

BUSINESS CONTINUITY PROGRAM UPDATE



January 2024

Kathy Matter

TALKING POINTS

Business Continuity at the Met Council

2023 Business Continuity Program Highlights

On the Horizon in 2024

Comments and Questions

BUSINESS CONTINUITY AT THE MET COUNCIL

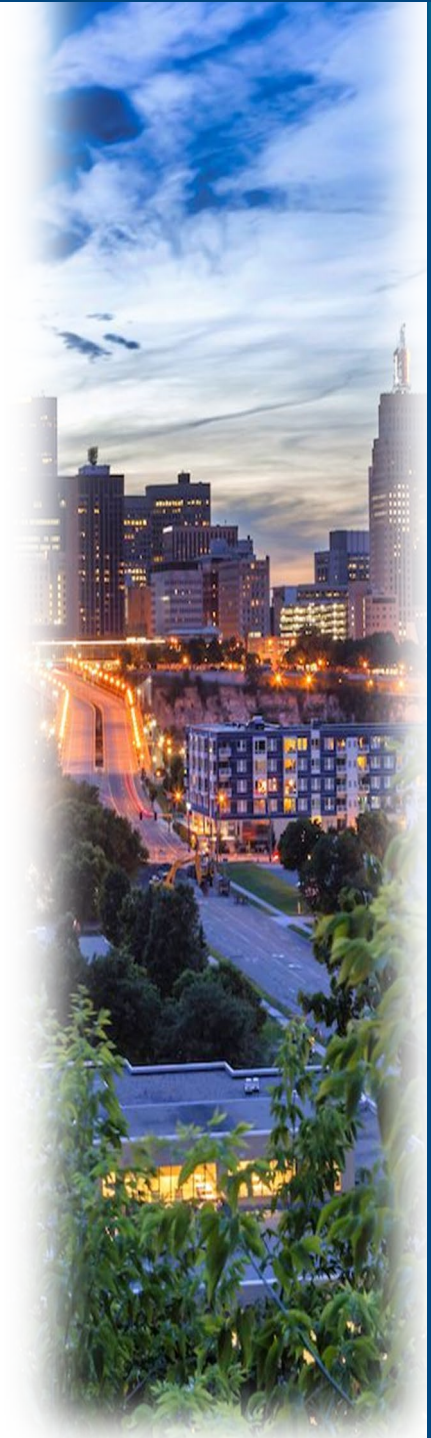


ORGANIZATIONAL STRUCTURE

**Deputy Regional
Administrator**
Phil Walljasper

Chief Risk Officer
Phil Walljasper

Business Continuity Program
Kathy Matter, Manager
Lisa Belland, BC Project Lead

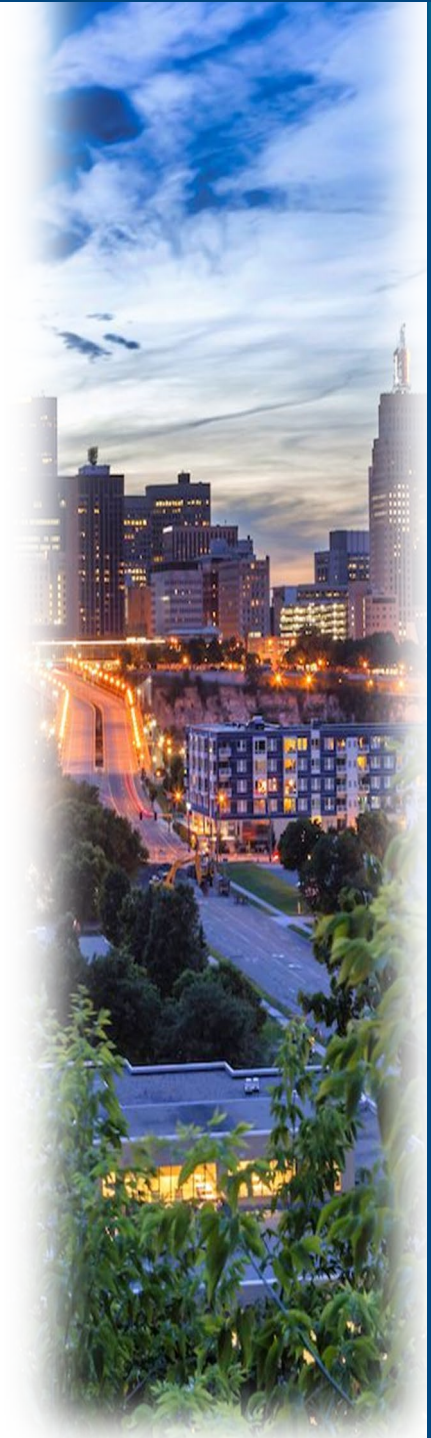


BUSINESS CONTINUITY SCOPE, RESPONSIBILITIES, AND WORK

Enterprise-focused program, addressing continuity of operations for ***all*** Met Council divisions, services, and support services

Scope and areas of responsibility include

- Alignment and compliance with statutory continuity requirements
(Governor's Executive Orders, federal requirements, regulatory oversight, etc.)
- Risk identification and management
- Continuity of operations planning (COOP)
- Crisis communications and mass incident notification



BUSINESS CONTINUITY SCOPE, RESPONSIBILITIES, AND WORK

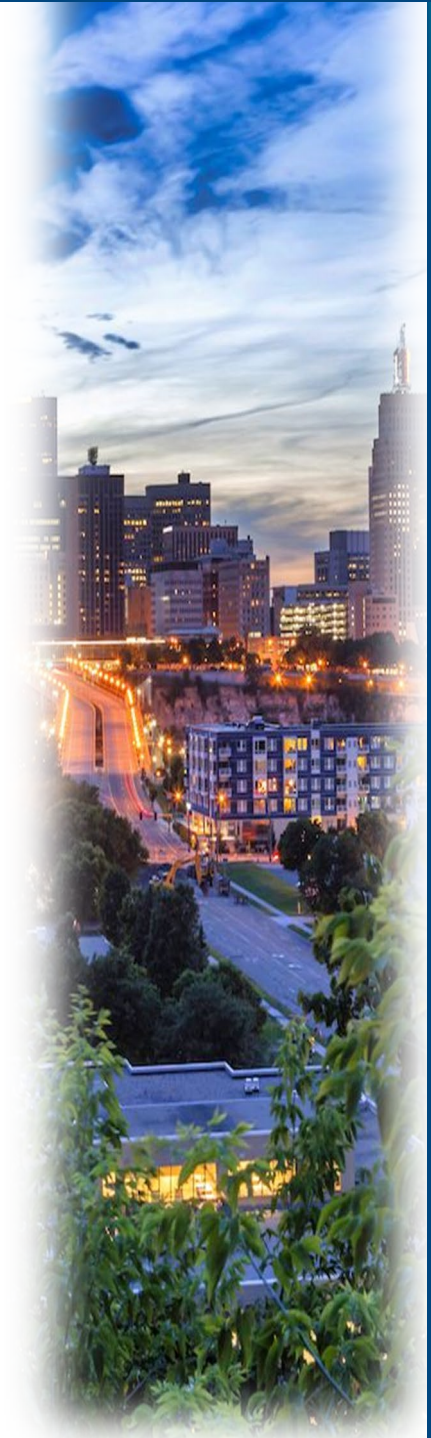
What is “COOP”?

- Continuity of operations *planning* (COOP) is **the work**
- Continuity of operations *plan* (COOP) is **the result** of our planning work

Plans are based on established and leadership-approved priority of services, support services, and technology

“All hazards”-oriented planning, ***not*** scenario-specific

COOP is never “done”



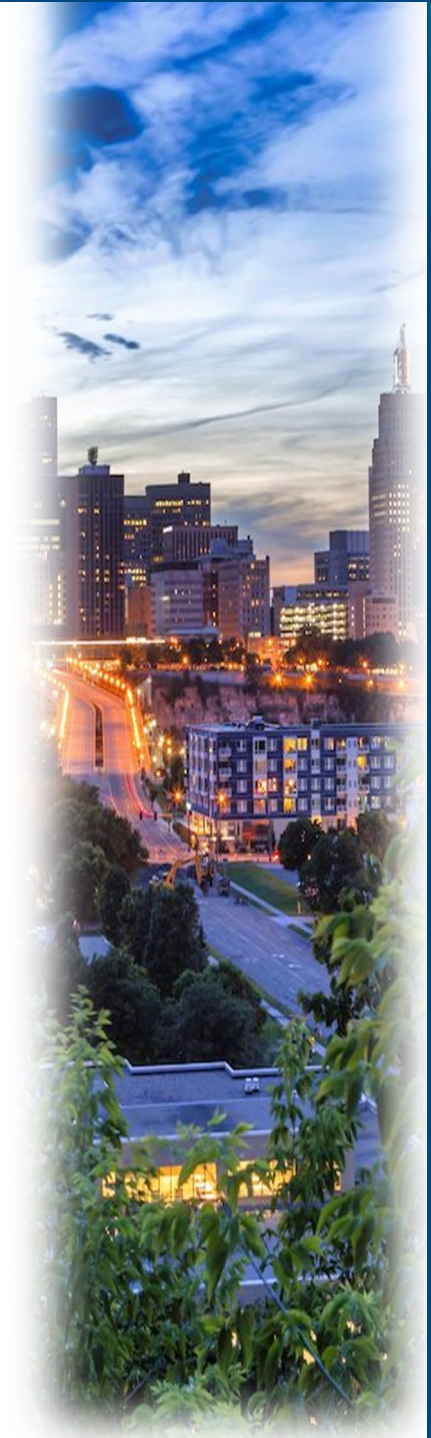
BUSINESS CONTINUITY SCOPE, RESPONSIBILITIES, AND WORK

This work benefits the region, the Met Council, and its employees by

- identifying and mitigating risk
- reducing potential severity, financial, and recovery time impacts of disasters and crises
- establishing and continuously improving resilience
- increasing the efficiency and effectiveness of our organizational crisis response, recovery and resumption of services

This work is mandated...

- **State of MN** Governor's Executive Orders 23-13 (MEOP) and 19-23 (CoG)
- **Met Council** Policy RF 2-1 and Procedure RF 2-1b
- **Regulatory oversight / audits...** Federal Emergency Management Agency (FEMA); Federal Transit Authority (FTA); MN Rail Safety Oversight Program (MnRSOP); Transportation Security Agency (TSA); Office of the State Auditor (OSA); Office of the Legislative Auditor (OLA); Pollution Control Agency (PCA)



2023

**BUSINESS CONTINUITY
PROGRAM HIGHLIGHTS**



Completed comprehensive review and update of Met Council Business Impact Analysis (BIA) data for all divisions, resulting in

- accurate, up-to-date defining of... MC services and criticality; MC support services and criticality; and critical technology dependencies
- accurate, up-to-date alignment of MC staff with the criticality of the services they support

Stepped into the work of developing and supporting new Enterprise Risk Management (ERM) framework

Continued “evergreen” work of exercising, evolving, and updating MC COOPs... and moving the needle of MC’s continuity planning maturity and organizational resilience



Participated in pre-PCI audit of Cyber Incident Response Plan (CIRP) and Office of State Auditor audit... with no significant continuity planning findings to address or mitigate

Continued expansion, education, training, and evolution of MC crisis communications capabilities

- FEMA... GETS (Government Emergency Telecommunication Service) and WPS (Wireless Priority Service)
- Assurance^{Notification Manager} ... emergency mass notification and crisis communications tool
- Multiple enterprise-wide exercises familiarizing leaders with use of these tools

Joined enterprise Climate Action Work Planning leadership... and formed Climate Risk and Vulnerability Group



ON THE HORIZON IN 2024



ENTERPRISE RISK MANAGEMENT (ERM) OBJECTIVES

1. Provide continued support of in-progress baseline enterprise risk assessment
2. Finalize and approve a strategic and tactical plan for full implementation of the ERM framework... and start checking boxes
3. Complete organizational restructuring to place Business Continuity within ERM

ENTERPRISE RISK MANAGEMENT (ERM) & BUSINESS CONTINUITY



Business Continuity is an ***essential component of ERM***, including but not limited to its work in

- **Risk identification...** *new technology use case reviews; understanding and alignment of MC services, technology dependencies, and criticality with actual MC resilience capabilities*
- **Risk mitigation...** *continuous development, exercising, and maintenance of all MC COOPs*

BUSINESS CONTINUITY OBJECTIVES – SERVICE CONTINUITY

1. Develop and approve annual service statement agreements with divisions...
 - a) identifying opportunities for risk evaluation and mitigation
 - b) identifying division-specific continuity planning development, updates, and exercise projects
 - c) complete Business Continuity work, as agreed, with divisions

2. Crisis communications
 - a) provide ongoing enterprise-wide deployment of and training for crisis communications tools
 - b) complete multiple exercises, enterprise-wide and division-specific, for our FEMA GETS and WPS account holders

BUSINESS CONTINUITY OBJECTIVES – TECHNOLOGY

1. Align technology findings from 2023 BIA refresh with existing technology COOPs, and
 - a) develop revised MC prioritization list of critical infrastructure and systems
 - b) identify planning gaps
 - c) identify required COOP changes
 - d) develop methodology to assess and mitigate risks/vulnerabilities associated with SaaS vendors
 - e) develop and implement work plan

2. Cyber Incident Response Plan (CIRP)... complete walkthroughs with new CIO and CISO; collaborate on evolution of plan

BUSINESS CONTINUITY OBJECTIVES – SPECIAL PROJECTS

1. Complete enterprise succession planning risk assessment; commence mitigation planning for known vulnerabilities
2. Align Business Continuity 2024 objectives with enterprise risk assessment findings
3. Complete revisions to our National Incident Management System (NIMS) Incident Command Structure (ICS) training modules; complete training for current and new MC ICS assignees
4. Continue enterprise Climate Action Planning work

Comments and Questions



CONTACT INFORMATION

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