



**2009 Continuity of Operations Plan (COOP) for the
Jay Malina International Trade Consortium (ITC)
of Miami-Dade County, Florida**

Prepared by:

Ricardo Bran
Assistant to the Executive Director

INTRODUCTION

I-1 Background

The Jay Malina International Trade Consortium (ITC) of Miami-Dade County is the county government agency charged with the development of two-way international merchandise trade through the Port of Miami and Miami International Airport. The ITC was designed to function as an umbrella organization, acting as a one-stop clearinghouse for trade development efforts within the County. The vision of the ITC is to promote and strengthen Miami-Dade County as an international trade and cultural center. The ITC Board of Directors, chaired by Miami-Dade County Commissioner Natacha Seijas, is composed of representatives of virtually all the trade-related economic development organizations located in Miami-Dade County, as well as the Office of the Mayor, and the Board of County Commissioners.

The ITC also administers the Miami-Dade Sister Cities Program, whose mission is to create and strengthen partnerships between the County and international communities through increased global cooperation and understanding at the municipal level, and to further the goals of the Sister Cities International (SCI).

Executive Director J.A. Ojeda, Jr., heads the ITC and manages the day-to-day operations with his staff of eleven.

The agency is divided into the following sections:

- Finance and Administration
- Marketing & Outreach
- Sister Cities Program
- Trade Development

I-2 Purpose

The Continuity of Operations Plan (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 that may require the relocation of selected personnel and functions to an alternate facility. The COOP is a Federal requirement that all states and local governments have to comply with. In accordance with Miami-Dade County Ordinance 8B – Emergency Management, all Miami-Dade County departments, authorities, independent agencies, and constitutional officers shall prepare and annually review and revise emergency preparedness contingency plans pursuant to directions and guidelines from the Department of Emergency Management & Homeland Security (OEM & HS).

An emergency is defined as any unplanned, randomly occurring event that adversely affects normal office operations or triggers an abnormal situation at the workplace. These may include:

- Bomb Threat
- Civil protest
- Explosion
- Fire
- Flood
- Hazardous materials incident
- Infrastructure failure
- Hurricane
- Wind storm or tornado
- Violent incident
- Health Emergency

CONCEPT OF OPERATIONS

II-1 Objectives

Miami-Dade County has established policies and guidelines for the preparation of the plan and to ensure its execution in an event that requires the activation of the plan. The objectives established by the County are:

- Ensure the safety of personnel and visitors.
- Provide with the ability to continue essential operations.
- Contain provisions for the protection of critical equipment, records and other assets.
- Maintain efforts to minimize damage and losses.
- Contain provisions for an orderly response and recovery from any incident.
- Serve as a foundation for the continued survival of leadership.
- Assure compliance with legal and statutory requirements.

THE ITC PLAN

The main function of the ITC is to create opportunities for international trade and cultural understanding by promoting Miami-Dade County as a global gateway.

The mission of the plan is to

- ensure the continuity to the operations of the ITC in the event of relocation from current facility,
- secure the information available,
- protect the staff from potential dangers, and
- continue providing services to general public and stakeholders.

The goals of the plan are to:

- maintain a high level of readiness,
- be operational in no later than 8 hours after the activation, and
- sustain operations of the office for up to 30 days.

The ITC essential functions are to:

- organize and compile all information available to continue the operations of the ITC, and to
- provide an effective mechanism of communication with elected officials, and stakeholders.

The ITC is located at:

111 NW 1st Street, Suite 2560
Miami, FL 33128
Phone: 305-375-5808
Fax: 305-679-7895
Email: itc@miamidade.gov
Website : www.miamidade.gov/itc

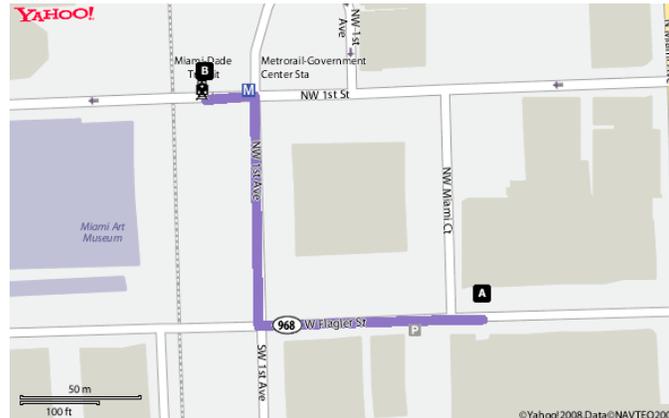
Critical Situations that may call for the implementation of the COOP

A critical situation is defined as any unplanned, randomly occurring event that adversely affects normal office operations or triggers an abnormal situation at the workplace. These could include:

Bomb threat	Civil Protest
Explosion	Fire
Flood	Hurricanes
Violent accidents	Health Emergency
Infrastructure failure	

In the event that the Stephen P. Clark Center (SPCC) is evacuated or closed due to an incident, the ITC has identified a staging area to meet. The staging area is:

Starbucks Coffee
47 W. Flagler Street
Miami, Florida 33136



Directions: Upon exiting the SPCC building on the south side, walk towards N.W. 1st Avenue and make a left towards N.W. 1st Street. Turn right on N.W. 1st Street and go forwards to W. Flagler Street. Turn left on W. Flagler Street and walk forward until you arrive at 43 W. Flagler Street.

The location was selected due to the proximity to the SPCC building, and the availability of wireless capabilities, should a need for a wireless laptop computer be needed.

At the above location, the status of ITC staff will be assessed, and information about the return to the SPCC or early dismissal may be coordinated, and disseminated.

Succession

The ITC has an Executive Director and an Assistant Director responsible for the operation and administration of the office (see Attachment I). However, in case of an emergency, Mr. Ricardo Bran, Assistant to the Executive Director, is the COOP Coordinator. In order to assist Mr. Bran, the following COOP team has been formed:

1. Mr. Desmond Alufohai, Senior Trade Developer
2. Mr. Adam Peters, Senior Sister Cities Coordinator

Attachment II shows the Chain of Command established once the COOP is activated.

The ITC has a staff of 10 full-time employees, and 2 part-timers. Once the plan has been activated, the following procedure will be followed:

Should the COOP be activated during:

- a. **Non-working hours:** the COOP Coordinator will have a conference call with the COOP team to notify steps to follow. The ITC Executive Director, or his designee, would call the Department of Emergency Management & Homeland Security (DEM & HS) at 305-468-5800 and leave a call back number.
- b. **Working hours:** the COOP Coordinator will meet with the COOP Team to proceed as appropriate and notify staff steps to follow. During business hours, the ITC Director, or his designee, would call the Department of Emergency Management & Homeland Security at 305-468-5800 and leave a call back number.

The ITC Executive Director retains all responsibility for the continued operation and administration of the matters related to the functioning of the office during this period.

Attachment III shows the addresses, and other pertinent contact information for each ITC staff member. **This information is private, and not for distribution. It will only be used exclusively by ITC, and only once the COOP is activated.**

Devolution, Activation, and Notification

Once the plan has been activated by the County, the following procedure should be followed:

2. The ITC Executive Director will notify the COOP Coordinator
3. If the activation of the plan occurs during:
 - a. **Non-working hours** the COOP Coordinator will:
 - i. Notify staff.
 - ii. Instruct staff regarding the cause, and length of activation.
 - iii. Contact DEM & HS and leave a call back number.
 - iv. Place a call to Ms. Cynthia W. Curry, Special Advisor to the County Manager, to notify that the ITC has activated the department's COOP plan.
 - v. Upon the de-activation of the plan, COOP Coordinator will notify staff of such action and instruct staff to report to office for return to normal operations.
 - b. **Working hours**, the COOP Coordinator will:
 - i. Notify staff.
 - ii. Staff then meets at staging area.
 - iii. Staff is then instructed as appropriate.

- iv. Contact DEM & HS and leave a call back number.
- v. Place a call to Ms. Cynthia W. Curry, Special Advisor to the County Manager, to notify that the ITC has activated the department's COOP plan.
- vi. Upon the de-activation of the plan, COOP Coordinator will instruct staff to report back to the office for return to normal operations.

Since key employees have access to their computer files via Virtual Personal Network (VPN), the ITC has not selected an alternate staging area. Staff is capable of working from home depending on the type and length of the emergency, as well as individual situations.

In case of an emergency, one of two things may occur:

1. If the emergency situation is notified in advance, all equipment will be covered with plastic to protect them from water damage. If possible, all equipment will be moved out of the windows and stored in cubicles towards the inside of the building.
2. If the emergency situation does not allow for advanced notification to staff, then the ITC will follow procedures for the protection of such equipment under the County COOP.

Records & Databases

The ITC electronic files include agendas, minutes, resolutions, By-Laws produced at both Committee and Board levels. The following is a list of vital records and databases needed to continue the operation of the office:

1. Databases
 - a. ITC Board of Directors
 - b. Sister Cities Coordinating Council
 - c. ITC Executive Committee
 - d. ITC Budget & Finance Committee
 - e. ITC Internal Management Committee
 - f. ITC Global Affairs Committee
 - g. ITC Asian Trade Initiatives Ad Hoc Committee
 - h. ITC African Trade Initiatives Ad Hoc Committee
 - i. ITC European & Middle Eastern Initiatives Ad Hoc Committee
 - j. ITC Western Hemisphere Ad Hoc Committee
 - k. Sister Cities Fundraiser Committee
 - l. Sister Cities Arts Committee
 - m. Businesses in Miami-Dade County
 - n. ITC Staff

2. Documentation

- a. Agendas and minutes of ITC and Sister Cities standing committees
- b. Ordinances and resolutions
- c. By-Laws
- d. Budgetary reports
- e. Reports of standing ITC and Sister Cities committees
- f. Mission reports.

This documentation includes registration applications, agendas, end of mission reports, and any pertinent information dealing with a particular mission.

- g. Strategic Plans for Fiscal Years 08-09 and 09-10
- h. Communications with elected officials.

The ITC is ready to provide a full continuity of operation by:

- a. Providing information to stakeholders through the ITC website at www.miamidade.gov/itc.
- b. Working from home if applicable.
- c. Interacting with other trade related organizations by phone, fax, and/or e-mail.

Equipment

The ITC has purchased two laptops that are available for staff use. All electronic documentation and databases are available and accessible to key staff from home through the County's intranet and VPN system. It is important to point out that a yearly back-up of all files is performed. A copy of each computer back-up is available in the office. In addition, key staff has also been granted use of BlackBerry devices to further enhance communication and workflow in the office.

All ITC computer equipment has software installed which facilitates the backing-up of electronic files onto recordable CDs or DVDs.

The COOP is a work-in-progress, and as such, will be updated periodically, as needed, to reflect any changes for its activation.

Attachment IV shows a list of equipment, including computers and peripherals, currently in use by ITC staff. The inventory list is updated periodically.

Personnel Issues & Coordination

In the event the COOP is activated, ITC staff should be able to work from home should the need arise. Attachment V lists how to forward county phones, how to access staff phone voicemail, and access county email.

Keeping in mind that the safety and security of staff is top priority, a copy of the Continuity of Operations Plan for ITC will be made available to staff so that they may familiarize themselves with the process should activation become necessary.

Most staff, except for one, have direct deposit to secure pay status. The ITC follows existing Miami-Dade County personnel procedures for the different established forms of leave time, i.e. Floating Holiday, Sick Leave, Annual Leave, Bereavement Leave, etc.

An informal survey may also be conducted prior to an activation to determine any special needs that staff may have during such time.

ITC staff will be made available to work, as volunteers, in other assignments other than those related to the regular job to assist citizens in an emergency situation as mandated by the County Manager or the County Mayor.

Health Emergency

As part of the International Trade Consortium's COOP plan, the health emergency section will outline processes and procedures associated with incidents affecting the health and well-being of department employees.

General emergency preparedness requires attention not only to specific types of hazards, but also steps that increase preparedness for any type of hazard. Health emergencies may be part of a broader incident or are emergencies that can be addressed according to their unique circumstances, such as incidents that increase employee absenteeism (i.e. influenza), induce social distancing as a preventative measure (i.e. pandemic), or other alternative workplace issue that may require the enactment of this COOP plan. Types of health emergencies, and related critical situations, include (but not limited to):

- ***Influenza & Other Viral Outbreaks-*** Influenza and other viral outbreaks are health illnesses that can be easily transmitted from human-to-human contact in the workplace or at home.
- ***Bio-terrorism-*** A bioterrorism attack is the deliberate release of viruses, bacteria, or other germs (agents) used to cause illness or death in people, animals, or plants.
- ***Chemical Emergencies-*** A chemical emergency occurs when a hazardous chemical has been released and the release has the potential for harming people's health. Chemical releases can be unintentional, as in the case of an industrial accident, or intentional, as in the case of a terrorist attack.

- **Mass Casualty Incidents-** MCI situations may cause employees to suffer bodily harm and emotional/physical stress after a mass casualty event (i.e. terrorism) even if they are not at or near the scene.

Although the list above is not inclusive, these are general emergencies that can affect the health and well-being of employees. Typically, a COOP plan will be enacted for health emergencies when absenteeism in the workplace approaches 30 – 40 % of the workforce. Instances where this may occur include widespread viral outbreaks, such as a influenza pandemic.

Department Processes and Action Items

During a health emergency, the following processes and action items will be conducted:

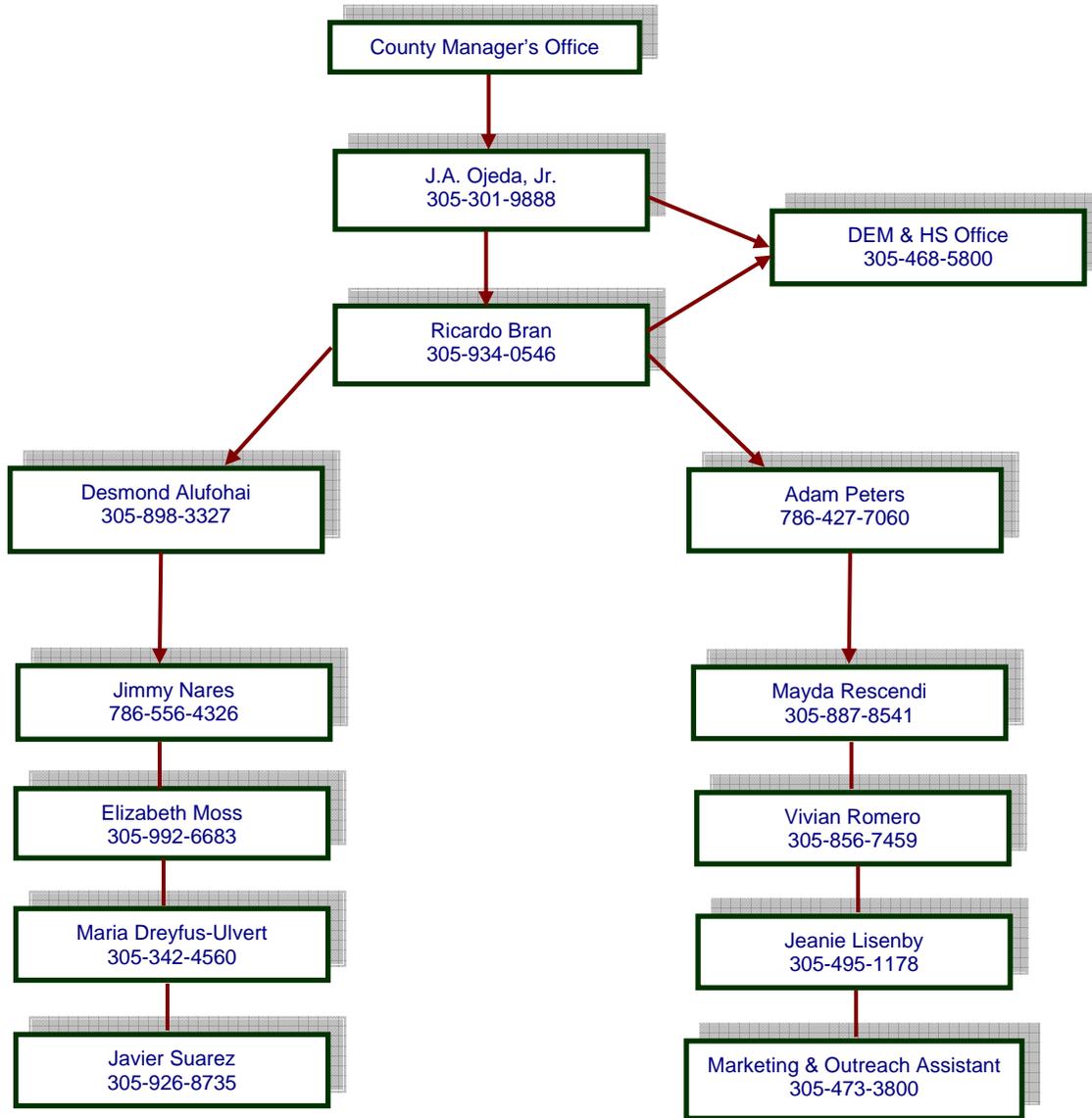
1. Communicate health emergency situation or applicable incident to County Manager's Office.
 - a. **Non-working hours:** the COOP Coordinator will have a conference call with the COOP team to notify steps to follow. The ITC Executive Director, or his designee, would call the Department of Emergency Management & Homeland Security (DEM & HS) at 305-468-5800 and leave a call back number.
 - b. **Working hours:** the COOP Coordinator will meet with the COOP Team to proceed as appropriate and notify staff steps to follow. During business hours, the ITC Director, or his designee, would call the Department of Emergency Management & Homeland Security at 305-468-5800 and leave a call back number.
2. Identify department procedure to document employees ill during this time, including County and department policies regarding sick leave and other applicable policies.

The ITC follows existing Miami-Dade County personnel procedures for the different established forms of leave time, i.e. Floating Holiday, Sick Leave, Annual Leave, Bereavement Leave, etc. Most staff, except for one, have direct deposit to secure pay status. Since the Payroll and Attendance Record is not available electronically, ITC will follow the procedures developed by the Human Resources Department as appropriate.

An informal survey may also be conducted prior to an activation to determine any special needs that staff may have during such time.

ITC staff will be made available to work, as volunteers, in other assignments other than those related to the regular job to assist citizens in an emergency situation as mandated by the County Manager or the County Mayor.

The chart below outlines a responsible person and alternate for the International Trade Consortium



Health Emergency Command Group		
	<i>Responsible Person</i>	<i>Alternate</i>
Name	Ricardo Bran	Desmond Alufohai
Title	Assistant to the Director	Senior Trade Developer
Contact Info (Ph, Email)	305-934-0546 rbran@miamidade.gov	305-898-3327 alufoha@miamidade.gov
Name	Adam Peters	
Title	Senior Sister Cities Coordinator	
Contact Info (Ph, Email)	786-427-7060 apeters@miamidade.gov	
<i>Department Contact for Health Related Information and Planning</i>		
Name	Ricardo Bran	Desmond Alufohai
Title	Assistant to the Director	Senior Trade Developer
Contact Info (Ph, Email)	305-934-0546 rbran@miamidade.gov	305-898-3327 alufoha@miamidade.gov

3. Activation of COOP during a health emergency (i.e. offsite or alternate worksite, laptops, etc).

Activation & Notification

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4. Reporting and monitoring of health incident.

Once the COOP has been activated by the County, the ITC will monitor all media outlets, including any information disseminated from the Emergency Operations Center. Once the information is available, ITC will forward that information to its personnel via phone, fax, email and/or text message if possible.

Preventative Measures and Tips

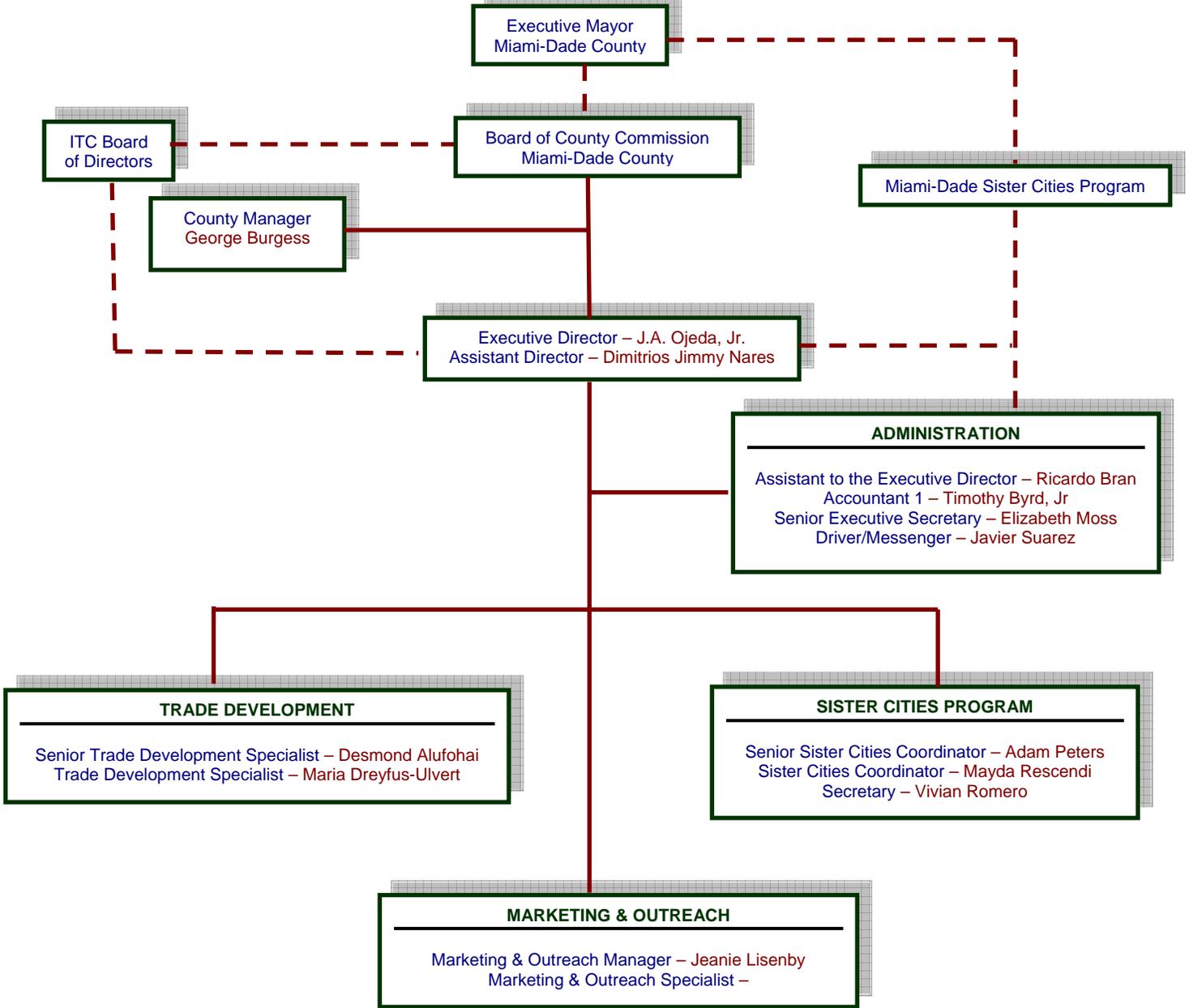
During any type of health emergency, preventative measures can be taken to mitigate the effects on the workforce. Such measures include:

- Encourage employees to develop family preparedness plans.
- Participate and promote public health efforts within the department.
- Implement prevention and control actions recommended by your public health officials and providers.
- Identify and adopt department practices that encourage sick employees to stay home.
- Practice good health habits, including eating a balanced diet, exercising daily, and getting sufficient rest and take these common-sense steps to stop the spread of germs.
 - Wash hands frequently with soap and water.
 - Cover coughs and sneezes with tissues.
 - Stay away from others as much as possible if you are sick.
- Stay informed about pandemic influenza and be prepared to respond.
 - Consult www.pandemicflu.gov frequently for updates on national and international information on pandemic influenza.
 - Use national and local pandemic hotlines that will be established in the eventuality of a global influenza outbreak.
 - Listen to radio and television and read media stories about pandemic flu.

Attachment I

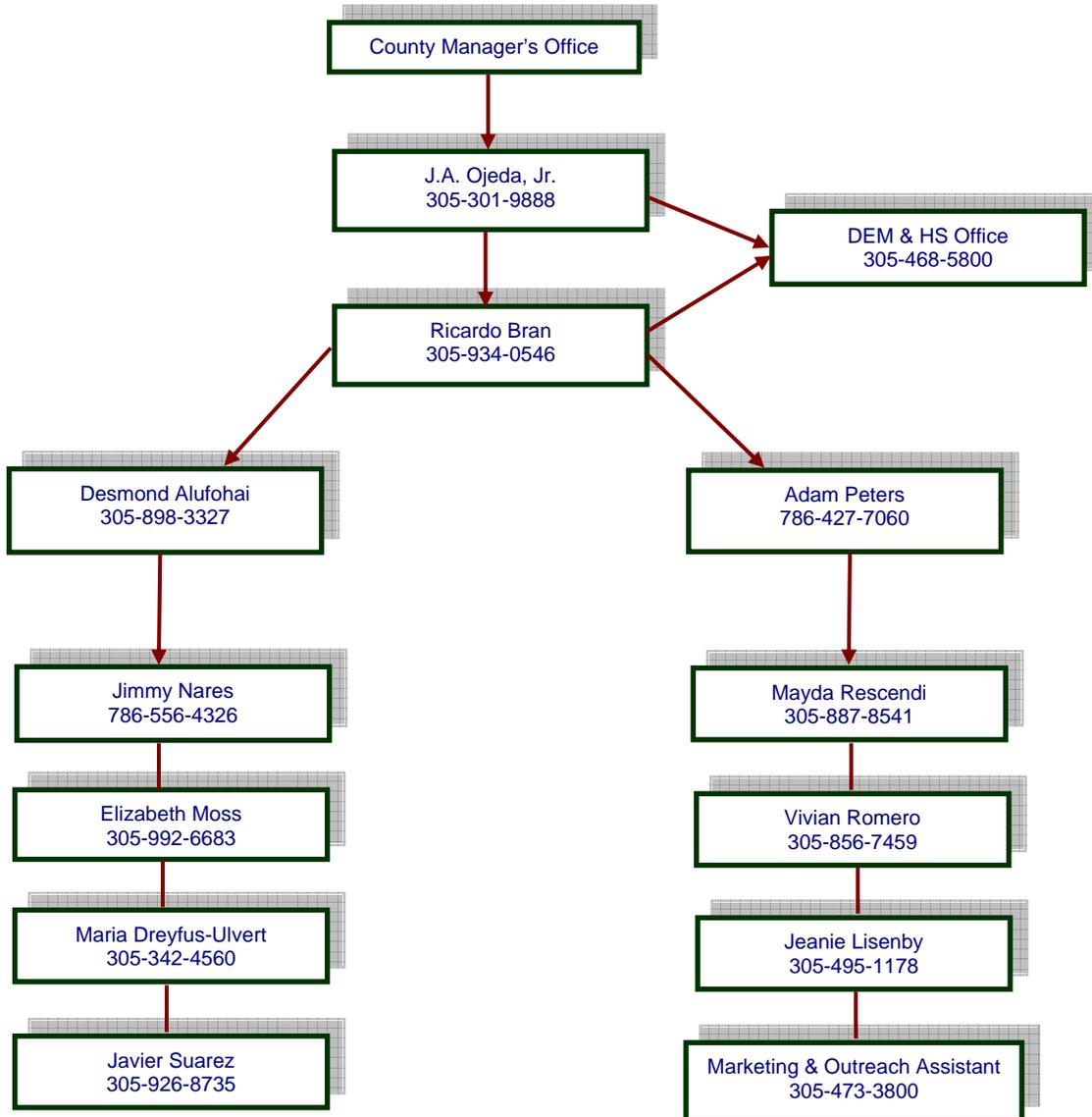
ITC's table of organization below outlines the relationship between the ITC, ITC Board of Directors and Miami-Dade County.

Table of Organization
[As of March, 2009]



Attachment II

Chain of Command



Attachment III

Insert ITC Emergency Contact List.

Attachment IV

**ITC OFFICE INVENTORY EQUIPMENT
As of March, 2009**

J.A. "Tony" Ojeda, Jr.

Computer: Dell Dimension 5150C
DCCY21B4BB1
County Tag: 672719

Monitor: 1707 FPt
CN-OCC352-64180-646-02US

Printer: HP LaserJet 1320
CNL1D19387

Blackberry: Curve 8310
Model RBN41GW
IMEI: 359315010575438
PIN: 244B2199

Jeanie Lisenby

Computer: Dell Dimension 5150C
DCCY BT74BB1
County Tag: 672722

Monitor: 1707 FPt
CN-OCC352-64180-646-02MS

Printer: HP LaserJet 1320
CNL1D19398

Desmond Alufohai

Computer: Dell Dimension 4600C
County Tag 662139

Monitor: CN-OZY315-71618-427-AEVX

Printer: HP LaserJet 1320
CNL1D33770

Blackberry: 8700C
Model RAT40GW
IMEI: 357647007239772

Scanner: HP Scanjet 7650
Color
CN 71CT7126

Adam Peters

Computer: Dell Dimension 4600C
FRTW4-MK98D-HGQJG-HBPWG-GW6KB

Monitor: CN-OZY315-71618-38K-AAHD

Scanner: Lemark X83 4403-002
12130936494

Printer: HP LaserJet 1320
CNLJ182511

Phone: Nokia 6085
786-427-7060
IMEI: 354837019340519

Elizabeth Moss

Monitor: 1707FPt
CN-OCC352-64180-646-037S

Computer: Dell Dimension 5150C
Service Tag: DT74BB1
County Tag: 672721

Fax: Panasonic KXFL511
6EBWD317086

Printer: HP LaserJet 1320
CNL1D19395

Color Printer: HP Color LaserJet 3700dn
County Tag: 666793

Ricardo Bran

Monitor: 107FPt
CN-OCC352-64180-646-02RS

Computer: Dell Dimension 5150C
Service Tag: CT74BB1
County Tag: 672720

Printer: HP LaserJet 1320
CNL1J02518

Blackberry: Curve 8310
Model RBN41GW
IMEI: 359315010575404
PIN: 244B2196

Dimitrios "Jimmy" Nares

Monitor: Model E771a
MY-08j854-46632-187-8ORB

Computer: Dell 4600C
CPNQM41
County Tag 662141

Monitor: Model 1703FPt
CN-O2Y315-71618-42L-DBMY

Computer: Dell Dimesion 4600c
County Tag: 662141

Printer: HP LaserJet 1100
USP030540

Blackberry: 8700C
Model RAT40GW
IMEI: 89014104200749961492

Vivian Romero

Monitor: 1704FPt
CN-OY42997-16185-42B-CNMC

Computer: Dell Dimension 3000
County Tag: 667760

Printer: HP LaserJet 1200 Series
CNBSH56531

Maria Dreyfus-Ulvert:

Monitor: 1704FPt
CN-02Y-31571-61383-6TA-AOS

Computer: Dell Dimension 4600C
County Tag: 65013

Blackberry: 8700C
IMEI 357647003007058

Marketing

Printer: HP LaserJet 2420dn
S/N CNGJF24832

DVD Burner: Plextor PX-712UF
S/N 506712028980

Phone: Nokia 6085
786-473-3800
IMEI 354837019340931

Monitor: 107FPt
CN-OCJ167-72872-666-0F6L

Computer: Dell Dimension 5150C
Service Tag: 341BMB1
County Tag 674204

Mayda Rescendi

Monitor: 1704FPt
CN-OY4299-71618-48P-BF2G

Computer: Dell Dimension 4600
County Tag: 662698

Printer: HP LaserJet 2100M
S/N USFV000838

Fax: Panasonic KX-FL511
6EBWD317094

Jeanie Lisenby

Monitor: Dell
Model M781s
DS/N MY-0688EN-47603-OC4-A7T

Computer: Dell
4600C
County Tag: 656012

Laptops:

Dell Latitude D630
Product Key V2HB2-4VGY4
County Tag: 805247

Dell Latitude D820
Service Tag 9CP5WB1
County Tag: 674460

Dell Latitude C840
Service Tag 3VNSL11
County Tag: 802957

Minute-taking machines

Lanier Model VW-110
Serial 6165576

Lanier Model VW-110
Serial 606680

Marantz Solid State Recorder
Model PMD660
Serial 20030804016127

Digital Cameras

Nikon Digital Camera D40
3399884

Nikon DX SWM ED Aspherical
US6684760

Nikon Speedlight SB-800 Flash

Nikon MH-53
Lithium Ion Battery Charger
Nikon E885

HP Photosmart 935

Canon PowerShot SD630 Digital Elph
No. 2721001769

Copier

Canon Imagerunner 4570
County Tag 707403

Overhead Projector

EPSON LCD Projector
EMP600
Serial No. DW80240265M

Attachment V

HOW TO...

FORWARD YOUR OFFICE PHONE TO VOICEMAIL

1. Pick up the phone's handset and press the FWD key, then dial 2761.
2. Hang up the phone. Your calls to your direct office number are now being re-routed directly to voicemail.
3. To cancel forwarding, select your office number and press the pound sign twice, and then the number nine (# # 9).
4. Hang up the phone. Your phone is now working normally.

ACCESS YOUR OFFICE VOICEMAIL MESSAGES

1. From any phone outside the office, dial 305-375-5399.
2. Once voicemail is activated, it will ask you to enter your phone extension number (the last 4 digits of your phone) plus the pound sign (#).
3. If correct information is entered, you'll be prompted to enter your password and then press the pound sign (#).
4. You will then be prompted to either listen to messages, record messages, etc.

ACCESS YOUR COUNTY EMAIL MESSAGES

1. Log on to the Internet.
2. Type webmail.miamidade.gov in the address bar and hit the Enter key. This will bring up the Miami-Dade Employee Webmail Server.
3. On the Domain\Username box, type in: miamidade\your_username (this is the same name you use for your county-issued email)
4. On the Password box, type in the password you use to log into the system every morning.
5. Press the Enter key. This will take you to your mailbox.
6. To log off, click on the Log Off key located approximately on the upper left hand side of the page.

I. CONTACT INFORMATION**A. DEPARTMENT NAME**

The Jay Malina International Trade Consortium (ITC) of Miami-Dade County

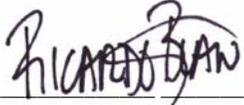
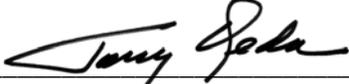
B. FACILITY INFORMATION

Name	Location/Mailing Address (Street, City, State, Zip Code)		
Stephen P. Clark Center	111 N.W. 1 st Street, Suite 2560 – Miami, FL 33128		
Duty Hours Emergency Contact Name/Number		Non-Duty Hours Emergency Contact Name/Number	
Ricardo Bran	305.375.1254	Ricardo Bran	305.934.0546 (Blackberry)

C. CONTACT INFORMATION

Contact	Name	Position Title	Phone	Email	Mailing Address
Primary Department COOP Coordinator	Ricardo Bran	Assistant to the Executive Director	305.375.1254	rbran@miamidade.gov	111 N.W. 1 st Street Suite 2560 Miami, FL 33128

SIGNATURES AND AUTHORIZATIONS

	<u>March 19, 2009</u>	<u>Ricardo Bran</u>
Department COOP Coordinator	Date	(Print Name)
	<u>March 19, 2009</u>	<u>J.A. Ojeda, J.R.</u>
Department Director	Date	(Print Name)