



DEPARTMENT OF STATE HEALTH SERVICES

**Continuity of Operations
(COOP) Plan
for
Program Areas**

An overview of the operational procedures DSHS Program Areas will utilize to restore and sustain the area's essential operations in an emergency response event.

January 2009

Document Overview

The purpose of this Continuity of Operations Plan (COOP) is to facilitate this DSHS program area's ability to respond and recover its critical functions across a wide range of potential emergencies. The plan documents the procedures for implementing a program level COOP & the assignment of responsibilities.

This document supports the program by addressing tasks that must be fulfilled in order for the program to operate if there is a disruptive event. Resources that support these tasks such as vendor information and assessment forms are identified. The links in this document provide formats and additional information concerning each topic.

Questions and recommendations concerning this program level COOP for this DSHS program area may be directed to:

<Enter Name>

Program Recovery Team, Leader

<Enter Name of Program Area>

Texas Department of State Health Services

<Enter Physical Address> Mail Code **<Enter Mail Code>**

Desk Phone: **<Enter Phone Number>**

<Enter Email Address>

Ama Durham

DSHS Business Continuity Management Coordinator

Office of the Chief Operating Officer

Texas Department of State Health Services

Moreton Building M-725 Mail Code 1911

Phone: (512) 458-7111 ext. 3469

Blackberry: (512) 289-9303

bcpforum@dshs.state.tx.us

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I. INTRODUCTION

A. PURPOSE AND BACKGROUND OF COOP PLANNING

The Department of State Health Services (DSHS) promotes optimal health for individuals and communities by providing effective health, mental health and substance abuse services to Texans. DSHS recognizes, however, that unexpected disruptive events may bring significant risks to the delivery of essential public health services. Major interruptions to agency operations could result from natural disasters, equipment failures and man-made disasters.

Through Continuity of Operations (COOP) planning, DSHS is preparing for unforeseen disruptive events to ensure that mission-critical operations continue or are resumed quickly and effectively. The agency developed the [DSHS COOP Plan](#) to delineate and coordinate agency-wide efforts to continue its essential functions. The plan identifies the agency's essential functions; presents the roles and procedures for implementing the plan; outlines necessary lines of command; and identifies critical systems needed to continue operations.

Continuing critical operations in a disruptive event is also dependent on actions taken at the program level. DSHS program and business areas are developing COOP plans that facilitate the timely restoration of specified functions. Working in concert with broader strategies identified in the DSHS COOP Plan, the actions specified in the Program COOP Plans further DSHS' ability to provide essential health services if there is a disruptive event.

B. APPLICABILITY AND SCOPE OF PROGRAM AREA PLANS

The COOP plan for this DSHS program area establishes operational procedures to restore and sustain the area's essential functions if normal operations by primary staff at the primary location are not feasible. This plan also serves to facilitate the relocation of staff and the backup of critical systems and vital records so that its essential functions may continue.

This COOP plan must be maintained at a high level of preparedness and be ready to be implemented without prior warning. The plan can be implemented within 12 hours after a COOP activation is declared and will provide guidance to sustain operations for up to 30 days. The level and manner of support needed to continue essential functions is dependent on the nature of an event.

This plan applies to the full spectrum of threats and emergencies that may affect this DSHS program area. It does not address specific disasters or to temporary disruptions of service during short-term building evacuations or other situations where services are anticipated to be restored in the primary facility within a short period of time. It applies to situations, as determined by the DSHS Commissioner or designee, which require relocation and/or re-establishment of agency essential operations.

An emergency, such as an explosion, fire, or hazardous materials incident, may require the evacuation of the DSHS' primary location with little or no advance notice. *This COOP Plan is not an evacuation plan*, rather, it provides for a deliberate and preplanned movement of selected principals and supporting staff. The DSHS evacuation plan and map is found on the [DSHS Intranet Safety Office Homepage](#).

C. CONCEPT OF OPERATIONS FOR PROGRAM COOP IMPLEMENTATION

DSHS has developed a decision process to facilitate determining the best course of action for response and recovery both agency-wide and at the program level. Agency-wide COOP activities are outlined in Chapter Two of this document, and more detailed information may be found in the [DSHS COOP Plan](#).

COOP activities at the program level will occur in the following phases: activation and relocation, alternate facility operations, and reconstitution. Program recovery teams will be activated to carry out the activities in each of these phases.

An overview of the steps taken during each phase is presented in the following table. In Chapter Three of this document, these steps are expanded into a checklist of tasks to facilitate the program area's ability to continue operations if there is a significant disruptive event.

Table 1: Overview of COOP Activation Phases

Phase I: Incident Management (Response)
Initial notification of incident, damage assessment and determination of initial actions.
Notify key staff, non-essential personnel and critical stakeholders that activation of a COOP is imminent.
Terminate primary operations and activate key staff, communications links, and alternate facility.
Activate alternate operations and procedures for communication, direction and control and if needed, partial pre-deployment of critical functions while alternate facility is becoming operational.
Phase II: Program Recovery
Transition communications, direction and control, vital records and databases, equipment and resources, and personnel to alternate facility.
Perform functions determined critical to operations.
Re-establish normal lines of communication to critical stakeholders.
Assign responsibilities to key staff to perform critical functions and activate additional staff as necessary.
Provide guidance to all personnel in regard to duration of alternate operations and include pertinent information on payroll, time and attendance, duty assignments and other pertinent areas.

Phase III: Return to Normal Operations

Prepare procedures to transfer back to primary facility.

Transition communications, direction and control, vital records and databases, equipment and resources, and personnel to alternate facility.

Return to non-emergency status and end alternate operations-procedures.

Once primary operations are re-established, assess phases and elements of alternate operations to correct any areas of concern

D. AUTHORITIES AND REFERENCES

The following documents were utilized in the development of the DSHS Program COOP Plan template.

Authorities:

- [National Security and Homeland Security Presidential Directive 51 and National Security and Homeland Security Presidential Directive 20](#)
- [Federal Preparedness Circular \(FPC 65\)](#)
- [TAC, Title 1, Part 10, Chapter 202, Subchapter B, Rule § 202.24](#)
- [The Texas Disaster Act of 1965, Government Code, Chapter 418, Section 418.176](#)

References:

- [The Texas Homeland Security Strategic Plan 2005-2010, November 1, 2005](#)
- [FEMA Continuity of Operations \(COOP\) Plan Template Instructions](#)
- [DSHS Crisis and Emergency Risk Communication \(CERC\) Guidelines](#)

II. AGENCY LEVEL - COOP IMPLEMENTATION PROCESS

This section describes the broad actions that DSHS will take to activate and implement its COOP plans if there is a significant disruptive event. The decision process for activating agency COOP plans occur in three phases: initial notification, impact assessment, and decision and declaration of COOP activation. When a COOP activation is declared, appropriate stakeholders are notified and implementation of the plans, including Program COOP plans, begin.

This chapter briefly describes the broad steps of this process whereas detailed information may be found in the [DSHS COOP Plan](#). COOP activation processes and procedures specific to COOP implementation during an influenza pandemic are located in the [Pandemic Influenza Annex](#) to the DSHS COOP Plan.

A. INCIDENT ALERT AND NOTIFICATION

The decision process for activating the DSHS COOP plan begins when an actual, threatened, or perceived event with potentially serious consequences to people or property is reported to DSHS and Health and Human Services (HHS) management staff. The person who observes the incident determines if life or property is in immediate jeopardy. If so, that person seeks safety and calls 911 before alerting his or her supervisor or nearest supervisor.

The supervisor contacts the DSHS Chief Operating Officer (COO) and then reports the incident up DSHS' division management chain. Upon being notified of an incident or event that threatens to or disrupts agency operations, the DSHS COO acts as the COOP Incident Commander (IC) or the role is delegated to the COO's successor. The COOP IC notifies the DSHS Commissioner and other key DSHS staff, and follows the [HHS Enterprise Central Office Notification policy](#) to notify appropriate HHS staff, (Notification phone numbers and other supporting materials are located in the BCPForum Public Directory Folders.)

If the incident response requires the evacuation of a facility, DSHS staff will follow evacuation procedures outlined in the DSHS evacuation plan found on the [DSHS Intranet Safety Office Homepage](#). The steps to activate and implement the agency's COOP will be implemented only after the safety of all personnel is assured.

B. INCIDENT IMPACT ASSESSMENT

Upon being notified of an incident or event that threatens to or disrupts agency operations, the DSHS COO acts as the COOP Incident Commander (IC) or the role is delegated. After notifying the DSHS Commissioner, the IC alerts the DSHS COOP Incident Management Team (IMT) Section Chiefs and Officers of a possible COOP activation. The IMT is a NIMS compliant, all-hazards, incident command system-based (ICS) management structure for handling incidents that

may cause a significant, extended disruption to agency operations. The structure is flexible, scalable and provides a common framework for people to work together to continue critical agency operations that may be impacted by both planned and unplanned events. The COOP IMT differs from the IMT for the DSHS Multi-Agency Coordination Center (MACC) in its role, which is to support the agency's ability to continue critical operations and not to coordinate and provide critical resources and capability to facilitate state, regional and local community needs as result of an incident of catastrophic proportion.

The IC directs the Planning and Intelligence Section Chief to activate the COOP Rapid Assessment Team (RAT), which will conduct an initial, comprehensive incident impact assessment. If possible, the assessment will include an on-site physical inspection and be conducted within 24 hours of the incident. The only instances when an on-site physical inspection is not conducted before activating COOP operations are when it is obvious that damage is catastrophic, or when access to the facility is not possible for an indeterminate period of time due to contamination, severe structural damage or other limiting factors.

The incident impact assessment will provide the following information.

- An initial determination of the cause of the incident
- An evaluation of the extent of personnel injuries and/or casualties
- An evaluation or estimate of the extent of damage to facilities and equipment (also includes an estimate of assets that may be usable)
- A determination of agency operations that have been impaired
- A list of immediate recovery needs and priorities
- An estimate of the time it may take to return to normal operations

C. DECISION PROCESS FOR COOP ACTIVATION

The Planning and Intelligence Section Chief submits the incident impact assessment to the IC who delivers it to the DSHS Commissioner. The Commissioner reviews the assessment report and draws upon the information to determine whether or not to declare a COOP activation. (The guidelines in Table 2 present conditions for possible COOP actions.)

The authority to activate COOP operations for DSHS or any subordinate program area thereof rests with the DSHS Commissioner. If the Commissioner is unavailable or cannot be contacted, COOP activation authority is vested with the agency leadership in order of succession. The DSHS Information Resources Manager (IRM) may declare a COOP activation for an information systems disaster with the concurrence of the DSHS Commissioner or successor.

Table 2: Guidelines for COOP Activation

Action	Conditions
<p>COOP Activation Recommended</p>	<ul style="list-style-type: none"> • The agency’s facility(ies) cannot be occupied due to structural damage, dangerous environmental conditions, or other limiting factors and the time to repair is estimated to exceed 14 days. <p>Or</p> <ul style="list-style-type: none"> • The agency’s information system technical environment is damaged, inoperable or uninhabitable and the estimated time to resume essential computer services exceeds 14 days.
<p>COOP Activation Considered</p>	<ul style="list-style-type: none"> • The agency’s facility(ies) is damaged or inaccessible and use of temporary or alternate facilities is necessary. • Critical equipment and/or vital records have been damaged and cannot be repaired, replaced or restored within 3-14 days. • Key personnel are injured or are otherwise not available. • Voice/communications cannot be restored within 3-14 days. • Public utilities (e.g., power, water and/or sanitation) and/or public services (e.g., transportation, law enforcement and/or communications) have been disrupted.
<p>COOP Activation Not Recommended</p>	<ul style="list-style-type: none"> • Damaged critical equipment and/or facilities can be repaired or replaced within 3 days. • Conditions do not seriously disrupt essential business functions. • The loss of critical data/records is minimal and restorable within 3 days.

D. DECLARATION OF COOP ACTIVATION

The DSHS Commissioner notifies the IC of the decision to activate or not activate the COOP plans and processes. The IC notifies the IMT Section Chiefs and Officers, the DSHS Press Officer and other key stakeholders of the decision.

DSHS personnel should be notified in a timely manner about the incident, the status of agency operations and COOP activation. Methods of alerting agency personnel may include, but are not limited to, scripted messages on 1-888-TEX-RING and the agency’s website. (TEX-RING is a toll-free number HHS employees across the state may call to find out if their offices are closed due to emergency situations.) In addition, DSHS supervisors maintain their direct reports’ current emergency contact information as part of agency efforts to prepare for emergencies. This allows supervisors to communicate pertinent information to their employees away from the worksite and/or during non-business hours in a timely manner.

Stakeholders external to the agency will be informed of the incident and changes in agency operations as it affects them. The level of information relayed and the method of notification will be appropriate to the stakeholder’s relationship with the agency. The DSHS Press

Officer or designee is the only staff authorized to respond to media inquiries, but may authorize the appointment of additional designees to respond on behalf of Hospital Superintendents and Regional Directors.

E. COOP IMPLEMENTATION

If the DSHS Commissioner decides to not declare a COOP activation, the Planning and Intelligence Section Chief leads an after action review of the response and decision process that may include recommendations for corrective actions. This information is used to improve future notification, assessment and decision-making processes of unexpected disruptive events.

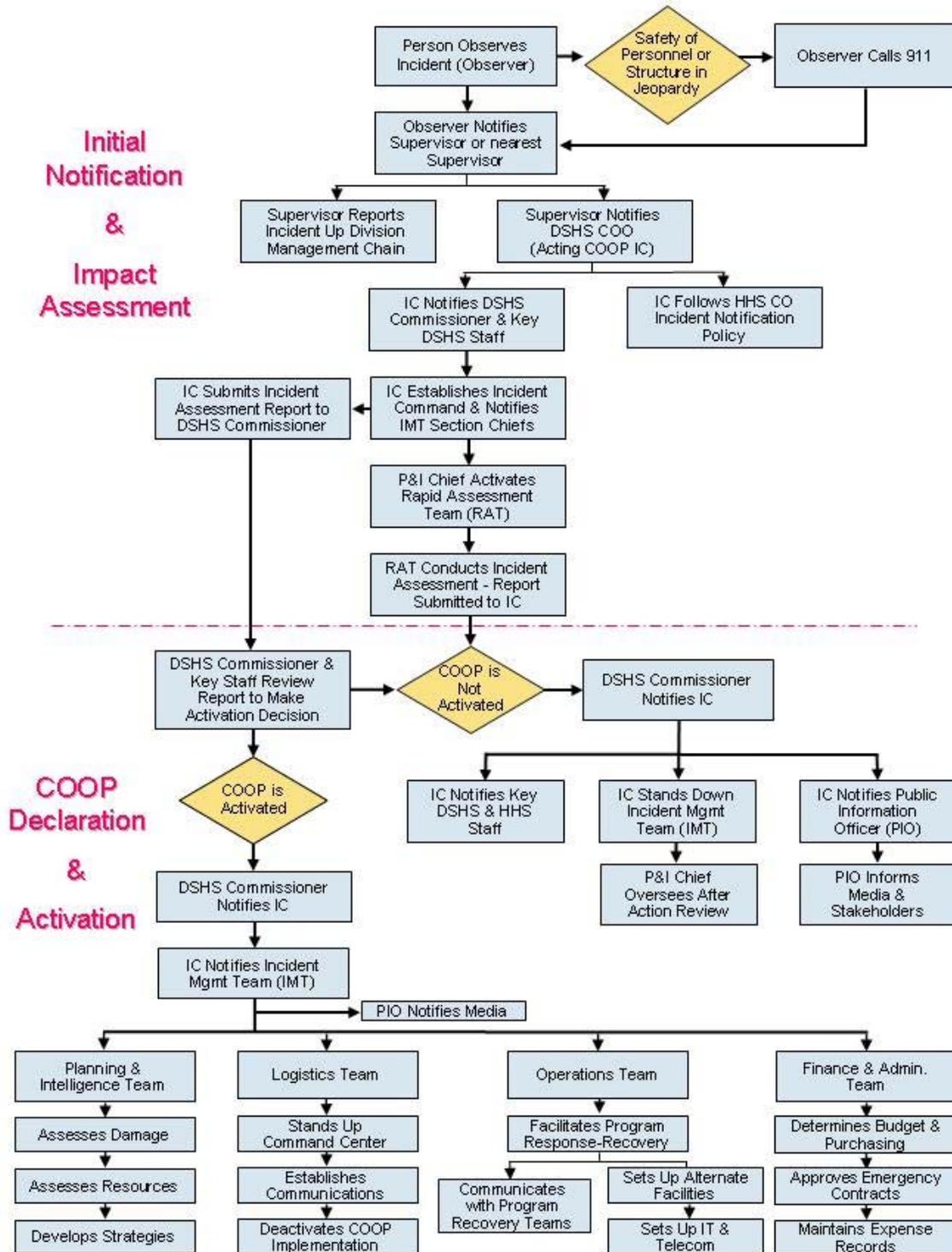
If the DSHS Commissioner declares a COOP activation, the IC activates the IMT and begins the COOP implementation process. The IMT Section Chiefs notify their teams and the Logistics Section stands up the DSHS COOP Emergency Operations Center (EOC). DSHS COOP EOC is where the agency-wide coordination of information, resources and management decisions are facilitated.

DSHS COOP implementation includes the activation of program COOP plans specific to affected program areas with critical functions. The Program Recovery Teams (PRTs) of affected areas will ensure the activations are carried out. A COOP PRT is a group of subject matter experts who are assigned specific duties to relocate or otherwise implement their program area's COOP plan in order to restore/continue critical operations if there is a significant, extended disruption to the program's operations. The DSHS COOP PRTs work at the direction of the COOP IMT. The Program COOP Activation Chapter details this process.

The strategies and procedures for initial notification and response of an emergency event, the decision making process to determine whether or not to declare a COOP activation, and the initial steps taken to implement a COOP activation are illustrated in the following flowchart.

Flowchart 1: Overview of DSHS Incident Response and COOP Activation

DSHS Incident Response & COOP Activation



III. PROGRAM LEVEL - COOP IMPLEMENTATION PROCESS

A. PROCESS AND RESOURCE OVERVIEW

1. Program Recovery Team Actions and Incident Management Team Coordination

DSHS COOP implementation includes the activation of plans specific to critical agency functions in affected program areas. Activating program area COOP plans begin when IMT Division COOP Liaison (DCL) notifies the Program Recovery Team (PRT) lead(s) of their COOP activation. An outlines of the primary responsibilities and activities of the PRT follows.

1. The PRT Lead activates team members. If necessary, the PRT lead notifies program leadership of the need to alert all staff via the program's "Call Tree."
2. The PRT facilitates communications to stakeholders affected by the disruption. The approval authority for information communicated will vary based on the level of response required. The DSHS Press Officer also responds to media inquiries.
3. The PRT assesses the incident's impact on the program's critical operations. The assessment includes a description of the incident, its impact on infrastructure and core activities, and the estimated time to resume operations.
4. The PRT identifies and prioritizes steps to mobilize resources toward the function's resumption and reconstitution as quickly as possible. The Team Lead reports this information to program leadership for approval and to the Division COOP Liaison(s) to facilitate coordination transitioning resources to the alternate worksite.
5. The PRT then monitors the recovery process of the program. Monitoring facilitates adequate resourcing of each task, and addresses difficulties experienced in one recovery task that may affect the progress of other tasks.

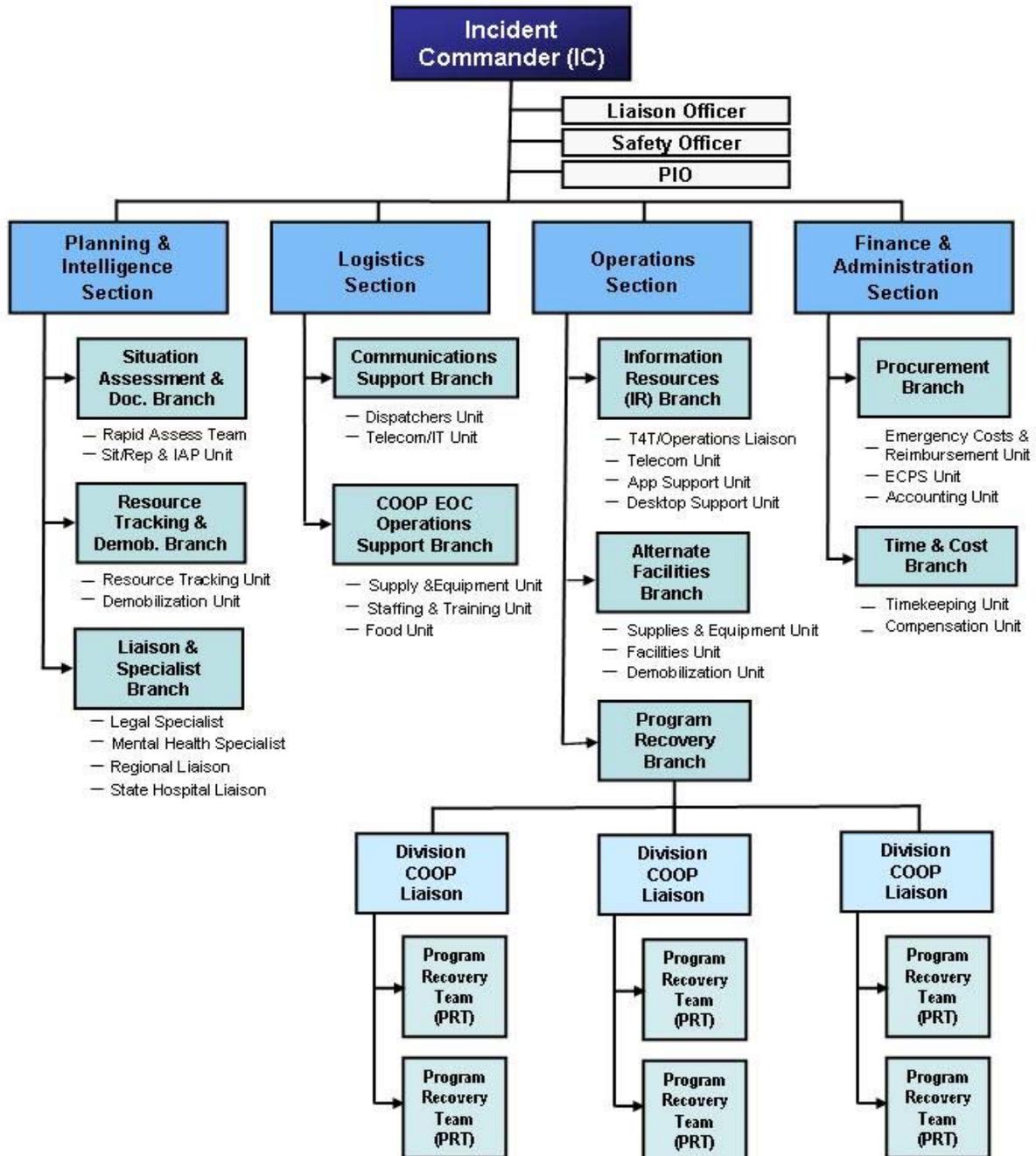
Issues that cannot be resolved at the program level are escalated through the Division COOP Liaison(s) to the DSHS COOP IRT. Issue resolution is fed back to the PRT by the same line of communication.

6. When agency leadership determines that capability at the primary worksite is reestablished, the PRT implements the actions necessary to return the program from a COOP environment to normal operations (reconstitution).
7. Once normal operations are reestablished, the PRT conducts an after action review of the activities taken during the COOP implementation, and develops a "Corrective Action Plan" to address deficiencies.

The following flowchart provides a visual overview of the coordination between the Program Recovery Teams (PRTs) and the Incident Response Team (IRT) during a COOP implementation.

Flowchart 2: Overview of PRT and IMT Coordination

DSHS COOP Incident Management Team



2. Resources Needed to Activate and Implement a COOP

The program's ability to continue its essential functions during an emergency response situation depends on its ability to communicate and acquire resources. The program areas responsible for these functions provided specific information to facilitate the restoration of each critical function smoothly and quickly in the event of a disaster. The following provides an overview of the resources needed to continue operations for this program area, and identifies where the critical information for these resources are located.

Critical Functions and Essential Staff

Because not all resources that are available during normal operations will be available during a COOP implementation, the program area must first decide how long each key activity can be inoperative before it causes a major impact to the agency's mission critical goals. Once the area has identified which activities must continue or resume quickly, it determines the staff needed to operate those activities. The appendix described below presents content of the information related to this type of resource.

Appendix A (Program Overview and Staffing) describes the critical functions of the program, where they occur, and when they are most impacted by a disruption. It also identifies the minimum, critical positions to operate each key component

Appendix D (Critical Dependencies) identifies the critical areas - both internal and external to DSHS - on which the program area depends to operate. It describes the resources they provide and contains contact information for each area.

Orders of Succession

The DSHS Orders of Succession (OOS) allow for an orderly and predefined transition of leadership of senior agency offices during an emergency if any officials are unavailable to execute their legal duties. The designation as a successor enables that individual to act for and exercise the powers of a principal if necessary. The Central Office Orders of Succession information is located in the [DSHS COOP Plan](#).

Delegations of Authority

Delegations of authority document the legal authority (and its limits) for officials to make key policy decisions if a COOP plan is activated. Duties that require delegation of authority are more specific and limited than duties that require orders of succession. The designated individuals have the legal authority to carry out the duties authorized and will act on behalf of the agency executive leadership and other key positions for specified purposes when normal channels of direction are disrupted. Delegations of authority terminate when normal channels of direction are reestablished. The Central Office Delegation of Authority information is located in the [DSHS COOP Plan](#).

Interoperable Communications

The success of the DSHS program area's COOP implementation is dependent upon the availability and redundancy of communications systems to support connectivity to internal and external stakeholders. The goals of interoperable communications are to communicate with agency personnel; communicate with other agencies, stakeholders and emergency personnel; and access data and systems necessary to conduct essential activities and functions. The appendices described below present content of the information related to this type of resource.

Appendix B (Critical Stakeholder) identifies the stakeholders most impacted by the loss of the function; describes the resources provided to the stakeholder; and provides contact information for each stakeholder.

Appendix C (Call Tree) provides emergency contact information for all staff in a program area.

Appendix E (Telecommunications) identifies the minimum telecommunication services required by the program area and when they are needed. It also identifies public phone numbers that may need to be rerouted and/or monitored.

Alternate Location

An alternate worksite must be capable of supporting operations in a threat-free environment in the event that essential functions and supporting staff are relocated to the site. A relocation site must have sufficient space and equipment to sustain operations for a period of up to 30 days. It must also have the appropriate physical security and access controls. The function's administrative personnel should plan on having a work environment defined for at least two weeks due to the delay in acquiring additional work space. The appendices described below present the content of the information related to this supplying this type of resource.

Appendix G (Facilities) identifies potential alternate worksites for the program area, and the minimum requirements of the program's physical environment such as the room size, electrical requirements, and secure storage areas.

Appendix H (Equipment and Supplies) identifies the type and minimum amount of equipment and supplies - such as printers, stationary, and laptops - needed to maintain critical operations in the program area. It also provides contact information for vendors and suppliers of the items, and may outline alternative operations if the equipment and supplies are unavailable

Vital Files, Records, and Databases

DSHS shall identify, protect, and ensure the ready availability of electronic and hardcopy documents, references, records, and information systems needed to support critical functions for up to several months. The [DSHS COOP Plan](#) identifies vital records and databases needed to support its critical functions, which include records critical to carrying out the agency's essential legal and financial functions; and those essential to the continued functioning or the reconstitution of the agency if there a disruptive event.

The [DSHS Records Management Policy](#) states “Vital records must be backed up with the duplicate record stored off-site so that in the case of a disaster, the back-up version can be used to resume normal business.” DSHS has files and servers that can be accessed remotely, and shall plan for the maintenance of those vital systems and databases that require periodic maintenance. This system & database information is being updated in the DSHS IT Disaster Response plan. The appendix described below presents the content of the information related to this supplying this type of resource for the program.

Appendix F (Information Resources) identifies the critical records, data sets, and a computer application(s) required by the program area, and determines when each is needed. It also identifies the type, location and back up method for each critical record, data set and computer application if not detailed in the IT Disaster Response plan.

B. PHASE I: INCIDENT MANAGEMENT (RESPONSE)

If the incident response requires the evacuation of a facility, staff will follow the procedures outlined in the DSHS evacuation plan found on the [DSHS Intranet Safety Office Homepage](#) and in the document(s) associated with the DSHS COOP Plan. Only after the safety of all personnel is assured, would the following steps be taken to implement the DSHS Program COOP Plan.

The objectives for the initial phase of the program area’s COOP implementation are:

1. Provide initial notification of event, assessment damage and make initial incident management decisions
2. Alert and notify key staff, non-essential personnel and critical stakeholders of a COOP activation.
3. Terminate primary operations and activate key staff, communications links, and alternate facility.
4. Transition communications, direction and control, vital records and databases, equipment and resources, and personnel to alternate facility as required.
5. Activate alternate operations and procedures for communication, direction and control and if needed, partial pre-deployment of critical functions while alternate facility is becoming operational.

The following table specifies the recovery tasks to be undertaken during the COOP incident management phase for the program area. The table also identifies the responsible parties, information and materials necessary to complete each step.

Table 3: Phase I: Incident Management Task List

Seq #	Phase - Function	Recovery Task	Responsibility Area	Reference Materials
1	Notification	Division COOP Liaison (DCL) or Program Leadership notifies Program Recovery Team (PRT) Lead of the decision to activate the program area COOP plan.	<ul style="list-style-type: none"> ➤ Program Leadership ➤ DCL ➤ PRT Lead 	<ul style="list-style-type: none"> ➤ DSHS Program Level COOP Plan for All-Hazards ➤ Appendix A: Program Overview and Staffing (A5 – Recovery Team) ➤ Appendix C: Call Tree
2	Notification	The PRT Lead notifies team members of the activation and designates next steps.	<ul style="list-style-type: none"> ➤ PRT Lead ➤ PRT 	<ul style="list-style-type: none"> ➤ Appendix A: Program Overview and Staffing (A5 – Recovery Team) ➤ Appendix C: Call Tree
3	Notification	Staff in program area are informed of COOP activation and their duties during the initial COOP activation phase.	<ul style="list-style-type: none"> ➤ Program Leadership ➤ PRT ➤ Program staff 	<ul style="list-style-type: none"> ➤ Appendix C: Call Tree ➤ Notification Procedures ➤ Appendix A: Program Overview and Staffing
4	Impact Assessment	<p>The PRT members assess the impact of the incident on the critical function.</p> <p>The Team Lead reports the assessment information to program leadership and the Division’s COOP Coordinator.</p>	<ul style="list-style-type: none"> ➤ PRT ➤ PRT Lead ➤ Program Leadership ➤ DCL 	<ul style="list-style-type: none"> ➤ Incident Assessment Worksheet ➤ Appendix A: Program Overview and Staffing ➤ Appendix B: Critical Stakeholders
5	Development of Action Steps	<p>Based on the impact assessment and information from the IRT, the PRT identifies and prioritizes steps to mobilize resources toward the resumption and recovery of its critical functions.</p> <p>The PRT lead reports this plan to the program area leadership for review and approval.</p>	<ul style="list-style-type: none"> ➤ PRT Lead ➤ PRT ➤ Program Leadership ➤ DCL 	<ul style="list-style-type: none"> ➤ DSHS Program Level COOP Plan for All-Hazards ➤ Appendix A: Program Overview and Staffing (A5 – Recovery Team) ➤ Appendix D: Critical Dependencies ➤ Appendix E: Telecommunication

				<ul style="list-style-type: none"> ➤ Appendix F: Information Resources ➤ Appendix G: Facilities ➤ Appendix H: Equipment & Supplies
6	Notification	Key stakeholders are informed of the program's COOP activation, its impact on services, and if possible the expected recovery time.	<ul style="list-style-type: none"> ➤ PRT ➤ Press Officer ➤ Identified Program Staff 	<ul style="list-style-type: none"> ➤ Appendix B: Critical Stakeholder
7	Transition to Alternate Worksite	<p>PRT recommends alternate worksite for program leadership to review and approve.</p> <p>PRT lead submits request of worksite, equipment, telecom, and IT resource needs to the DCL.</p>	<ul style="list-style-type: none"> ➤ Program Leadership ➤ PRT Lead ➤ DCL 	<ul style="list-style-type: none"> ➤ Appendix E: Telecommunication ➤ Appendix F: Information Resources ➤ Appendix G: Facilities ➤ Appendix H: Equipment & Supplies
8	Transition to Alternate Worksite	<p>DCC submits PRT resource requests to IRT.</p> <p>IRT determines how requests will be met and notifies PRT if there is a delay in securing type and number of resources requested via the DCL.</p> <p>PRT adjusts plans as necessary to based on IRT response and submits modifications to program leadership for approval.</p>	<ul style="list-style-type: none"> ➤ IMT ➤ Program Leadership ➤ PRT Lead ➤ DCL ➤ PRT 	<ul style="list-style-type: none"> ➤ Appendix G: Facilities
9	Transition to Alternate Worksite	Equipment and supplies are relocated to or replaced at alternate site.	<ul style="list-style-type: none"> ➤ IMT 	<ul style="list-style-type: none"> ➤ Appendix H: Equipment and Supplies
10	Transition to Alternate Worksite	Telecommunications are set up/installed at alternate site.	<ul style="list-style-type: none"> ➤ IMT 	<ul style="list-style-type: none"> ➤ Appendix E: Telecommunication ➤ Appendix F: Information Resources
11	Transition to Alternate	Essential staff notified when and where to relocate.	<ul style="list-style-type: none"> ➤ PRT ➤ Program 	<ul style="list-style-type: none"> ➤ Appendix C: Call Tree

	Worksite	Non-essential staff notified of new duties or notified to remain “on call.”	<ul style="list-style-type: none"> ➤ Leadership ➤ Program staff 	<ul style="list-style-type: none"> ➤ Notification Procedures ➤ Appendix A: Program Overview and Staffing
12	Transition to Alternate Worksite	<p>PRT reviews the resources set up at alternate site to determine if they are adequate and operational. Program staff reports needs to PRT.</p> <p>PRT Lead reports needs to program leadership and escalates those that cannot be resolved to DCL.</p>	<ul style="list-style-type: none"> ➤ PRT ➤ Program staff ➤ Program leadership ➤ DCL 	<ul style="list-style-type: none"> ➤

C. PHASE II: PROGRAM RECOVERY

The objectives for the second phase of the program area’s COOP implementation are:

1. Perform functions determined critical to operations.
2. Re-establish normal lines of communication to critical stakeholders.
3. Assign responsibilities to key staff to perform critical functions and activate additional staff as necessary.
4. Provide guidance to all personnel in regard to duration of alternate operations and include pertinent information on payroll, time and attendance, duty assignments and other pertinent areas.

The following table specifies the recovery tasks that will be undertaken during the alternate facility operations phase of the program area. The table also identifies the responsible parties, information and materials necessary to complete each step.

Table 4: Phase II: Program Recovery Task List

Seq #	Phase - Function	Recovery Task	Responsibility Area	Reference Materials
1	Monitor Response - Recovery	<p>The PRT monitors the progress of business resumption and recovery for the DSHS program area.</p> <p>PRT addresses difficulties experienced in one recovery task that may affect another task or area.</p>	<ul style="list-style-type: none"> ➤ PRT Team 	<ul style="list-style-type: none"> ➤ Template for Recovery Process Assessment

		PRT ensures each step is adequately resourced.		
2	Monitor Response - Recovery	The PRT Lead provides situation updates to Program Leadership, which includes noting progress and escalating concerns to appropriate staff. Upon approval of Program Leadership, issues that cannot be resolved within the program area are escalated to IRT via the DCC.	<ul style="list-style-type: none"> ➤ Program staff ➤ PRT Lead ➤ Program Leadership ➤ DCC 	<ul style="list-style-type: none"> ➤ Template for Recovery Process Assessment
3	Notification	Program leadership assigns duties to staff as needed during COOP to ensure performance of critical functions.	<ul style="list-style-type: none"> ➤ Program Leadership 	<ul style="list-style-type: none"> ➤ Appendix A: Program Overview and Staffing ➤ <i>Appendix C: Call Tree</i>
3	Notification	Program leadership provide guidance to all staff in regard to duration of alternate operations and include pertinent information on payroll, time and attendance, duty assignments and other pertinent areas.	<ul style="list-style-type: none"> ➤ Program Leadership ➤ IMT 	<ul style="list-style-type: none"> ➤
4	Reconstitution	The PRT begins planning to reconstitute program area back to normal operations. PRT leads submits reconstitution plan to program leadership for review.	<ul style="list-style-type: none"> ➤ PRT ➤ PRT Lead ➤ Program Leadership 	<ul style="list-style-type: none"> ➤ DSHS Program Level COOP Plan for All-Hazards ➤ DSHS Agency Level COOP Plan for All-Hazards

1. Devolution

Devolution planning addresses how this DSHS program area will operate in the aftermath of a catastrophic scenario in which operations from Austin are no longer possible. Devolution allows the program area to transfer its essential responsibilities to personnel at a different office or location that offers a safe and secure environment.

The devolution site for this DSHS program area is identified in Appendix G: Facilities. The following table specifies the steps taken to implement the devolution plan, and identifies the responsible parties, and resources needed to complete each step.

Table 4: Program Areas Devolution Recovery Task List

Seq #	Phase - Function	Recovery Task	Responsibility Area	Reference Materials
1	Essential Functions	Identify only the most essential functions to transfer to devolution site to encourage immediate, seamless transition.	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership 	<ul style="list-style-type: none"> ➤ Appendix A: Program Overview and Staffing
2	Determine Devolution Site	<p>Identify devolution site with resources to carry out essential functions.</p> <p>Develop agreement with devolution site to host the program’s essential function if there is a catastrophic event. (The program’s essential functions may delegate to more than one site.)</p> <p>Get approval from agency leadership.</p>	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Devolution Site Leadership ➤ DSHS leadership 	<ul style="list-style-type: none"> ➤ MOA for Devolution Site ➤ Devolution Plan and Resources Request Form (tbd)
3	Critical Resources	List the minimum necessary resources (people, equipment, and materials) to perform essential functions at the devolution site.	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Devolution Site Leadership 	<ul style="list-style-type: none"> ➤ Appendix D: Dependencies ➤ Appendix E: Telecommunication ➤ Appendix F: Information Resources ➤ Appendix G: Facilities ➤ Appendix H: Equipment & Supplies
4	Critical Resources	Develop a roster identifying fully equipped and trained personnel at designated devolution site who have the authority to perform essential functions when the devolution option is activated.	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Devolution Site Leadership 	<ul style="list-style-type: none"> ➤ Appendix A: Program Overview and Staffing
5	Process and Procedures	Identify the likely triggers that would initiate or activate the devolution option.	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Devolution Site Leadership 	<ul style="list-style-type: none"> ➤ DSHS COOP Plan

6	Process and Procedures	Specify how and when direction and control of agency operations will be transferred to the devolution site.	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Devolution Site Leadership 	<ul style="list-style-type: none"> ➤ DSHS COOP Plan ➤ Orders of Succession ➤ Orders of Succession SOP
7	Process and Procedures	Establish reliable processes and procedures to acquire resources necessary to continue essential functions and sustain operations for extended periods.	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Devolution Site Leadership 	<ul style="list-style-type: none"> ➤ Incident Response Mobilization Damage Assessment Forms
8	Reconstitution	Establish capabilities to restore or reconstitute agency authorities to their pre-event status upon termination of devolution.	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Devolution Site Leadership 	<ul style="list-style-type: none"> ➤ Asset Recovery Procedures (tbd)

D. PHASE III: RETURN TO NORMAL OPERATIONS (RECONSTITUTION)

Reconstitution is the ability of the program area to recover from a COOP event and return to normal operations. A reconstitution process begins when the DSHS Commissioner or authorized designee ascertains that the emergency situation has ended and is unlikely to recur. Once this determination has been made, one or a combination of the following options may be implemented, depending on the situation. The DSHS program area may:

1. Continue to operate from the alternate site location with support.
2. Begin an orderly return to the original primary location.
3. Establish a new primary location and relocate.

The objectives for the final phase of the program area’s COOP implementation are:

1. Prepare procedures to transfer back to primary facility.
2. Transition communications, direction and control, vital records and databases, equipment and resources, and personnel from the alternate facility to the primary facility.
3. Return to non-emergency status and end alternate operations-procedures.
4. Once primary operations are re-established, assess phases and elements of alternate operations to correct any areas of concern.

The following table specifies the recovery tasks that will be undertaken during the reconstitution phase for this DSHS program area. The table also identifies the responsible parties, information and materials necessary to complete each step.

Table 5: Phase III: Return to Normal Operations (Reconstitution) Task List

Seq #	Phase - Function	Recovery Task	Responsibility Area	Reference Materials
1	Development of Action Steps	<p>PRT finalizes plan with timetable to return the program area from a COOP environment to normal operations. The plan includes a priority-based, phased approach in which the program's most critical functions are transferred last.</p> <p>Program leadership approves final plan.</p> <p>PRT leads sends plan and resource request list to IRT via the DCC.</p>	<ul style="list-style-type: none"> ➤ PRT ➤ Program leadership ➤ DCC ➤ IMT 	<ul style="list-style-type: none"> ➤ Program COOP Plan
2	Notification	<p>Program leadership informs staff that the necessity for COOP procedures no longer exists and they will receive instructions on how to resume normal operations.</p>	<ul style="list-style-type: none"> ➤ Program leadership ➤ Program Staff 	<ul style="list-style-type: none"> ➤ Appendix C: Call Tree
3	Transition to Primary Facility	<p>IRT Safety Officer and the Facilities Unit conduct appropriate security, safety, and health assessments of the primary facility for suitability of occupancy.</p> <p>IRT reports this information to Program Leadership and the PRT.</p>	<ul style="list-style-type: none"> ➤ IMT ➤ Program Leadership ➤ PRT 	
4	Transition to Primary Facility	<p>Equipment and supplies are relocated from the alternate site location to a new or restored facility – or they are replaced.</p>	<ul style="list-style-type: none"> ➤ IMT 	<ul style="list-style-type: none"> ➤ Appendix G: Facilities ➤ Appendix H: Equipment & Supplies
5	Transition to Primary Facility	<p>Telecommunications are set up/installed at to a new or restored facility.</p>	<ul style="list-style-type: none"> ➤ IMT 	<ul style="list-style-type: none"> ➤ Appendix E: Telecommunication ➤ Appendix F: Information Resources
6	Notification	<p>Staff are notified when to transfer to a new or restored facility. Relocation of staff may occur in phases.</p>	<ul style="list-style-type: none"> ➤ Program Leadership ➤ PRT ➤ Program Staff 	<ul style="list-style-type: none"> ➤ Appendix A: Program Overview and Staffing ➤ Appendix C: Call Tree

7	Transition to Primary Facility	Verify that all systems, communications and other required capabilities are available and that the agency is fully capable of accomplishing all essential functions and operations.	<ul style="list-style-type: none"> ➤ Program Leadership ➤ PRT ➤ IMT 	<ul style="list-style-type: none"> ➤ Appendix E: Telecommunication ➤ Appendix F: Information Resources
8	Transition to Primary Facility	Develop plans for replacement of employees unable to return to work and prioritize hiring efforts.	<ul style="list-style-type: none"> ➤ Program Leadership 	
9	Assessment	After normal operations are achieved, the PRT conducts an after action review of the activities taken during the COOP implementation.	<ul style="list-style-type: none"> ➤ Program Leadership ➤ PRT ➤ Program Staff 	<ul style="list-style-type: none"> ➤ Procedures for Conducting an After Action Report (tbd)
10	Assessment	<p>Based on the after action review, the PRT documents areas of improvement in a Corrective Action Plan (CAP).</p> <p>PRT submits CAP to Program Leadership for review and approval before distributing it to program staff.</p>	<ul style="list-style-type: none"> ➤ PRT ➤ Program Leadership ➤ Program Staff 	<ul style="list-style-type: none"> ➤ Template for Corrective Action Plan (tbd)

IV. PROGRAM LEVEL - COOP RESPONSIBILITIES

All persons employed by DSHS have some level of COOP planning responsibility. These responsibilities may include, but are not limited to, providing information as appropriate for the COOP plans; and participating in training and/or exercises as needed to ensure the agency's ability to implement continuity of operations. In addition, the following positions and groups have specific sets of expectations related to the agency's COOP planning process.

DSHS Senior Leadership

- Supports agency-wide COOP planning via the following actions.
- Advocates for and provides strategic direction for agency COOP program
- Reviews and approves high-level COOP deliverables.
- Resolves issues escalated by the DSHS COOP Executive Sponsor, and makes decisions on recommendations.
- Provides information and participates in events that further DSHS' ability to implement continuity of operations.

DSHS Business Continuity Coordinator

Assures the purpose, objectives and deliverables of DSHS COOP planning are completed on time and within scope of agency goals via the following actions.

- Coordinates assignments that contribute to completion of COOP objectives and plans and submits deliverables for approval.
- Convenes meetings of the DSHS Continuity Planning Team and creates ad hoc workgroups as necessary to meet COOP planning objectives.
- Identifies issues, risks and opportunities that may impact COOP planning and escalates as necessary to the DSHS COOP Executive Sponsor for resolution.
- Liaisons with entities internal and external to the agency to meet agency COOP objectives.
- Advocates for the DSHS Business Continuity Management program and seeks appropriate resources.

DSHS Program Areas and Program Recovery Teams

- Provides and maintains up-to-date and complete information relevant to the agency-wide COOP development and program area COOP plans.
- Coordinates with the DSHS Business Continuity Coordinator to facilitate and participate in training and exercises as needed to ensure the program's ability to implement its COOP plan.
- Regularly reviews the program area's COOP plan; identifies issues that could affect its implementation; and modifies COOP documents accordingly using formal change controls.
- Coordinates with the Incident Response Team to implement the program area's COOP plan when an activation is declared.

A. TESTING, TRAINING AND EXERCISES

Testing, training and exercising this DSHS program area's COOP plan provides the program area a way to assess and improve its ability to continue its essential functions if there is a disruptive event.

1. Training

Training familiarizes personnel with their roles and responsibilities during a COOP activation. It also ensures they have the necessary skills and knowledge to carry out their responsibilities.

Personnel responsible for enacting this DSHS program area COOP plan will be oriented to COOP implementation processes and to the duties they may be assigned if there is a COOP activation. Refresher training will be provided to ensure that they maintain the knowledge and skills necessary to execute the plan.

If a COOP is activated, COOP staff arriving at an alternate operating facility may be provided a refresher orientation. The orientation may cover the support and services available at the alternate facility, including communications and information systems, and administrative matters such as supervision, security and personnel policies.

2. Testing and Exercising

Tests and exercises serve to assess, validate or identify for correction components of COOP plans and systems. The DSHS program area staff will exercise and test their COOP plan to validate or identify for correction aspects of the plan and procedures. It also ensures that equipment and systems are maintained in a state of readiness.

To ensure consistency of the testing process throughout the agency, one or more staff will be designated and trained to coordinate the testing process for this DSHS program area's COOP plan. They will work with the DSHS Business Continuity Coordinator to ensure that the plan is tested regularly according to pre-identified rules and objectives.

Personnel responsible for implementing this DSHS program area's COOP plan will participate in the exercises. Participants' observations and comments will be gathered either during the tests (to record a specific issue) or as soon as possible upon completion of the test. An After Action Report will be completed and made available to the exercise participants and to program leadership. Issues presented in the After Action Report will form the basis of a Corrective Action Plan to improve the efficacy of program's COOP implementation.

B. MULTI-YEAR STRATEGY AND PROGRAM MANAGEMENT PLAN

Per [Federal Preparedness Circular \(FPC 65\)](#) guidance, viable COOP programs must include the development, maintenance, and annual review of COOP capabilities using a Multi-Year Strategy and Program Management Plan (MYSPPM).

The Program Recovery Team (PRT) for this DSHS program area will work with the DSHS Business Continuity Coordinator to develop a strategy to methodically review its COOP plan and identify issues that could affect the program's COOP implementation. Reviews may involve program leadership for resolution of issues.

The DSHS program area COOP plan will be reviewed to ensure it reflects current conditions including changes to the agency's structure, essential functions, or mission. Designated staff within the program area will be responsible for maintaining the information in the COOP plan including up-to-date staff contact information.

Reviews of the program area COOP Plan may also be triggered by the testing of major systems and/or by issues raised in training to implement the plan. Other sources for identifying major issues could come from changes in legislation or policy, stakeholder needs, and technology. Formal change controls will be implemented to cover major amendments to the plan.

Program leadership will approve changes to the plan as appropriate and staff will be kept informed of the approved changes. COOP activities will also be coordinated with the IT Disaster Recovery process, critical infrastructure protection, and risk management activities.

The DSHS Continuity Planning Team will oversee the review of the DSHS COOP plan to identify agency-wide issues that affect the program area's COOP activities.

APPENDIX A: PROGRAM OVERVIEW AND STAFFING

The information in this appendices describes the program area's general operations, critical operating periods, key activities/tasks, the minimum staff (including the Program Recovery Team) needed to carry out these activities/tasks, and their required skills and knowledge. The appendix exists as an Excel template and is comprised of the sections described below.

Section A1: Program Overview

- Provides a brief description of the general mission and function of the program area.
- Specifies the physical location where the main operations of the program area take place.
- Names the key activities/task of program area that must be recovered quickly if there is a significant, extended disruption of operations.

In Section A2: Critical Operating Periods

- Describes the impact of an interruption for the critical function may vary according to the function's operating cycles and production deadlines.
- Identifies when downtime for key activities/task in this program area would have a major impact on the agency and/or its stakeholders.

Section A3: Knowledge, Skills and Abilities (KSA)

- Specifies the duties/responsibilities, key skills, and education, certification and/or licensure requirements of personnel who will restore and operate the critical functions.

Section A4: Essential Staff

- Identifies the currently assigned, minimum essential positions needed to carry out the key activities/tasks named in Section A1.
- Identifies the primary staff responsible for operating each identified key activity/task in a COOP environment. Also identifies the assigned first and second backup staff who can fulfill the same responsibilities if the primary staff in not available.

Section A5: Recovery Team

- Identifies the members on the program area's COOP Program Recovery Team (PRT). This team will be assigned duties to relocate or otherwise implement the program area's COOP plan to recovery its critical operations if there is a significant, disruption event.
- Identifies, in order of priority, the areas to be addressed first, second, etc. if the program area's COOP Plan is activated. Also specifies the duties and actions needed to address each area, and assign that task to a PRT staff.

APPENDIX B: CRITICAL STAKEHOLDERS

The information in this appendix describes about program area's critical stakeholders. The term "Critical Stakeholders" refers the people or groups who must interact with this program area to carry out their mission. In the event of an extended, significant disruption to program operations, these stakeholders should be notified within agreed upon timeframe of the event and its potential impact on their interaction.

The appendix exists as an Excel template and is comprised of the sections described below.

Section B1: Stakeholder Summary

- Identifies the people/groups who depend on interactions with the program area to continue/complete their critical functions, and describes the interactions.
- It briefly describes how a disruption of the program area's operations would impair the stakeholders' functioning, and identifies possible actions to lessen the impact.

Section B2: Stakeholder Contact Information

- Provides the contact information for the key contacts of each stakeholder identified in the "B1: Stakeholder Summary" subsection, and ascertains high-level notification actions.

APPENDIX C: CALL TREE

The information in this appendix provides the contact information necessary to reach staff during an unplanned event or an emergency. The Call Tree includes all staff in the program area.

Call Trees are considered confidential documents and will be used to contact individuals during emergencies or unplanned events. Call Trees should be kept in a secure location and be easily accessible in and out of the worksite. Call Trees must be kept current. Supervisors are responsible for keeping the Call Tree information of their direct reports up-to-date.

The appendix exists as an Excel template and is comprised of the sections described below.

- Emergency contact information for all staff in program area

APPENDIX D: CRITICAL DEPENDENCIES

The information in this appendix describes the program area's critical dependencies. The term "Critical Dependencies" refers to the people/groups the program area must interact with (depends on) to perform or complete its critical functions. An example of a dependency is when the program area depends on another area to verify the availability of funds before a service may be procured.

The appendix exists as an Excel template and is comprised of the sections described below.

Section D1: Dependency Summary

- Identifies the people/groups that the program area must interact with to carry out its critical functions, and describes the interactions.
- Briefly describes how the impact on the program area if this interaction is interrupted, and identifies possible actions to lessen the impact.

Section D2: Dependency Contact Information

- Provides the contact information for the key contacts of each "Dependency" identified in the "D1: Dependency Summary" section.

APPENDIX E: TELECOMMUNICATIONS

The information in this appendix describes the telecommunication needs of the program area in order to continue its critical operations away from the primary worksite for a period of up to 30 days.

The appendix exists as an Excel template and is comprised of the sections described below.

Section E1: Telecommunications

- Provides information about the telecommunication services needed to continue the program area's critical operations at an alternate facility for up to 30 days.
 - Identifies when and how many of each type telecommunication service is needed to continue the program area's critical operations.
 - Identifies the program area's public telephone and fax numbers that should have incoming calls rerouted and/or monitored in the program's operation are move to an alternate facility. (i.e. 1-800 numbers or main switchboard)
 - Identifies connectivity issues in the program area's COOP environment which may need further analysis/assistance.

Section E2: Telework Requirements

- Provides information about positions in the program area whose work requirements could be met by via telework if access to the primary worksite was disrupted for an extended period of time.
 - Identifies the positions in your program area whose work requirements could be met via telework, and describes the position's responsibilities;
 - Provides the employee name and the physical location of the employee during normal business operations.
 - Identifies how quickly the position would require remote access in a COOP activation and amount of time (duration) the position would need access to the shared drive after initial contact.
 - Identifies the current remote access capabilities of the employee in the position by indicating whether or not that person has an active Virtual Private Network (VPN) account with DSHS and the type of network connection the employee has outside of the workplace.

APPENDIX F: INFORMATION RESOURCES

The information in this appendix describes the program area's critical records, data sets, and computer applications - in both electronic and non-electronic mediums - needed to continue its critical operations away from the primary worksite for a period of up to 30 days. It states when these resources are needed, and identifies the type, location and back up method for each.

The appendix exists as an Excel template and is comprised of the sections described below.

Section F1: IT Interface - User Desktop Software Requirements

- Provides information about the program area's essential computer applications and digital processing requirements. It shows the system/software components that are automatically installed on every computer, as well as requirements for the computer setup which are not the standard default.
- Identifies when installations are required for a COOP activation and addresses changes to the default setup.
- Provides information about applications the program area requires continue its critical operations including how many machines will need to have the applications/system installed at the appropriate time intervals.
- Identifies where the installation media used to restore the application is located, and who is responsible for restoring the data

Section F2: Non-Electronic Records/Data

- This section gathers information about non-electronic records and data sets (such as paper forms) that are essential to the program area's recovery of its critical operations. Note: This section may be left blank if the area does not depend on non-electronic records/data to operate.
- Identifies the program area's general recovery needs for each identified, critical record and/or data set, and describes how each critical (vital) non-electronic records/data will be backed up and stored offsite.
- Provides the physical storage location of the area's critical (vital) non-electronic records/data, their backup (duplicated) versions, and the instructions for restoring the information.

Note about Critical Policy Information: Critical records/data must be backed up and stored off-site so that in the event of a disaster, the back-up version can be used to resume critical operations. Records/data must be in compliance with the agency's records management policy. (Records Management Policy: <http://online.dshs.state.tx.us/policy/support/os-3604.htm>. Information about the records retention policy and backup schedule for non-electronic records are online at: <http://online.dshs.state.tx.us/records/default.htm>.

Section F3: Information Resources Staff Support

- Provides the contact information of staff in the program area who support/maintain its information resources. This may include the program area's application and/or hardware support person (not from DSHS IT), and/or staff responsible for maintaining area's non-electronic records/data.

Note: This section may be left blank if all support is provided by DSHS IT and there are no essential non-electronic records/data in program area.

APPENDIX G: FACILITIES

The information in this appendix describes the program area's requirements (outside of standard requirements) of a physical environment in order to continue minimum, critical operations for up to 30 days. All alternate facilities will have a standard set of accommodations such as electricity and being ADA compliant. This information may determine the type, set up and location of an alternate facility if needed in a COOP activation.

The appendix exists as an Excel template and is comprised of the sections described below.

Section G: Alternate Facility Requirements

- Describes the program area's physical environment requirements to continue its critical operations for up to 30 days
 - Identifies the type of space needed, and how quickly (timeframe) the room will need to be set up and available to the program area as an alternate site.

- Indicates the number of rooms needed, the number of seats (i.e. workstations) that will be set up in each room. And any special requirements for the room such as secured areas, visitor lobbies, file rooms and/or environmentally controlled storage areas.
- Identifies the electrical requirements needed to operate the equipment the program area will use at the facility, and the number of computers, landline phones etc. necessary
- Provides suggestions of potential alternate sites that would serve as an alternate site for your program area.

Section G2: Alternate Facility Security Requirements

- Identifies the security conditions needed by the program area to operate in a physical environment. (Examples of security requirements include items located within locked doors, file cabinets and/or safes.)
- Provides the name and contact information of at least two staff (primary and backup) responsible for securing the item(s). These individuals will have the vehicle needed (i.e. key, pass code etc.) to access these items.

APPENDIX H: EQUIPMENT AND SUPPLIES

The information in this appendix describes the equipment and supplies needed to restore critical operations to the program area at an alternate facility for up to 30 days if there is significant disruptive event.

The appendix exists as an Excel template and is comprised of the sections described below.

Section H1: Equipment and Supplies

- Lists the equipment and supply items needed to operate program area; and identifies the amount/number of items needed to operate in an alternate facility for up to 30 days.
- Specifies when the area must have each item, and notes any requirements outside of normal expectations for the type of item.
- Specifies items unique to the program area and describes the alternate or workaround strategy your program area would use for obtaining this item if normal methods of procurement are unavailable.

Section H2: Vendor and/or Supplier Contact Information

- Provides vendor/supplier contact information for items identified as unique/special in Section H1, which includes the name of the vendor/supplier of that item and the item's identification number.
- Identifies two people (primary and backup) who serve as the point of contact for the item supplied. Provide their work contact information and emergency contact information.