

CONTINUITY OF OPERATIONS PROGRAM UPDATE

November 12, 2014



COOP REFRESH

COOP = continuity of operations plans / planning

COOP is a large, enterprise-centered initiative

- New / evolving concept and work for MC
- 5 unique service divisions + data centers / technology
- Integration and collaboration across organization

2014 YEAR-END COOP UPDATE

- Achieve 45% completion rate for baseline COOPs and exercises project
(Implementation Plan 2014)
 - Current total completion rate at 40%
 - Project Management Office project status = green / on-track
- Develop pandemic planning framework / schedule (Implementation Plan 2014)
 - In progress, with HR as planning partners
- Incorporate COOP into IS – Project Mgmt Office (IS-PMO) projects
(Implementation Plan 2014)
 - In progress, in collaboration with IS-PMO
- Facilitate / monitor build-out of approved recovery strategies (Implementation Plan 2014)
 - Ongoing... *(in-progress examples are TCC – EBC, desktop virtualization, voice)*

2014 YEAR-END COOP UPDATE (continued)

- Implement / integrate COOP audit recommendations (Implementation Plan 2014)
 1. Develop policies and standards for COOP program *(essential)*
 2. Develop implementation plan and reporting metrics *(essential)*
 3. Clarify roles and governance structure *(essential)*
 4. Develop communications plan *(significant)*
 5. Clarify relationships... COOP and other related programs *(significant)*
 6. Include COOP in annual performance evaluations / work plans *(consideration)*

2014 YEAR-END COOP UPDATE *(continued)*

- COOP engagement and connections
 - June report of MC staff working on COOP = 180... +40 new contacts by end of 2014
 - MCES Operations... 2014 business plan look-back at COOP objectives
 - Use of business continuity planning tool (LDRPS) reporting functionality to enhance 390 Robert Street emergency / facility plan
- Business Continuity Projects Lead
- Government Emergency Telecommunication Service / Wireless Priority Service (GETS/WPS)
- Met Council Ebola response

2015 COOP IMPLEMENTATION PLAN OBJECTIVES

- Achieve 85% completion rate for baseline COOPs and exercises project
- Achieve 50% completion rate for pandemic planning
- Assess scope and define strategies for
 - Maintenance / enhancement of baseline COOPs
 - Recurring, cyclical exercising of COOPs
 - Completion of continuity planning for services with recovery time objectives (RTOs) greater than 1 week
- Assure ongoing inclusion of continuity of operations considerations in all PMO projects
- Facilitate and monitor implementation of approved recovery strategies



Questions

