CONTINUITY OF OPERATIONS

PROGRAM UPDATE

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Business Continuity Manager

May 16, 2013

BIG PICTURE – *2013 TIMELINE & PROJECTS*

COOP project priorities and timeline approved by all divisions

Plans

- **23 projects total; 19 completing in 2013**
- **8 in-progress**
- **5 starting in June; 8 starting in Q3; 2 starting in Q4**

Exercises / Tests

- **14 projects total; 7 completing in 2013**
- **Q2 - 1 project starting... Q3 - 7 starting...   Q4 - 6 starting**

COOP Detail… *RA – Information Services*

Microsoft Exchange (Email) System Upgrade

COOP

- **Enterprise-wide critical system with "Immediate" RTO**

- **Immediate = resilience**

- **Worked with contractor to design/install/migrate/test new system**

- **System outage early March 2013**

- **After-action review/assessments… internal & with contractor**

- **Issues resolution**

- **Test scheduled for June 2013**

- **Documentation and work $\rightarrow$ MN.IT and Heywood data center COOPs**

Phase 1... Plan development

- **Critical department and services with "Immediate" RTOs**

Phase 2... Recovery strategy

- **Rail Control Center**
- **TCC-ready consoles/workstations**
- **800 MHz radio communications back-up**
- **Applications and databases**
- **Voice communications**

Phase 3... Test COOP

- **August 2013**
- **TCC, RCC, Electronics Dept, Technology Systems, Information Services**

Advance planning on 2 COOPs... *Electronics Dept., Technology Systems*

OTHER COOP ACTIVITIES

Metro Transit Incident

Closed Point of Dispensing Work

Cyber Security Exercise w/City of Eagan... April 17th

- **Background**

- **Participants...** *ES Process Computer; RA-IS COOP and Security*

?? QUESTIONS ??