

**Miami-Dade County, Florida
Emergency Operations
Center (EOC) (your Dept.
name here instead of EOC)**

**Continuity of Operations
Plan (COOP)
Template**



Delivering Excellence Every Day

(Insert your department info here..)

Miami-Dade County
Department of Emergency
Management
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(insert date submitted here)

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Executive Summary

This document is intended to provide direction to county departments and/or municipal governments when developing a Continuity Of Operations Plan (COOP). It is designed to familiarize you with the components necessary to create a comprehensive COOP plan. In an effort to ensure the continuation of essential county functions during times of emergencies, county leaders updated Chapter 8B (Emergency Management) of the Miami-Dade County Code of Ordinances to reinforce the requirement that all county departments must prepare annual disaster preparedness contingency plans.

1. These emergency preparedness contingency plans shall be submitted to the Department of Emergency Management (DEM) by the last day of March each year in a DEM-approved format and shall address the following areas:
 - a. A departmental or agency risk assessment and vulnerability analysis;
 - b. Preparedness and mitigation activities including procedures for employees who perform pre-event activities or shut down critical operations;
 - c. Operational procedures of the departmental or agency operations center or command post;
 - d. Direction and control including authorities and responsibilities of key personnel and the chain-of-command;
 - e. Communications (primary and back-up) systems that will be used to keep employees, on-duty and off-duty, informed of departmental response activities, to coordinate employees in order to carry out departmental missions, to keep in contact with customers and suppliers, and to coordinate with the Miami-Dade Emergency Operations Center (EOC);
 - f. Life safety procedures including employee alert and notification, assembly and accountability, evacuation procedures, employee/family preparedness and welfare;
 - g. Protection of facilities, equipment, supplies, and vital records;
 - h. Recovery and restoration of services including employee support, critical asset repair/replacement, and the continuity of operations;
 - i. Operating procedures for documenting departmental or agency emergency personnel, equipment, services, and materials expenditures and for their recovery or reimbursement from appropriate local, state, and federal sources;
 - j. Public information;
 - k. Administration and logistics.

The U.S. Department of Homeland Security and the State of Florida's Division of Emergency Management define continuity planning as the good business practice of ensuring the execution of essential functions through all circumstances. This is accomplished through the development of plans, comprehensive procedures, and provisions for alternate facilities, personnel, resources, interoperable communications, and vital records/databases.

The provisions of this guideline are applicable to all Miami-Dade County departments, authorities, and independent agencies. All office buildings and/or facilities owned, operated, or maintained by Miami-Dade County shall develop and implement comprehensive disaster preparedness plans. Establishing a COOP planning committee is a good way to begin the process. Senior management should be represented or readily accessible since the authority for many of the decisions will need to come from upper level management. One person should be designated as the COOP Coordinator and have the overall responsibility of compiling and maintaining the plan with input from the committee. Sections may be delegated, but the COOP Coordinator should plan meetings, establish deadlines for documents, act as a liaison when necessary, and compile the necessary components of the plan.

References & Authorities

- a. Miami-Dade County Ordinance 8B Emergency Management, 2003:
http://library.municode.com/HTML/10620/level2/PTIIICOOOR_CH8BEMMA.html
only 8B-9 section County Department Preparedness Contingency Plans:
http://library.municode.com/HTML/10620/level2/PTIIICOOOR_CH8BEMMA.html#PTIIICOOOR_CH8BEMMA_S8B-9CODEPRCOPL
- b. Florida Statutes, Section 252.35 (Division of Emergency Management):
http://www.leg.state.fl.us/Statutes/index.cfm?mode=View%20Statutes&SubMenu=1&App_mode=Display_Statute&Search_String=252.35&URL=0200-0299/0252/Sections/0252.35.html
- c. Florida Statutes, Section 252.38 (Counties & Political Subdivisions);
http://www.leg.state.fl.us/statutes/index.cfm?mode=View%20Statutes&SubMenu=1&App_mode=Display_Statute&Search_String=252.38&URL=0200-0299/0252/Sections/0252.38.html
- d. Homeland Security Presidential Directive 8, National Preparedness, December 2003
http://www.dhs.gov/xabout/laws/gc_1215444247124.shtm#1
- e. Federal Continuity Directive 1, Federal Executive Branch National Continuity Program and Requirements, February 2008:
<http://www.homelandsecurity.noaa.gov/FCD1.pdf>
- f. Continuity Guidance Circular 1, January 21, 2009:
http://www.fema.gov/pdf/about/org/ncp/cont_guidance1.pdf
- g. Developing and Maintaining Emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101 (version 2), November 2010:
http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf

Any additional references & authorities that guide your agency/department should be listed in this section.

GUIDE INSTRUCTIONS

This guide provides instructions for developing a Continuity of Operations (COOP) Plan according to the *Department of Homeland Security (DHS) Headquarters Continuity of Operations (COOP) Plan Guidance Document, dated April 2004 and Federal Continuity Directive 1, dated February 2008.*

General guidance and sample information are provided throughout this guide for reference; however, organizations are encouraged to tailor COOP Plan development to meet their own needs and requirements.

Although continuity plans will vary by county department due to differences in essential functions, resources, personnel size, etc... the sections listed in the *Core Components of the Plan* guideline, on the following page, should be included in the COOP Plan if it is to be considered compliant with County standards.

Included in the COOP should be the Purpose, Scope, and Authority (*why are you developing this plan, what does it cover, and on whose authority can its functions be carried out?*)

CORE COMPONENTS OF THE PLAN

Below are the components, **in the order they should appear**, that each plan must contain to be compliant with County standards. Please pay close attention to the highlighted sections as they have been revised.

1. Plans and Procedures
 2. Mission Essential Functions
 3. Delegations of Authority
 4. Orders of Succession
 5. Devolution
 6. Staging Area
 7. Alternate Facilities
 8. Interoperable Communications
 9. Vital Records and Databases
 10. Logistics and Administration
 11. Personnel Issues and Coordination
 12. Reconstitution
 13. Testing, Training and Exercising
 14. Health Emergency
 15. Program Management
 16. Signatories
- Annex A: Acronyms
Annex B: Risk Assessment and Vulnerability Analysis (RA & VA)
Annex C: Call Tree – Notification Procedures (*new annex*)

This plan must be submitted to the Department of Emergency Management (DEM) by March 31st, each year.

1. Plans and Procedures

1a. Name/position of staff responsible for developing COOP plan:

Name: _____

Position/Title: _____

Contact number(s): _____

Each agency should develop plans or Standard Operating Procedures (SOPs) specific to the overall organizational mission. Preparedness and mitigation activities including procedures for employees who perform pre-event activities or shut down critical operations should be incorporated into the plan or SOPs.

The following components should be included in the COOP plans and procedures:

- Delineation of mission essential functions.
- A decision-making process based on vulnerability assessment for activation of the COOP plan due to an emergency situation (flood, fire, power outage, hurricane, loss of critical data, etc...).
- A current staff roster.
- Procedures to ensure readiness during on-duty and off-duty hours, as well as with and without warning of an incident:
 - What alert notification procedures does your department have in place?
 - How will your staff be contacted?
 - On-duty?
 - Off-duty?
 - Can staff dial into a recorded message for instructions or updates?
- Provisions for personnel accountability.
- Reliable processes to acquire additional resources to sustain operations for 30 days.
- Provisions for attaining operational capability within 12 hours of activation.
- Constraints derived from the planning committee such as unique operational issues or technology, personnel factors, or resource limitations which affect the COOP plan.
- Mechanisms for implementation in accordance with the magnitude of the incident.

2. Mission Essential Functions

Identifying mission essential functions is the foundation from which all other components of the plan are developed and is often the most difficult. Essential functions are those departmental functions and activities that must be continued throughout, or resumed rapidly after a disruption of normal activities. If your department

function is directed by law, statute, presidential directive or executive order then it is probably a Mission Essential Function (MEF).

Any mission not deemed to be essential should be deferred until additional personnel and/or resources become available. If a department identifies too many functions as essential, the organization risks being unable to adequately address all of them.

Department COOPs should include a description of pre and/or post-disaster responsibilities (taking into account Disaster Assistance Employee {DAE} roles) as a Mission Essential Function (MEF). If your department is tasked with sending a representative to the Emergency Operations Center (EOC) when it is activated, this should also be identified as a MEF.

Please note that DAE responsibilities may include Traffic Control, Points of Distribution Site (PODS), Shelter Management, Shuttering for Seniors/Disabled, managing a Disaster Assistance Center (DAC), Employee Call Center, etc... If you are unaware of your department's DAE assignment, please contact Miami-Dade County - Department of Emergency Management (DEM).

2a. List and prioritize your department's mission essential functions along with its recovery time objective:

SAMPLE

The following table shows examples of prioritized essential functions for a fictitious organization, the Bureau of Water Management:

Priority	Essential Functions	*Recovery Time Objective (RTO)
1	Administer programs to protect the region's water supply and the health of the public.	Mitigation is ongoing. Water testing is conducted immediately post-incident.
2	Ensure the protection of fish and aquatic life.	Mitigation / Preventive measures are ongoing.
3	Provide technical support and information to assist in planning and restoration.	Within 4 hours of incident.
4	Approve and oversee cleanups of contaminated sites.	Within 4 hours of incident.
5	Plan and implement regional flood control programs.	Mitigation / Preventive measures are ongoing.
6	Department Rep to EOC in accordance with CEMP and county's disaster operations.	Within 1-2 hours of EOC activation.
7	Points of Distribution Site (PODS)	Determination made Post-Disaster
<p>*Recovery Time (RTO): depends on nature of the event, extent of damage and available resources at the time of the incident.</p>		

- Roster personnel to complete those functions based on skills and knowledge.
- Assess alternate facility capacity based on functions and rosters.

2b. List required resources and equipment needed to complete these functions:

3. Delegations of Authority

Delegations of Authority identify who is authorized to act on behalf of senior leadership for specified purposes and ensures that designated individuals have the *legal authority* to carry out their duties. These authorities should be identified by title or position and not by the individual office holder's name.

Each agency or department should identify that those conferred with delegated authority are prepared to perform emergency duties. Please document which authorities can and should be delegated, to whom, under what circumstances, including when delegation becomes effective and when it terminates, and any limitations.

3a. Individual(s) delegated authority (specific which authority): _____

3b. By whom: _____

3c. Under what circumstances: _____

3d. Limitations to authority: _____

4. Orders of Succession

Orders of succession enable an orderly and predefined transition of leadership within an organization. *Each department can utilize their existing table of organization in identifying orders of succession for department heads and other key leaders at least three positions deep.* Please ensure that those identified are prepared to perform emergency duties. Direction and control including authorities and responsibilities of key

personnel and the chain-of-command. Continuance of operational procedures of the departmental or agency operations center or command post.

- Orders of succession for the position of *department head* should include:
 - Conditions for succession
 - Notification method
 - Time, geographical, and organizational limitations
- Use titles or positions rather than persons.
- Establish succession for key positions at headquarters and regional locations.
- Revise and distribute orders of succession as necessary.

SAMPLE

The following table shows the order of succession for the Director of the Bureau of Water Management:

Successors
Director, Bureau of Water Management
Deputy Director, Bureau of Water Management
Division Head, Enforcement and Remediation Division
Division Head, Standards and Planning Division

Be sure to document the information listed below:

4a. Location of Orders of Succession: _____

4b. Name of individual(s)/position(s) with access to Orders: _____

4c. Contact number(s): _____

5. Devolution

Devolution is the capability to transfer statutory authority and responsibility of MEF from an agency’s primary operating staff and facilities to other employees and facilities.

Devolution planning supports overall continuity planning and addresses catastrophic or other disasters that render an agency’s leadership and staff unavailable or incapable of performing essential functions from either its primary or continuity facilities.

This section should address how your department will identify and conduct its essential functions in the aftermath of a worst-case scenario, one in which the leadership is incapacitated. The department should be prepared to transfer all of their essential functions and responsibilities to personnel at a different office or location.

Here are some items to consider when developing your department's devolution plan:

- Prioritize essential functions that must devolve:
 - It is possible that some functions designated as essential in a continuity situation will not be essential functions in a devolution scenario. The priority of essential functions may change based on requirements and circumstances.
- Create a roster of trained personnel at the devolution site:
 - Ensure that those personnel are equipped to perform their assigned essential functions.
- Identify activation protocols for the devolution plan:
 - Any event - whether natural, technological, or human caused – that renders personnel or a continuity facility unable to support continuity operation can result in an activation of the devolution plan. All personnel must be aware of the activation protocols for devolution.

The Devolution plan must include:

- Description of how and when control of agency/department operations will be transferred.
- List of resources required to continue essential functions and sustain operations.
- Reliable processes and procedures for acquiring necessary resources.
- Capabilities for restoring agency/department authorities to their pre-event status.

6. Staging Area

Staging areas are beneficial when you must evacuate your facility during work hours. It provides a designated safe place for staff to regroup and receive instruction on what the next steps are (e.g. assign available staff to critical functions). Choose a location that is familiar to staff. *For example: across the street at the southeast end of Carter Park. Include a map if possible.*

Should an evacuation of your building be necessary, please complete the form on the following page in order to account for all your staff and visitors.

Copies of the *Staging Area and Re-entry Status* form will be kept in the locations listed below and the Safety Officer (or designee) will be responsible for taking a copy of this form upon exiting the building.

- Director's Secretary's desk
- Safety Officer's office
- COOP Coordinator's desk

Staging Area and Re-entry Status Form:

Date: _____ Time: _____

Staging Area Information

Roll call taken at staging area? Yes No

Everyone accounted for from your department? Yes No

How many employees or visitors missing: _____

Names if available:

Any injuries to personnel or visitors from your department? Yes No

First aid required to any personnel from your department? Yes No

How many injured or require First Aid: _____

Names if available:

Please ensure that all injured personnel are placed on the "Injury Log" when you return to your office.

Re-entry Information

Re-entry complete and all personnel accounted for? Yes No

Time of Re-entry: _____

Status of Department after Re-entry

Damage to Department? Yes No

Security problems? Yes No

Upon completion of this form at the staging area, please submit to Building Management personnel so action can be taken by the Police & Fire Departments, if needed.

7. Alternate Facilities

The COOP plan should designate an alternate operating facility with sufficient space, equipment, infrastructure systems, and logistical support to maintain operations for up to 30 days. Physical security and personnel access control measures should be taken into account. Agencies should consider pre-positioning minimum essential equipment at the alternate facility. Consider cooperative or mutual aid agreements with other agencies and/or virtual office technologies.

Alternate facilities should provide:

- (1) Sufficient space and equipment
- (2) Capability to perform essential functions within 12 hours, up to 30 days
- (3) Reliable logistical support, services, and infrastructure systems
- (4) Consideration for health, safety, and emotional well-being of personnel
- (5) Interoperable communications
- (6) Computer equipment and software
- (7) Badge/Security Access

Alternate Facility information should include:

7a. Name of alternate facility: _____

Contact person: _____

Phone Number: _____

Alternate numbers: _____

Complete address: _____

7b. Equipment on-site: _____

7c. Does a cooperative or mutual aid agreement exist: Yes___ / No___ / N/A___

If so, please attach the agreement as an annex to the COOP.

8. Interoperable Communications

Communications capabilities should provide access to other data and systems required to conduct mission essential functions. In this section, identify current and redundant critical communication systems that are used and will be located at the alternate facility. Communications (primary and back-up) systems that will be used to keep employees, on-duty and off-duty, informed of departmental response activities, to coordinate

employees in order to carry out departmental missions, to keep in contact with customers and suppliers, and to coordinate with the Miami-Dade EOC.

Consideration should be given to the full spectrum of communication methods: landlines, cellular, satellite, wireless, hand-held radios, etc.

Interoperable communications should provide:

- (1) Capability commensurate with an agency's essential functions
- (2) Ability to communicate with essential personnel
- (3) Ability to communicate with other agencies, organizations, and customers
- (4) Access to data and systems
- (5) Communications systems for use in situations with and without warning
- (6) Ability to support COOP operational requirements
- (7) Ability to operate at the alternate facility within 12-hours, and for up to 30 days
- (8) Interoperability with existing field infrastructures

8a. Identify the data and communications systems needed to support mission essential functions:

1. _____
2. _____
3. _____
4. _____

9. Vital Records, Databases and Equipment

The COOP plan should account for the identification and protection of vital records, databases, equipment and supplies at the primary and alternate facilities. To the extent possible, agencies should provide for off-site storage of duplicate records, off-site back up for electronic records and databases, and pre-positioning of vital records, databases and equipment at the alternate facility. Agencies should include information on how vital records will be restored and by whom. Below are the types of references that should be incorporated into this section:

- Identify vital records, systems, electronic and hard copy data critical to organizational functions.
- Include: emergency operating plans and directives, delegations of authority, orders of succession, and staffing.
- Legal, financial, personnel, and payroll records; insurance policies, vendor contracts, etc.
- Procedures for documenting operations when the COOP plan is activated.

SAMPLE

The following table shows sample vital files, records, and databases pertaining to COOP coordination for the Bureau of Water Management:

Vital Files, Records, Databases or Equipment	Form of Record (e.g., hardcopy, electronic)	Pre-positioned at Alternate Facility	Hand Carried to Alternate Facility	Server / Storage Location	Maintenance Frequency
COOP Plan	Electronic	X		X	X
Phone Roster	Hardcopy		X		X
Devolution Contact List	Hardcopy		X		X
Legal Authority List	Electronic	X		X	X
Emergency Water Resources List	Hardcopy		X		X

Be sure to include the information below:

9a. Address of off-site records storage facility: _____

9b. Back-up mechanisms for vital records: _____

10. Administration and Logistics

Agencies should determine to what level they can self-sustain their emergency operations and then develop procedures to acquire services, personnel, resources, and equipment necessary to perform mission essential functions. Mutual aid should be considered, if applicable. Memorandums of understanding (MOUs) should be established with any entities that may be utilized.

- Identify, pre-position and maintain equipment/resources needed at alternate site.
- Provide for telecommunications and information technology (IT) support at alternate facility.
- Establish provisions for personnel (parking, dining facilities, security, etc.) at alternate site.

- Develop and maintain site-support procedures that clearly state the process and responsibility for receiving, supporting, and relocating personnel and equipment at the alternate site.

10a. Name(s)/position(s) of site-support staff: _____

Contact number(s): _____

10b. Name of IT support personnel/company: _____

Contact number(s): _____

11. Personnel Issues and Coordination

Life safety procedures including employee alert and notification, assembly and accountability, evacuation procedures, employee/family preparedness and welfare.

- Develop a communications plan to disseminate information to department essential and EOC-essential personnel that includes their DAE (Disaster Assistance Employees) assignments. (*All County employees are essential personnel*). Please see attached "contact tree – notification procedures" form (Annex C).
- Address Facility Lockdown procedures, communicating threats to employees and actions to be taken.
- Address the health, safety, and emotional well being of employees and their families.
- Assure personal preparedness for staff through training and education; encourage staff to develop personal preparedness plans and kits for themselves and their families.
- Address pay status, leave time, and potential lay-offs, recommendation for direct deposit of payroll checks, ePar (timesheet submission process).
- Address medical, special needs (alternate site should be accessible) and travel issues of staff.

11a. Name(s)/position(s) of staff responsible for maintaining communications plan:

Contact number(s): _____

11b. Name(s)/position(s) of staff responsible for employee preparedness training:

Contact number(s): _____

12. Reconstitution

Reconstitution involves three main tasks:

- Transitioning from continuity status to normal operations after the disruption.
 - Within 24 hours of an emergency relocation (after receiving approval from the agency/department), the organization should initiate and coordinate operations to salvage, restore, or recover the agency's building, equipment and systems.
- Coordinating and planning for reconstitution regardless of the level of disruption.
 - Options include movement to the continuity facility from the department's primary facility or to a new facility when the originating facility is rendered unstable or uninhabitable.
- Outlining the procedures for a smooth transition from a relocation site to a restored facility.
 - Returning to the primary facility, if available, or procedures for acquiring a new facility through General Services Administration (GSA).

Reconstitution is a five-step process:

- Notify all personnel that the threat or actual emergency no longer exists.
- Provide instructions for the resumption of normal operations.
- Supervise the orderly return to the normal operating facility.
- Report agency/department status, as appropriate.
- Conduct an after-action review of continuity operations.
 - Develop a corrective action plan based on an evaluation of the continuity operations. No TT&E event can offer the kind of insight into the strengths and weaknesses of a continuity program that actual operations will provide.

13. Testing, Training, and Exercising (TT&E)

Establishing a continuity testing, training, and exercise program includes measures to ensure that a department's continuity program is capable of supporting the continued execution of its essential functions throughout the duration of a continuity situation.

A comprehensive TT&E program evaluates policies and procedures, ensures that personnel are properly trained, and verifies that resources and equipment are capable of supporting operations. Each element of the COOP plan should be evaluated through exercises and a procedure established to remedy any deficiencies in the plan.

At a minimum, agencies should:

13a. Develop exercise program and schedule:

- Conduct orientation and training for COOP planning committee members.

- Exercise operational plans, alternate facilities, and interoperable communications; plan joint agency exercises.
- Develop a schedule to evaluate and test equipment.
- Reflect on lessons learned from previous TT&E events or activations.
- Develop a corrective action plan (CAP) / after-action report (AAR) with timelines for correcting deficiencies identified during the exercise.

13b. Update notification checklists and rosters regularly:

- Periodically test alert and notification procedures; update rosters and notification checklists.
- Update plans and procedures as necessary or, at minimum, on an annual basis.

14. Health Emergency

This section should address the department's plan to respond effectively and efficiently to ensure that essential operations are maintained during a health emergency affecting 30% or more of department staff. Some departments may implement their health emergency plan prior to the 30% level should absenteeism reach a level that would impair the ability to continue their department's mission essential functions (MEF).

A separate template is attached. The Health Emergency plan can either be inserted into this section or included as an annex.

15. Program Management

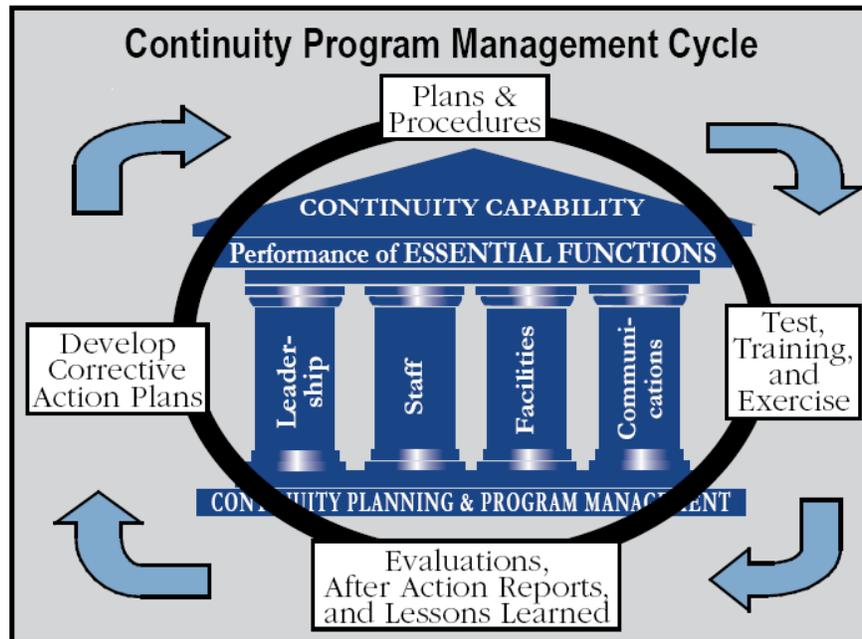
Agencies should prepare a strategic, long-range planning process that includes anticipated funding requirements. The plan should define organizational vision, mission statement, goals and objectives of the program. The plan should identify a current inventory of internal and external resources, resource shortfalls (including steps to overcome those shortfalls), and operation and maintenance costs. Costs should include program dollars, as well as labor costs and any new equipment that the department is in the process of acquiring through grant funding sources that have already been approved.

An organization's resiliency is directly related to the effectiveness of its continuity capability. An organization's continuity capability—its ability to perform its essential functions continuously—rests upon key components and pillars, which are in turn built on the foundation of continuity planning and program management. These pillars are *Leadership, Staff, Facilities, and Communications*. (see diagram below)

The continuity program staff within an organization should coordinate and oversee the development and implementation of continuity plans and supporting procedures.

- COOP Planning Team:

- COOP Planner
- Information Technology
- Human Resources
- Logistics Coordinator
- Accounting/Finance
- Public Safety
- Training Coordinator
- Update the plan as necessary.



- **Pillars 1 and 2: People – Leadership and Staff**
 - Continuity of leadership is critical to ensure continuity of essential functions.
 - Clear line of succession and delegations of authority.
 - Leaders and staff should be trained and able to perform their duties in a continuity environment.
 - Cross-trained and vertically trained - able to perform the functions of their peers, as well as one level up/down from their position in an emergency.
- **Pillar 3: Communications and Technology**
 - Ability to communicate is critical to daily operations & essential in a crisis.
 - Identify communication requirements needed to perform MEF.
 - Communication systems and technology should be interoperable, robust, and reliable.
 - Redundancy in systems. Plan for disaster scenarios such as power and other infrastructure problems.

- **Pillar 4: Facilities**
 - Locations where essential functions are performed by leadership and staff.
 - Adequate, separate locations to ensure execution of their functions.
 - Physical dispersion should allow for easy transfer of function responsibility in the event of a problem in one location.

- **The Foundation: Continuity Planning and Program Management**
 - Planning should include all of the requirements and procedures needed to perform essential functions.
 - Key continuity concepts include geographic dispersion, risk management, security, readiness and preparedness.
 - Geographic dispersion of an organization's normal daily operations can significantly enhance the organization's resilience and reduce the risk of losing the capability to perform essential functions.
 - Geographic dispersion of leadership, data storage, personnel, and other capabilities may be vital to the performance of essential functions following a catastrophic event and will enable operational continuity during an event that requires social distancing (e.g., pandemic influenza and other biological events).

Risk management is the process of identifying, controlling, and minimizing the impact of uncertain events. (minor, moderate, major and catastrophic)

Security is a key element to any continuity program. An effective security strategy should address personnel, physical, and information security. These components will ensure the protection of plans, personnel, and facilities, as well as the prevention of adversarial interference of continuity plans and operations.

16. Signatories

This Continuity of Operations Plan (COOP) has been reviewed by department leadership and has been approved for submittal to the Department of Emergency Management (DEM) for annual compliance review.

Name of Department Leadership:

Title of Department Leadership:

Signature of Department Leadership:

Date Reviewed:

Plan Security

While a COOP plan is not considered a classified document, it does contain sensitive information and its handling and distribution should be controlled and limited, both electronically and in hard-copy. Agencies should consider using Chapter No. 2001-361, FL Law (formerly Senate Bill 16-C) to provide a public records exemption for their plans.

- Address physical security of current and alternate facilities.
- Address communications security.
- Enact personnel access controls for employees and customers.
- Be prepared to augment all levels of security (physical, operational, cyber, and access) based upon the emergency or threat.

Contact:

Department COOP Coordinators must contact Miky Gonzalez at the Department of Emergency Management once selected by their department director. Any questions or concerns regarding the COOP process should be directed to:

Mirtha (Miky) Gonzalez
COOP Program Manager
Miami-Dade Department of Emergency Management
Phone: 305-468-5414
Fax: 305-468-5401
Email: Mirtha.Gonzalez@miamidade.gov

ANNEX A: ACRONYMS

AAR	After-Action Report
CAP	Corrective Action Plan
CGC	Continuity Guidance Circular
COOP	Continuity of Operations Plan
CPG	Comprehensive Preparedness Guide
DAC	Disaster Assistance Center
DAE	Disaster Assistance Employee
DEM	Department of Emergency Management
DHS	Department of Homeland Security
EOC	Emergency Operations Center
ETSD	Enterprise Technology Services Department
FCD	Federal Continuity Directive
FPC	Federal Preparedness Circular
FS	Florida Statutes
GSA	General Services Administration
HSPD	Homeland Security Presidential Directive
IT	Information Technology
MEF	Mission Essential Functions
MOU	Memorandum of Understanding
N/A	Not Applicable
PODS	Points of Distribution Site
RA & VA	Risk Assessment & Vulnerability Analysis
RTO	Recovery Time Objective
SOP	Standard Operating Procedures
TT&E	Test, Training, and Exercise

**ANNEX B: RISK ASSESSMENT & VULNERABILITY ANALYSIS
(RA & VA)**

Insert Excel spreadsheet as Annex B to the COOP document

ANNEX C: CONTACT TREE – NOTIFICATION PROCEDURES

The Primary/Alternate contact will be notified by: _____
Direct Supervisor or their designee

The Primary/Alternate contact will make at least _____ attempts over a period of _____
Number Number
 hours to notify each of the following persons, at any/all of the numbers listed:

Name & Email	Contact Numbers	Contact Date & Time <small>(complete during emergency calldown)</small>
Primary Contact 1		
	Work	
	Home	AM/PM
	Pager	
	Cell	
Alternate Contact 1		
	Work	
	Home	AM/PM
	Pager	
	Cell	
Primary Contact 2		
	Work	
	Home	AM/PM
	Pager	
	Cell	
Alternate Contact 2		
	Work	
	Home	AM/PM
	Pager	
	Cell	
Primary Contact 3		
	Work	
	Home	AM/PM
	Pager	
	Cell	
Alternate Contact 3		
	Work	
	Home	AM/PM
	Pager	
	Cell	

CONTACT 1 notifies the following individuals:

Name & Email	Contact Numbers	Contact Date & Time <small>(complete during emergency calldown)</small>
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	

CONTACT 2 notifies the following individuals:

Name & Email	Contact Numbers	Contact Date & Time <small>(complete during emergency calldown)</small>
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	

CONTACT 3 notifies the following individuals:

Name & Email	Contact Numbers	Contact Date & Time <small>(complete during emergency calldown)</small>
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	
	Work	
	Home	AM/PM
	Pager	
	Cell	