CONTINUITY OF OPERATIONS
(COOP)

DOTD

LOUISIANA DEPARTMENT OF
TRANSPORTATION & DEVELOPMENT

REQUIRED BY:

- **PRESIDENTIAL DECISION DIRECTIVE 67**

- **STATE OF LOUISIANA EMERGENCY OPERATIONS PLAN**

- **PLUS, IT'S JUST A GOOD BUSINESS PRACTICE**

COOP: WHAT IT'S NOT

IT IS <u>NOT</u> THE EMERGENCY RESPONSE PLAN

COOP: WHAT IT IS

- **POLICY AND GUIDANCE TO ENSURE THE EXECUTION OF <u>ESSENTIAL</u> FUNCTIONS IN TWO SCENARIOS:**

  - **THE HQ CAMPUS GETS "HIT"**

  - **A PANDEMIC DISEASE OUTBREAK**

BASIC PLAN

- **ABSENT PERSONNEL –**

  - **REQUIRES SUCCESSION PLANS**

- **FACILITIES UNAVAILABLE / UNUSABLE-**

  - **REQUIRES ALTERNATE FACILITIES**

BASIC CONCEPT

4 PHASES

- READINESS AND PREPAREDNESS
- ACTIVATION AND RELOCATION
- CONTINUITY OPERATIONS
- RECONSTITUTION OPERATIONS

ACTIVATION & RELOCATION

1. DECISION PROCESS

2. ALERT, NOTIFICATION, AND IMPLEMENTATION

CONTINUITY OF OPERATIONS

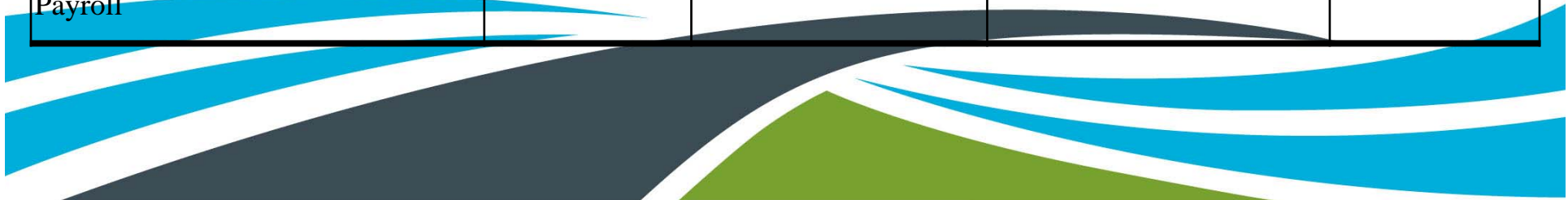1. CRITICAL / ESSENTIAL PROCESSES

2. VITAL RECORDS, FILES, AND DATA

ESSENTIAL FUNCTION CRITICAL PROCESSES TABLE				
Essential Functions	Office	Critical Processes Responsible Party	Critical Processes	Mandatory Recovery Time Objective (RTO)
COOP Authorization	Secretary	OMF IT Section	Internet	1-2 days
COOP direction, control and coordination			Intranet	5 days
			Electronic Mail	5 days
Provide Legal Advice			Sharepoint	5-12 days
Release Public Information			Social Media Outlets	1-2 days
Provide Public Information and Awareness			Customer Response Tracking (CRT)	1-2 days

ESSENTIAL FUNCTION CRITICAL PROCESSES TABLE

Essential Functions	Office	Critical Processes Responsible Party	Critical Processes	Mandatory Recovery Time Objective (RTO)
COOP direction, control and coordination	Operations	OMF IT Section	Internet	1-2 days
Perform ESF-1 Tasks				
Perform ESF-3 Tasks			Intranet	5 days
Disaster Response Funding				
Coordinate Logistical Support				
Compile DIRs				
Coordinate the development of Project Works Sheets			Mainframe	5-12 days
Traffic Signal Restoration at Intersections				
Sign Restoration			Electronic Mail	5 days
Coordinate Building Security			SAP	5-12 days
Restore Building Maintenance				
Issue Truck Permits			AGILE	5-12 days
Payroll				

ESSENTIAL FUNCTION CRITICAL PROCESSES TABLE				
Essential Functions	Office	Critical Processes Responsible Party	Critical Processes	Mandatory Recovery Time Objective (RTO)
COOP Direction, Control, and Coordination	Management and Finance	OMF IT Section *Note: Although IT will, of course, respond in much less than one day, the actual time to get systems running again will depend on the situation, whether or not OTM is operating, whether or not we have to order emergency equipment delivery, etc. Actual time to having systems up and running could be as much as 5-12 days for some systems based on current contracts.*	Internet	1-2 days
Make Vendor Payments			Intranet	5 days
Depositing of Revenues (checks and credit)			Electronic Mail	5 days
			Mainframe	5-12 days
Federal Billings			Site Manager	5-12 days
Process Payroll				
Procurement of goods and services			SAP	5-12 days
			ISIS	5-12 days
			LA Gov	5-12 days
Provide IT infrastructure, network, and services			DOA connectivity	5-12 days
			Front Page	1 day
Provide Budget Authority and Request Federal Authorization			Sharepoint	5-12 days
Coordinate Business Support			Content Manager	5-12 days
			FMIS	5-12 days

ESSENTIAL FUNCTION CRITICAL PROCESSES TABLE				
Essential Functions	Office	Critical Processes Responsible Party	Critical Processes	Mandatory Recovery Time Objective (RTO)
COOP Direction, Control, and Coordination	Engineering	OMF IT Section	Internet	1-2 days
			Intranet	5 days
			Electronic Mail	5 days
Authorize Contractor Payments			Mainframe	5-12 days
			La Gov	5-12 days
			Site Manager	5-12 days
COOP Direction, Control, and Coordination	Multimodal and Planning	OMF IT Section	Internet	1-2 days
Assign Project Number			Intranet	5 days
Complete STIP/TIP Project Authorizations			Electronic Mail	5 days
Pay Accounts			SAP	5-12 days
Produce special maps			RGIS	n/a

RECONSTITUTION

1. FACILITY AVAILABLE

2. SUPPORT SYSTEM OPERATIONAL

3. RELOCATION / TRANSITION PLAN

KEY POINTS

1. NOT THE EMERGENCY RESPONSE

2. RESUMING / CONTINUING ESSENTIAL/CRITICAL FUNCTIONS

3. INITIALLY PERFORMED BY ESSENTIAL PERSONNEL

4. KNOWLEDGE OF PLAN / CONCEPT

5. ALERT / CONTACT ROSTERS

6. SUCCESSION PLANS **AND** PLAN AWARENESS

TO DO LIST

- **BRIEF DIVISION / SECTIONS ON PLAN / CONCEPT**

- **UPDATE / MAINTAIN ALERT / CONTACT ROSTERS**

- **REFINE SUCCESSION PLANS AND PLAN AWARENESS**

- **REFINE ESSENTIAL FUNCTIONS**

- **TEST / EXERCISE THE PLAN**

Parting thought...

"The main thing is to keep the main thing the main thing."

- Stephen Covey