

PRINCE WILLIAM COUNTY

(DEPARTMENT NAME)

CONTINUITY OF OPERATIONS PLAN (COOP)

ANNEX (NUMBER)



(DATE)

APPROVALS

This Continuity of Operations (COOP) Plan was prepared by the (DEPARTMENT NAME) to develop, implement and maintain a viable COOP capability. This COOP Plan complies with applicable internal department policies, complies with local and state regulations and supports recommendations provided by the Federal Emergency Management Agency. This COOP Plan has been distributed internally within (DEPARTMENT NAME) and with external agencies that might be affected by its implementation.

Approved: _____ Date _____

(Director Name)

Department Director

Approved: _____ Date _____

Patrick M. Collins

Emergency Services Manager

Approved: _____ Date _____

Melissa S. Peacor

County Executive

PRIVACY STATEMENT

Public disclosure of this document would have a reasonable likelihood of threatening public safety by exposing vulnerabilities. It contains sensitive and confidential information that is not subject to the Freedom of Information Act (FOIA) under Virginia Code, including but not limited to, §2.2-3705.1(5), §2.2-3705.1(10), §2.2-3705.2(2), §2.2-3705.2(3), §2.2-3705.2(4) and §2.2-3705.2(6). Accordingly, the County Attorney is withholding this plan from full public disclosure. Refer any request for a copy of this document to the Prince William County Attorney's Office.

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RECORD OF REVISIONS

Submit recommended changes to this document to the (DEPARTMENT NAME) COOP Coordinator, (COORDINATOR NAME AND EMAIL ADDRESS). This record of revisions includes updates made during the annual plan maintenance activities.

CHANGE NUMBER	DATE OF CHANGE	DESCRIPTION OF CHANGE	CHANGE MADE BY: (NAME AND SIGNATURE)
1			
2			
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INTRODUCTION

PURPOSE

The purpose of the Prince William County (DEPARTMENT NAME) COOP Plan is to provide the framework to restore essential functions in the event of an emergency that affects operations. This document establishes COOP program procedures for addressing three types of disruptions:

- Loss of access to a facility (as in a fire)
- Loss of services caused by a reduced workforce (as in pandemic influenza)
- Loss of services caused by equipment or systems failure (such as an information technology [IT] systems failure)

The plan also details procedures to implement actions to continue essential functions within the recovery time objectives (RTO) established by the COOP Team to maintain essential functions for up to 30 days.

The (DEPARTMENT NAME) is committed to the safety and protection of its employees, operations and facilities. This plan provides the department and its personnel a framework that is designed to minimize potential impacts during an event.

ASSUMPTIONS

- The department is vulnerable to a full range of hazards (intentional, natural, man-made and technological disasters), which can adversely impact the department's ability to continue to support essential functions and services to the public.
 - Leadership and personnel recognize their responsibilities and exercise their authority to implement this COOP Plan in a timely manner when confronted with disasters.
 - The Department COOP Annex is a flexible and scalable response to the full spectrum of emergencies and other situations that could disrupt operations.
 - Full COOP activation is not required or recommended for all emergencies and disruptive situations. The decision to implement the COOP Plan and the response actions taken will be tailored to the particular situation and will be based on the situation's projected or actual impact.
 - When properly implemented, this COOP Plan may reduce the impact of disasters on critical department services.
-

- Loss of access to a facility may occur before, during or after operating hours.

APPLICABILITY AND SCOPE

This document applies to all personnel in the department and all locations where essential functions are conducted. It also applies to an array of events and hazards that could threaten the department and its performance of essential functions.

The COOP Plan does not apply to minor disruptions of service including temporary disruptions in IT systems, power outages, or any other scenarios where essential functions can be readily restored in the primary facility.

This COOP Plan was developed in concert with the Prince William County Continuity of Operations Basic Plan.

This COOP Plan has been distributed to senior leadership within the (DEPARTMENT NAME). Training has been provided to personnel with identified responsibilities.

CONCEPT OF OPERATIONS

Prince William County government and partner agencies have jointly conducted continuity planning to ensure that essential government functions continue after an event impacts the County government. Each department's COOP Annex supports the County's COOP Basic Plan which is maintained by the Prince William County Office of Emergency Management.

In the event of an incident that disrupts routine operations, specified employees may be asked to relocate, take on additional or alternative functional responsibilities, or other assigned duties as circumstances dictate. This plan identifies specific pre-assigned positions and functions associated with activating and implementing the COOP Plan. It also details functional activities that might be assigned to department personnel by the COOP Team to support COOP Plan implementation. Suggested pre-defined personnel responsibilities are described below the Department COOP Team table. The Department COOP Team is comprised of Emergency Relocation Group members and Reconstitution Group members. Responsibilities of each Group can be found under the general [Concept of Operations](#) section and [Reconstitution](#) subsection of this document; however response to each event will vary depending on impact to [essential functions](#).

COOP TEAM

POSITION	NAME
Department Head	
Emergency Relocation Group	
COOP Coordinator	
Information Technology	

Representative (s)	
Emergency Relocation Group Members	
Reconstitution Group	
Reconstitution Manager	
Reconstitution Group Members	

DEPARTMENT HEAD OR DESIGNEE

- Provides policy direction, guidance and objectives during implementation of the COOP Plan
- Implements the COOP Plan
- Consults with and advises appropriate officials during implementation of the COOP Plan
- Serves as the principal department representative to external parties and groups during implementation of the COOP Plan

DEPARTMENT COOP COORDINATOR

- Serves as the department COOP Plan point of contact
- Coordinates implementation of the COOP Plan and initiates with approval appropriate notifications inside and outside the department
- Aids Emergency Relocation Group efforts at the alternate location
- Assigns recovery tasks for the department to the Department Reconstitution Manager
- Identifies with the COOP team essential functions to be performed when any part of the department is relocated
- Executes which functions that can be deferred or temporarily terminated
- Designates personnel to assist in securing office equipment and files at exiting and receiving department locations when implementing the COOP Plan
- Prepares site support plans to support the implementation of the COOP Plan
- Designates personnel responsible to assist the Emergency Relocation Group arriving at the alternate facility

- Supports periodic coordination visits at alternate sites by department offices
- Coordinates appropriate lodging, food and other arrangements with the alternate facility location, if appropriate, for personnel who are not commuting and need to remain overnight near the alternate facility location

DEPARTMENT RECONSTITUTION MANAGER

- Briefs Reconstitution Group
- Develops space allocation and facility requirements to support essential functions
- Coordinates with the PWC COOP Team and appropriate organizations to find suitable space if the primary facility is not available
- Develops a time-phased plan, listing functions and projects in order of priority for resuming normal operations
- Develops procedures, as necessary, for restructuring personnel
- Ensures the building is structurally safe and that it meets all occupancy regulations

INFORMATION TECHNOLOGY REPRESENTATIVE

- Supports COOP Coordinator in securing essential function technology resources
- Serves as technical support to COOP Coordinator in COOP planning process
- Aids Department's Emergency Relocation and Reconstitution Groups in all technology functions

OTHER TEAM MEMBERS

- Assist in developing, implementing, training and testing department COOP Plan
- Security personnel take appropriate measures to ensure security of the primary facilities and equipment or records remaining in the building
- The primary location Facility Manager prepares the alternate facility for continuity operations

ESSENTIAL FUNCTIONS

Essential functions enable a department to provide vital services, exercise civil authority, maintain the safety of the general public and sustain the industrial and economic base. Guidance on identifying

essential functions and their recovery strategies is provided in [Attachment C: ESSENTIAL FUNCTIONS AND RECOVERY STRATEGIES](#).

The (DEPARTMENT NAME) has identified and prioritized the following essential functions:

- (Essential Function)
- (Essential Function)
- (Essential Function)

Written memorandums of understanding (MOUs) and mutual aid agreements (MAAs) for additional resources (e.g., personnel and equipment) that are essential to accomplishing the department's essential functions should be established. Copies of these documents should be included with department vital records or as part of this plan.

IMPLEMENTATION

After an event or warning of a possible threat to (DEPARTMENT NAME) facilities or essential functions, COOP Annex implementation can be directed in the following ways:

- The County Executive can declare a County-level COOP Plan activation;
- The Department Director can implement the agency COOP Annex after an event or threat to the disruption of essential functions.

COOP OBJECTIVES

Through implementation of the COOP, with or without warning, (DEPARTMENT NAME) expects to achieve the following objectives:

- | | |
|---|--|
| • Reduce or mitigate disruption | • Protect facilities |
| • Ensure essential functions are maintained | • Establish lines of succession |
| • Decrease threat to safety | • Consolidate and/or prioritize operations |
| • Decrease damage and loss | • Maintain communications |
| | • Achieve timely recovery |

ACTIVATION PHASES

This Continuity Plan is implemented in the following four phases:

- **Phase I: Readiness and Preparedness** is the ability to prepare and preparation actions taken by the Department to respond to a continuity event;
- **Phase II: Activation and Notification**, begins when activating the COOP Plan and ends when the Continuity Site is operational (should occur within 12 hours);
- **Phase III: Continuity Operations**, continue until the emergency operations can be terminated; and
- **Phase IV: Reconstitution**, planning will commence as soon as possible after the emergency or disruption ceases, is unlikely to resume, and the primary or alternate facility is prepared to resume normal operations.

PHASE I: READINESS AND PREPAREDNESS

Phase I is the normal operating mode and may include any combination of routine activities, and the support of response personnel and assets deployed to emergency locations. Phase I activities are conducted from the primary location using all primary systems and equipment. The Continuity activities conducted during Phase I include the following:

- Updating and maintaining the COOP Plan
- Testing continuity systems and equipment
- Training on continuity procedures, policies, and protocols
- Exercising the COOP Plan
- Developing corrective action plans that aid in the updating and maintenance of the COOP Plan

Phase I ends with an emergency or incident that triggers the activation of the COOP Plan.

ALERT/NOTIFICATION PROCESS

The emergency notification process is intended to allow the smooth transition of responsibilities to the Emergency Relocation Group and to continue the execution of essential functions across a wide range of potential emergencies.

Notification may be in the form of:

- An alert notification message to the Emergency Relocation Group that relocation is imminent
 - An announcement of COOP Plan activation that directs the personnel to report to a location or telework, awaiting the announcement from the Emergency Relocation Group that they are operational at the alternate site
-

- Providing instructions to Emergency Relocation Group to report at a later time to the alternate site and instructions to non-Emergency Relocation Group employees

DECISION PROCESS

Generally, upon a decision to activate the COOP Plan, division leader should begin using their internal telephone notification cascades or call down list(s). Notification may also be made via personal contact, telephone, pager, radio and television broadcasts, or a combination thereof.

Upon notification that the (DEPARTMENT NAME) COOP plan has been activated or notification of a threat or emergency affecting essential functions, the Department Head (or successor) takes steps to ensure the proper implementation of the COOP Plan. If the Plan activation is not required, the situation should continue to be monitored until it either escalates to a viable threat or ceases and is not likely to resume.

ORDER OF SUCCESSION

In order to ensure continued coverage of executive and leadership responsibilities critical to the Department, the (DEPARTMENT NAME) Order of Succession ensures accountability of responsibilities of the organization during emergency situations.

This section lists key personnel needed to perform the essential functions and the order of succession in the event those individuals are not available. (Include the position title and the name of the person currently in the position. Make sure all key personnel are included on the Rapid Recall List.)

Essential Function	Key Personnel	Successor 1	Successor 2	Successor 3

Designated Successors should become familiar with their expected roles and responsibilities, be recognized by the organization as potential Successors, and receive training to ensure the seamless transition of authority during an emergency.

DELEGATIONS OF AUTHORITY

This section identifies the authority needed to conduct operational and financial activities for the department; the type of authority, such as statutory or signatory authority; the position having the authority; who the authority can be delegated to; conditions that would trigger the delegation; and any limitations of the delegation. Generally, pre-determined delegations of authority will take effect when normal operations are disrupted and terminate when normal operations resume. Designated personnel and their successors shall have full authority and responsibility to carry out functions unless otherwise stated in this plan.

Authority	Type of Authority (Statutory, signatory, etc.)	Position Holding Authority	Delegation to Position	Triggering Conditions	Limitations (Person assuming has lawful right to execute)

RAPID RECALL LIST

[Attachment B: COOP Rapid Recall List](#) details (DEPARTMENT NAME) personal contact information for notifying the COOP Team, department personnel and others of the decision to implement the COOP Plan. All department personnel should be notified of the situation.

Note: All Personnel should make sure they can be contacted by their supervisors and/or Emergency Relocation Group members, should additional personnel become necessary at the alternate location.

Employees should listen for specific instructions.

Initial Actions Following Receipt of Emergency Relocation Alert

- All personnel should remain at their primary location or home until specific guidance is received.
- Emergency Relocation Group should ensure their drive-away kits are complete and depart for the alternate location in accordance with the relocation message.
- Emergency Relocation Group assembles the remaining documents required for the performance of essential functions.
- All organizational elements implement normal facilities security procedures for area(s) being vacated.

PHASE II: ACTIVATION AND RELOCATION

A flexible and scalable response is necessary to fully address the full spectrum of emergencies and other situations that could disrupt the ability of personnel to carry out essential functions from the primary location. The decision to activate this COOP Plan and corresponding actions should be tailored to meet the situation. Emergencies, threats, or potential incidents, may affect the ability of personnel to carry out essential functions from the primary location. A decision on the level of response will need to be made by the Director based on the following levels.

COOP RESPONSE LEVELS

- **Alert:** This response level is for an anticipated event that requires monitoring for situational awareness. The event may have an adverse impact for up to 12 hours on any portion of the department's services but does not require any specific response beyond what can be done using normal resources (ex: water outage).
- **Stand-By:** This response level is for an event that causes a temporary reduction or change in operations. The event is estimated to have impact on operations for 12 to 72 hours and may require assistance beyond what is normally available. This may be a situation where the department is preparing for any type of disaster that may prevent County facilities from opening for normal operations. This situation may require moving to a temporary location to continue to meet the department's essential functions (ex: water main break).
- **Partial Implementation:** This response level is for an event estimated to disrupt the operations of one or more essential functions or impact vital systems for more than three days. The event may require the deployment of a small cadre of Emergency Relocation Group from the department to their alternate COOP site to begin to stand up operations to support a full COOP implementation (ex: major snowstorm).
- **Full Implementation:** This response level is for an event that has a major or long-term impact on the workforce and/or workplace. The event may be widespread and significantly disrupt operations that impact multiple vital systems. The event may require the deployment of the Emergency Relocation Group from the department to their alternate COOP site (ex: hurricane).

WARNING CONDITIONS

Incidents could occur with or without warning and during duty or non-duty hours. Whatever the incident or threat, the COOP Plan is written in an all hazards perspective and is designed to be seamlessly executed in response to such a full-range of disasters or emergencies.

- **With Warning:** Notification of an imminent need to relocate may be provided with several hours or several days of notice prior to an event. This will normally enable the full execution of

the COOP Plan with a complete and orderly alert, notification, and activation of the deployment of the Emergency Relocation Group and assembly of senior leadership at the alternate facility or via conference line.

- **Without Warning:** Addresses the ability to execute the COOP Plan following an event that occurs with little or no warning. The greatest contributing factor to the successful execution of this plan will depend on the severity of the emergency and the number of personnel that remain.

HOURS

- **Non-Duty Hours:** Although the primary facility may be rendered inoperable, it is likely that the majority of personnel could be alerted by the COOP Alert and Notification List and provided directions for the duration of the emergency.
- **Duty Hours:** If possible, this plan will be activated and available members of the Emergency Relocation Group will be deployed as directed by leadership.

THREAT CONDITIONS AND CONTINUITY RESPONSES

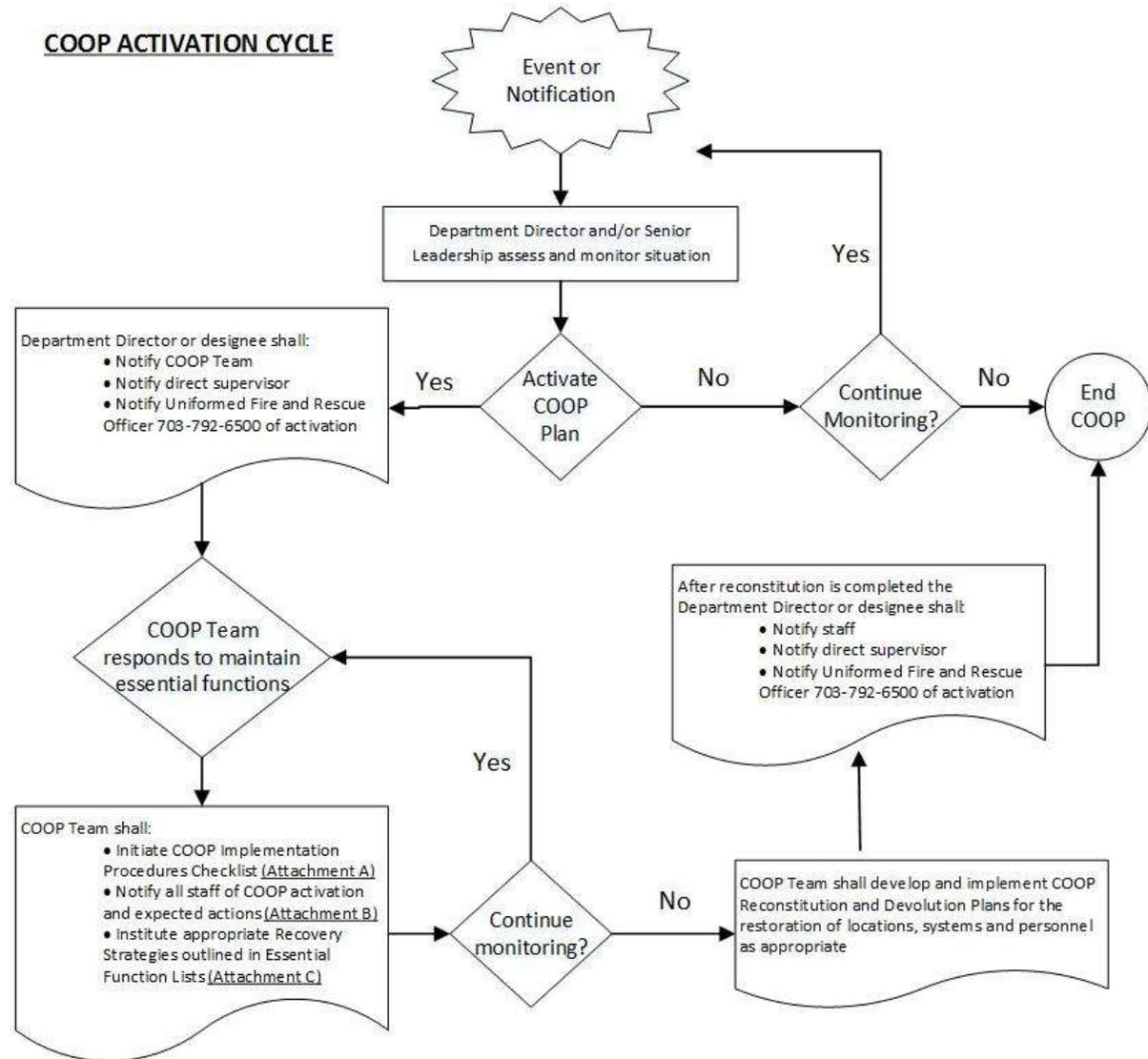
This plan is written as an all-hazards planning document. The process to activate the COOP Plan begins with an assembly of leadership and Emergency Relocation Group members (if requested) to determine a course of action, given a threat, be it natural or man-made.



PHASE III: CONTINUITY OPERATIONS

The Department Director makes the decision to activate the COOP Plan and directs all of the divisions to begin implementing their responsibilities. Following notification of COOP activation and response level by the Department Director or their designee, COOP Team members should check in with the COOP Coordinator and report to determined location if applicable.

The COOP Coordinator should provide information to all personnel who are not assigned to the COOP Team using the [Rapid Recall List \(or other notification procedures\)](#) regarding next steps as soon as it comes available. The (DEPARTMENT NAME) maintains current emergency contact information for all employees and contract staff using the [Rapid Recall List](#). This list should be used to contact all staff during COOP or any emergency situation. Sample communication can be found in [Attachment G: COOP Messaging Templates](#)



The Director makes the decision to activate the COOP Plan and directs all of the Divisions to begin implementing their responsibilities. Upon word from the Director it is expected that all divisions will immediately begin to execute those actions that contribute to successful activation of the plan. Some specific actions are listed below, not necessarily in sequence.

If COOP Plan activation requires relocation, the Department Director or designee notifies the Primary and Alternate Facility Managers.

IMPLEMENTATION PROCEDURES CHECKLIST

Once the impact of an event is assessed, the department director may implement the COOP Plan to continue providing essential services. Implementation of the plan is based on three phases of operation: activation and relocation, alternate facility operations and reconstitution. Using the recovery strategies; identify the process to resume operations and develop the long-term reconstitution and recovery plans. A Checklist that can be used to assign specific responsibilities for each phase has been provided in [Attachment A: COOP Plan Implementation Procedures Checklist](#).

ACCOUNTABILITY

Positive personnel accountability throughout all phases of emergencies is a primary concern. It is the responsibility of the Director or designee to account for personnel within eight (8) hours after COOP activation. Upon activation of this plan personnel accountability will be completed by (INSERT ACCOUNTABILITY PROCEDURE, e.g. Employees should understand and/or be directed to contact their direct supervisor and report their status.)

Time tracking and staffing accountability is essential during emergency incident response in regards to reimbursement capability of state and federal funding if an emergency declaration is declared. Compliance with staff accountability including sign-in/sign-out rosters should be maintained by the Department and provided to Emergency Management upon request.

TELEWORK

The use and capability of telework is determined at the Department level of Prince William County. (DEPARTMENT NAME) (Insert Department's telework procedures if applicable. If telework is not available to all staff, detail those instances in this section. If the Department does not exercise a Telework capability and/or policy, indicate that in this section or delete the section as appropriate.)

Staff has a responsibility to maintain contact with their leadership during emergency situations while maintaining essential functions.

VITAL RECORDS AND DATABASES

The (DEPARTMENT NAME) maintains vital records and databases. As a best practice, vital electronic records should be maintained on Prince William County servers (or others where appropriate) and included in the [Attachment H: Business Impact Analysis](#). A list of the (DEPARTMENT NAME)'s records and databases including those not included in the Business Impact Analysis including their location:

Vital Record Title	Vital Record Location
	(Include file path, backup location, and restoration plan if applicable and not captured in Business Impact Analysis)

PRIMARY FACILITY LIST

Each department should have a pre-identified alternate location for each worksite to ensure the continuance of essential functions. In the table below list each facility where the department has a worksite and the facility address and indicate if the property is County-owned or leased. Supporting information on each alternate facility should be included in [Attachment E: Alternate Facilities List](#).

Primary Facility Name	Primary Facility Address	County Property or Leased

PHASE IV: RECONSTITUTION

Reconstitution is the process of returning the Department to a normal operating status by reestablishing its capabilities at its original location or a new facility. Reconstitution begins when Director or designated Successor is informed that the threat is over and unlikely to recur and the department can reoccupy facility, systems are returned to normal function and/ or staffing levels have returned to normal.

Reconstitution planning can begin as soon as COOP activities stabilize enough to sustain essential functions and should be coordinated by the Reconstitution Manager of the COOP Team in coordination with Department leadership and the COOP Team members. A best practice is to implement a time-phased plan to transfer functions, personnel, equipment, and records as appropriate in an order

supporting continued COOP implementation. The transition of COOP Recovery Strategies through the Reconstitution Phase facilitates the deactivation of COOP and returns functions to normal operations.

Before relocating to the primary operating facility or another facility, the Reconstitution Group will conduct appropriate security, safety, and health assessments to confirm building suitability. In addition, the department will verify that all systems, communications, and other required capabilities are available and operational and that the department is fully capable of accomplishing all essential functions and operations at the new or restored primary operating facility.

Additional information about the reconstitution process is included in the Prince William County Continuity of Operations Basic Plan.

Following the resumption of normal operations, the Prince William County Office of Emergency Management will conduct a hotwash as soon as possible and produce an After Action Report to incorporate lessons learned, best practices, and recommended improvement planning.

COOP PLAN MAINTENANCE AND TRAINING

This section identifies key positions within the department and describes the responsibilities in managing and maintaining the COOP Plan and the training requirements to support staff awareness and technology system testing for COOP implementation. The department director may delegate certain tasks or assign responsibilities to be shared among personnel.

COOP PLAN MAINTENANCE RESPONSIBILITIES

DEPARTMENT HEAD

- Reviews and approves the COOP Plan annually
- Ensures material changes to the department's COOP Plan have been coordinated with the Office of Emergency Management
- Participates in scheduled COOP Plan training, testing and exercises

DEPARTMENT COOP COORDINATOR

- Coordinates the writing and maintenance of the COOP Plan
 - Reviews the COOP Plan annually and updates the plan in accordance with the schedule outlined in the County Continuity of Operations Basic Plan
 - Coordinates material changes to the department's COOP Plan with the Office of Emergency Management
-

- Coordinates the COOP training, testing and exercise program
- Maintains a current roster of department personnel designated as COOP Team members
- Maintains current personnel emergency notification and relocation rosters
- Maintains a current roster of designated alternate facility support staff
- Conducts periodic visits to the alternate facility locations to ensure readiness
- Prepares backup copies or updates of vital records
- Provides for the proper storage of back-up copies of vital records and other pre-positioned items
- Participates in scheduled Coop Plan training, testing and exercises

DEPARTMENT PERSONNEL

- Is familiar with their role and responsibilities as outlined in the department COOP Plan
- Provides current contact information to supervisors
- Participates in scheduled Coop Plan training, testing and exercises

COOP DEPARTMENT TRAINING

All Department personnel should be familiar with the COOP plan. COOP Team members including the Department Director must be familiar with COOP implementation and plan maintenance responsibilities and duties. Regular testing of plans, equipment, and system recovery strategies is essential to ensuring the ability to maintain essential functions during a COOP activation. Annual training should include COOP Plan awareness training for all department employees. Tests and exercises should be conducted to validate procedures and ensure equipment is operational. Implementation of a regular Training and Exercise schedule to track training, tests and exercises of the COOP must be documented on [Attachment F: Training and Exercise Matrix](#) and provided annually, on December 31st, to the Prince William County Emergency Services Manager.

ATTACHMENT SECTION

This section is to be used as the primary response resource of this plan. Attachments include:

- [Attachment A : COOP Implementation Procedures Checklist](#); to be used by the COOP Coordinator and COOP team as a guide to responding to a COOP event
- [Attachment B : COOP Rapid Recall List](#); should be maintained regularly with Department staff contact information
- [Attachment C : Essential Functions and Recovery Strategies](#); maintained by the Department of identified essential functions and the recovery strategies required to maintain those essential functions
- [Attachment D : External Contact List](#); maintained by the Department of identified external contacts for facility, systems, partner agencies, community networks, and other external partners essential to continuation of essential functions
- [Attachment E : Alternate Facilities List](#); pre-identified locations and alternate locations for essential function operations
- [Attachment F : Training and Exercise Matrix](#); record of annual training and exercises to be submitted by December 31 of each year to the Emergency Services Manager
- [Attachment G : COOP Messaging Templates](#); draft text for COOP Team members, Information Technology Representatives, Department Personnel, Community and Clients, Internal and External Partners
- [Attachment H: Business Impact Analysis](#); comprehensive analysis and restoration priorities of information technology systems and resources critical for essential functions

ATTACHMENT A: COOP PLAN IMPLEMENTATION PROCEDURES CHECKLIST

(This table should be populated using your department's specific information. You may delete the table template below and past in the Implementation Procedures Checklist from your latest COOP Plan. Ensure that your checklist addresses your recovery strategies and recovery steps.)

Item	Task	Task Assigned To	Date and Time Completed
Activation and Relocation			
1	Receive notification of event		
2	Conduct personnel accountability		
3	If needed, invoke succession of leadership		
4	Initiate personnel notification using Rapid Recall List		
5	Activate the department's COOP Plan		
6	Hold department's response meeting at alternate location		
7	Assemble supporting elements required for re-establishing and performing essential functions at alternate location: vital files and databases, critical software and critical equipment		
8	Assemble remaining documents required for performance of all other essential functions to be performed at the alternate location		
9	Initiate external communication for applicable external contacts		
10	Prepare designated communications and other equipment for relocation		
11	Take appropriate preventive measures to protect other communications and equipment that will not be relocated		
12	Make computer connectivity and telephone line transfers to designated alternate location		
13	Ensure drive-away kits are complete and ready for transfer		

(AGENCY NAME)

Item	Task	Task Assigned To	Date and Time Completed
14	Begin movement of key personnel to alternate location		
15	Provide support to local Emergency Operations Center (EOC), if requested		
16	Develop detailed status of situation for senior leadership		
17	Notify remaining personnel and appropriate agencies regarding movement to alternate location		
Alternate Facility Operations			
18	Notify other local departments, customers, state and surrounding jurisdictions that operations have shifted to alternate location		
19	Organize personnel and account for non-essential personnel		
20	Develop shift rotations		
21	Determine which essential functions have been affected		
22	Develop status report		
23	Prioritize essential functions for restoration		
24	Track status and restoration efforts of all essential functions		
25	Initiate administrative actions such as: <ul style="list-style-type: none"> • On-site telephone, • Email and telephone directory, • Workforce office plan, • Lodging and dining plan as appropriate 		
26	Occupy workspace: <ul style="list-style-type: none"> • Stow gear and equipment • Store vital files, records and databases • Test telephone, fax, email, radio and other communications • Establish communications with essential support elements and office elements 		
27	Ensure all critical equipment, critical software and		

(AGENCY NAME)

Item	Task	Task Assigned To	Date and Time Completed
	vital files, records and databases are available at alternate location		
28	Coordinate procurement of additional equipment, as required		
29	Begin work on essential functions		
Reconstitution			
30	Resume operations utilizing recovery strategies		
31	Appoint logistics manager		
32	Inventory and salvage useable equipment, materials, records and supplies from destroyed facility		
33	Survey condition of office building and determine feasibility of salvaging, restoring, or returning to original offices when emergency subsides or is terminated		
34	Develop long-term reconstitution and recovery plans utilizing recovery strategies		
35	Track status and restoration efforts of all essential functions		
36	Conduct transition of all functions, personnel and equipment from alternate location back to designated facility		
37	Determine loss of the department's inventory for insurance report		
38	Schedule initial review meeting with clients, public and vendors to hold a briefing		
39	Develop and issue a press release in coordination with the Office of Executive Management, Communications		

ATTACHMENT B: COOP RAPID RECALL LIST

Critical Personnel	E-mail Address	Work Number	Home Number	Cell or Pager Number	Out of Area Contact
Department Director					
COOP Coordinator					
Emergency Relocation Group					
Reconstitution Manager					
Reconstitution Group					
Information Technology Representative					
All Other Department Personnel					

ATTACHMENT C: ESSENTIAL FUNCTIONS AND RECOVERY STRATEGIES

The Essential Functions list is critical to the (DEPARTMENT NAME)'s ability to maintain critical missions and essential functions throughout a COOP event. This list includes tasks, personnel, vital records, equipment, and critical systems. Each Essential Function also includes a Recovery Strategies section which outlines plans for maintaining essential functions during events impacting facility, systems, and/or personnel.

These tables should be populated using the following steps and then deleting these instructions:

- 1) From your Department's latest COOP plan, copy each of the Essential Function tables and paste below in this attachment. A sample Essential Functions template has been provided for your convenience of formatting, however if your current plan matches this template; simply replace this table template with the one from your current plan.
- 2) For each Essential Function identified, a new section titled "Recovery Strategies" should be included and populated with plans to manage facility, personnel and systems/equipment impacts. Each Essential Function requires the three (3) scenario recovery strategy boxes to be populated with your Department's temporary operating procedures to maintain and/or restore Essential Functions during a COOP event.

Essential Function: (Template)	Priority:	RTO:
Description: (Only list essential functions that must be uninterrupted, support life and safety, critical economic base or support other PWC essential functions)		
Task: (job requirements of the essential function) 1. Task 2. Task		
Personnel: (who needs to accomplish the tasks associated with the essential function)		
External Contacts:		
Equipment/Critical Systems: (Identify equipment and critical internal and external systems that are required to complete tasks and essential functions)		
Vital Records and Databases: (Identify records {electronic and paper} and critical internal and external databases that are required to complete tasks and essential functions)		

Insert the following Recovery Strategy Table for each Essential Function

Recovery Strategy: (Insert essential function title)
Loss of access to facility recovery strategy: (Insert description of the general recovery strategy on how your department will maintain the essential function during a loss of access to your facility or facilities.)
Reduced workforce recovery strategy: (Same as above focused on significant reduction of workforce due to pandemic, transportation incident, or other event limiting staff ability to report to work.)
Equipment or systems failure recovery strategy: (Same as above focused on loss of equipment or system failure. This strategy should detail the plan for operations in order to maintain Essential Functions and a plan to ensure data/transactions can be brought current once systems are restored. The Business Impact Analysis documents may be referenced in this section and/or included as an additional attachment to this plan under Attachment H.)

ATTACHMENT D: EXTERNAL CONTACT LIST

This section lists agencies and external vendors that may be contacted during emergency events to provide essential services. Copies of service contracts, written memorandums of understanding (MOUs) and mutual aid agreements (MAAs) should be included with department vital records. **(Insert Department External Contact List from most current COOP Plan. Confirm the list is complete and all contact information is accurate. Consider 24 hour emergency contact information. This list should be updated at minimum annually.)**

Agency, Organization Or Business	Point of Contact	E-mail Address	Office Number	Cellular or Pager Number	Customer Service Number

(AGENCY NAME)

ATTACHMENT E: ALTERNATE FACILITIES LIST

In the following table, provide information about the alternate facility locations for each department worksite. Indicate if an agreement is needed to use the space, when the agreement was executed, any special information or equipment needed to access the space, if secure storage is available and any special information about the alternate worksite. Include the facility address.

Primary Facility	Alternate Facility (Address)	Agreement (written/verbal)	Date Executed	Building Access Info	Secure Storage Available (Yes/No)	Special Notes (Expansion Capability)

ATTACHMENT F: TRAINING AND EXERCISE MATRIX

This Training and Exercise Matrix is provided to track COOP Plan training, tests and exercises. This Training Matrix should be updated annually and a copy provided to the Emergency Services Manager by December 31 of each year.

EXERCISE TYPE	SUGGESTED SCOPE	FREQUENCY	DATE COMPLETED
Agency COOP Plan Training	Reoccurring training on the agency COOP plan for staff, senior management, and/or COOP Team on agency COOP responsibilities, essential functions, and recovery strategies.	Annual	
Notification/Activation Drill	Conduct all staff or COOP team call-down drill using agency Rapid Recall List and Alert/Notification Process defined in COOP plan or policy.	Twice each year	
Recovery Strategy Drill	Conduct drills to evaluate the effectiveness of recovery strategies defined in agency COOP plan. Consider exercising communication equipment, vital record retention/recovery, work flow, staffing plans and any additional recovery strategy tasks that are appropriate to maintain essential functions.	Twice each year	
Alternate Facility Relocation Drill	Exercise partial or full relocation to alternate facility and conduct essential functions.	Annual	

ATTACHMENT G: COOP MESSAGING TEMPLATES

(Insert sample text of COOP alert notification and phone messages to COOP Team, staff, and community. Consider instructions to personnel who are not designated as COOP Team members as to instructions concerning whether they should remain at home or another safe location.)

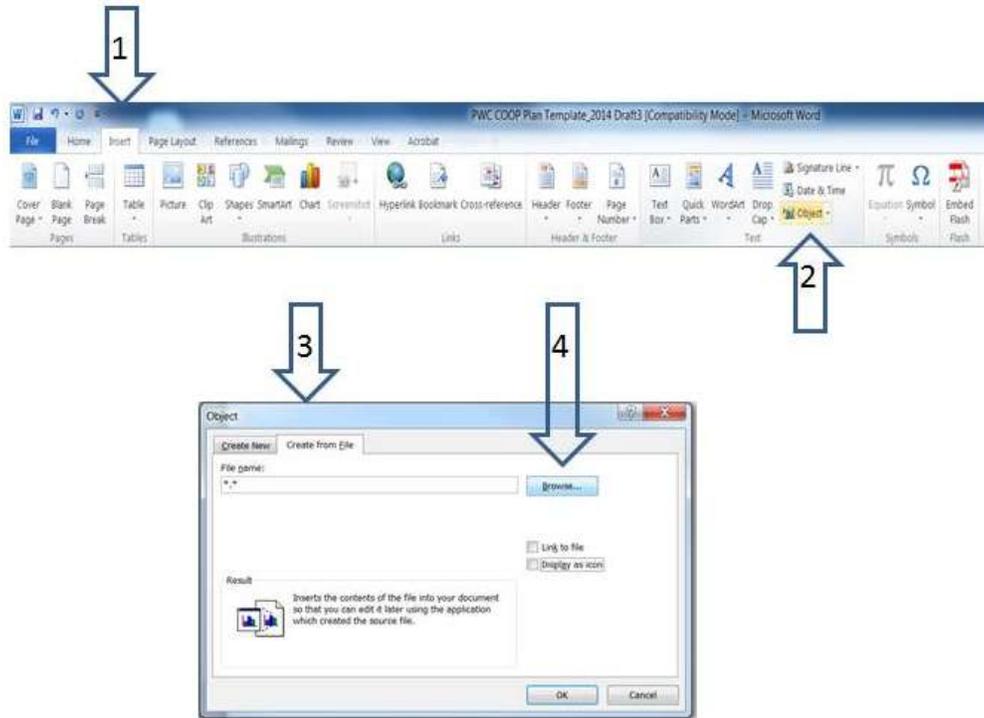
Sample Message to COOP Team:

Sample Message to Staff before or during business hours:

Sample Message to Staff during non-duty hours:

ATTACHMENT H: BUSINESS IMPACT ANALYSIS

(Insert the Department’s Business Impact Analysis document in this attachment to provide detailed information on critical systems, restoration priorities, internal, and external county contacts.)



5: Select the file path your Department’s signed BIA is saved under and click “Insert”



**** Microsoft Word will insert the first page of the file you selected. Double clicking on the image will open the file in a new window.**