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

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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
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”
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)
- AssuranceNotification 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
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
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
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
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
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