



BUSINESS CONTINUITY PROGRAM UPDATE

(with a little ERM sprinkled throughout!)



February 2025

Kathy Matter

TALKING POINTS

Business Continuity at the Met Council

2024 Highlights & Recap

2025 Priorities

Comments and Questions

BUSINESS CONTINUITY AT THE MET COUNCIL

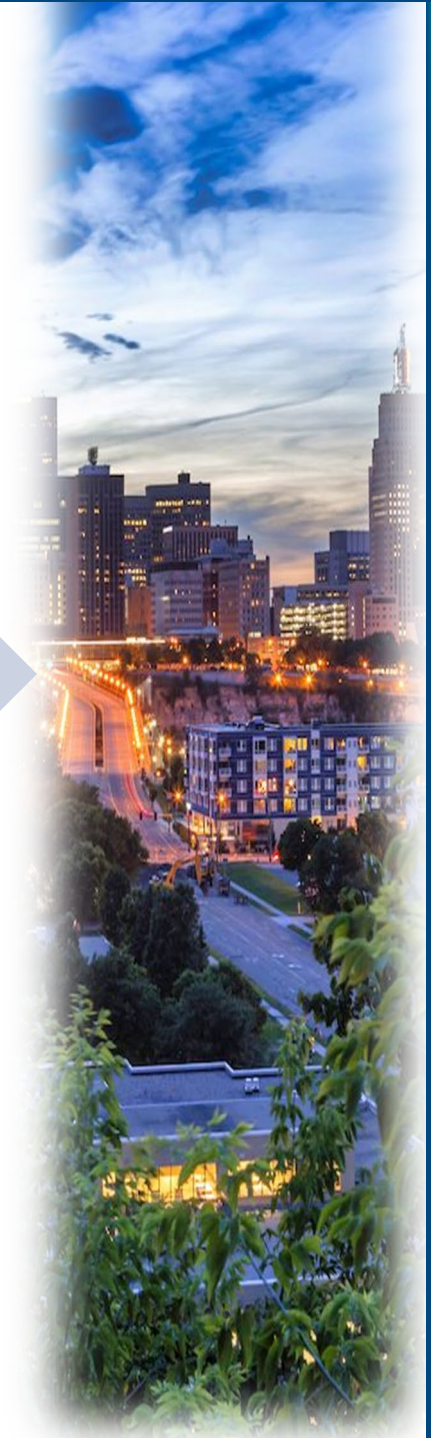


BC AT THE MET COUNCIL

Deputy RA & Chief Risk Officer
Phil Walljasper

Enterprise Risk Management
Kathy Matter, Director

Business Continuity Program
Lisa Belland, Acting Manager

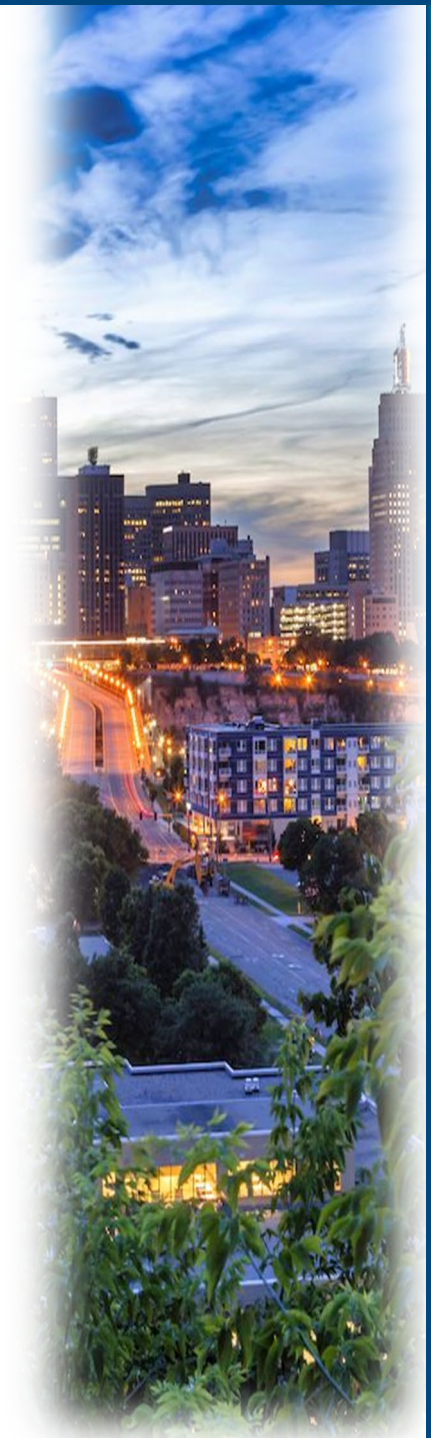


BC AT THE MET COUNCIL (CONTINUED)

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.*)
- Continuity of operations planning (COOP)
 - Business Impact Analyses (identification and prioritization of services, support services and technology)
 - Recovery strategies development
 - Continuity of operations plan development, testing, and maintenance
- Crisis communications and mass incident notification



BC AT THE MET COUNCIL (CONTINUED)

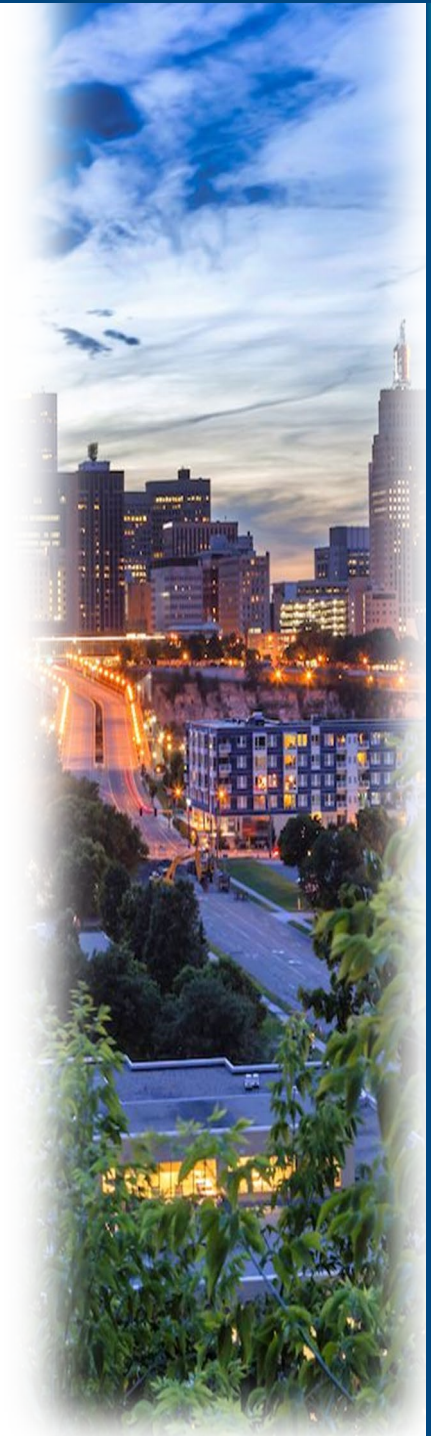
What is “COOP”?

- 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 (a.k.a, business impact analysis / BIA)

Plans are developed based on “all hazards”-oriented approach, and are ***not*** scenario-specific

COOP is never “done”



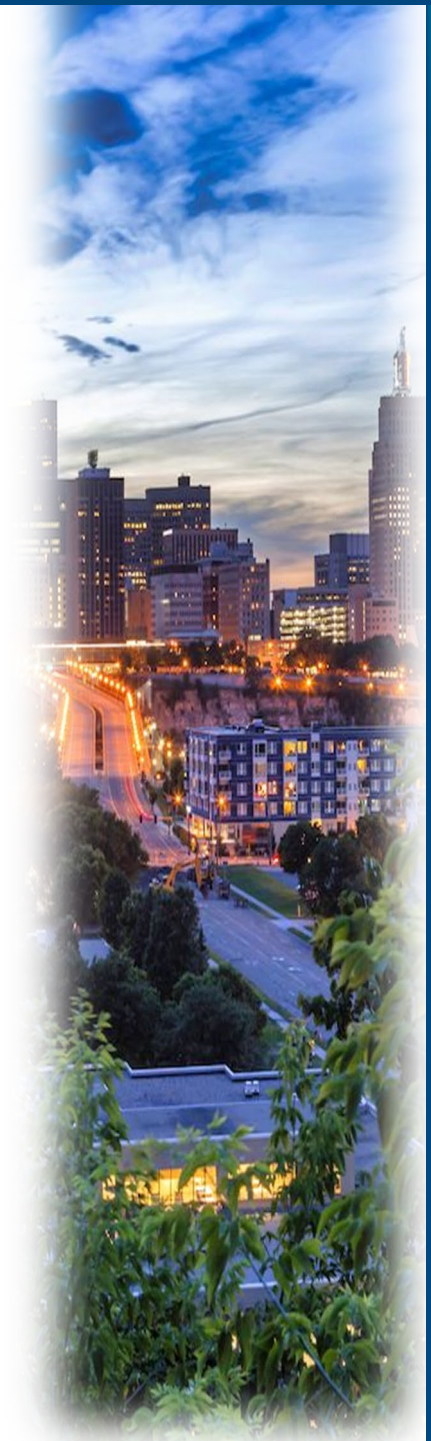
BC AT THE MET COUNCIL (CONTINUED)

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 (Minnesota Emergency Operations Plan – MEOP)
 - 24-01 (Continuity of Government – 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)



2024

HIGHLIGHTS

&

RECAP



Events in June and July that tested the Met Council's business continuity preparedness and capabilities:

- **June 18, 2024...** Local 49 filed a 10-day Notice of Intent to Strike, the first of three to be filed within the next month.
- **June 22, 2024...** Governor Walz issued Executive Order 24-05, "*Declaring a Peacetime Emergency and Providing National Guard Assistance to Local Emergency Flood Operations in Minnesota*".
 - *"All relevant state agencies, in cooperation with appropriate federal agencies, will provide the assistance necessary to help local units of government respond to and recovery from this emergency."*
 - MC was one of eight State agencies activated to staff the State Emergency Operations Center (SEOC) and support statewide flooding response activities.





***While this flood did not set overall record crest levels,
it did set record levels for a summer season flood.***

Met Council responses and outcomes specifically connected to the June and July events:

Flooding

- BC in-person staffed and supported the State Emergency Operations Center (SEOC) from Sunday 6/23 through Sunday 6/30, and virtually for another week after that
- MC's MEOP COOP updated with new SEOC processes and information

Labor Relations

- ES activated their Command COOP, filled critical Incident Command vacancies, and began planning for the very-real potential of running WWTPs without their staff
- “NIMS ICS 101” training was developed and completed for ES Command staff
- MC's Labor Relations COOP was dusted off and updated significantly to bring it into the 21st century... thanks to non-stop work and collaborations between HR, Communications, ES leadership, and BC



2024 ACCOMPLISHMENTS

Delivery of NIMS ICS Training (BC)

- NIMS = National Incident Management System *(a FEMA process for managing emergencies)*
- ICS = Incident Command Structure
- Designed for Met Council leaders with ICS assignments and responsibilities
- Role-specific, comprehensive training (3-4 hours/each)
- 6 of 8 sessions completed... ***not including the session being planned for YOU!***

Continued expansion, training, and evolution of MC crisis communications capabilities (BC)

- Three tools...
 - FEMA's GETS (Government Emergency Telecommunications Service) and WPS (Wireless Priority Service)
 - Assurance^{NM}... mass notification and crisis communications software
- Established 32 new GETS/WPS accounts and provided 1:1 training for each... and retired 18 accounts
- Completed multiple enterprise-wide exercises and training sessions, familiarizing leaders and employees with use of these tools



2024 ACCOMPLISHMENTS (CONTINUED)

Continued the work of developing the Enterprise Risk Management framework (ERM)

- Defined and staffed ERM Director position
- Completed baseline risk assessments for Capital Programs and ES
- In-progress:
 - development of ERM framework and risk assessment preparations
 - RFP process (*with Program Evaluation & Audit, Finance, and IS*) to procure a Governance, Risk, and Compliance (GRC) software tool that allows collaborations, data access, and transparency across enterprise risk disciplines

Climate Action Planning (ERM & BC)

- Continued engagement with the MC's Climate Action Work Planning leadership group and its Climate Risk and Vulnerability sub-group



2024 ACCOMPLISHMENTS (CONTINUED)

Continued the “evergreen” work of exercising, evolving, and updating MC COOPs... and moving the needle of continuity planning maturity and organizational resilience in a good direction (BC)

- Updated or developed 20+ COOPs (including our portfolio of Command COOPs)
- Built upon last year’s business impact analysis update work to establish strategic collaborations with Information Services to organize technology dependencies data, prioritize technology systems/apps/DBs, and to sequence order of priority for technology COOP updates and development
- Initiated the process to procure different BC software... replacing Assurance^{CM} and Assurance^{NM} due to the vendor no longer supporting or enhancing this software AND an expiring contract



2025

PRIORITIES



2025 PRIORITIES

- Complete procurement and implementation of multiple critical software tools that support critical Met Council capabilities... crisis communications, business continuity work, and identification/management of our most significant risks
- Develop and conduct multiple tabletop exercises designed to build muscle memory, test our emergency response and management capabilities, and identify gaps in our COOPs
- Collaborate with Information Services to make MAJOR progress in our technology resilience capabilities

2025 PRIORITIES (CONTINUED)

- Complete development of and initiate the work to assess our workforce single-point-of-failure and succession planning vulnerabilities
- Lead the work to mitigate vulnerabilities in current MC emergency response processes and plans, in collaboration/coordination with MC leadership and departments with emergency response planning responsibilities (*think facility evacuations, severe weather, active shooter, shelter-in-place, etc.*)
- Complete BC and ERM staff replacement and augmentation work with Human Resources

Comments and Questions



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