

# Continuity of Operations Program Update

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## Introduction... Project Lead, Business Continuity – Lisa Belland

### COOP Refresh

- COOP = continuity of operations *program* or *plan*
- Evolving concept and work for Met Council
- HUGE initiative... enterprise-centered planning + 5 unique service divisions
- Met Council enterprise Business Impact Analysis (BIA)
  - Ongoing, continuous “refresh” of BIA data (*East Bethel, Transit-Oriented Development*)

# MC Staff Resources Working on COOP

*(2014 completed and in-progress projects)*

<b>PROGRAM GOVERNANCE &amp; SUPPORT</b>	15	
<b>COOP DEVELOPMENT</b>		
Community Development	6	
Environmental Services	30	
Metro Transit	25	98
Metropolitan Transportation Services	7	
Regional Administration	30	
<b>COOP TESTS</b>		
Environmental Services	15	
Metro Transit	12	59
Metropolitan Transportation Services	10	
Regional Administration	22	
<b>RELATED PROJECTS</b>	8	

# COOP Numbers To-date

## TOTAL MET COUNCIL COOPs & TESTS

Total COOPs	76
Total Tests	76

## 2013 YEAR-END COOP TOTALS

COOPs completed	11 (14.4%)
COOPs in progress	14
COOP tests completed	0 (0%)
COOP tests in progress	9



## COOP TOTALS AS OF Q2 2014

COOPs completed	22 (28.9%)
COOPs in progress	16
COOP tests completed	4 (5.2%)
COOP tests in progress	7

## IF 2014 COOP PROJECTIONS ARE ACHIEVED

COOPs completed	38 (50%)
COOP tests completed	20 (26.3%)

# 2014 – Q1 and Q2 Detail

## COMPLETED

### COOPs

- RA – Contracts & Procurement (2)
- RA – Human Resources (2)
- RA – Information Services (7)

### Tests

- ES – Facilities
- MT – Facilities
- MTS – Contracted Transit Svcs
- RA – Facilities

## IN-PROGRESS

### COOPs

- ES – Interceptor Services (3)
- ES – Operations – Treatment Plants (9)
- Data Center – EDC1
- Data Center – Heywood
- Data Center – Metro Plant
- Data Center – Regional Maintenance Facility

### Tests

- Command & Area Command (3)
- MT – Transit Control Center
- MT Technology Systems
- RA – Human Resources (2)

# 2014 – Queuing COOPs & Tests

## COOPs

- ES – Safety
- ES – Support Services (incl. Laboratory)
- ES – Maintenance
- MT – Police
- MT – Facilities Maintenance
- MT – Bus Ops – Garages (5)
- MT – Overhaul Base
- MT – Street Operations
- Data Center – Rail Control Center

## Tests

- ES – Interceptor Services (3)
- RA – Contracts & Procurement (2)
- RA – Information Services (7)
- Data Center – Metro Plant
- Data Center – Regional Maintenance Facility

## Other

- Crisis communications and call tree plans
  - CD departments
  - MTS departments
  - RA departments
- Develop frameworks for critical loss of human resources
- MTS – Contracted Transit Services COOP Phase II

## COOP Program Evolution

- Establish MC Continuity of Operations Program in Council policy and procedures
- Enhance governance structure
  - Thrive MSP 2040 principles – Accountability, Collaboration, Integration
- Develop Program implementation plan
- Develop metrics
- Ongoing cycle of testing, updating, and maintaining all COOPs



# Questions