

Business Continuity Program Update

2015 Business Continuity Metrics

	TOTALS	Community Development	Environmental Services	Metro Transit	Metropolitan Transportation Services	Enterprise	
						Departments	Technology Phase 1
COOPs completed	28	0	8	4	2	14	0
COOPs in-progress	42	0	10	15	0	2	14
COOPs pending	36	1	9	13	1	5	7
<i>Total Plans</i>	106	2	27	32	3	21	21
COOP exercises completed	16	0	1	1	2	11	0
COOP exercises in-progress	9	0	6	2	0	2	0
COOP exercises pending	81	2	20	29	1	8	21
<i>Total Exercises</i>	106	2	27	32	3	21	21



2015 Business Continuity Program Highlights

- State of MN decision to defund / decommission COOP software (LDRPS)
- Assurance^{Continuity Manager} and Assurance^{Notification Manager} software
- Cyber Incident Response Plan (CIRP)
- Communications / outreach

2015 Business Continuity Program Highlights (continued)

- COOP at work... Metro Mobility service disruptions
 - 10/28... Transit Link - Minneapolis scheduling and dispatching services disrupted due to Century Link fiber pair failure
 - 11/5 and 12/3... First Transit – Burnsville reservations services for East zone and South zone (*handling 2/3 of Met Mo reservation and dispatch services*) disrupted due to Century Link DS3 failure in central office
 - Customer service representatives relocated to 3 Met Council back-up locations configured to replicate dispatcher workspace, connectivity and communications
- Lesson learned



High-level 2016 Objectives

- Continue COOP development for MC essential services
 - Wastewater treatment plants (9 plans)
 - Metro Transit garage services (11 plans)
 - Metro Transit Police services (2 plans)
 - Metro Transit rail services (4 plans)
 - System plans for critical technologies (12-15 plans)
- Develop and conduct exercises for completed and approved COOPs
- Complete full implementation of mass incident notification and crisis communications software; conduct exercises
- Continue communications outreach

Business Continuity SharePoint Site



Staff Contacts

Contact Business Continuity

Reference Information

Policies & Procedures

GETS/WPS

Foundation Documents

FAQs

Glossary

Master Calendar

Links

Business Continuity News

Business Continuity Program Office

The Business Continuity Program Office is a centralized unit providing leadership and guidance to all divisions of the Metropolitan Council in all facets of continuity of operations planning.

The mission of the Business Continuity Program Office is to establish and support an ongoing Metropolitan Council program designed to:

- Protect employees, customers, the general public, and assets
- Ensure that the Metropolitan Council, in the event of catastrophe, can recover and resume its critical services in the most efficient and cost-effective manner
- Demonstrate acknowledgement and acceptance of the Metropolitan Council's fiduciary responsibility to its stakeholders and compliance with requirements of the Federal Emergency Management Agency (FEMA), the Governor of the State of Minnesota, and other regulatory entities

The role of the Business Continuity Program Office is to:

- Provide subject-matter expertise, knowledge, and direction in the development of business continuity vision, scope, policies, procedures, principles, processes, goals, metrics, and education
- Manage the business impact analysis process
- Manage the recovery strategies identification, funding requirements / estimates, approval, and implementation processes
- Manage the development of continuity of operations plans, addressing the most likely service vulnerabilities / risks, and all phases of continuity of operations planning (preparation, response, recovery, resumption)
- Manage the development of ongoing, cyclical continuity of operations plan exercises to develop and enhance enterprise knowledge of and confidence in continuity of operations strategies and plans
- Manage cyclical review and update process for all continuity of operations plans
- Manage cyclical scheduling and conducting of continuity of operations plan exercises
- Research, understand, communicate, and incorporate continuity of operations regulations and requirements as they apply to the Metropolitan Council (e.g., Presidential Policy Directive 8: National Preparedness; MN Governor's Executive Orders 05-02 and 13-13, Minnesota Emergency Operations Plan / MEOP)
- Provide direction and assistance in activation and execution of Met Council continuity of operations plans in event of an emergency declaration

The Business Continuity Program Office looks forward to establishing ongoing, collaborative, productive, interesting, and enjoyable working relationships with our Metropolitan Council business continuity planning partners!!

<http://metnet/ra/bc/SitePages/Home.aspx>



Business Continuity SharePoint Site

(continued)

Business Continuity FAQs

What is business continuity, why are we doing it, and how will it benefit us?

What is business continuity / continuity of operations planning?

We have emergency action plans and pandemic plans. Doesn't that take care of things?

Why do this work / build a plan / have a program?

What will happen if we don't plan?

How will this work benefit us?

How prepared are we?

What would happen if we don't plan?

- In the event of a catastrophe impacting a Met Council facility and services, lack of continuity of operations planning would:
- render the Met Council unable to provide critical services it is entrusted with delivering to this region
 - jeopardize the health and safety of Met Council employees, customers, and the public
 - result in financial implications to the organization and stakeholders... loss of revenue, fines, penalties
 - result in significant negative impacts to the Met Council's public image
 - result in significant loss of customer and stakeholder confidence in the Met Council (and its employees)
 - result in lack of compliance for various regulated services and operations
 - result in confusion, paralysis, indecision, inefficiencies, and ineffectiveness during incident response and service recovery time frames and activities

What do

[\[back to FAQ\]](#)

What is the most important thing I can do?

How will I know what's in my department / work unit continuity of operations plan and what my role is in the plan?

What is the first thing I should do in an emergency?

Where would I go if my facility is destroyed or severely damaged?

Who is responsible for COOP and how does the work get done?

Who's responsible for COOP at the Met Council?

Who is responsible for starting continuity of operations planning work in a department / work unit?

Who is responsible for the continuity of operations plan (COOP)?

When will they be completed? When will they be exercised / tested?

How complicated... do you have one we can copy?

Can someone else write this plan for my department?

Have all departments / work units we depend upon have completed their "due diligence" in continuity of operations planning?

How often should we update our business / preparedness?

Has my manager approved it... are we done with this work? When and how should a plan be updated?

Does our plan meet best practices, internal, and regulatory requirements?

Where do we keep our plans? How can employees access them?

Are Met Council continuity of operations plans confidential? Is the information sensitive?



Questions



METROPOLITAN
COUNCIL