Checklist: Continuity of Operations Plan

CONTINUITY OF OPERATIONS PLAN

☐ Maintain an updated copy of the statewide Continuity of Operations Plan (COOP), both in your office and offsite.

☐ Make sure essential personnel each have a copy of the COOP.

☐ Maintain an updated copy of your office’s own COOP, both in the office and offsite.

☐ Your COOP should:
  • Be structured to cover all hazards;
  • Identify those threats that are most likely to occur;
  • Identify and prioritize essential functions;
  • Determine essential functions staff;
  • Identify who in your office is best suited to be part of the brainstorming and legal issue spotting part of disaster preparation and response;
  • Identify who will be best suited for the immediate decision-making that is required in disaster response;
  • Establish orders of succession and delegated authorities; determine not just a #2 decision-maker, but the #3, #4, etc. to be able to make critical decisions when the attorney general is not available.
    » Comply with all state law requirements with respect to establishment and filing of the appointments of these emergency interim successors to office.
    » Consider how to stagger the on-duty schedules of these decision-makers in order to avoid fatigue caused by long hours on duty.
    » Ensure these decision-makers have a working knowledge of how the state’s emergency management plan is implemented during an emergency, the chain of command, and protocols for contacting involved state and federal officials.

☐ Put in place processes to:
  • Practice your office’s COOP;
  • At least annually, coordinate feedback regarding COOP activities during a disruptive event, evaluate effectiveness, and identify areas of improvement;
  • Ensure employees understand their respective responsibilities;
  • Train new staff members;
  • Keep records of facility assets up to date;
  • Update and maintain current names, titles, and telephone numbers in the plan;
  • Develop a process for providing feedback on strengths and deficiencies and updating plans as necessary based on lessons learned; and
  • Prepare staff to provide answers or referrals in response to citizens’ questions that may fall outside of the ordinary scope of operations.
CONTINUITY OF OPERATIONS PLAN

Contact Information

☐ Maintain updated contact information for:
  • Key decision-makers and successors in your office, as mentioned above
  • Key state government contacts as well as the identity and contacts for their emergency interim successors:
    » Key members of the governor’s staff, including her/his counsel
    » State emergency management agency
    » State waste management agency
    » State environmental protection agency
    » State insurance commissioner
    » Medical examiner’s office
    » Contractor licensing boards
    » In-house counsel at the public safety department
    » In-house counsel at the state health department
    » In-house counsel at the human services department
    » In-house counsel at the state agriculture department
    » In-house counsel for the state department of natural resources
    » In-house counsel for the state fire marshal
    » Emergency Management Assistance Compact contacts
    » The state adjutant general
    » Port and bridge authorities
    » Relevant officials or counsel for any state government which has a mutual aid agreement with your state
  • Key federal government contacts:
    » Federal Emergency Management Agency, both the regional office and headquarters
    » United States Army Corps of Engineers
    » United States Environmental Protection Agency, both the regional office and headquarters
    » Centers for Disease Control
    » Nuclear Regulatory Commission
    » Federal Trade Commission
    » Department of Housing and Urban Development
    » Department of Transportation
    » Department of Health and Human Services
  • Potential local government and organizational contacts, sheriffs, and local police
  • State and local business associations

☐ Make sure contact information will be accessible in the event that the main office is shut down.