Training Session

This training session is designed to increase awareness and understanding of the necessity for the development and implementation of Continuity of Operations (COOP) planning for State and local government organizations.

COOP planning is good business practice, whether it’s a Category 5 hurricane, heavy tropical rainfall event, or some other natural or technological event, government facilities may be closed for an extended period of time. A viable COOP plan establishes policy and guidance to ensure the execution of an organization’s mission essential functions in any event which requires the relocation of selected personnel and functions to an alternate facility.

This session will focus on the background of COOP planning at the Federal level, provide the essential elements of a viable COOP plan, present plan development techniques and best practices at the State and local levels, and provide an overview of the concept of operations for Continuity of Government (COG) planning. The session will provide the attendee with an understanding of the basics of successful COOP planning and the elements necessary to establish a viable program capability.

The attendees were asked to bring copies of their agency’s organizational chart with staffing levels and a list of their daily program responsibilities and/or functions.
Division of Emergency Management Areas
One-Day Training Sessions
08:30 – 16:30

Area 1 – Holmes County
Area 2 – Leon County
Area 3 – Alachua County
Area 4 – Hillsborough County
Area 5 – Orange County
Area 6 – De Soto County
Area 7 – Palm Beach County

Continuity of Operations: Elements of Viability

DEM Primary Point-of-Contact
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Training Sessions

<table>
<thead>
<tr>
<th>Area 2</th>
<th>Date: September 24, 2002</th>
<th>Time: 08:30 to 16:30</th>
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<tr>
<td>Location: State Emergency Operations Center</td>
<td></td>
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</tr>
<tr>
<td>Address: 2575 Shumard Oak Boulevard; Tallahassee, FL 32399</td>
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Area 1
Date: October 10, 2002
Time: 08:30 to 16:30
Location: Holmes County Emergency Operations Center
Address: 107 East Virginia Avenue; Bonifay, FL 32425

Area 4
Date: November 7, 2002
Time: 08:30 to 16:30
Location: Hillsborough County Emergency Operations Center
Address: 2711 East Hanna Avenue; Tampa, FL 33610

Area 5
Date: November 14, 2002
Time: 08:30 to 16:30
Location: Orange County Emergency Operations Center
Address: 6590 Armory Court; Winter Park, FL 32792

Area 6
Date: November 21, 2002
Time: 08:30 to 16:30
Location: South County Annex/Fire Station
Address: County Road 761; Arcadia, FL 34266

Area 3
Date: December 5, 2002
Time: 08:30 to 16:30
Location: Alachua County Emergency Operations Center
Address: 1100 SE 27th Street; Gainesville, FL 32602

Area 7
Date: December 12, 2002
Time: 08:30 to 16:30
Location: Palm Beach County Emergency Operations Center
Address: 20 South Military Trail; West Palm Beach, FL 33415
UNIT OBJECTIVES

Unit I – Introduction and Course Overview

• Define the purpose and objectives of the Continuity of Operations (COOP) course.
• Define COOP.
• Explain the significance of COOP planning.
• Outline the State of Florida legal requirements for COOP.

Unit Objectives

At the conclusion of this unit, participants will be able to:

1. Define the purpose and objectives of the COOP course.
2. Define COOP.
3. Explain the significance of COOP planning.
4. Outline the State of Florida legal requirements for COOP.
Course Overview

The purpose of this course is to increase awareness and understanding of the necessity for the development and implementation of COOP planning for State government organizations.
Course Objectives

At the conclusion of this training session, the participants will be able to:

1. Define COOP and explain the significance of COOP planning.
2. Describe Federal and State COOP guidance and activities.
3. Identify the Essential Elements of a viable COOP program.
4. Relate various best practices and techniques at the local level.
Course Objectives – Continued

5. Illustrate steps for COOP preparation, implementation, and validation.


7. Describe the concept of operations for Continuity of Government (COG) planning.

8. Design a tabletop exercise for the COOP program which promotes preparedness, validates plans and procedures, and improves response capability.
Definition of COOP

COOP is an effort within individual departments and agencies to ensure the continued performance of minimum essential functions during a wide range of potential emergencies. This is accomplished through the development of plans, comprehensive procedures, and provisions for alternate facilities, personnel, resources, interoperable communications, and vital records/ databases.
Significance of COOP Planning

The World Trade Center – Building 7 was occupied by many tenants, including the New York City Mayor’s Office of Emergency Management. At precisely the time when this office had a critical service to deliver to the citizenry, they were faced with a severe crisis - the loss of their facility and its operational capability. Ultimately, the office was able to re-establish an emergency operations center at Pier 92, just three days after the collapse.

World Trade Center – Building 7 Facts

Construction completed: 1975
Architect: Emery Roth & Sons
Owner: Larry Silverstein
Height: 47 stories;
Space: 2,000,000 square feet; 47,490 square feet per floor

<table>
<thead>
<tr>
<th>ORGANIZATION</th>
<th>INDUSTRY</th>
<th>FLOOR(S)</th>
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<tr>
<td>American Express Bank International</td>
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<td>First State Management Group, Inc.</td>
<td>Insurance</td>
<td>21</td>
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<td>IRS Regional Council</td>
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<td>Insurance</td>
<td>19 - 21</td>
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<td>Mayor’s Office of Emergency Management</td>
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<td>Financial Institution/Government</td>
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<td>Government</td>
<td>9, 10</td>
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<tr>
<td>U.S. Equal Opportunity Commission</td>
<td>Government</td>
<td>18</td>
</tr>
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</table>
Objectives of COOP planning include:
- Ensure the safety of personnel and visitors.
- Continue essential operations.
- Protect critical equipment, records, and other assets.
- Minimize damage and losses.
- Achieve orderly response and recovery from any incident.
- Serve as foundation for Continuity of Government (COG) program.
- Assure survivability of constitutional form of government in most severe events.
- Comply with legal/statutory requirements.

**Significance of COOP Planning**

*What is an Emergency?* An emergency is any unplanned event that can cause deaths or significant injuries to employees, customers or the public; or that can shut-down your organization, disrupt operations, cause physical or environmental damage, or harm the organization’s public image. Emergencies include: fire, hazmat incident, flooding, tornado, communications failure, radiological incident, civil disturbance, hurricane/tropical storm, explosion, “sick-building” syndrome, terrorist event.

A COOP plan addresses the emergencies from an all-hazards approach. The vulnerabilities are minimized by systematic development of an operational capability that is not dependent upon a facility. The probability (*likelihood that an incident will occur*), frequency (*how often an incident occurs*), and the severity (*impact of incident*) are factors which weigh heavily into COOP planning. Those things which could disrupt operations are evaluated based on criticality and probability. Typically risk assessments determine that the most probable/frequent incidents are less severe and that the most severe events have lower probabilities and occur less often. This is the reason why COOP planning must address the full range of scenarios.

COOP planning objectives include: the safety of personnel and visitors; ability to continue essential operations; provisions for the protection of critical equipment, records, and other assets; efforts to minimize damage and losses; provisions for an orderly response and recovery from any incident; a foundation for the continued survival of leadership; and compliance with legal and statutory requirements.
Legal Ramifications

Florida Statutes 252 requires …that each state facility such as a prison, office building, or university, has a disaster preparedness plan that is approved by the applicable local emergency management agency or the division. In the 2002 legislative session, both chambers prepared bills, identical in language, to enhance this requirement in Florida Statutes by instituting guidelines for the content of the plans and establishing a deadline for completion.

Additionally, there may be liability issues which arise if measures are not taken to provide for the safety of employees, visitors/customers, and the public. It is the responsibility of each organization to ensure that plans are prepared and a capability developed to ensure the continued performance of essential functions. The consequences of not developing a COOP capability are very high, as demonstrated by the response efforts on September 11, 2001.
Chapter No. 2002-43, Florida Law (Relating to Disaster Preparedness), 04/02 (see House Bill 727)

- Legislation signed into law on April 16, 2002
- Law amends FL Statutes 252.365 (Designation of Emergency Coordination Officers)
- Amendment enhances current disaster preparedness plan requirements to:
  - Include each state agency and facility, such as a prison, office building, or university
  - Contain essential elements for COOP planning
  - Require that disaster preparedness plans be coordinated with local emergency management
  - Direct that plans be approved by DEM
  - Mandate completion by July 1, 2003
• Appoint a COOP Coordinator and provide name/contact information to DEM and EOG.
• Develop, approve, and maintain COOP plans and procedures for headquarters and all subordinate elements in accordance with COOP Implementation Guidance.
• Notify State Warning Point and other appropriate agencies upon activation of the agency’s COOP plan.
• Develop and maintain a COOP Multi-Year Strategy and Program Management Plan.
• Conduct tests and training of COOP plan/procedures and develop a comprehensive test, training and exercising program.
• Coordinate intra-agency COOP efforts and initiatives in accordance with the all applicable authorities.
• Submit COOP Plan for approval to DEM by June 30, 2003.
DEM RESPONSIBILITIES

- Serve as the lead agency for implementation of Florida Statutes, Chapter 252: Emergency Management.
- Coordinate COOP activities for Executive Branch provide technical assistance to the Legislative and Judicial Branches.
- Issue COOP guidance in accordance with applicable authorities, and promote understanding and compliance with the requirements and objectives.
- Lead SERT and disseminate information to develop and improve individual COOP plans.
- Coordinate Executive Branch interagency COOP exercises.
- Conduct periodic assessments of Executive Branch COOP capabilities and report results to the EOG.
- Approve agency COOP plans and make recommendations for plan improvements in accordance with COOP Implementation Guidance.
COUNTY RESPONSIBILITIES

- Certify that applicable agency COOP plans are coordinated with local emergency management plans, procedures, and practices.
- Report problems or issues to DEM.