Printed Plan

STATE OF UTAH

Division of Water Rights COOP 3-27-13

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Continuity of Operations Plan

Division of Water Rights

Fast Facts

Who's in charge?

If members of management are missing or unavailable, refer to the document called *Lines of Succession*.

Where do we go?

If the building is uninhabitable employees will telecommute using the internet, respond to field assignments, and/or report to regional offices as necessary until a more permanent central office location can be established. Copies of Division records and the operational support workflow system used by the agency to conduct work are hosted on the Division website which can be accessed either locally, in regional offices, or from any Internet connection. The Division website servers are hosted offsite by DTS and presumably would not be disrupted by a loss of service at the DNR campus. Managers at the Division have mobile phones, most with both voice and data service, which would allow for flexible communication between key staff and emergency access to agency data. Contact lists for employees which include emergency home phone numbers and cell phone numbers to agency phones distributed to employees are part of the Division's online records accessible from the website. Services which require a physical office presence would continue from regional office locations that currently mirror all services provided out of the Salt Lake Office. For the full details, see *Recovery Locations*.

How bad is it?

How bad is the emergency? Fill out your damage assessment and refer to the *General Situation Assessment.*

What must we do?

We may not have to perform all of our regular office duties during a disaster, but we must perform our essential functions. What tasks must we prioritize? To get started, see the list called *Key Agency Function Priority*.

What tools do we need?

In this plan, you will find information regarding *vital records and software needs*. Another helpful document includes the *Logistics Support and Resources* needed to implement the plan.

To find page numbers for these items in the plan, see the Table of Contents.

COOP Table of Contents

DWRi COOP Table of Contents with no documents

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General Information
Division of Water Rights COOP 3-27-13

Report Description:
This report describes the plan's purpose, objectives, assumptions and strategies on which the plan is based.

Purpose

The Utah Division of Water Rights (DWRi), led by the State Engineer - Kent L. Jones, P.E., is an agency of Utah State Government within the Department of Natural Resources that administers the appropriation and distribution of the State's valuable water resources. The Division of Water Rights promotes order and certainty in administering the beneficial use of Utah's water.

Authorities & References

a. State of Utah Continuity Directive, August 1, 2012.
b. State of Utah Public Safety Code, Title 53 and Future Title 53
c. Emergency Management Act, Utah Code 53-2, 63K-3
d. Disaster Response Recovery Act, Utah Code 63K-4
e. External Utah AGENCY Policy # 16 (Common Emergency Operations Plan Terminology)
f. External Utah AGENCY Policy # 17 ("State of Emergency," "Emergency," or "Major Disaster" requests for
assistance.
g. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, amendments to Public Law 93-288, as
amended.
h. Title 44, CFR, Federal Emergency Management Agency Regulations, as amended.
i. Emergency Interim Succession Act, Utah Code 63K-1.
j. The State Emergency Operations Plan

Scope of the Plan

Ensure that (Division of Water Rights) DWRi staff are prepared for emergencies, i.e. staff has taken preparedness steps in their homes and all have a 72-hour kit. This Continuity of Operations Plan describes in general terms how the DWRi intends to respond to events that disrupt its normal operations. Disruptions may be minor or may include instances where normal agency functions and services cannot be performed and may not be performed for an extended period of time. Continuity of Operations planning minimizes the impact of disruption while maximizing resources available to resume normal operations. The Plan does not focus on what may bring the agency down, but on how to get the agency back up and operational. The Plan provides a road map of predetermined actions which will reduce decision-making during recovery operation, resume critical services quickly, and enable resumption of normal service at the earliest possible time in the most cost-effective manner. The Plan will help in reducing the number and magnitude of decisions that must be made during the period when exposure to error is at a peak. The Plan will help to establish, organize, and document risk assessments, responsibilities, policies and procedures, and agreements and understandings for the Utah's Division of Emergency Management.
The ongoing Continuity of Operations planning process will enable the DWRi to identify maximum acceptable downtimes which can be incurred in the performance of each of its mission related functions, and to identify recovery actions accordingly. Functions and/or services which must be restored within 24-48 hours require
significantly different recovery actions than those, which can be delayed a number of days or weeks. Since the Continuity of Operations Plan may affect nearly every part of DWRi, the Director will approve the process for developing and maintaining the Continuity of Operations Plan.

Division Objectives

a. Ensure the continuous performance of Utah DWRi essential functions through all hazards emergencies including
terrorism.
b. Identify and relocate to alternate site(s).
c. Identify and designate principals and support staff.
d. Facilitate decision-making for execution of the Plan and the subsequent conduct of operations.
e. Ensure coordination of resources during any disruption to operations.
f. Coordinate with the federal government, states and counties in a unified command to ensure the needs of the
state and its people are met.
g. Ensure that our agency is prepared to respond on its behalf and to improve response and recovery.
h. Mitigate threats to essential facilities, equipment, records and other assets.
i. Ensure that the needs of Utah's most vulnerable citizens are constantly evaluated and planned for. Plan for

functional access, special needs, within the agency.

Situation and Assumptions

The State of Utah and its population are at risk from a variety of threats and potential emergencies, disasters or catastrophic incidents. A detailed list of identified Risks and Hazards can be found in the State Hazard Mitigation Plan, pages 1 - 210. Preparedness efforts in the areas of planning, training, exercises and funding for infrastructure and equipment is ongoing. The occurrence of any of these emergencies may require the activation of extraordinary continuity of operations activities, as detailed in this Continuity of Operations Plan.

1. An unforeseen emergency, disaster or major catastrophe, such as an earthquake or terrorist incident may occur with little or no warning and produce maximum casualties and widespread damage. This COOP plan assumes that the service capabilities of the Division will be quickly overwhelmed.
2. The large number of casualties and/or the significant damage to Utah DWRi buildings, structures and the basic infrastructure will necessitate State and possibly federal government assistance to support the Division in conducting life-saving and life-support efforts.
3. As the result of Utah DWRi personnel being injured and or trapped in damaged or destroyed structures, the likelihood of a significant number of deaths and injuries will require the immediate response of Utah DWRi and DPS officials to continue operations.
4. Utah DWRi may need to respond on short notice to continue effective and timely services and assistance to local governments to help alleviate suffering and protect property.

Functional Roles and Responsibilities

Key individuals have been appointed to the Continuity of Operations Team based on their knowledge of the Department's policies and operations and on their authority to act in time of crisis. In the event an impact situation is declared and this plan is put into action, all employees are directed and empowered to take direction from management, if management is unavailable from the Continuity of Operations Team members until the condition is resolved and normal lines of authority have been restored. If a disruption is imminent or should occur, the Continuity of Operations Team members will immediately contact the other members of the team and establish an appropriate communication plan under the circumstances. This will normally entail a meeting at the designated Recovery Control Location. Once a disruption situation is declared, the Continuity of Operations Team is empowered to act in all affairs pertaining to the Department. It is the duty of all team members to respond and participate in the management of the event. If a team member is unable to respond, the remaining team members will function as the Continuity of Operations Team.

Protection/Safeguarding/Recovery of Critical Applications and Data

As set forth in Utah Code 63F-1-104, the Department of Technology Services serves as general contractor between the state's information technology users, **including the Division**, and private sector providers of information technology products and services. It is responsible for all computerized and auxiliary automated information handling, including:

a. systems design and analysis;
b. acquisition, storage, and conversion of data;

c. computer programming;
d. information storage and retrieval;
e. voice, radio, video, and data communications;
f. requisite systems and controls;
g. simulation; and
h. all related interactions between people and machines.
Specific applications and database, as identified in the above-mentioned contract, are listed in Appendices G-2 and G-3 for
each of the Department's identified essential functions. These databases include all vital records for which the Department
has custodianship. With access to Internet, employees can carry out essential functions using laptop computers.

Communications Resources

The Division must have the resources to communicate to entities which are superior, lateral, subordinate and internal. For example, this would include the federal government, other states, counties and our staff. All modes of communications shall be considered, from emails and social media, to phones, radios and runners. DTS is responsible to provide email and phone communications resources. These resources and procedures are listed in detail in the State Emergency Operations Plan, in the Emergency Support Function (ESF) #2 Communications Annex. Specific radio communications resources include ARES, RACES and FNARS and details regarding radio communications can also be found in the ICS Form 205, in the State IAP, during ongiong disasters.
For detailed information regarding internal communications with employees during emergencies, please see the Employee Handbook or the Division Staff Reporting Procedures Appendix to this plan.

Concept of Operations
Upon the declaration of the COOP plan, management (When management is unavailable, COOP team leaders) and their
designated support personnel are to relocate to the nearest functioning Recovery Control Location. Once the team has
attained a thorough situation awareness, they can begin assessing available facilities to support the critical, essential, and
non-essential functions. Depending on the projected duration of the COOP plan, decisions will be made by management or
this team to determine which staff will be called back to work, when and where they are to report. Critical Essential Functions are to be recovered as quickly as possible and reasonable notifications to other agencies, vendors, contractors and customers as to the accessibility to these services. All efforts are to minimize the distance and inconvenience needed to safely recover critical functions outside of the affected area. Essential and non-essential functions will then be addressed, based on the assumed duration of the disruption and customer service needs, ability for employees to telecommute and the availability of open space, and budget constrains to a locate a
long-term, temporary facility.

Ensure that DWRi staff are prepared for emergencies, i.e. staff has taken preparedness steps in their homes and all have a 72-hour kit. This Continuity of Operations Plan describes in general terms how the DWRi intends to respond to events that disrupt its normal operations. Disruptions may be minor or may include instances where normal agency functions and services cannot be performed and may not be performed for an extended period of time. Continuity of Operations planning minimizes the impact of disruption while maximizing resources available to resume normal operations. The Plan does not focus on what may bring the agency down, but on how to get the agency back up and operational. The plan provides a road map of predetermined actions which will reduce decision-making during recovery operation, resume critical services quickly, and enable resumption of normal service at the earliest possible time in the most cost-effective manner. The Plan will help in reducing the number and magnitude of decisions that must be made during the period when exposure to error is at a peak. The Plan will help to establish, organize, and document risk assessments, responsibilities, policies and procedures, and agreements and understandings for the DWRi.

The ongoing Continuity of Operations planning process will enable the DWRi to identify maximum acceptable down times which can be incurred in the performance of each of its mission related functions, and to identify recovery actions accordingly. Functions and/or services which must be restored within 24-48 hours require significantly different recovery actions than those, which can be delayed a number of days or weeks.

Since the Continuity of Operations Plan may affect nearly every part of DWRi, the Director will approve the process for developing and maintaining the Continuity of Operations Plan.

Continuity of Operations Strategy

Effective and timely recovery from an impact situation requires clear thinking and decisive action to restore systems in order of priority. This continuity strategy is provided to assist DWRi management during the recovery period. Resources are likely to be scarce, communication may be disrupted, frustrations will exist and emotions will be strained. Having a clear strategy will help management work together during the crisis period.

Appendix G-3 is a list of the key essential functions of the agency. They are shown in order of priority and every effort should be made to recover them in this order. This will ensure that limited resources will be applied to recover those systems most critical to this agency's ability to function. Exceptions to this will be made by the DWRi Director or Designee and will be based on unique and extenuating circumstances of the event.

Service interruptions can be in three classes: loss of access to technology and data processing capabilities, loss of facilities or a combination of the two.

Loss of the Department of Technology Services Capability

In the event the whole facility housing the agency is destroyed or otherwise unavailable, including the use of the main computer system, management will relocate to the designated alternate site. The computer "hot site" backup system will provide sufficient data communication resources to support management and full agency services from this location until their normal capability is restored. The agency should not expect to have normal data processing services for at least 36 hours after impact.

Loss of the State Agency Facilities *(assumes other agency facilities in general vicinity are undamaged)*

If Utah DEM's offices are lost in an impact situation and the Division's Essential Functions can be moved, critical Essential Functions will be undertaken at another facility. Employees will be reassigned there until the primary office is restored or new facilities are completed. Employees may also telework and perform essential functions remotely.

Agency Function Identification (Critical vs. Non-Critical)
The biggest challenge to identifying agency functions lies in knowing how specific to be. By being more specific, you
will be able to separate the functions that really must occur from the ones that can be recovered later.
For purposes of this Plan, DWRi functions will be classified as either critical or non-critical. Critical Functions are those
functions that are essential to the immediate support of the DWRi's primary mission. Non Critical Functions are those
agency functions that are not essential to the immediate support of the agency's primary mission.
In order to sustain and/or recover DWRi functions during a time of crisis, it is imperative to understand which functions
are critical to the DWRi ability to provide services. Priorities must be viewed in a new light in the context of Continuity
of Operations. Each function the DWRi performs must be identified and then evaluated in terms of recovery priority.
Utilizing the Key Agency Function Analysis form found in Appendix G-2, the following recovery priorities have been
established by the DWRi:
Priority I-Absolutely critical function with must be restored. Communication capabilities with Utah DWRi leadership and
management must be reconnected within 48 hours.
Priority II-Main line communications, as well as public information functions, must be restored within 7 days
(hour/days).
Priority III-Financial functions reestablished and HR/employee needs addressed will be restored as resources and time
permit.

Continuity of Operations Timeline
This timeline is a summary of the situation reaction and subsequent recovery process. It is designed to help DWRi
management keep perspective and focus during times when abnormal events and subsequent problems can distort
the normal judgment and decision processes. A second goal is to educate staff that is not regularly involved in the
planning process. Each action and time frame on the timeline should be reviewed and modified to meet DWRi needs.
Note: Activities occurring within the same time frame will occur simultaneously.
Action When
Chain of Command Before Impact
When communication is available and DWRi management team members are accessible, the chain of command is not
affected. However, this is not always the case and immediate and decisive action is sometimes required to survive a
service interruption. Therefore, a clear chain of command is established before a service interruption strikes. Those
in the chain of command are prepared to act if called upon.
Situation Assessment Within 3 Hours
The Continuity of Operations Team is responsible to coordinate an assessment of the situation as quickly as possible.
The purpose of this assessment is to identify the scope of the event and to provide the basis for plan implementation.
Specific areas that must be evaluated are the condition and availability of staff members, condition and availability of

facilities and the condition of key computer and business systems.
Identify Recovery Control Location Within 3 Hours
The Continuity of Operations Team leader will review pre-identified Recovery Control Locations and secures the most
viable location through procedures and support contacts.
Initiate Call Down of Staff Within 3 Hours
Once the Recovery Control Location has been cleared for agency occupancy, the Continuity of Operations Team leader
notifies all staff of the situation and probable work assignments.
Plan Implementation Within 3 Hours
Based on the results of the situation assessment, the DWRi Director or designee in command may authorize plan
implementation. This implementation will authorize individuals on the Continuity of Operations Team to take
appropriate actions to minimize the effects of the situation and maintain the highest possible level of Continuity of
Operations as quickly as possible. With plan implementation, special policies will go into effect.
Public Relations Communication Within 3 Hours
A major roadblock to survival and recovery during an event is uncertainty and indecision. The DWRi will follow its
standard operating procedures for working with the media. This may include contacting the DWRi public information officer (PIO) for assistance in providing information to media personnel.
Staffing Within 24 Hours
The effect of the service interruption on the staff and the service capability of DWRi will determine short-term staffing
needs. A staffing plan will be developed by DWRi and communicated to each staff member.
Computer Operations and Data Recovery Within 48 Hours
If plan implementation includes computer system recovery, the computer and data backup plan for the DWRi is
immediately put into effect. This may include formal notification of the backup provider, acquisition of data backups,
establishment of data communications, travel to the backup site, notification of third party vendors, etc.
Facilities Recovery (Temporary) Within 48 Hours
Based on the event’s circumstances, operations will be moved into the Recovery Control Locations provided for in this
plan. Basic supplies and forms will be retrieved.
Critical (Priority I) Functions Within 48 Hours
Priority I functions, as defined in this plan, are reestablished.
Essential (Priority II) Functions Within 7 Days
Less critical services defined in this plan as Priority II functions will be restored.
Non-Essential (Priority III) Functions Within 30 Days
Priority III functions, if any, will be provided. It is understood that some services and controls may not be restored
until full recovery has been achieved.
Permanent Repair (Systems and Facilities) Based On Situation
With basic functions restored in the previous actions, resources can now be devoted to repairing damaged systems
and rebuilding facilities. The time and effort required will be based on the circumstances.
Long Term Staff Care and Rehabilitation Based On Situation
Some situations may include severe trauma, including the loss of life. The long-term physical and emotional care and
rehabilitation of DWRi employees who have suffered losses due to the situation should be provided once the immediate
crisis situation has passed.

Resumption of Normal Operations Based On Situation
When facilities have been repaired or rebuilt and systems repaired, operations can be transferred out of temporary
facilities, backup computer operations can be terminated and normal operations can be resumed.
Assessment of Continuity of Operations Plan and Modification When Recovered
Upon the resumption of normal operations a final report must be created for the DWRi. This report should be created
from actual recovery logs made during the event and include areas of learned exposures and new recommendations
to minimize loss in subsequent events. Abnormal costs due to the service interruption should be identified for possible
recovery. The Continuity of Operations Plan should then be modified to incorporate the "lessons learned" by those
involved in Continuity of Operations efforts.

Plan Maintenance

This Plan will be reviewed and revised on an annual basis by the planning section, key external partners, and stakeholders.
During the planning process, our Division will use an all-hazards approach to include all types of emergencies, big or small.
For details on all-hazards see State Mitigation Plan, Section 2.
The Call-Down Lists and Phone Numbers will be updated on an annual basis or as personnel change.
The update will be recorded on the Continuity of Operations Plan Update/Review Log.
Finally, the updated and approved plan is shared with management, staff, key external partners and stakeholders.

The plan shall be found in the following locations, in addition to being securely stored here in the LDRPS SunGard software:
The plan shall be saved onto the office drive.
One printed copy will be available at the front desk.
Management and the COOP team will save a copy of the plan on their laptops for easy access as needed. Laptops are secure with PGP software, provided by DTS.

Testing

The COOP plan will be exercised every year during the month of April, in conjunction with the Utah ShakeOut exercise.
Lessons Learned from the COOP exercise will be integrated into the plan as it is updated every year during the month of May.

Report Description:
This report provides a team-specific list of the actions it must perform within the plan. Only the subtasks (actions) which have team positions assigned to them will appear in the list. The estimated duration for each action (subtask) defined with the plan task will be summed to provide the amount of time it takes to execute each team's responsibilities.

DWR PHASE 1 - EMERGENCY RESPONSE

This action should be taken IMMEDIATELY by each individual as directed. 10 minutes evacuation time is ideal.

Evacuate and take Head-Count as per DNR's Emergency Action Plan. As part of evacuation, everyone should follow DWR specific emergency action guides for specific situations (i.e. Earthquake, Fire, Flood, Weather, Terrorism, etc.)

Employee and visitor safety is the primary criteria for evacuation of Division facilities. In certain situations, all DWR employees/visitors must immediately evacuate the building and assemble in meeting area number (9) located in. This meeting place has been selected in coordination with the other DNR divisions. Should this location be inaccessible go to area number (3) south of apartment complex. A head count by the Roll Call Coordinator (Becky Johnson) will be conducted and employee life/safety condition will be assessed by management. This head count should include all visitors to the Division. In the event of specific events, i.e. earthquake, tornado, etc., sheltering in place may be the better option. Employees have been instructed on the "Drop, Cover and Hold On" protective measures for earthquake preparedness.

Subtask Name	*Description*	*Position Name*	*Est. Duration*
Take the (Division) Office Continuity of Operations Plan during evacuation to ensure proper responses to all situations.	Determine employee status and availability: Identify any injuries to employees and visitors on site. Seek immediate medical assistance if necessary. Is temporary emergency shelter needed due to weather or other conditions?	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Communicate relocation decision to employees and visitors.	If yes, move to emergency shelter identified below: Primary Emergency Shelter Address: Core Library located on the triangle of DNR	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Determine overall effect of the immediate impact to transportation and city conditions that may affect employees and their families by contacting UDOT at 801-965-4000.	Inform employees of overall conditions.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

The senior staff person will determine "immediate" employee work strategy.	The DWR Director's office will determine "immediate" employee work strategy.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Employee work strategy.	The DWR Director's office determine "immediate" employee work strategy.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Complete Evacuation Status Log	Enter status of evacuated employees and visitors on Appendix P1-1, Agency Evacuation Status Log. Identify problems/availability on form.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Inform employees of their immediate work assignments and emergency needs.	Consider releasing employees to go home if service interruption is severe and it has been determined that it is safe to drive home. Take into consideration staff that did not drive to work. How will they get to their destination? Log employee destination and time departed on Appendix P1-1, Agency Evacuation Status Log, when employees leave work or shelter area for other locations.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
		Estimated Time to Complete Task (all subtasks in task) :	0

❒ *DWR PHASE 2 - EVENT ASSESSMENT*

Inventory and secure critical documents, files and other items that may have been removed by employees during evacuation of the building. Each program will create a specific log for the type of item necessary for their operation.

Subtask Name	*Description*	*Position Name*	*Est. Duration*
Distribute and maintain agency Continuity of Operations Recovery Logs	Distribute and maintain agency Continuity of Operations Recovery Logs found in Appendix P2-1 to all personnel involved in the recovery. Use this log as a template for logging recovery information. Require log use by all employees during the recovery.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
When re-entry to the State Building or facility is allowed, identify systems, data, and other items that are reusable and can be relocated.	Use Appendix P2-2, Undamaged Recoverable Items, to identify those recoverable items and their locations.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Assess condition of all facilities, workstations, data communications and other computer facilities.	Gather information observed from all team members about critical systems, communications, facilities and other mission critical components or processes. Use Appendix P2-3, General Situation Assessment form as a guide.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Determine extent of impact event	Determine extent of impact event as it relates to the mainframe host and/or PC/LAN computer systems: processing status, completed or incomplete application processing, communications networks, and other facilities using Appendix P2-3, General Situation Assessment form.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
Technology impact	If technology is impacted, get Department of Technology Services personnel to estimate when the DWR portions of the State Office Building and/or processing systems will be accessible. How many HOURS: _____ DAYS: _____ Fill out Appendix P2-4, Area/Function Specific Situation Assessment, including estimated outage of critical and essential functions or processes.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

Determin "Acceptable Outage Period"	Does the estimated processing or function outage exceed the pre-determined “Acceptable Outage Period” for the agency? Yes - Go to Phase 3. ACTIVATE Division of Homeland Security CONTINUITY OF OPERATIONS PLAN. No - STOP! DO NOT declare an emergency situation. Coordinate team activity to restart Division functions. Await restoration of the State Office Building and/or technology resources.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
		Estimated Time to Complete Task (all subtasks in task) :	0

❒ *DWR PHASE 3: NOTIFICATION/PLAN IMPLEMENTATION PROCESS*

Should be completed within 3-12 hours and on-going from start of event.

Purpose: This phase includes the action steps and other information needed by agency management to make a proper plan implementation declaration; identifies the declaration authority; includes agency guidelines and responsibilities; and identifies key personnel or other functions that must be notified by agency management on an on-going basis.

Subtask Name	*Description*	*Position Name*	*Est. Duration*
A. MANAGEMENT NOTIFICATIONS AND COMMAND IDENTIFICATION	The Division Director or designee implements the Continuity of Operations Plan according to pre-defined agency specific criteria. See following tasks for assistance in understanding the criteria used in determining the various types of plan implementation declaration.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
B: GUIDELINES FOR IMPLEMENTING EMERGENCY POLICIES AND S.O.G.'s	What is the projected time to restore Division functions without contingency activities? Does this time exceed the pre-determined maximum acceptable "outage"? Will services to Division customers or the public be unacceptably impacted? Who is managing outside restoration efforts and what resources are available to fix the problem? Will implementing the Continuity of Operations Plan reduce financial loss implications? Do the long-term effects (financial, loss of agency functional services, loss of public or customer confidence, etc.) justify the declaration? What is the overall impact on the Division or customer service? What will the various media say in their reports? Are anticipated media reports acceptable to the Division and the Department of Pulbic Safety?	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

C: DECLARATION TYPE	Based on the answers to the above and other questions that may be pertinent in the specific situation, the Director or Designee will need to select one of the following options: NO DECLARATION The Division will await restoration of the State Office Building and services. Although an incident has occurred, the circumstances do not require special contingency activities. Recovery can best be handled within the normal management structure. DECLARATION WITHOUT COMPUTER SYSTEM RECOVERY The Division will relocate to its alternate site and restore its data processing capabilities and functions there. The situation is severe and requires implementation of the contingency plan, but mainframe or host computer systems are operational. DECLARATION WITH COMPUTER SYSTEM RECOVERY The Division will relocate to its alternate site and await restoration of essential system communications and mainframe or host system processing capability. The situation is severe and mainframe or host computer services have been disrupted in addition to Division processing and functional capability. This declaration will trigger the mainframe Information Technology Backup Plans as well as the Division Continuity of Operations Plan.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

D: SERVICE CONTINUTITY PLAN IMPLEMENTATION GUIDELINES	The following Division management authorization succession order and conditions for authorization should be followed when the Continuity of Operations Plan is to be implemented. A management authorization signature will serve as written documentation for declaring an event large enough to implement the Plan. Governor or Designee Large-scale event of such magnitude that Plan implementation is inevitable. Commissioner of Public Safety or Designee Large-scale event of such magnitude that Plan implementation is inevitable. Director of the Highway Safety Office State Building or facility event and Plan implementation is inevitable. Deputy Director of the Highway Safety Office Division Director is not available and Plan implementation is inevitable. Senior Staff Designee Division Director or Deputy Director are not available and Plan implementation is inevitable. COOP Team Members Senior Staff Designee is not available and Plan implementation is inevitable Other Agency Personnel Management personnel are not available and Plan implementation is inevitable.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
E: IMPLEMENTING EMERGENCY POLICIES AND S.O.G.s	Following implementation of the Plan, the following form should be used to list and identify Standard Operating Guides (SOG's) that employees will be expected to follow during the recovery process. The Plan may include detailed information regarding these policies or guidelines in Appendix P3-1, Emergency Policies.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

F: EMERGENCY POWERS	The Division Director or Designee will act in the best interest of the state constituents during a service interruption. To facilitate these essential actions, Division management approves the following emergency changes to normal policies while the Continuity of Operations plan is active. These emergency powers are rescinded upon return to normal operation. Purchase Authority: The restriction over which purchases must be made by the Utah Division of Purchasing is temporarily removed. The Division Director or Designee can authorize essential purchases to preserve the safety of staff and to protect the threatened assets of the Division. However, judgment must be exercised to ensure that the long-term effects will not outweigh the short-term benefits. Cash, personal credit or check capability: The Division Director or Designee may set up emergency purchasing capability by use of approved credit or employee personal check or credit capability in advance. The Division will guarantee and indemnify employees for all such emergency purchases. Personnel Issues: The Division Director or Designee is authorized to take any personnel actions deemed necessary to sustain Division operations. This includes hiring of staff, disciplinary action, or termination. All actions must be taken in compliance with applicable employment law. Contractual Authority: The Division Director or Designee will temporarily be empowered to act on behalf of the Division in executing emergency contracts when the Utah Division of Purchasing capabilities are exceeded. In the event the Division Director or Designee is not available to act in this capacity, the next in normal Division management succession is temporarily authorized to execute essential contracts. This temporary approval is conditional upon the approval of the Utah Division of Purchasing, recognizing they cannot perform within the required emergency time frames. When emergency conditions justify, the normal bid process is not required and the most important	0

	criteria is “performance”. However, to ensure that the costs are not excessive, the Director or Designee must exercise caution.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	
G: DECISION MAKING PRIORITIES	Meeting Customer and Dependent Agency Needs: Third in priority is to meet the needs of those customers and those agencies that rely on the Division’s services. Once human safety concerns and the agency’s long term survival is ensured, the Division should do whatever it can to meet the needs of those relying on its services. For an internal service interruption such as a fire, this may mean applying all available resources to quickly restore vital services. In a larger regional service interruption such as an earthquake or tornado, this may mean providing assistance in the form of special government loan programs and national resources. Prudence: In all actions during a service interruption, the Division Director or Designee, the Continuity of Operations Team, the staff, and volunteers must act with prudence. Every effort should be made to understand the long-term ramifications of decisions. Individual needs must be balanced with the needs of the organization and its staff.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

G: DECISION MAKING CONTINUED	Division Specific Other #1 CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION ASSIGNED/COMPLETED/NOTES 1. Ensure formal Division management continuity exists. The Division Director will establish formal, temporary management replacements for those agency managers who are unavailable. 2. Establish employee contact trees and log employee contacts and status. Have employees travel to other employees' homes if normal communication paths are unavailable. Appendix P3-2. 3. Notify employees of current status according to Employee Notification List in Appendix P3-2. Follow-up with other agencies. Appendix P#-3. 4. Establish ongoing "critical customer and agency" contacts using list in Appendix P3-3. Notify customers and others relying on agency functions of current status according to Critical Customer and Agency Notification List in Appendix P3-3. Maintain ongoing communication regarding restoring functional capabilities and timeframes. 5. Ensure that State and Agency PIO's are kept informed of ongoing status.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
		Estimated Time to Complete Task (all subtasks in task) :	0

DWR PHASE 4: CONTINUITY OF OPERATIONS PREPARATIONS

Should be completed within 4-12 hours of impact.

Purpose: This phase outlines the preparations the Division will take in preparing for the actual recovery efforts, but before the actual recovery process begins. These steps are taken after a plan implementation declaration has been made.

Subtask Name	*Description*	*Position Name*	*Est. Duration*
A: SELECT AND ACQUIRE HSO RECOVERY CONTROL LOCATIONS	For purposes of this plan, a Recovery Control Location will be identified as a position that is located safely and yet in close proximity to the damaged facility or area. The Recovery Control Location is where Division Management, Continuity of Operations Team members and other Plan implementation decision makers can come together and coordinate recovery activities. The Recovery Control Location may be in another office, building, or complex, but must have communication capabilities. 1. When moving to the Recovery Control Location, there should be a separate area in the Recovery Control Location where Division management can meet to discuss ongoing conditions and make decisions. 2. Request the pre-designated Recovery Control Location site from the State Facilities Coordinator in Joe Ligori's office at 801-538-3258. Management will contact the Department of Technology Services (DTS) for the use of a pre-designated Recovery Control Location site. A list of pre-designated sites can be found in Appendix P4-1. (There should be at least a primary and secondary location identified.) 3. Perform automatic Recovery Control Location setup procedures. Use Recovery Control Location Minimum Requirements form found in Appendix P4-3 and pass this information through Purchasing.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

B: ORGANIZE AND ACTIVATE CONTINUITY OF OPERATIONS TEAMS BY HSO FUNCTION	PURPOSE: The Continuity of Operations Teams will be assigned and responsible for developing and implementing procedures that would allow the Division to begin recovery efforts following an interruption of critical agency functions. See Appendix G-1, Continuity of Operations Team Members. 1. Each Continuity Team will designate a Team Leader and Alternate Team Leader and assign additional staff as needed to assist in their specific recovery responsibilities. 2. Refer to Continuity of Operations Team Members in Appendix G-1. Determine employee availability from employee notification and status list. Identify any employee with personal problems restricting heavy continuity work schedules. 3. If needed, access the overall division personnel plan with employee skill levels identified. See Employee Skills List found in Appendix P4-6. 4. Organize and assign additional staff as needed to assist in the Critical Function recovery process. 5. If service interruption spans multiple agencies, Continuity of Operations Team Leaders will periodically coordinate their assignments and responsibilities with other Division Continuity of Operations Team Leaders and provide ongoing status reports. 6. Within the Division, hold team meetings for Division management and other Continuity of Operations Team Members as needed. 7. An authorized individual will notify the off-site storage location and retrieve all necessary vital records according to pre-arranged list for critical functions. Arrange pickup and delivery details with the off-site storage location. This is arranged through DTS. 8. Identify transportation needs to support Continuity of Operations Team activities.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

C: PREPARE THE DIVISION FOR EMERGENCY RELOCATION	PURPOSE: The following steps will be taken to temporarily relocate the Division to a suitable Emergency Relocation Site and prepare for the restoration of critical agency functions. The first items below outline general responsibilities, the next items document steps in completion. The Continuity of Operations Team Leader will be responsible for facilitating and coordinating the relocation of essential agency functions to an Emergency Relocation Site. Agency Recovery Logs must be maintained and used to gather accurate data for ongoing reporting. 1. If the Division is relocated to and preempts another agency's permanent space or shares space with another agency, ensure resident agency functions presently occupying the site are relocated to other facilities. 2. Order, acquire, deliver and install all essential office supplies identified in Appendix P4-3, Emergency Relocation Site Minimum Requirements, to the Emergency Relocation Site where recovery activities take place. 3. Contact DTS to install all communications lines and workstations for critical work in the relocation site. The 24 hour phone Number is 801-538-3440. 4. Move into Emergency Relocation Site and install whiteboards, desks, etc. according to previously approved layout diagram. 5. Ensure voice and data communication channels are available to State Emergency Operation Center and coordinate with other agencies as necessary. Pass along Division recovery phone numbers by whatever communications are possible to other State agencies. Phone numbers will be the existing phone numbers at Camp Williams. 6. Test all circuits and workstations before starting production work. Use benchmarked functions with test data and strategy to verify correct operation. Repair or correct problems before going into live production status.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
		Estimated Time to Complete Task (all subtasks in task) :	0

❒ *DWR PHASE 5: CONTINUITY OF OPERATIONS ACTIVITIES*

Should be complete within 12 hours to 72 hours of the event.

PURPOSE: In this phase, the actual recovery activities are performed in order to resume critical and essential functions leading to a successful recovery and return too normal.

Subtask Name	*Description*	*Position Name*	*Est. Duration*
A: INFORMATION RESOURCE RECOVERY PROCEDURES	The Department of Technology Services will provide both data and the means of delivery of information to support decision-making during routine operations, during the planning, response and recovery phases of emergency operations, and during other unexpected interruptions. The primary functions of DTS is as follows: 1. Manage hardware and software resources. 2. Maintain inventories of all Division fixed assets. 3. Provide automation advisory and trouble-shooting services to employees. 4. Coordinate information systems with local and federal agencies. Restoration of information technology services is a prerequisite for continuity in the provision of critical functions. It assumes the information technology group has the resources to provide for agency processing of critical applications within predefined periods of "acceptable outage". NOTE: Existing plans for Computer System Recovery, Network Recovery, Security Systems Recovery, and Communications Recovery will be utilized. These recovery plans must commence in conjunction with Facilities and Critical Function Recovery Procedures detailed below.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

	A: INFORMATION RESOURCES CONTINUED	1. Establish accountability and safety guidelines for everyone involved in the Information Systems recovery process. 2. Ensure Uninterruptible Power Supply (UPS) for designated facility is functional. 3. Ensure that appropriate fire suppression equipment is present in the areas where automation equipment is present. 4. Take actions to protect life and minimize property damage. 5. Contact DTS to act in support of the recovery process. Identify and provide support as needed to ensure that actions/plans are completed within 48 hours. 6. Assist Continuity of Operations Teams in conducting an in depth investigation to determine the extent of the interruption (Appendix G-1). The Management Plan for restart, repair or relocation of DTS systems should consider the following: a. Compile a Continuity of Operations Recovery Log. (Appendix P2-1) b. Utilize the Continuity of Operations Recovery Log to coordinate activities of the Continuity of Operations Teams. c. Can Division critical functions continue from the current facility? d. Has access to the facility or area been restricted? e. Are back-up systems for the Division functioning? f. Will back-up systems sustain prolonged operations? g. Is the alternate facility available and ready for operations? h. If necessary, the Division will notify DTS to initiate repairs. i. If necessary, DTS will enlist the help of FEMA/Army subcontractors to assist in the recovery of databases and rebuild FEMIS administrative files. j. If the network connectivity has incurred damage, DTS enlist the services needed to re-establish as needed. 7. Level I, Level II or Level III Interruption will be determined based on assessment report of the Continuity of Operations Team. 8. Based on the level of interruption, management will establish a plan for restart, repair or relocation. 9. Determine a starting point for Information Systems recovery. 10. Assist Management in the development of action plans and work schedules that will ensure the continuation of critical agency functions. The action plans and work schedules for Continuity of Operations should be communicated to other State agencies. 11. Determine the availability of employees needed for the recovery process and ensure that family and employee personal needs are considered. Notify and mobilize staff members as needed to continue and support critical functions. 12. Notify all other employees to report to work at the Emergency Operations Center or Emergency Relocation Site when their services	0

	are needed, but not until then. (Too many people in the recovery area may cause confusion that will impede the processing of critical functions). 13. Once assignments have been completed at the State Emergency Operations Center or the Recovery Control Location, move to the Emergency Relocation Site and assist with the resumption of CRITICAL Agency functions. GO TO Critical Function Recovery Procedures. 14. Regular status reports should be provided to other State agencies through the State Emergency Operations Center. 15. Other items the agency deems necessary. 16. The Voice Circuit List support can be found at #1-800-678-3440/801-538-3440 or email: telecommorderbox@utah.gov or http://its.utah.gov/services 17. The Data Circuit List support can be found at #801-538-3440.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	

B: FACILITIES RECOVERY PROCEDURES	This section deals with the restoration of Division building facilities required for the performance of Priority I (Critical) and Priority II (Essential) functions within pre-defined periods of "acceptable outage". Priority I (Critical) Facilities: For purposes of this Plan, a Priority I (Critical) Facility will be identified as any facility, building, or complex utilized by a state agency in the immediate provision of critical agency functions or services. The State Office Building, with those areas associated with the mission critical functions provided by the Division, has been designated as a Priority I (Critical) Facility. There are no other facilities utilized by the Division that are considered to be a Priority I (Critical) Facility. Priority II (Essential) Facilities: For purposes of this Plan, a Priority II (Essential) Facility will be identified as any facility, building, or complex utilized by a state agency that is Essential, but is not critical to the immediate provision of agency functions or services. The Center for Domestic Preparedness, which houses a complete back-up Emergency Operations Center and equipment to continue with Division critical mission functions, has been designated as a Priority II (Essential) Facility. The Cache County Sheriff's Office at 50 West 200 North, Logan, Utah, which houses a small area that could be used as a back-up Emergency Operations Center, is also considered a priority II facility. The following recovery procedures may be considered when a Priority I (Critical or Priority II (Essential) Facility has been affected by an emergency interruption:	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

B: FACILITIES RECOVERY PROCEDURES CONTINUED	1. Division Management and Continuity of Operations Teams develop action plans and work schedules for facilities recovery and communicates this information to other State agencies through the State Emergency Operations Center. 2. Notify and mobilize essential employees to start and support facilities recovery. Ensure employee needs are considered and that they are available for the recovery process. 3. Within one to two hours, Management will identify a Facility Recovery Control Location that is in a safe location and yet in close proximity to the damaged facility or area. a. Facility Recovery Control Location may be in another office, building, or complex. b. Facility Recovery Control Location must have communication capabilities. 4. Continuity of Operations Teams will be assigned as needed. 5. Determine a starting point for recovery. 6. Compile a Continuity of Operations Recovery Log. 7. Utilize the Continuity of Operations Recovery Log to coordinate activities of the Continuity of Operations Teams. 8. Initiate procedures to protect life and minimize property damage. 9. Establish accountability and safety guidelines for everyone involved in the facilities recovery process. 10. Determine the need for additional professional help or assistance. 11. Determine need for additional equipment or supplies. 12. The Continuity of Operations Team will complete in depth assessment of damaged facilities and equipment. 13. Level I, Level II, or Level III Interruption will be determined based on assessment report of the Continuity of Operations Team. 14. Based on the level of interruption, management will establish a plan for restart, repair, or relocation. 15. The Management Plan for restart, repair or relocation of a facility should consider the following: a. Can critical Division functions be continued from the current facility? b. Has access to the facility or area been	0

	restricted? c. Are back-up systems for the facility functioning? (generators, communication equipment, heating systems, cooling systems, plumbing systems, etc.) d. Will the back-up systems sustain prolonged operations? e. Can employee comfort and work needs be met in the current facility? f. Is Risk Management involvement required? g. Are Department of Facilities Construction and Maintenance procedures for purchasing and repair being followed? h. Is an alternate facility available and ready for operations? i. Have arrangements for transportation of personnel and equipment to the alternate facility been made? j. Will security for the current facility or the alternate facility be necessary? 16. Notify all other employees to report to work at the alternate location when their services are needed, but not until then. (Too many people in the alternate location may cause confusion that can impede the recovery process). 17. Other continuity activities as agency deems necessary, including security and access control issues, safety and inhabitability concerns, and repairing or rebuilding. 18. Regular status reports should be made to senior governmental officials as determined by the agency.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team

C: CRITICAL FUNCTION RECOVERY PROCEDURES	For purposes of this Plan, Division functions will be classified as Priority I (Critical), Priority II Essential), and Priority III (Non-Essential). Priority I, or Critical Functions are those functions that are essential to the immediate support of the Division's primary mission. Priority II or Essential Functions, are those Division functions that are not essential to the immediate support of the Division's primary mission. Priority III or Non-Essential Functions will not be addressed in this Plan. Priority I (Critical) Functions for the Division are identified as follows: A. EOC B. Division Administrative, Finance, Mitigation, Grants Priority II (Essential) Functions for the Division are identified as follows: A. Community Assistance Program B. Disaster Preparedness Improvement (DPI) Program C. Earthquake Preparedness Information Center (EPICENTER) D. Flood Mitigation Assistance Program (FMA) E. Utah Hazardous Materials Institute (HMI) F. Search and Rescue G. State Hazard Mitigation Program (SHMP) H. State and Local Assistance (SLA) I. Training and Exercise Program (T&E) The following steps should be considered in the Critical Function Recovery Process: Note: Initial workloads will be substantially heavier than normal until all backlogged work is completed. Resources and personnel will be under severe stress and additional problems should be expected due to processing out of normal sequence.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

C: CRITICAL FUNCTION RECOVERY PROCEDURES - OPERATIONS	1. Assist Management in identification of a Recovery Control Location that is in a safe location. 2. Within one to four hours, provide necessary support to the Continuity of Operations Team as needed. 3. With the assistance of management, determine a starting point for recovery. 4. Compile a Continuity of Operations Recovery Log. 5. Utilize the Continuity of Operations Recovery Log to coordinate activities of the Continuity of Operations Team. 6. Initiate procedures to protect life and minimize property damage. 7. Establish accountability and safety guidelines for everyone involved in the recovery process. 8. Determine the need for additional professional help or assistance. 9. Determine the need for additional recovery equipment or supplies. 10. Provide Continuity of Operations Team assistance with the in depth assessment of damage in order to determine effects on operational capabilities. 11. After completion of in depth assessment, determine what level of interruption can be expected. 12. Based on the level of interruption, establish a plan for restart, repair, or relocation. 13. Initiate an emergency call-down of staff members and members of the State Emergency Response Team and make assignments as needed. 14. Assist with the dissemination of public information through the PIO. 15. Coordinate recovery procedures with Information Resource Management personnel to insure data and information technology needs are met. 16. Ensure notification to Director, Commissioner and NHTSA R8 of current Operations status and initiate Situation Report procedures. 17. The Management Plan for restart, repair, or relocation of Operations should consider the following: a. Can critical operations functions be continued from the current location? b. Can employee comfort and work needs be	0

	met in the current location? c. Have arrangements for transportation of personnel and equipment to the alternate location been made? h. Will Security for the current or alternate location be necessary?	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	

C: CRITICAL FUNCTION RECOVERY PROCEDURES - ADMINISTRATIVE SERVICES	1. Assist Management with administrative functions in designated Recovery Control Locations. 2. As needed, assist the Continuity of Operations Teams 3. As needed, assist with the Continuity of Operations Recovery Logs. 4. Initiate procedures to protect life and minimize property damage. 5. Establish accountability and safety guidelines for individuals involved in the recovery process. 6. Determine the need for additional professional help or assistance. 7. Determine need for additional equipment or supplies. 8. Assist the Continuity of Operations Teams with a complete in depth assessment of the effects of the interruption on Administrative Services. 9. Continue to provide administrative support in a Level I, Level II or Level III interruption. 10. Assist Division Management in the establishment of a plan for restart, repair, or relocation. 11. Coordinate requests of additional support or assistance from other divisions or agencies through Operations to Division Management. 12. The administration may consider the following when a Management Plan for restart, repair or relocation is being considered: a. Can critical administrative functions be continued from the current facility? b. Has access to the facility or area been restricted? c. Are back–up systems for administrative services functioning? (generators, computers, data processing equipment, communication equipment, office equipment etc. d. Will back-up systems sustain prolonged operations? e. Can employee comfort and work needs be met in the current facility? f. Is an alternate facility available and ready for occupancy? g. Have arrangements for transportation of personnel and equipment to the alternate facility been made? h. As soon as the alternate facility is up and operational, assist in arrangements for restoration of the original facility.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0

C: CRITICAL FUNCTION RECOVERY PROCEDURES	CRITICAL FUNCTION RECOVERY PROCEDURES	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
C: CRITICAL FUNCTION RECOVERY PROCEDURES	N/A	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
C: CRITICAL FUNCTION RECOVERY PROCEDURES	N/A	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
		Estimated Time to Complete Task (all subtasks in task) :	0

❒ *DWR PHASE 6: PUBLIC INFORMATION*

Should be continuous throughout the process as deemed necessary by Continuity of Operations Team Leader.

PURPOSE: This phase addresses information dissemination to the media, other agencies and the public during the recovery process. Additional information and guidelines can be found in the Appendix as indicated.

Subtask Name	*Description*	*Position Name*	*Est. Duration*
Addresses information dissemination to the media, other agencies and the public	1. Prior to any service interruption, gather Appendix P6-1, Emergency Employee Information, for each employee. Maintain copies in the Plan to use for notification purposes and medical treatment if necessary. 2. Prior to any service interruption, Appendix P6-2, Key Media Contacts, should be established and documented. 3. Prior to any service interruption, create and maintain an Emergency Telephone List, including all numbers necessary for the agency (Appendix P6-3). The listing on Appendix P6-3 is meant as a guide and is not necessarily all-inclusive. 4. During the course of the service interruption, Appendix P6-6, Media Inquiry Log, should be kept up to date by Agency Continuity of Operations Team Member with that assignment. 5. Appendix P6-4, Model Press Releases, contains sample news releases to be used as appropriate. Agency PIO should communicate agency status and information to media and others on an ongoing basis through news release or other means as described in Appendix P6-5, Public Information Resource Material. 6. Follow public information policies as provided in the State EOP if the service interruption is large scale or widespread in nature. 7. Other Continuity Activities as agency deems necessary regarding Public Information.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
		Estimated Time to Complete Task (all subtasks in task) :	0

❒ *DWR PHASE 7: FINAL REPORT ACTIVITY*

PURPOSE: After the Office emergency situation is completed and return to normal conditions exist; the Director must develop a comprehensive final or "Situation Report" for the Chief of Staff of the Office of the Governor.

Subtask Name	*Description*	*Position Name*	*Est. Duration*
Develop a comprehensive final or "Situation Report" for the Office of the Governor.	1. After the emergency conditions are satisfactorily managed and conditions return to normal, the service interruption declaration should be rescinded with all state agencies. 2. The Director prepares a final complete report of service interruption, recovery events and overall effects. a. Document the cause of the service interruption and the final effects on Office operations. b. Collect final recovery logs from all employees. Use information about major events in recovery from recovery logs, etc. in preparing the final report. c. Document effects to daily operations. d. Identify preventive measures initiated against future interruptions (if any are needed). e. Identify and document costs. f. Develop report for use by the Governor, Lieutenant Governor and or designee of the Office of the Governor for outside use if directed. 3. Sign, copy and deliver final report to the Governor.	Team Member, COOP Support Team Team Lead, COOP Support Team Team Coordinator, COOP Support Team	0
		Estimated Time to Complete Task (all subtasks in task) :	0

Report Description:
This report lists the numbers and email addresses for each person assigned to this plan organized by person name.

Employees:

GERTRUDYS ADKINS	*Title*	ENGINEER II
	Work Phone	8015387384
	Work Email	GERTRUDYSADKINS@utah.gov
	Home Phone	8015462351
BEN ANDERSON	*Title*	ENGINEER III
	Work Phone	8015387469
	Work Email	benanderson@utah.gov
	Home Phone	8015467445
PATSY BAGGS	*Title*	ACCOUNTING TECHNICIAN III
	Work Phone	8015387424
	Work Email	patsybaggs@utah.gov
	Home Phone	8014979246
MARIANNE BURBIDGE	*Title*	ADMINISTRATIVE ASSISTANT
	Work Phone	8015387370
	Work Email	marianneburbidge@utah.gov
	Home Phone	8018675485
CATHERINE CASELMAN	*Title*	OFFICE SPECIALIST I
	Work Email	ccaselman@utah.gov
	Cell Phone	801-664-1765
	Home Email	catherinecaselman@comcast.net
BOYD CLAYTON	*Title*	DEPUTY DIRECTOR, WATER RIGHTS
	Work Phone	8015387390
	Work Email	BOYDCLAYTON@utah.gov
	Home Phone	8014515514
LEE ESCHLER	*Title*	ENGINEERING TECHNICIAN IV
	Work Phone	8015387408
	Work Email	LEEESCHLER@utah.gov
	Home Phone	8012981173
SUSAN GLENN	*Title*	ENGINEERING TECHNICIAN III
	Work Phone	8015387402
	Work Email	sueglenn@utah.gov
	Home Phone	8014848208
JAMES GODDARD	*Title*	ENVIRONMENTAL SCIENTIST III
	Work Phone	8015387314
	Work Email	JIMGODDARD@utah.gov
	Home Phone	8014970474
TIFFANY GONZALES	*Title*	EXECUTIVE SECRETARY
	Work Phone	8015387414
	Work Email	tiffanygonzales@utah.gov
	Home Phone	8018491588

Employees:		
JAMES GREER	*Title*	ENGINEERING MANAGER II
	Work Phone	8015387481
	Work Email	JAMESGREER@utah.gov
	Home Phone	801-451-2552
MICHAEL HANDY	*Title*	ENGINEERING TECHNICIAN IV
	Work Phone	8015387463
	Work Email	mikehandy@utah.gov
	Home Phone	8015432592
KELLY HORNE	*Title*	EXECUTIVE SECRETARY
	Work Phone	8015387415
	Work Email	KELLYHORNE@utah.gov
	Home Phone	8018250680
NORMA JANKO	*Title*	ENGINEERING TECHNICIAN III
	Work Phone	8015387409
	Work Email	normajanko@utah.gov
	Cell Phone	801-209-1233
	Home Phone	8019646094
KENT JONES	*Title*	DIRECTOR, WATER RIGHTS/STATE E
	Work Phone	8015387371
	Work Email	KENTLJONES@utah.gov
	Home Phone	8015619901
GAYLE KARR	*Title*	OFFICE SPECIALIST I
	Work Email	gkarr@utah.gov
	Cell Phone	801-205-2444
	Home Phone	801-205-2444
	Home Email	rpita8393@yahoo.com
JOHN MANN	*Title*	ENGINEERING MANAGER II
	Work Phone	8015387405
	Work Email	johnmann@utah.gov
	Home Phone	8012559517
DAVID MARBLE	*Title*	ENGINEERING MANAGER II
	Work Phone	8015387376
	Work Email	davemarble@utah.gov
	Home Phone	8012548760
SONIA NAVA	*Title*	EXECUTIVE SECRETARY
	Work Phone	8018010
	Work Email	SONIANAVA@utah.gov
	Home Phone	8016828883
DAREN RASMUSSEN	*Title*	ENVIRONMENTAL SCIENTIST III
	Work Phone	8015387377
	Work Email	darenrasmussen@utah.gov
	Home Phone	8012889573
WILLIAM SCHLOTTHAUER	*Title*	ENGINEERING MANAGER I
	Work Phone	8015387455
	Work Email	BILLSCHLOTTHAUER@utah.gov
	Home Phone	8012242492

Employees:		
JOHN SOLUM	*Title*	PROGRAM SPECIALIST - WATER RIG
	Work Phone	8015387407
	Work Email	johnsolum@utah.gov
	Home Phone	8016288112

There are no Vendor Reps assigned to this plan

Report Description:
This is the notification hierarchy or call tree that will be executed once the plan is activated, showing calling responsibilities and contact information.

Staff Call Down List Template

Continuity of Operations Plan Template Staff Call Down List

KENT JONES (Emp) *calls 1 person*

Home Phone	8015619901
Work Phone	8015387371
Work Email	KENTLJONES@utah.gov

BOYD CLAYTON (Emp) *calls 1 person*

Home Phone	8014515514
Work Phone	8015387390
Work Email	BOYDCLAYTON@utah.gov

DAVID MARBLE (Emp) *calls 1 person*

Home Phone	8012548760
Work Phone	8015387376
Work Email	davemarble@utah.gov

JOHN MANN (Emp) *makes no calls*

Home Phone	8012559517
Work Phone	8015387405
Work Email	johnmann@utah.gov

COOP Employee Skill Sets
Division of Water Rights COOP 3-27-13

Report Description:
This report lists Employees in Plans that have associated People Attributes (e.g., language skills, job skills, etc.)

Employee Name	*Title*	*Work Email*	*Work Phone*	*Attribute Type*
GODDARD, JAMES	ENVIRONMENTAL SCIENTIST III	JIMGODDARD@utah.gov	8015387314	CERT Certified
RASMUSSEN, DAREN	ENVIRONMENTAL SCIENTIST III	darenrasmussen@utah.gc	8015387377	CERT Certified

Report Description:
This report lists organizational details for each Customer Org within the selected plan(s), and provides contact information for each representative.

Division of Emergency Management (CST0000346)

Address 1	State Office Building
Address 2	Rm 1110
City	Salt Lake City
State/Province	Utah
ZIP/Postal Code	84114
Country	USA
Phone	(801)538-3400
Web Site	http://publicsafety.utah.gov/emergencymanage
Organization Group	Government
Organization Type	Internal

Core Component/Plan Specific Information

General Plan Segment

US Forest Service (CST0000299)

Address 1	324 25th Street
City	Ogden
State/Province	UT
ZIP/Postal Code	84401-2310
Country	USA
Phone	(801)625-5603

Core Component/Plan Specific Information

General Plan Segment

USDA-Natural Resources Conservation Services (CST0000295)

Address 1	125 South State Street, Room 4402
City	Salt Lake City
State/Province	UT
ZIP/Postal Code	84138-1100
Country	USA
Phone	(801)524-4550
Fax Number	(801)524-4403

Core Component/Plan Specific Information

General Plan Segment

Report Description:
This report lists the contact information for each Customer Representative within a Customer Organization in a plan.

County

Core Component/Plan Specific Information

Report Description:
This report lists all the characteristics of every Location record within the selected plan(s), organized by its geography.

State/Province: UT
City: CEDAR CITY

Site Name: SW UTAH HEALTH-CEDAR CITY

Location ID	05779
Address 1	88 E FIDDLERS CANYON RD
Square Footage	2567

Core Component/Plan Specific Information

General Plan Segment

Site Name: WATER RIGHTS OFFICE

Location ID	06077
Address 1	585 NORTH MAIN
Square Footage	5520

Core Component/Plan Specific Information

General Plan Segment

City: LOGAN

Site Name: NATURAL RESOURCES - LOGAN

Location ID	02623
Address 1	1780 NO RESEARCH PARKWAY
Square Footage	9374

Core Component/Plan Specific Information

General Plan Segment

City: Price

Site Name: UGDOGM Price Field Office of DNR

Location ID	LOC0000051
Address 1	319 N Carbonville Rd
Main Phone Number	435.613.3737
Normal Function	Office Area

Core Component/Plan Specific Information

General Plan Segment

City: RICHFIELD

Site Name: NATURAL RESOURCES - RICHFIELD

Location ID	03264
Address 1	130 NORTH MAIN
Square Footage	3000

Core Component/Plan Specific Information

General Plan Segment

City: VERNAL

Site Name: STORAGE BUILDING

Location ID	01910
Address 1	318 NORTH VERNAL AVE.
Square Footage	280

Core Component/Plan Specific Information

General Plan Segment

Report Description:
This report lists Vendor organization details and associated representatives names within the selected plan(s), organized by vendor name.

CANON BUSINESS SOLUTIONS, 00256H

Address 1	332 W BUGATTI AVE
City	SALT LAKE CITY
State/Province	UT
ZIP/Postal Code	84115-2522
Main Phone	801-412-2678
B2B Relationship	No

Core Component/Plan Specific Information

General Recovery Target

HEWLETT PACKARD CO, 11552GT

Address 1	10810 FARNAM DR
Address 2	ATTN: GEM ORDER ENTRY
City	OMAHA
State/Province	NE
ZIP/Postal Code	68154-3237
Main Phone	000-000-0000
B2B Relationship	No

Core Component/Plan Specific Information

General Recovery Target

MIDWEST OFFICE INC, 01434J

Address 1	987 S WEST TEMPLE
City	SALT LAKE CITY
State/Province	UT
ZIP/Postal Code	84101
Main Phone	801-359-7681
B2B Relationship	No

Core Component/Plan Specific Information

General Recovery Target

OFFICE DEPOT BSD INC, VC0000102613

Address 1	PO BOX 33074
City	HARTFORD
State/Province	CT
ZIP/Postal Code	06150-3074
Main Phone	800-937-3559
B2B Relationship	No

Core Component/Plan Specific Information

General Recovery Target

VERIZON WIRELESS, VC0000100729

Address 1	PO BOX 5749
City	CAROL STREAM
State/Province	IL
ZIP/Postal Code	60197-5749
B2B Relationship	No

Core Component/Plan Specific Information

General Recovery Target

Report Description:
This report list all the characteristics of each Vital Record within the selected plan(s), organized by vital record name.

State of Utah Emergency Managers (City) (VRC0000066)

Number of Core Components that use this vital record: 1.00

Dictionary Information

Description	list of all City Emergency Managers in the State of Utah to include contact information
Vital Record Type	Databases
Record Title	City Emergency Managers
Form Or Identifier	City Emergency Managers
Media Type	Electronic (Image/File)
Org. Owner	DPS Division of Emergency Management (DEM)
Backup Location	DTS
Record Origin	DPS DEM
Archived	☐
Backed Up	☐
Normal Location	DPS DEM

Plan Specific Information

General Plan Segment

State of Utah Emergency Managers (County) (VRC0000068)

Number of Core Components that use this vital record: 1.00

Dictionary Information

Description	A list of all County Emergency Managers in the State of Utah to include contact information
Vital Record Type	Databases
Record Title	County Emergency Managers
Media Type	Electronic (Image/File)
Org. Owner	DPS Division of Emergency Management (DEM)
Backup Location	DTS
Record Origin	DPS DEM State Office Building (SOB)
Archived	☐
Backed Up	☐
Normal Location	DPS DEM SOB

Plan Specific Information

General Plan Segment

Report Description:
This report lists all the characteristics of each software product in the selected plan(s), organized by product name.

Google Gmail (SFT0000043)

Number of Core Components that use this software: 1.00

Dictionary Information

Software Name	Google Gmail
Software ID	SFT0000043
Description	E-mail and other communication/organization functions
Additional Detail	Used by every staff person in the Utah Conservation Commission as this system has been designated as the State e-mail system. Critical for communications, documentation, and all other recording purposes.

Core Component/Plan Specific Information

General Plan Segment

Internet Explorer (SFT0000045)

Number of Core Components that use this software: 1.00

Dictionary Information

Software Name	Internet Explorer
Software ID	SFT0000045
Description	Internet Browser
Additional Detail	Internet Explorer is needed by staff to complete their work and must be a version compatible with all systems and programs running in the office. As we move away from paper documents, the web-based systems routinely take more and more of this activity. All employees are depend upon this system to maintain communications, training, and office coordination of services.

Core Component/Plan Specific Information

General Plan Segment

MS-Office Suite (SFT0000005)

Number of Core Components that use this software: 1.00

Dictionary Information

Software Name	MS-Office Suite
Software ID	SFT0000005
Description	includes PPT, Word, Excel, Publisher, InfoPath, Access
Software Category	PC Basics
Additional Detail	Microsoft office is needed by all Utility Technical Analysts, Utility Analysts, and Customer Support Representatives to create reports and basically to do all of their work

Core Component/Plan Specific Information

General Plan Segment

Network Drive (SFT0000008)

Number of Core Components that use this software: 1.00

Dictionary Information

Software Name	Network Drive
Software ID	SFT0000008
Description	Computer operating system within UDAF
Additional Detail	The Network drive for all computers is located on DTS servers in the State Office Building. Backups are maintained in Richfield, UT at a DTS data center

Core Component/Plan Specific Information

General Plan Segment

Network Drive (SFT0000071)

Number of Core Components that use this software: 1.00

Dictionary Information

Software Name	Network Drive
Software ID	SFT0000071
Description	DEM
Additional Detail	The Network drive for all DEM computers is backed up by DTS at servers in the State Office Building. Backups are maintained in Richfield, UT at a DTS data center

Core Component/Plan Specific Information

General Plan Segment

Novell Client (SFT0000011)

Number of Core Components that use this software: 1.00

Dictionary Information

Software Name	Novell Client
Software ID	SFT0000011
Additional Detail	Novel client is backed up by DTS.

Core Component/Plan Specific Information

General Plan Segment

Novell (SFT0000053)

Number of Core Components that use this software: 1.00

Dictionary Information

Software Name	Novell
Software ID	SFT0000053

Core Component/Plan Specific Information

General Plan Segment

6/19/2013

Report Description:
This log should be used to track employees and visitors during an evacuation.

Category: None Specified

Last Name	First Name	Title	Department Name	Work Address	Work Shift	Work Phone	Work Email
ADKINS	GERTRUDYS	ENGINEER II	Dept of Natural Resources				GERTRUDYSADKINS@utah.gov
ANDERSON	BEN	ENGINEER III	Dept of Natural Resources				benanderson@utah.gov
BAGGS	PATSY	ACCOUNTING TECHNICIAN III	Dept of Natural Resources				patsybaggs@utah.gov
BURBIDGE	MARIANNE	ADMINISTRATIVE ASSISTANT	Dept of Natural Resources				marianneburbidge@utah.gov
CASELMAN	CATHERINE	OFFICE SPECIALIST I	Dept of Natural Resources				ccaselman@utah.gov
CLAYTON	BOYD	DEPUTY DIRECTOR, WATER RIGHTS	Dept of Natural Resources				BOYDCLAYTON@utah.gov
ESCHLER	LEE	ENGINEERING TECHNICIAN IV	Dept of Natural Resources				LEEESCHLER@utah.gov
GLENN	SUSAN	ENGINEERING TECHNICIAN III	Dept of Natural Resources				sueglenn@utah.gov
GODDARD	JAMES	ENVIRONMENTAL SCIENTIST III	Dept of Natural Resources				JIMGODDARD@utah.gov
GONZALES	TIFFANY	EXECUTIVE SECRETARY	Dept of Natural Resources				tiffanygonzales@utah.gov
GREER	JAMES	ENGINEERING MANAGER II	Dept of Natural Resources				JAMESGREER@utah.gov
HANDY	MICHAEL	ENGINEERING TECHNICIAN IV	Dept of Natural Resources				mikehandy@utah.gov
HORNE	KELLY	EXECUTIVE SECRETARY	Dept of Natural Resources				KELLYHORNE@utah.gov
JANKO	NORMA	ENGINEERING TECHNICIAN III	Dept of Natural Resources				normajanko@utah.gov
JONES	KENT	DIRECTOR, WATER RIGHTS/STATE ENGINEER	Dept of Natural Resources				KENTLJONES@utah.gov
KARR	GAYLE	OFFICE SPECIALIST I	Dept of Natural Resources				gkarr@utah.gov
MANN	JOHN	ENGINEERING MANAGER II	Dept of Natural Resources				johnmann@utah.gov

6/19/2013

MARBLE	DAVID	ENGINEERING MANAGER II	Dept of Natural Resources	davemarble@utah.gov
NAVA	SONIA	EXECUTIVE SECRETARY	Dept of Natural Resources	SONIANAVA@utah.gov
RASMUSSEN	DAREN	ENVIRONMENTAL SCIENTIST III	Dept of Natural Resources	darenrasmussen@utah.gov
SCHLOTTHAUER	WILLIAM	ENGINEERING MANAGER I	Dept of Natural Resources	BILLSCHLOTTHAUER@utah.gov
SOLUM	JOHN	PROGRAM SPECIALIST - WATER RIGHTS	Dept of Natural Resources	johnsolum@utah.gov

APPENDIX P3-1
EMERGENCY POLICIES

This form is to be used as S.O.G.s are developed

POLICY	AUTHORIZED BY	DESCRIPTION
See Utah State Code http://le.utah.gov/~code/code.htm	Governor of Utah	

APPENDIX P4-2

FACILITY ANALYSIS

(PROVIDE INFORMATION TO DEPARTMENT OF FACILITIES MANAGEMENT)

(Use in Conjunction with Recovery Control Location Decisions)

Name/Type	***Function***	***Recovery Priority***

Address

Phone	***Fax***	***Size***	***Staffing***

Assistance Requested from Department of Facilities Management

Security Requirements/System

Power Requirements	***Communication Requirements***	***Telephone Requirements***

Other Requirements & Comments

Value As An Alternate Facility

Shutdown Procedures

Evacuation Instructions

APPENDIX P2-3
GENERAL SITUATION ASSESSMENT

Situation (Power Failure, Fire, Flood, Earthquake)	***Severity (High, Medium, Low)***	***Outage Duration Expectation*** **Hours____ Days____**	***Date/Time of Occurrence***
Geographical Scope of Situation (Building, Street, Neighborhood, City, Region, State)			
Human Impacts (Include medical, relocation, property destruction, evacuation possibilities, etc. for staff, families, members, surrounding community)			
Damage Assessment (Building Integrity, Furniture, Utilities, Other—Include if useable or not)			
Impact on System-Wide Computer System			
Impact on System-Wide Communications			
Key Agency Functions Impacted by this Situation			
Other Important Information			

APPENDIX P2-4
AREA/FUNCTION SPECIFIC SITUATION ASSESSMENT

Situation (Power Failure, Fire, Flood, Earthquake)	***Severity (High, Medium, Low)***	***Outage Duration Expectation*** **Hours____ Days____**	***Date/Time of Occurrence***
Geographical Scope of Situation (Building, Street, Neighborhood, City, Region, State)			
Human Impacts (Include medical, relocation, property destruction, evacuation possibilities, etc. for staff, families, members, surrounding community of this Site)			
Impact to Site (Physical Damage, inhabitability)			
Impact on Site's/Function's Computer System			
Impact on Site's/Function's Communications			
Functions Impacted by this Situation at this Site			
Other Important Information			

GLOSSARY

ACCEPTABLE DATA LOSS: The amount of data or information that a disaster or disruption of normal business unit or state agency functions can experience without causing unacceptable losses. Sometimes known as recovery point objective.
ACCEPTABLE OUTAGE: The period of time that a disaster or disruption may affect a business unit or state agency without causing the unit or agency unacceptable losses. Sometimes known as recovery time objective.
AGENCY: As used in this template, it is a functioning individual department or division of state government.
ARCHIVAL BACKUP: A data backup that will be stored for a long time.
AUTOMATIC REROUTING: A method of terminating wide area and local telecommunications traffic at alternate facilities in the event of a disaster. Automatic suggests that the rerouting of traffic may be accomplished rapidly by preplanning the alternate traffic patterns with a carrier service vendor.
BACK UP: To make copies of important files in case the originals are damaged. Data can be backed up on secondary hard drives, floppy disks, optical media, tape, etc.
BACK-UP SERVER: Software or hardware, which copies files so that there are always two current copies of each file. Also known as a shadow server.
BUSINESS CONTINUITY PLANNING (BCP): A re-casting of traditional Disaster Recovery Planning that focuses on business process (rather than IT infrastructure) as the central objective of recovery planning.
BUSINESS IMPACT ANALYSIS (BIA): The process of identifying sources of disruption of disaster to a business or state agency function. See also Impact Analysis. Once completed, a Risk Management Process usually follows the BIA.
BUSINESS PROCESS: A routine or standard process or procedure for accomplishing a business-related task.
BUSINESS RECOVERY SERVICES: Vendor provided services intended to aid businesses in recovering critical business processes following an unplanned interruption. IBM and HP both provide a BRS offering.
C.E.R.T.: Community Emergency Response Team. (Differs from Computer Emergency Response Team) An excellent program sponsored by the Salt Lake Fire Dept. and other local Fire Departments. The program trains civilians to act as response teams in the key or critical roles or functions following a catastrophic disaster to a community or large building. It is recommended for all people with responsibilities for assisting family members and others in industry.
COLD SITE: Cold site is a synonym for a shell site. It is a facility that is prepared to receive computer hardware and that may be used on an ongoing basis for emergency system operations if a primary computer facility is destroyed or rendered uninhabitable.
DATA COMMUNICATION: The transfer of data from one computer to another.
DATA ENTRY: The process of entering data into a computer.
DATA RECOVERY: Salvaging data stored on damaged media, such as magnetic disks and tapes. There are a number of software products that can help recover data damaged by a disk crash or virus. In addition, there are companies that specialize in data recovery.

Of course, not all data is recoverable, but data recovery specialists can often restore a surprisingly high percentage of the data on damaged media.

DATA WAREHOUSE: A large centralized database designed to hold and manage a company's information over a long period of time. Data warehouses are often used to mine key data for reference, for example, to detect trends, spot new market opportunities, and monitor business results.

DATABASE: 1. A large collection of data organized for rapid search and retrieval. 2. A program that manages data, and can be used to store, retrieve, and sort information.

DEDICATED LINE: A telecommunications line that lets your computer have a direct, permanent connection to the Internet or some other network. Different from a dial-up connection, which is only opened for temporary use. A dedicated line is assigned to only one purpose, and is always connected to the same equipment.

DIALUP CONNECTION: A temporary network connection usually established through Dual Tone Modulation Frequency (DTMF) "tough tone" telephone signaling.

DISASTER RECOVERY PLANNING: Advanced planning intended to provide an organization with capabilities for preventing avoidable disasters and for mitigating the impact of disaster potentials that cannot be avoided.

DISASTER: An unplanned interruption of mission-critical business processes for an unacceptable period of time.

DOWNTIME: The time during which a computer is nonfunctional because of problems with hardware or system software, etc.

EMERGENCY OPERATIONS CENTER (EOC): A location from which the Division of Emergency Management controls the execution of a disaster recovery plan.

FAILURE: The malfunction of a system or component; the inability of a system or component to perform its intended function. A failure may be caused by a fault.

HOT SITE: A commercial systems backup facility. A vendor-provided facility equipped with computer host hardware, telecommunications hardware and personnel to aid subscribing companies in restoring critical business application processing following an unplanned interruption of normal IT operations.

INTERNET: A global network connecting millions of computers. As of 1998, the Internet has more than 100 million users worldwide, and that number is growing rapidly. More than 100 countries are linked into exchanges of data, news, and opinions. Unlike online services, which are centrally controlled, the Internet is decentralized by design. Each Internet computer, called a host, is independent. Its operators can choose which Internet services to use and which local services to make available to the global Internet community. Remarkably, this anarchy by design works exceedingly well. There are a variety of ways to access the Internet, including the use of a commercial Internet Service Provider (ISP).

LAN: An abbreviation of Local Area Network. A method of connecting communications devices using privately owned wire or fiber interconnecting numerous devices and a control program.

LOCAL AREA NETWORK (LAN): A communications system that links computers into a network, usually via a wiring-based cabling scheme. LANs connect PCs workstations and servers together to allow users to communicate and share resources like hard disk storage and printers. Devices linked by a LAN may be on the same floor or

within a building or campus. It is user-owned and does not run over leased lines, though a LAN may have gateways to the PSTN or other, private, networks.

MISSION: The focus or purpose of the business unit or agency's primary functions.

MISSION CRITICAL DATA: Data or information considered to be so important that its loss would cause grave difficulty to all or part of a business. For example; customer account information at a bank, or patient information at a hospital.

MISSION CRITICAL: Any computer process that cannot fail during normal business hours; some computer processes (e.g. telephone systems) must run all day long and require 100 percent uptime.

MODEM: A peripheral device that connects computers to each other for sending communications via the telephone lines. The modem modulates the digital data of computers into analog signals to send over the telephone lines, then demodulates back into digital signals to be read by the computer on the other end; thus the name "modem" for modulator/demodulator. Modems are used for sending and receiving electronic mail, connecting to bulletin board systems, and surfing the Internet.

OUTAGE: The period of time a particular function or service is not available

PASSWORD: A character string, often a word that must be entered by the user and validated by the system or network before the system or network may be accessed.

PROBABILITY: In Risk Management, an assessment of the possibility or likelihood that a disaster or other disruptive event will occur.

PROTOCOLS: Typically, software-controlled rules that govern transmission between communicating devices.

REDUNDANCY: (Of a network) There are no perfect methods of transmitting signals – each one has inherent error rates, and all physical media is subject to damage. To safeguard against line and equipment failure during a transmission, a second, redundant line or unit can be active in the background to take over at any time. Network administrators always have a redundant (backup) module for multiplexers and other critical equipment.

REMOTE ACCESS: The ability to log onto a network from a distant location. Generally, this implies a computer, a modem, and some remote access software to connect to the network. Whereas remote control refers to taking control of another computer, remote access means that the remote computer actually becomes a full-fledged host on the network. The remote access software dials in directly to the network server. The only difference between a remote host and workstations connected directly to the network is slower data transfer speeds.

REMOTE MIRRORING: Mirroring disks writes to a duplicate disk array located at an off-site facility using a WAN or Internet link.

RISK: The probability that a disaster or disruption to normal process will occur. "Actual or True": risk may differ significantly from "Perceived" risk.

RISK MANAGEMENT: The process of identifying sources various risks and managing them to acceptable levels. Effective risk management programs Include identifying sources of risk, the probability of their occurrence and the materiality or cost of impact if the identified risk occurs. This risk assessment is followed by implementing effective controls and programs to eliminate the identified risks or reduce them to acceptable levels.

ROUTER: A device that connects any number of LANs. Routers use headers and a forwarding table to determine where packets go, and they use Internet Control Message Protocol (CMP) to communicate with each other and configure the best route between any two hosts. Very little filtering of data is done through routers.
Security and integrity through added computer control and communications from the sender to the recipient, often in the manner of a door-to-door courier or freight forwarder.
CONTINUITY OF OPERATIONS: 1) the term used for ensuring the ongoing functions provided by government agencies. 2) Recovery of essential functions within pre-determined acceptable outages.
SOFTWARE: A group of computer programs.
TRUNK GROUP: A group of circuits in a telecommunications network.
UNINTERRUPTIBLE POWER SUPPLY (UPS): A battery power backup for utility-provided electrical power.
WIDE AREA NETWORK (WAN): A network, which covers a larger geographical area than a LAN and where telecommunications links are implemented, normally leased from the appropriate IXCs. Examples of WANs include packet switched networks, public data networks and Value Added Networks.
WORKSTATION: Term used freely to mean a PC, node, terminal or high-end desktop processor (for CAD/CAM and similar intensive applications) - in short, a device that has data input and output and operated by a user.
WORLD WIDE WEB: A system of Internet servers that support specially formatted documents. The documents are formatted in a language called HTML (HyperText Markup Language) that supports links to other documents, as well as graphics, audio, and video files. This means users can move from one document to another simply by clicking on hot spots. Not all Internet servers are part of the World Wide Web.

APPENDIX G-2
KEY AGENCY FUNCTION ANALYSIS

Function I: **Command and control, agency leadership**	***Service*** Internal External	***Recovery Priority*** I
Description Overall direction for the Division, and support to the state, local and federal agencies		***Recovery Magnitude*** I
Department Department of Natural Resources Division of Water Rights	***Responsible Employee*** Kent Jones, Director, State Engineer Boyd Clayton, Deputy Director Dave Marble, Asst. State Engineer – Dam Safety	

REQUIREMENTS

Staffing
Based upon EOC activation, or lack of need for activation, management, or the COOP team, will staff as appropriate.

Technology Systems

Supported and maintained by UDTS (automation, telephone, radio, etc.)

Facilities

Fixed or alternate regional offices, mobile command posts via managers mobile phones, telecommute using internet via offsite DTS posts.

Forms, Equipment, Supplies

Services which require a physical office presence would continue from regional office locations that currently mirror all services provided out of the Salt Lake office.

THIRD PARTIES INVOLVED

Vendor Name Various – Lists maintained by Divisions online records accessible from the website.			***Contact***	
Address			***Work Phone***	***Cell Phone***
City	***State***	***Zip***	***Pager***	***E-Mail***
Comments				

Vendor Name			***Contact***	
Address			***Work Phone***	***Cell Phone***
City	***State***	***Zip***	***Pager***	***E-Mail***
Comments				

Using this worksheet, designate the appropriate orders of succession for each essential function. In the first column, list the essential functions located in Worksheet #1, Priority of Essential Functions. In the second column, list the key position or person who is essential to performing the function. Then in the remaining columns, list the positions that would serve as successors if the key position or person is unavailable unexpectedly i.e., illness, injury, vacation or termination of employment, among others. The same successors might be named for different key positions, but avoid designating the same position or person as the first successor to several key positions. Be sure to include both the title of the position and the individual who fills the position in each box.

Management Staff	Key Personnel	Successor 1	Successor 2	Successor 3
Administration	Kent Jones, Director, State Engineer	Boyd Clayton, Deputy Director	Dave Marble, Asst. State Engineer	John Mann, Asst. State Engineer
Applications/Records	John Mann, Asst. State Engineer	Bill Schlotthauer, Engineering Manager I	Frank Quintana, Engineer III	Randy Tarantino, Program Specialist
Field Services	Jared Manning, Engineering Manager II	Blake Bingham, Adjudication, Engineering Manager I	James Goddard, Environmental Scientist II	Sue Odekirk, Engineer III
Public Inquiry	John Solum, Program Specialist	Norma Janko, Engineering Technician III	Willa Knight, Engineering Technician III	Tamara Prue, Engineering Technician III
Dam Safety	Dave Marble, Engineering Manager II	Everett Taylor, Engineer IV	Bret Dixon, Engineer IV	Chuck Williamson, Environmental Scientist III
Technical Services	James Greer, Asst. State Engineer	Jim Reese, Engineer IV	Gertrudys Adkins, Engineer III	Lee Eschler, Engineering Technician IV

Logistics and Support Resource Requirements

Logistics support and resource requirements for implementation of this plan to carry out essential functions are identified in Appendices G-2, #1 to 4, including, but not limited to, staffing, technology, facilities, and office equipment and supplies. If external support or resources are required, such as in a catastrophic earthquake when multiple agencies are impacted, requests for assistance will be forwarded to the State Emergency Operations Center. In turn the EOC will direct the request to an appropriate state agency or to Emergency Support Function 7 (ESF 7), Resource Support.

The Department of Administrative Services and Department of Technology Services (DTS) are key support agencies for ESF 7. Administrative Services' Division of Facilities and Construction Management will assist with handling requests for the securing of alternate facilities. DTS provides support for information technology and communications.

Depending upon the situation, if the Department cannot adequately staff its essential functions it can request assistance from the Department of Human Resources. A request could also be handled by the Emergency Management Assistance Compact (EMAC) desk in the State Emergency Operations Center.

Logistics support and resource requirements include access to the State's financial management systems.

APPENDIX P6-6
MEDIA INQUIRY LOG

Event

Done	Date	Time	Name	Company	Phone #	Notes

APPENDIX P5-2
OFF-SITE DATA FILE RECOVERY PROCEDURES

DOCUMENT NAME	FILE TYPE	FILE PRIORITY	LOCATION OF FILE	RECOVERY PROCEDURES	AUTHORIZING NAME

Revised 4/18/2013
COOP Offsite Data Recovery Template[1].doc

State of Utah
Department of Natural Resources
Division of Water Rights

CONTINUITY OF OPERATIONS PLAN UPDATE / REVIEW LOG

PLAN COMPLETION DATE: **06** / **11** / **13**

Executive Management Signature: Kent L. Jones
Title: Director, Division of Water Rights
Initial Author: Marianne Burbidge, Administrative Assistant

Update: **Date changes made:** ____ / ____ / ____

Content/Pages Changed: _____

Signature of person making updates: _____

Executive Management Signature: _____

Update: **Date changes made:** ____ / ____ / ____

Content/Pages Changed: _____

Signature of person making updates: _____

Executive Management Signature: _____

Update: **Date changes made:** ____ / ____ / ____

Content/Pages Changed: _____

Signature of person making updates: _____

Executive Management Signature: _____

Update: **Date changes made:** ____ / ____ / ____

Content/Pages Changed: _____

Signature of person making updates: _____

Executive Management Signature: _____

Revised 6/11/2013
DWRi COOP Plan Logs.doc

State of Utah
Department of Natural Resources
Division of Water Rights

CONTINUITY OF OPERATIONS PLAN EXERCISE LOG

First Exercise:

Exercise scheduled on: ____ / ____ / ____

Exercise held on: ____ / ____ / ____

Exercise objectives achieved? _____

Changes needed? _____

Changes assigned to: _____

Exercise Report Reviewed By: _____

_____

Title: _____

Second Exercise:

Exercise scheduled on: ____ / ____ / ____

Exercise held on: ____ / ____ / ____

Exercise objectives achieved? _____

Changes needed? _____

Changes assigned to: _____

Exercise Report Reviewed By: _____

_____

Title: _____

Third Exercise:

Exercise scheduled on: ____ / ____ / ____

Exercise held on: ____ / ____ / ____

Exercise objectives achieved? _____

Changes needed? _____

Changes assigned to: _____

Exercise Report Reviewed By: _____

_____

Title: _____

PRIORITIZATION AND IDENTIFICATION OF APPLICATIONS AND RECORDS

DNR – Division of Water Rights

PRIORITY	VITAL RECORDS
I	Water Rights hard copy and electronic records
I	Draft memos on Novell Drive
PRIORITY	**VITAL SOFTWARE APPLICATIONS**
I	Internet, access to server applications online
I	MS-Office suite
I	Network Drive
I	Novell Client
I	gmail

APPENDIX P6-5

PUBLIC INFORMATION RESOURCE MATERIAL

1) Why Public Information/Media Relations
2) Public Information/Media Relations Fundamentals
3) Effective Crisis Communication
4) Employee Communication
5) What Reporters Want to Know
6) Tips for Working With Reporters
7) Rumor Management
8) Understanding and Assisting Different Types of Media
9) Delivering the News
10) News Release Guidelines
11) Broadcast Statement Guidelines
12) Media Interview Guidelines
13) News Briefing Checklist
14) Press Conference Checklist
15) Post Disaster Follow up

WHY PUBLIC INFORMATION/MEDIA RELATIONS

- The fastest way to inform the public is through the media.
- The public will turn to the media in times of crisis for information.
- How the media perceives response activities is how the public will perceive them
- as well.

PUBLIC INFORMATION/MEDIA RELATIONS FUNDAMENTALS

- A single agency spokesperson is best. Ideally it would be the director or deputy
- director. This provides a single voice and projects control over the situation.
- The public information officer works with the media to set up interviews and
- coordinate messaging.
- All media inquiries should be directed to the PIO. They can ensure that requests
- are logged and responded to in an orderly and accurate manner.
- Record the date, time, name, station/newspaper, and phone number of all
- reporters that call or visit. A Media Inquiry Log is provided in Appendix P6-6 for
- your use.

EFFECTIVE CRISIS COMMUNICATION

When dealing with media communications in a crisis, it is important to:

- Remain calm.
- Remember the media is not the enemy.
- Tell the truth.
- Issue a statement or press release within one hour of notification of a crisis.
- Provide updates at regular intervals.
- Prioritize media contacts.
- Respond in order of priority.
- Distribute information to employees before or at the same time it is given to
- the media.
- When preparing statements or news releases about a crisis, you can minimize the risk of
- legal liability by observing the following guidelines:
- Avoid hearsay and rumors.
- Direct legal inquiries to legal counsel.

- Never play the blame game. Fault is not usually as well defined as many
- people think.
- Speak and act only from approved statements and in your area of expertise
- and authority. Refer questions outside of your authority to other departments or subject matter experts when appropriate.
- Avoid offering your opinions and answering questions about unknown facts.

EMPLOYEE COMMUNICATION

Employees should be contacted before the media in the event of a crisis. When releasing information to them, emphasize the importance of their subsequent conversations with the public. Here are some basic points to remember:

- Give employees full information on the situation, including whom to call for
- more information.
- Tell employees to refer media to the Agency PIO.
- Tell them which websites/twitter feeds to monitor for updated information. Ensure those websites/tweets are updated on a regular basis as new information becomes available.

WHAT REPORTERS WANT TO KNOW

1) What happened and where? When did this occur?
2) How does this impact your Agency?
3) Are there injuries or deaths as a result? How many and whom?
4) What actions are being taken to control the situation?
5) What types of hazards are presented to the community?
6) Have off-site emergency response personnel been notified? Which ones?
7) Are operations shut down? Which facilities?
8) When will the Agency resume operation?
9) Have you evacuated?
10) How many employees does the Agency have?
11) How many of those employees were at the impacted location?
12) Why did the situation occur?
13) Were procedures violated?
14) How much money is this going to cost?
15) Is there insurance coverage for the loss or damage? How much?
16) What do employees think about the situation?
17) How many people does this Agency serve?

TIPS FOR WORKING WITH REPORTERS

DO:

- Know to whom you are speaking. Get the reporter's name and telephone
- number.
- Rely only on facts. Do not speculate. Offer only verified information
- approved for release.
- Tell your story quickly, openly, and honestly to decrease suspicion and
- rumors. Speed is all-important. All reporters have deadlines.
- Report your own bad news. If you are forthright about your problems, they are
- far less sensational than if reporters uncover them through their own
- investigation.
- Be accessible to the media, so they will look to you as an official source for
- information.
- Avoid "no comment." Tell them why you can't comment. Say, "I don't
- have that specific information" if you don't have an answer. Then get the answer and contact the reporter.

- Keep your composure, even if a reporter gets negative or difficult.
- Disseminate information from one joint information center if needed. Speak with one
- voice. Share information, immediately and continuously, with any other open or active information centers or PIOs.
- Prepare to provide sufficient evidence for statements you make, if requested.
- Record events as a crisis evolves, including photographs, videotapes, news
- releases and press clippings, if needed later you can present your side of the story.
- Be alert about photographs. You have no control of photos taken off Agency
- property, but you have the right to control photos taken on Agency
- property.
- Advise reporters if dangerous conditions still prevail at or near your location.
- Make it clear you are trying to ensure their safety.

DON'T:

- Do not speculate on the causes of the situation, the monetary value of losses,
- on resumption of normal operation or blame for the situation.
- Do not flatly refuse information. Always give a good reason why it is not
- available.
- Do not over-react or exaggerate a situation.
- Do not repeat negative or inflammatory words used by a reporter. It might
- end up as part of your quote. Start your answer with a constructive, positive
- position.
- Do not be afraid to pause for a moment and gather your thoughts. If you
- begin an answer you were not satisfied with, simply say, "I haven't made
- myself as clear as I would like…" and begin again.
- Do not answer hypothetical questions.
- Do not feel obligated to answer a multiple-part question. You choose the part
- you want to answer.
- Do not use jargon or technical terms. If you must use a technical term, follow
- it with a clear explanation in layman's terms.
- Do not make off-the-record statements. There is no such thing.
- Do not guess at a person's injuries. Let a doctor or hospital supply that
- information.
- Do not ask to see a reporter's story, but if you feel a reporter is misinformed,
- contact the reporter at once and make a clarification.

RUMOR MANAGEMENT

Rumors during a crisis create confusion and spread misinformation and disunity. Any rumor repeated three times becomes the truth. It exists wherever a subject is of intense, but temporary interest, and real facts are absent. Use social media to announce misinformation and share correct information. The best defense against rumors is to keep up frequent, high quality, factual communication. When the substance of a rumor is known and its path of communication and audience are identified, consider the following actions refute damaging rumors:

- Assign the task of refuting rumors to a specific spokesperson or group
- perceived to have authority and/or competence.
- Use only logic and facts, not emotion to refute rumors.
- Permit outside, third party authorities to help you in refuting rumors as
- appropriate.
- Do not overstate your facts or deliver poorly conceived answers.
- Do not joke or ridicule as a means of refuting rumors.
- Identify ways to diminish the rumor's circulation when a rumor is essentially

- true, but successful resolution of the crisis precludes commenting
- immediately.
- Record the nature of rumored information on a log sheet to facilitate the
- analysis and gathering of factual information.

UNDERSTANDING AND ASSISTING DIFFERENT TYPES OF MEDIA

Television

Basic Facts

- Television is a visual medium. The picture tells most of the story. Media likes
- action pictures.
- Stories mix short sound bites with pictures
- Broadcast can be interrupted to cover breaking news
- Needs
- Parking for Satellite Trucks
- A visual picture of the incident

Radio

Basic Facts

- Radio reaches audiences almost wherever they are located.
- It operates 24 hours a day.
- It can broadcast from anywhere using phones or equipment
- It can interrupt broadcast to cover even minor events
- Words and sound tell the picture
- Needs
- Sound
- An audible description of the incident and recovery efforts
- May need parking for equipment

Print Media

Basic Facts

- Stories much more detailed than radio or television
- Uses words and photographs to illustrate
- Looking for the bigger picture in breaking news
- Needs
- More information, especially background and historical information
- Information by deadline. While TV and Radio have continuous deadlines,
- newspapers usually have only one print deadline per day. If you miss the deadline, the
- information may be too old to print by the next deadline. Now, newspapers also have 24/7 website deadlines as well and are constantly uploading and updating stories online in addition to preparing their daily stories for the print editions.

Websites – news online

Reporters for TV, Radio and Newspapers, as well as independent online journalists, now also offer 24/7 coverage. They upload copy, photos and video to their websites. Reporters are also expected to share their stories, as they are covering them, on social media as well.

DELIVERING THE NEWS

In a crisis situation, the faster your information gets to the media, the sooner your story gets to the public. The following are some ways to deliver your message.

Telephone Calls

A direct telephone call is an effective way for you and/or your communication team to read a statement to media, one at a time.

News Releases and Alerts

Emailing a news release and following up with a phone call is a great way to get your information to the media quickly. They can also copy and paste some of your information as needed which speeds up the process. When you don't have time for a crafted, finalized and approved news release, feel free to share information in a few sentences or use bullets to share information quickly.

Websites and Social Media

Post your information on your website and share the link via social media. Update the information online as your information changes or more becomes available.

News Wire Services

Summarizes your news and spreads it to nearly all media very quickly. The Associated Press has an office in Salt Lake City that can share your information with media outlets around the state and across the country.

Fax

This method is relatively fast and accurate, but often requires a follow-up phone call to ensure the information was received. This older technology is often ignored in newsrooms, as faxes pile up. Urgent emergency information could be hidden in a pile that is only checked once per day and could be forgotten on a busy day. During large scale disasters, if the internet crashes, but phones are still operable, faxing may be helpful.

News Briefing

When a situation is still ongoing and receiving almost constant attention, regular scheduled news briefing at a designated location can provide updates to all outlets at once. At the end of a briefing, tell the media when you will be back. Come back when you said you would, even if there is no new information to provide.

News Conference

Both logistics and the preparation of spokesperson can make a press conference a more formal affair. This is an excellent method for informing media in detail and providing official statements.

Emergency Alert System

Radio and television broadcasters will carry emergency messages over the air. These can be vital for announcing instructions to the public. EAS can only be activated by a government agency with prearranged rights to do so.

NEWS RELEASE GUIDELINES

By following a few principles, the news media will use the information with only minor changes in style.

1) Tell the most important information first. Your "story" competes with other news and information so the most important point—the reason you are writing the news release—should be stated clearly in the first paragraph.
2) Answer the questions: Who? What? Where? When? Why? How?
3) Include remaining facts and information in descending order of importance. That way, if the editor cuts off the bottom of the story he or she will cut information least important to the reader, listener, or viewer.
4) Tell the real story. Avoid jargon or technical language. If the news is bad, say it straight without exaggerating. A news release is useful only if it conveys credible information. Otherwise, media will not use it.
5) Quote a qualified source to illustrate a point when appropriate. A direct quote can add the human element to otherwise technical information; illustrate a situation or event in your own words, or add an element of authority when a statement should be perceived as official.
6) When you feel you have finished telling the story, stop writing. Write succinctly, and avoid writing more than one page and never write more than two.
7) Print or copy each news release in a consistent format. See sample for format.
8) Write news releases in AP Style and always have someone proofread. Spelling and grammar do count.
9) Streamline approval process so news releases can be distributed quickly.

BROADCAST STATEMENT GUIDELINES

Sometimes you may be asked to read a statement to radio or television reporters. Preparing statements for radio or television is not like writing for newspapers. A news release that reads well may not sound well if read aloud. Facts in a news release for print media can be reworked into a timed statement for radio or TV by following these guidelines.

- Write like you talk. Read the statement out loud so you hear whether it sounds
- natural.
- Keep each sentence to 12 or fewer words.
- Use action words that are bright and alive, but without exaggerating your
- description of an event or situation.
- Do not use awkward words or phrases or industry jargon. Avoid using more
- than one number or figure.
- Shorten the names of groups or organizations to an easy word or phrase.
- Time the statement. Then note the time in seconds at the end of the statement.
- Attach a copy of your print news release or other supporting material if it
- contains useful background information not in the broadcast statement.
- Always think of photo opportunities that can accompany your statement when
- it is delivered to television.

MEDIA INTERVIEW GUIDELINES

- Before an interview, establish your key messages. Then stick to those key
- messages in the interview. Steer your answers to questions back to your key
- messages.
- Express empathy for victims before you address anything else.
- Do not speculate if you don't know the answer.
- Rephrase questions to avoid re-stating a negative
- Keep answers to 10-30 seconds.
- Be yourself, act naturally.
- Look at the reporter, not the camera.
- Do not appear happy in a crisis.
- Avoid acronyms and technical jargon.
- Do not worry about dead air; that is the reporter's problem.
- Pick one question you want to answer when asked multiple questions.
- Do not say "uh" or "um"—use a pause instead.

NEWS BRIEFING CHECKLIST

- Identify yourself and introduce the other representatives.
- Describe the briefing format and schedule, and then begin.
- Summarize the information in the most recent news release.
- Describe current status.
- State whether injuries have occurred.
- Describe rescue/recovery efforts being performed.
- Acknowledge investigation into cause and/or loss.
- Give status of employees and habitability of site.
- Give telephone numbers for inquiries.
- Give the rumor control telephone number.
- Describe the interface between the Agency PIO and the off-site public
- information officer.
- Announce the time of the next briefing, if possible. Thank the media for their
- participation and cooperation.
- Conclude the briefing.

NEWS CONFERENCE CHECKLIST

Before a News Conference

- Coordinate timing with spokesperson or persons.
- Notify press who are not present, but should be attending.
- Compile background information for reporters
- Invite off-site public information liaisons as may be appropriate.
- Assign responsibilities for physical arrangements.
- Assemble charts, diagrams, and maps for display.
- Anticipate and arrange for necessary site security.
- Arrange for video and/or audio taping for the agency.
- Brief your staff on the subject, spokesperson, and schedule.
- Obtain written statements for spokesperson.
- Make copies of news releases for media.
- Develop anticipated questions and answers for the spokesperson.
- Ensure that all company material is approved for release.

Conducting the Conference

- Assign staff to direct media to the briefing room.
- Log the names and affiliations of media representatives who attend.
- Start video and/or audio recorders.
- Open the conference.
- Monitor the questions and answers closely.
- Prepare conference notes and reports.

POST-DISASTER FOLLOWUP

When the crisis has eased, the communication effort should continue. There are several areas of follow-up that must be addressed, including employees, vendors, customers, and media.

First, employees should be informed completely of the current status of the situation and its impact on the agency as a whole. This puts to rest any rumors while helping to build morale within the agency.

Second, the agency's key constituents (including employees' families, local governments, and other interested parties) should be updated about the crisis and its resolution. Personal communication can indicate to associates the level of importance with which the agency holds them.

Finally, stories regarding the agency's effort to aid victims, reconstruction, future safeguards, heroic actions, thanks to the community and concern for employees and the public can be developed. If the media reported an inaccuracy, the agency should point that out, making whatever changes are necessary in writing and submitting it, along with qualifying information.

APPENDIX P5-9
RECORD PRESERVATION GUIDE

Media	Typical Use	Immediate Action	Purpose	Follow-up Action	Purpose
MAGNETIC MEDIA					
Compact Discs (CDs)	Data Storage Software Programs Computer Room and PC Areas	Keep Dry and away from heat	Maintain integrity of data and programs	Check integrity of information as soon as possible by spot checking information on CD	If any CD is damaged beyond use, obtain backup copy from offsite as soon as possible
Magnetic Tapes Disk Packs Floppy Diskettes Audio and Video Tapes	Magnetic Storage Computer Room and PC Areas	Immediately contact vendor	To obtain professional advice	May include freeze or vacuum drying, special cleaning techniques or professional assistance in retrieving data	To remove all moisture and other contaminants from the media, to access data in case of damaged media
PHOTOGRAPHIC MATERIALS					
Color films Photographs	Slides	If wet, keep wet. Within 48 hours, obtain professional assistance with cleaning, drying and restoring	To avoid further damage and image loss	Freeze if professional help must be delayed longer than 48 hours	To stabilize color dyes
Silver or Emulsion Films & Photographs	Microfilming in Process & Cameras/Stored Rolls	Immediately, immerse totally in water Within 48 hours, a 1% formaldehyde solution may be added to cool, clean water	To avoid further damage To avoid softening or trilling of gelatin layer If materials dry out, they tend to stick to adjacent surfaces causing image loss	Seek professional advice and help with cleaning and drying. Freeze only if necessary	To restore film to original state. Freezing may lead to image damage, but less damage is likely to be caused by freezing than delayed treatment
Diazo or Vesicular (duplicate) Films	Microfiche	If time and staff are available, rinse off and lay out flat to dry; otherwise, leave until last	To prevent water spotting and curling of films or fiche	Wash with liquid detergent and rinse and lay out on absorbent paper to dry	To remove water spots and other contaminants and to restore film
PAPER					
Bond, Rag Duplicating, Other	Executive Files & Storage Room *In fires, paper is least vulnerable media*	Within 48 hours, air dry in well ventilated area If volume of wet records is large, consider freeze or vacuum drying	To prevent further deterioration of paper materials and eruption of mold or fungus	May include freeze or vacuum drying If mold erupts, treat with fungicides	To remove moisture from materials and reduce humidity levels in damaged materials To eradicate mold
Coated or clay papers		Freeze immediately	To hold damaged materials until freeze or vacuum drying can be arranged	Freeze or vacuum drying	Remove all moisture from paper, without damaging or removing coated surface

APPENDIX P2-1
CONTINUITY OF OPERATIONS RECOVERY LOG

Agency: Emergency Services

DATE/TIME	ACTIVITY

*Each Individual involved in Continuity of Operations recovery process should keep a log. All logs will be integrated prior to creating Final Situation Report.

GARY R. HERBERT
Governor

GREG BELL
Lieutenant Governor

State of Utah
DEPARTMENT OF NATURAL RESOURCES

MICHAEL R. STYLER
Executive Director

News Release
For Immediate Release
Date
Contact: XXX
XXXX
XXXXX

DIVISION OF WATER RIGHTS RELOCATES

Salt Lake City, Utah -- Due to the closure at the Department of Natural Resources building in Salt Lake City, the Utah Division of Water Rights has relocated to an alternate facility at XXXXXXXXXXX. (Include phone, fax, internet contact information as appropriate.)

A 5.5 earthquake this morning along the Wasatch Front caused structural damage to the Natural Resources Building in Salt Lake City where the state's Division of Water Rights is located. While the damage to the building is considered relatively minor, the building was evacuated as a precaution.

"Our first concern is for the safety of our staff," said Kent L. Jones, director of the Division of Water Rights, the agency that oversees Water Rights in the state of Utah.

The Division will return to the Natural Resources Building after any necessary repairs.

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1594 West North Temple, Suite 3710, PO Box 145610, Salt Lake City, UT 84114-5610
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APPENDIX P2-2
UNDAMAGED RECOVERABLE ITEMS

DESCRIPTION OF ITEM	TYPE	SPECIFIC LOCATION

Revised 4/17/2013
COOP Undamaged Recoverable Items.doc