

Management Committee

For the Metropolitan Council meeting of December 10, 2014

Subject: Adoption of Continuity of Operations Policy 1-5

Proposed Action

That the Metropolitan Council adopt the Continuity of Operations Policy to guide the organization in the development, exercising, and maintenance of continuity of operations plans that address an unexpected, catastrophic disruption of its services to the region.

Summary of Committee Discussion/Questions

Business Continuity Program Manager Kathy Matter presented this item.

Committee Vice Chair Steven Chávez questioned the separation of emergency response planning from continuity of operations planning. Emergency response plans have been developed and are maintained by the Environmental Services – Safety, Metro Transit – Safety, and Regional Administration – Facility Operations departments of the Metropolitan Council. Committee members noted that they have not received emergency response information and would not know what to do in a facility emergency. This information has been noted and communicated to the appropriate managers for follow-up.

Motion to adopt made by Vice Chair Steven Chávez, seconded by Committee Member Adam Duinick, and passed.

Management Committee

Meeting date: November 12, 2014

For the Metropolitan Council meeting of December 10, 2014

Subject: Adoption of the Continuity of Operations Policy, 1-5

District(s), Member(s): All

Policy/Legal Reference: Continuity of Operations Policy 1-5

Staff Prepared/Presented: Kathy Matter, Business Continuity Program Manager, 651-602-1653 & Lisa Belland, Business Continuity Projects Lead, 651-602-1605

Division/Department: Regional Administration – Information Services

Proposed Action

That the Metropolitan Council adopt the Continuity of Operations Policy to guide the organization in the development, exercising, and maintenance of continuity of operations plans that address an unexpected, catastrophic disruption of the services to the region.

Background

In early 2014, the Metropolitan Council issued a Program Evaluation and Audit addressing the Council's Business Continuity program, adherence to established business continuity practices, and its adequacy in addressing continuity risks. One of the audit's recommendations was the development of policies and procedures for the Business Continuity Program. There are no previous policies or procedures that address continuity of operations planning at the Metropolitan Council.

Rationale

The Continuity of Operations Policy provides a foundation to establish and continuously improve the organizational resilience of the Metropolitan Council and to reduce the potential severity, financial impacts, and service recovery time frames of a catastrophe. The Business Continuity Program Office will provide leadership, guidance, and management for all aspects of continuity of operations planning.

Funding

There may be funding implications as Metropolitan Council divisions and departments identify and recommend recovery strategies as they build continuity of operations plans. In the event there are funding requirements related to continuity of operations, they will be addressed within the operating budget.

Known Support / Opposition

Council Senior Staff supports this policy. There is no known opposition.

Continuity of Operations

Section/Number:	1-5	Total Pages:	2
Dept. Responsible:	Information Services	Effective Date:	12/10/2014
Special Note:		Last Revision Date:	
		Last Review Date:	
		Revision No.	N/A

I. Policy

The Metropolitan Council will develop, exercise, and maintain comprehensive and quality continuity of operations plans that address an unexpected, catastrophic disruption of the services it provides to the region.

Continuity of operations plans will focus on three specific phases following a catastrophe – incident and damage assessment, service recovery, and service resumption. Continuity of operations planning will not include the emergency response phase which addresses first actions and activities (e.g., evacuation planning, assembly, escalation protocols, medical response, and hazardous materials response) designed to protect life and property immediately following an emergency event. The Metropolitan Council has developed and maintains its emergency response plans outside of the business continuity domain.

II. Purpose of policy

The purpose of this policy is to establish a business continuity program and continuity of operations planning within the day-to-day operations of the Metropolitan Council.

The program will provide assurance to all stakeholders that the Metropolitan Council performs the due diligence required to anticipate and mitigate the potential harm caused by a service-disrupting catastrophe. The continuity of operations planning process and cycle will ensure the Metropolitan Council’s ability to respond to and recover efficiently and effectively from a catastrophe.

III. Background and reason for policy

MN Governor’s Executive Order (GEO) 13-13 requires all State agencies with responsibilities in the Minnesota Emergency Operations Plan to develop, maintain, and test continuity of operations plans. Specifically, it states that agencies “*shall carry out the general emergency preparedness, planning, response, recovery, hazard mitigation, continuity of operations and service continuation activities described within the GEO.*”

Continuity of operations planning will serve to establish and continuously improve the organizational resilience of the Metropolitan Council and reduce the potential severity, financial impacts, and service recovery time frames of a catastrophe by

- identifying and protecting critical physical and knowledge assets of the organization,
- identifying critical roles and personnel to sustain and recover services,
- defining viable recovery strategies, and
- identifying and documenting service recovery dependencies, resource requirements, processes, and procedures.

IV. Accountability / Implementation

All Metropolitan Council employees are responsible for adhering to this policy in the development, implementation, and maintenance of comprehensive and viable continuity of operations plans. Leaders and managers are responsible for monitoring planning progress and performance within their areas of jurisdiction. The Business Continuity Program Office is responsible for reporting continuity of operations progress and deviations to appropriate management. Implementing procedures and guidelines are published on the Council's MetNet site.

Revision/Review Tracking

Date	Revision No.	Review Only – No changes
xx/xx/2014	1	