the Office of the Comptroller.

4) CHAPTERS 1 – 6:

4.1 While the chances of ever needing to vacate your offices may seem extraordinary, today's increasingly complex culture does not allow us the opportunity to predict the latest calamity. Examples where a COOP plan should be implemented:

4.1.1 County Transit, MCTS, work stoppage or union strike. In essence, alternate work plans may be necessary for County employees that no longer have transportation to work. (MCTS, Summer 2015.)

4.1.2 Pest infestation or even a single cubicle plagued with bed bugs will cause a relocation of a small contingent of the workforce. (DHHS, DCSD, Courts, 2016-2017.)

4.1.3 A fire in an adjacent building causing a smoke hazard with on-site restoration experts cleaning for 1-3 days, would be cause for temporary workforce relocation and a halt in departmental primary functions. (Medical Examiner, 2017.)