

Business Continuity Program Update



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TALKING POINTS

Business Continuity at the Met Council

Business Continuity Program Highlights - 2022

Business Continuity Program Focus and Objectives - 2023

Questions

BUSINESS CONTINUITY AT THE MET COUNCIL

Our story and our work





- Program started in late 2010
- Enterprise-focused program, involving all Met Council divisions and services
- Scope and areas of responsibility include
 - Program leadership and management
 - Assurance of Met Council alignment and compliance with statutory continuity requirements (*Governor’s Executive Orders, federal requirements, regulatory oversight, etc.*)
 - Risk identification and management collaboration
 - Continuity of operations planning (COOP)... including recovery strategy identification and implementation support, incident and damage assessment, plan development and maintenance, plan exercising
 - Crisis communications and mass incident notification management and support



**Suicide Plane Crash – IRS Office
Austin, TX**



**A. P. Murrah Building
Oklahoma City, OK**

**Northwestern Nat'l Bank
Minneapolis, MN**



**Flood
Grand Rapids, MI**



**Cyber attacks
Too many to count!!**



**Tornado
St. Peter, MN**

COVID-19
*What's our plan for
continuity of services?*

- What is “COOP”?
 - Continuity of operations planning (COOP) is **the work**... the foresight, recovery strategy definition and implementation, recovery processes and documentation **required** for efficient and effective service recovery following catastrophe
 - Continuity of operations plan (COOP) is **the result** of our planning work... the documented outcome of the planning process, and our tools/roadmaps to guide recovery and resumption of impacted, disrupted services
- All work is based on established and leadership-approved priority of services, support services, and technology
- “All hazards”-oriented planning... NOT scenario-specific
- COOP is never “done”

- This work benefits the region, the Met Council, and its employees by
 - Identifying and mitigating risk
 - Establishing and continuously improving resilience
 - Reducing the potential severity, financial, and recovery time impacts of disaster
 - Increasing the efficiency and effectiveness of response, recovery and resumption
- This work is mandated by
 - **Met Council's** Continuity of Operations Policy RF 2-1 and Procedure RF 2-1b
 - **State of Minnesota** via Governor's Executive Order 19-22 (MN Emergency Operations Plan - MEOP) AND Governor's Executive Order 19-23 (Continuity of Government)
 - **Regulatory oversight / audits...** Office of the State Auditor (OSA); Office of the Legislative Auditor (OLA); Environmental Protection Agency (EPA); Federal Emergency Management Agency (FEMA); Federal Transit Authority (FTA); MN Rail Safety Oversight Program (MnRSOP); Transportation Security Agency (TSA)
- And last but not least, *"it's our fiduciary responsibility"* and the right thing to do

- Continuity of operations planning status at the Met Council
 - ***Program focus has entered a management status phase*** for more than 90% of MC continuity of operations plans that includes
 - cycle of recurring plan exercises (tabletop and live/simulation) that result in COOP enhancements and evolution
 - identification and documentation of improved service recovery strategies, processes and plans
 - staffing and other “housekeeping” plan updates and maintenance
 - constant monitoring and review of organizational changes within the Met Council that dictate changes in continuity of operations planning and plans

BUSINESS CONTINUITY PROGRAM HIGHLIGHTS

2022



- Packed up COVID and put it away
 - Supported rollout and implementation of hybrid working models
 - Completed lessons learned information-gathering, analysis, and presentation for Met Council leaders
 - In-progress... incorporation of lessons learned information into appropriate MC continuity of operations plans (COOPs)
- Continued the “evergreen” work of evolving, updating, and exercising MC COOPs... and moving the needle of MC’s continuity planning maturity and organizational resilience
- Participated in GEO-mandated Cyber Incident tabletop exercise with State agencies
 - Highlighting maturity and viability of MC’s Cyber Incident Response Plan (CIRP)...
 - ... but also giving us ideas for evolving and advancing our CIRP

- Continued evolution of MC crisis communications capabilities
 - Expanded Assurance^{NM} (our mass incident notification/communications software) further into MC operations and service delivery
 - Expanded functionality and familiarity with use of the federal government's GETS and WPS priority services
 - GETS (Government Emergency Telecommunication Service)
 - WPS (Wireless Priority Service)
 - Major expansion of WPS functionality for MC GETS account holders
 - Completion of a multi-day, enterprise-wide exercise... with successful participation rate of 85%

BUSINESS CONTINUITY PROGRAM FOCUS AND OBJECTIVES

2023



- Risk evaluation and mitigation opportunities
 - Cyber Incident Response Plan – Data Incident Response Team
 - Succession planning
- Continuity of operations planning – Command Plans
 - Updates to staffing / role assignments and COOP contents based on COVID lessons learned
 - Completion of NIMS (National Incident Management System) training module updates for all ICS (Incident Command Structure) roles
 - Completion of NIMS full and refresh training for all MC ICS assignees
 - Completion of multiple tabletop exercises
- Continuity of operations planning – Technology
 - Updates to data center plans... plan gaps review, recovery strategies reviews and updates, updated staffing and roles
 - Technology COOP reviews, review of prioritization for critical infrastructure and systems
 - Completion of multiple tabletop and live/simulation exercises

- Continuity of operations planning – Service Continuity
 - Completion of COOP status review for all divisions
 - Completion and approval of service statement agreements with each division
 - with statements of opportunities for risk evaluation and mitigation
 - with a heavy focus on COOP exercises
 - Completion of Business Continuity services with divisions, as agreed upon
- Crisis communications
 - Continued deployment of and training for Assurance^{NM} as a valuable crisis communications tool enterprise-wide... for day-to-day operational crises as well as “bigger” crises
 - Continued exercises, enterprise-wide and division-specific, for GETS and WPS account holders



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