**Continuity of Operations Plan (COOP) Template for Galveston County Departments**

**Instructional**

**I. Introduction**

* **Purpose**: Define the purpose of the COOP, emphasizing the importance of maintaining essential services during an emergency.

**EXAMPLE**: “*The primary purpose of this Cooperative (COOP) is to ensure the continuation of essential services during periods of emergency, such as natural disasters, technological incidents, or other significant disruptions. This plan outlines the procedures and responsibilities required to maintain critical operations seamlessly, safeguarding our community's welfare and infrastructure. By preparing for unexpected events and establishing robust resilience measures, we aim to minimize downtime, protect assets, and maintain the trust and safety of the populations we serve. This commitment reinforces our dedication to operational continuity under all circumstances, ensuring that essential services are delivered without interruption.”*

* **Scope**: Outline the scope of operations that the plan covers, including all services and functions deemed essential.

**EXAMPLE**: “*Preparation and Prevention: Activities aimed at readying personnel and systems for a swift and effective response to disruptions.*

*Response and Continuity: Immediate actions taken to continue critical operations upon the onset of an emergency, focusing on alternative methods and backup systems.*

*Recovery and Restoration: Strategies to restore full functionality to all operations following an incident.*

*This plan covers all personnel and operations deemed essential for the basic operational and public safety needs of our community, including but not limited to, utilities, emergency services, healthcare, and transportation. The COOP is designed to be activated quickly and effectively, with predefined triggers and thresholds for different levels of response, ensuring a coordinated and efficient approach to any crisis.”*

* **Authority**: List the legal or regulatory authority under which the COOP is developed and maintained.

**EXAMPLE**: “T*his COOP plan is authorized by the County Judge and is executed under the guidance and oversight of the Emergency Management Team (EMT). The authority to activate and implement this plan is vested in the following roles:*

* + *COOP Coordinator: Serves as the primary point of contact for all matters related to the COOP, authorized to activate the plan and coordinate initial response efforts.*
* *Department Heads: Each head of an essential department holds the authority to implement COOP procedures tailored to their specific operations and staff, ensuring the continuity of their respective functions.*
* *Emergency Operations Center (EOC) Director: Oversees the operational decisions during an emergency, coordinating between departments and ensuring the integration of COOP activities with broader emergency response plans.*
* *These authorities are responsible for making critical decisions, allocating resources, and directing staff during emergencies. They are also tasked with conducting regular training and drills to ensure all personnel are familiar with COOP procedures and their roles within the plan. This authority structure is designed to maintain clear lines of communication and command, ensuring effective management and execution of essential services during disruptions.”*

**II. Essential Functions**

* **Instructions**: Identify and list all functions that must continue during a disruption.
* **Table**:

| **Function ID** | **Essential Function** | **Department** | **Priority Level** |
| --- | --- | --- | --- |
| 01 | [Function Name] | [Dept.] | High/Medium/Low |
| 02 | [Function Name] | [Dept.] | High/Medium/Low |

**EXAMPLE:**

| **Function ID** | **Essential Function** | **Department** | **Priority Level** |
| --- | --- | --- | --- |
| 01 | Network Security | IT Department | High |
| 02 | Employee Onboarding | Human Resources | Medium |
| 03 | Financial Auditing | Finance | High |
| 04 | Customer Support | Customer Service | Medium |

This example provides a structured overview of critical functions within an organization, clearly defining the departments responsible and the urgency or importance of each function, which can be crucial for resource allocation and strategic planning.

**III. Orders of Succession**

* **Instructions**: Define who will take over leadership if key personnel are incapacitated.
* **Table**:

| **Position** | **Successor Name** | **Contact Information** |
| --- | --- | --- |
| [Position] | [Name] | [Phone/Email] |
| [Position] | [Name] | [Phone/Email] |

**EXAMPLE:**

| **Position** | **Successor Name** | **Contact Information** |
| --- | --- | --- |
| Fire Chief | Alice Johnson | alice.johnson@firedept.gov, 555-0101 |
| Assistant Fire Chief | Bob Smith | bob.smith@firedept.gov, 555-0202 |
| Battalion Chief | Carol Lee | carol.lee@firedept.gov, 555-0303 |
| Fire Marshal | David Kim | david.kim@firedept.gov, 555-0404 |
| EMS Coordinator | Emma Watson | emma.watson@firedept.gov, 555-0505 |

This table specifically addresses the chain of command and succession within a fire department, ensuring that there are clear successors for critical roles along with their contact information for easy and quick communication.

**IV. Delegations of Authority**

* **Instructions**: Specify who has legal and financial authority to make decisions if leaders are unavailable.
* **Table**:

| **Task/Authority** | **Delegated Individual** | **Scope of Authority** |
| --- | --- | --- |
| [Task] | [Name] | [Detailed Scope] |

**EXAMPLE:**

| **Task/Authority** | **Delegated Individual** | **Scope of Authority** |
| --- | --- | --- |
| Budget Approval | John Doe | Approve department budgets up to $500,000 |
| Contract Negotiation | Alice Smith | Negotiate and sign contracts up to 3-year terms |
| Hiring Decisions | Emily White | Hire staff for mid-level positions, excluding executives |
| IT System Upgrades | Michael Brown | Oversee and authorize upgrades to IT infrastructure |
| Marketing Campaign Launch | Sarah Johnson | Initiate and approve marketing campaigns up to $200,000 budget |

This table outlines the specific roles or tasks, identifies who is responsible for them, and details the extent of their decision-making power or responsibility, ensuring clarity in role assignments and authority limits within an organization.

**V. Continuity Facilities**

* **Instructions**: Identify alternate operating facilities and what conditions will trigger moving to these locations.
* **Table**:

| **Facility ID** | **Location Address** | **Capacity** | **Essential Functions Supported** |
| --- | --- | --- | --- |
| 01 | [Address] | [Number] | [Functions] |
| 02 | [Address] | [Number] | [Functions] |

**EXAMPLE:**

| **Facility ID** | **Location Address** | **Capacity** | **Essential Functions Supported** |
| --- | --- | --- | --- |
| 01 | 123 Main St, Springfield | 500 | Administration, Human Resources |
| 02 | 456 Elm St, Riverside | 200 | Research and Development, Quality Assurance |
| 03 | 789 Oak Ave, Mountain View | 800 | Manufacturing, Logistics, Customer Support |
| 04 | 321 Pine Rd, Clearwater | 300 | IT Services, Cybersecurity |
| 05 | 654 Maple Blvd, Greenfield | 100 | Training Center, Conference Facilities |

This example provides a simple overview of different facilities, showing their location, how many people they can accommodate, and the key operations or functions that are based at each facility.

**VI. Continuity Communications**

* **Instructions**: Detail communication methods and systems that will be used to maintain contact among staff and with external entities.
* **Table**:

| **Communication Type** | **Equipment/Systems** | **Location** | **Backup** |
| --- | --- | --- | --- |
| [Type] | [Systems] | [Place] | [Yes/No] |

**EXAMPLE:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Email** | **Email Servers** | **Data Center** | **Yes** |
| VoIP Calls | VoIP Phone Systems | Office | Yes |
| Video Conferences | Video Conferencing Software | Conference Rooms | Yes |
| Internal Messaging | Messaging Platform | Cloud-Based Servers | Yes |
| Public Announcements | Public Address System | Main Office Building | No |
| Fax Communications | Fax Machines | Main Office | No |

This table describes the systems involved in different forms of communication, where these systems are typically located, and whether there's a backup system in place to ensure continuity in case of failures.

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**VII. Vital Records Management**

* **Instructions**: Identify essential documents and records, and how they will be protected.
* **Table**:

| **Record Type** | **Format** | **Storage Location** | **Backup Location** |
| --- | --- | --- | --- |
| [Type] | [Format] | [Location] | [Backup] |

**EXAMPLE:**

| **Record Type** | **Format** | **Storage Location** | **Backup Location** |
| --- | --- | --- | --- |
| Financial Reports | PDF | On-site Server | Cloud Storage |
| Employee Records | Digital File | Human Resources Database | Off-site Hard Drive |
| Client Database | SQL Database | Primary Data Center | Secondary Data Center |
| Project Plans | MS Word | Local Network Drive | External SSD |
| Legal Documents | Scanned Image | Secure Document Management | Encrypted Cloud Backup |
| Marketing Videos | MP4 | Media Server | Remote Media Repository |

This example includes different types of records that a company might keep, showcasing various data formats and strategies for data storage and backup to ensure data safety and compliance with data management policies.

**VIII. Human Resources**

* **Instructions**: Outline plans for workforce continuity, including roles, responsibilities, and employee well-being.
* **Table**:

| **Department** | **Critical Staff** | **Contact** | **Alternate** |
| --- | --- | --- | --- |
| [Dept.] | [Name] | [Info] | [Name] |

**EXAMPLE:**

| **Department** | **Critical Staff** | **Contact Information** | **Alternate** |
| --- | --- | --- | --- |
| Emergency Services | John Doe, Director | jdoe@example.com / 555-0100 | Jane Smith, Assistant Director |
| IT Department | Sarah Lee, IT Manager | slee@example.com / 555-0200 | Mike Brown, Network Specialist |
| Human Resources | Mark Green, HR Manager | mgreen@example.com / 555-0300 | Lucy White, HR Coordinator |
| Finance | Emily Clarke, CFO | eclark@example.com / 555-0400 | Tom Davis, Finance Analyst |
| Operations | Robert Young, Operations Head | ryoung@example.com / 555-0500 | Anita Patel, Operations Manager |

This table ensures there are clear and direct lines of communication for each critical role within the organization. It specifies primary and alternate contacts to maintain operational continuity, even if the primary point of contact is unavailable.

**IX. Test, Training, and Exercise**

* **Instructions**: Provide a schedule for testing the COOP, and training staff.
* **Table**:

| **Date** | **Type of Exercise** | **Participants** | **Objective** |
| --- | --- | --- | --- |
| [Date] | [Drill/Exercise] | [Who] | [Goal] |

**EXAMPLE:**

| **Date** | **Type of Exercise** | **Participants** | **Objective** |
| --- | --- | --- | --- |
| 2024-06-15 | Fire Drill | All Employees | Evacuation procedures and safety awareness |
| 2024-07-20 | Cybersecurity Simulation | IT Department | Testing and improving incident response capabilities |
| 2024-08-05 | Earthquake Drill | All Employees | Practice emergency response to seismic events |
| 2024-09-10 | Tabletop Exercise | Executive Team | Strategic decision-making under crisis conditions |
| 2024-10-25 | CPR Training | First Aid Responders | Enhance lifesaving skills for medical emergencies |

This table helps an organization schedule necessary training and preparedness activities, ensuring that all participants understand their roles and the goals of each exercise, fostering a culture of readiness and safety.

**X. Program Review and Maintenance**

* **Instructions**: Detail the frequency of reviews and updates to the COOP.
* **Table**:

| **Date of Review** | **Reviewer** | **Changes Made** | **Date of Next Review** |
| --- | --- | --- | --- |
| [Date] | [Name] | [Description] | [Date] |

**EXAMPLE:**

| **Date of Review** | **Reviewer** | **Changes Made** | **Date of Next Review** |
| --- | --- | --- | --- |
| 2023-04-01 | Emily Johnson | Updated emergency contact information. | 2023-10-01 |
| 2023-10-01 | Mark Thompson | Added new remote work protocols. | 2024-04-01 |
| 2024-04-01 | Lisa White | Revised IT recovery strategies and backup locations. | 2024-10-01 |
| 2024-10-01 | John Carter | Enhanced health and safety measures for emergency responses. | 2025-04-01 |

This table provides a clear and concise record of each review session, documenting significant updates to ensure the COOP plan remains current and effective, and preparing it for challenges that might arise before the next scheduled review.