

Emergency Management & Preparedness at WaTech



What will I learn?

WaTech's Emergency Management and Preparedness Program (EMP):

- ❖ Vision / Mission
- ❖ What we do
- ❖ Who we are
- ❖ Why we have an EMP
- ❖ Who is involved

When “it” happens!

- ❖ How WaTech will respond during an emergency as it relates to HRMS and AFRS
- ❖ What to expect

Things to ponder

- ❖ How can I be resilient?
- ❖ Communications – one of the cornerstones of EM

Emergency Management & Preparedness Program (EMP)

Vision Statement

Make preparedness and resiliency a part of WaTech culture.

“Preparedness, when properly pursued, is a way of life, not a sudden, spectacular program.”
~~Spencer W. Kimball, 1976

Mission Statement

Using the best practices and techniques available, develop tools, policies, procedures and plans for WaTech that ensure we successfully respond to and recover from all-hazards emergencies or other situations that may disrupt operations in order to meet our obligations to the executive branch, our customers, and to the people of the state.

The EMP Program

What do we do?

- ❖ Identify and assess threats (THIRA)
- ❖ Collaborate and Coordinate with:
 - WaTech (committees, divisions, teams)
 - EMD, TAG, OCIO, DES, Wright Runstad, others...
- ❖ Write and maintain the WaTech COOP
- ❖ Facilitate development of subordinate plans to the COOP
- ❖ Facilitate the creation of Disaster Recovery Plans
- ❖ Facilitate the maintenance of emergency contact lists
- ❖ Design, develop and administer exercises
- ❖ Educate WaTech staff on preparedness
- ❖ Represent WaTech at state COOP meetings
- ❖ Facilitate training, staffing and planning for ESF-2 (Communications)

Our Team

**Emergency
Management &
Preparedness
Program**

Dan Mercer
Chief Technology Officer
SDC Program Manager
EMP Program Manager

Wesley Chandler
DR Architect

**DR
Architecture,
Planning,
Exercises**

**BC/COOP
Planning
Exercises
Training**

Mark Donges
Jo Wofford
Emergency Management
and Continuity Specialists

Why do we have an Emergency Management Program?

Comply with RCW 38.52.030.11

- ❖ Develop, exercise and improve WaTech's Continuity of Operations (COOP) plan

Comply with Governor's directives 12-20 and 13-02

- ❖ Establish quarterly reporting
- ❖ Meet annual requirement for COOP update
- ❖ Document interdependencies between agency essential functions

Primary responsibility for ESF-2 (State CEMP)

- ❖ Military Department Oversees (Coordinating Agency)
- ❖ RCW 38.52.005, 38.52.030(3), 38.52.050(1), 38.52.110(1)
- ❖ A subset of our COOP planning

OCIO policy 151

- ❖ Supports RCW 38.52
- ❖ Requires disaster recover plans and subsequent exercises

How WaTech will respond during an emergency as it relates to HRMS and AFRS

- ❖ Who Is Involved?
- ❖ What Roles Are Involved?
- ❖ The Initial Incident Protocol
- ❖ The Incident Management Protocol
- ❖ Essential Functions control
- ❖ Known limitations
- ❖ Activation Levels
- ❖ Activation Overview

Who is involved?

Teams within WaTech

- ❖ IJET – Initial Incident Executive Team
- ❖ ECC – Emergency Coordination Center
- ❖ TRT – Technology Response Teams

Teams external to WaTech

- ❖ Customer / Partner Agencies – because their Tier 1 & 2 issues are also ours
- ❖ State Emergency Operations Center (SEOC) – Camp Murray

Team(s) under consideration

- ❖ ECC Concentrator – links state agencies to the SEOC

What Roles are Involved?

Roles (in general) to describe staff participation

Response

First responders: Size up the impact of the incident, initiate recovery processes, and work with WaTech ECC to manage the event.

Recovery

Recovery role members bring all Tier 1 & 2 applications and services back online. This is the first group of people activated by the first responders.

Restoration

Restoration role members are typically at home waiting to be called in. Restoration begins once Tier 1 & 2 applications and services back online. Remaining applications or services, known as Tier 3, are re-activated.

Initial Response Protocol

What are the first things to do?!

WaTech crisis response involves a specialized team that will convene and make the initial decisions in response to an emergency incident.

IET – Initial Incident Executive Team

- Gather information
- Make decision to activate the COOP
- Establish initial objectives
- Establish the WaTech policy team

Composition

Executive(s), ECC Supervisor, Safety Officer, Public Info Officer

Incident Management Protocol

Making sense of the chaos

ECC – Emergency Coordination Center

Convenes when COOP is activated - charged with managing the incident at the agency level (based on standard NIMS protocols)

- Manage the crisis for WaTech
- Official source of information for customers
- Priorities based on IJET and established essential functions (EF)
- Establishes communications with the state emergency ops center (SEOC)

Composition (NIMS standard)

ECC Supervisor, Safety Officer, PIO, Planning Section Chief, Operations Section Chief, Logistics Section Chief, Finance and Admin Chief, Branch Directors, Liaisons, and assistants

Essential Functions Control!

Qualities of an Essential Function (EF):

- Preserves life or public safety
- Sustains civil authority
- Supports the first responder community involved in the emergency
- Supports or contributes to another agency's essential function

AND

- Must resume operation within 24 (Tier I) to 72 (Tier II) hours of interruption

OR

- Is required by state statute, rule, federal law, or policy to be operational at all times.

- ❖ An Essential Function is:
 - ❖ Defined by an agency
 - ❖ Documented by iCOOP Interdependencies sub-committee
 - ❖ Verification by RCW is key

WaTech Essential Functions

WaTech/CTS Essential Functions List

WaTech / CTS EF #	Tier	Essential Function Description	Justification / Dependency
1	1	Provide an Emergency Coordination Center (ECC) to manage all emergency activations of the COOP Source: Director's COOP letter	WaTech Policy #
2	1	Ensure that Tier 1 websites are operational Source: Governor's Directives 13-02	Governor's Directive 13-02
<p>EF 4: Ensure the state can process payroll payments (RCW 42.16.010)</p> <p>EF 5: Ensure the state can process vendor payments (RCW 39.76.011)</p>			
11	2	Ensure that electronic data security capabilities are operational Source: 2013 iCOOP Interdependencies Study	See other MEF justifications
12	2	Ensure that these customer applications are operational or that the resources needed to operate these applications are available to the customer. Source: 2013 iCOOP Interdependencies Study	See MEF details

Figure 7 - WaTech Essential Functions

- ❖ EF 4 and 5 address AFRS and HRMS
- ❖ Ongoing process of identifying Essential Functions
 - Agencies work with iCOOP
 - iCOOP sub-committee documents dependencies
- ❖ Ongoing process of validating Essential Functions
 - iCOOP sub-committee gathers data on RCW, WAC, etc.

Known Limitations

SDC and Enterprise Services

FACTS

- ❖ WaTech manages the State Data Center located on the East Capitol Campus and a secondary data center in Quincy, WA
- ❖ WaTech's network and security services will failover to Quincy; work continues to improve resilience of other critical services
- ❖ Individual services, and colocation customers, must install specific DR systems in the Quincy data center

ASSUMPTION(S)

- ❖ During a regional incident like the CSZ, WaTech may only be able to sustain operations in Olympia for 3 days because generator fuel deliveries may be diverted to support more critical missions
- ❖ Utility power in Olympia could be out for weeks; SDC operations will move to Quincy

Known Limitations

The mainframe

- ❖ Mainframe DR provided by third party, via WaTech
 - Located in Pennsylvania
 - Managed remotely
 - Potential limited availability because we're just one of many
 - Renegotiation for more time is probable during an extended crisis
- ❖ Mainframe printing DR provided by third party, via WaTech
 - Also located in Pennsylvania
 - Service would be utilized by our DR mainframe
 - Assumes the DES CMS service is unavailable
 - Has been tested successfully
 - May be replaced within the next year by a cloud based solution

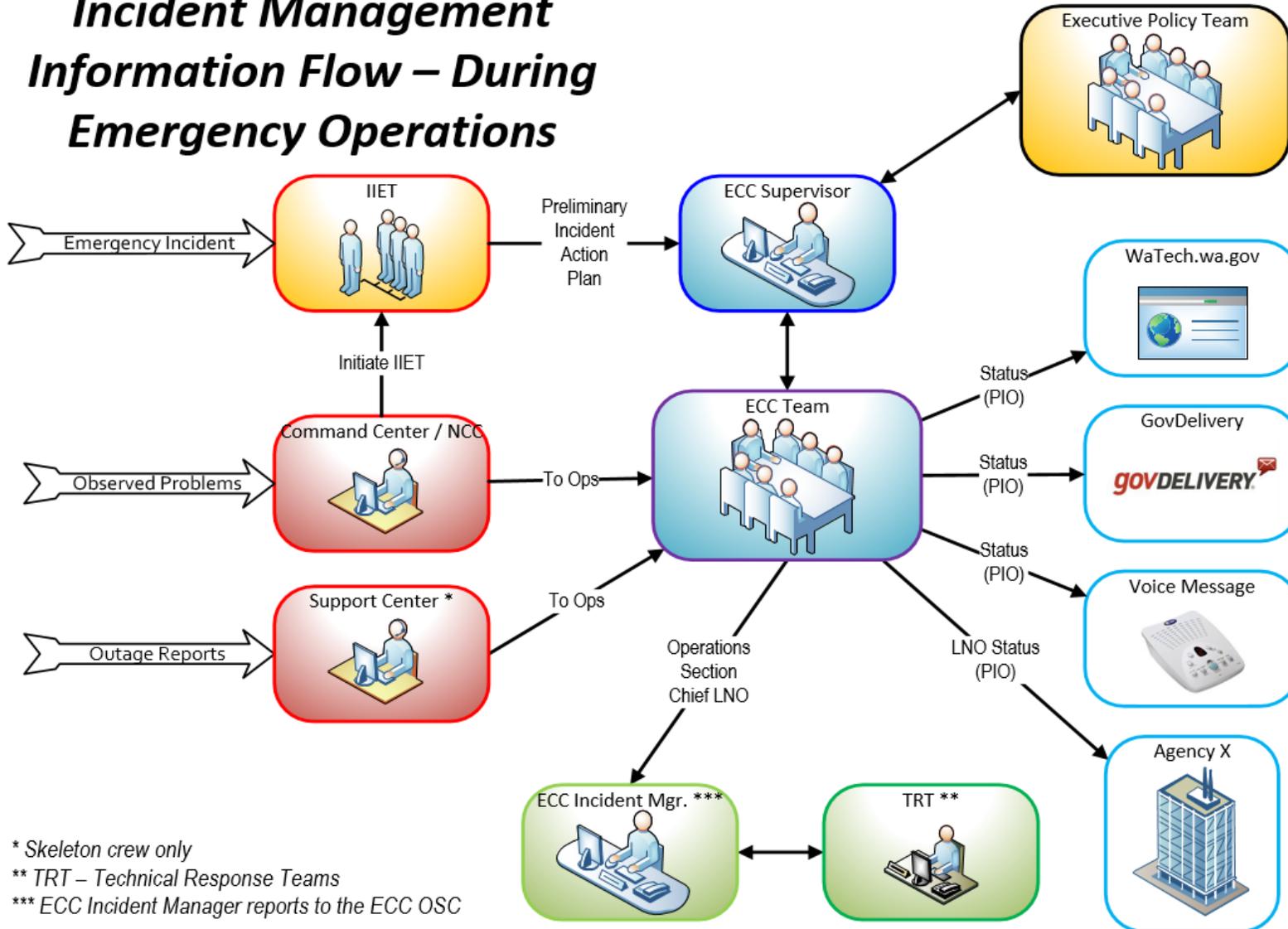
WaTech Activation Levels

Impact to Operations	Characteristics
<p>Level 3 – Monitoring</p> <p>Who is affected?</p> <ul style="list-style-type: none"> • Specific Work Group 	<p>A level 3 incident <u>should not</u> require COOP activation</p> <ul style="list-style-type: none"> • May only minimally interrupt operations, 2 to 4 hours • Incident Response Team may not be activated • Minimal resources needed to return to normal operations • No ECC activation required
<p>Level 2 – Partial Activation</p> <p>Who could be affected?</p> <ul style="list-style-type: none"> • Staff • Executive Management • Partner Agencies • Local Fire/Police/Rescue 	<p>A level 2 emergency <u>will</u> require activation of the COOP</p> <ul style="list-style-type: none"> • Totally interrupts operations in one or more WaTech/CTS services or locations for 72+ hours • May disrupt at least part of a community • Facilities may not be fully operational • Major resources required to return to normal operations • Incident Response Teams activated • ECC will be activated as soon as possible
<p>Level 1 – Full Activation</p> <p>Who could be affected?</p> <ul style="list-style-type: none"> • Employee and Family • Partner Agencies • State and Federal Fire/Police/Rescue 	<p>A level 1 emergency <u>will</u> require activation of the COOP</p> <ul style="list-style-type: none"> • Totally interrupts operations in multiple WaTech/CTS services or locations for an indeterminate time • Will disrupt the community • Facilities may not be fully operational • Major resources required to return to normal operations • Incident Response Teams activated • ECC will be activated as soon as possible

- ❖ The IET determines the initial activation level for the incident
- ❖ WaTech crisis response aligns with the State Emergency Operations Center (SEOC)
- ❖ WaTech coordinates with the SEOC

WaTech Activation Overview

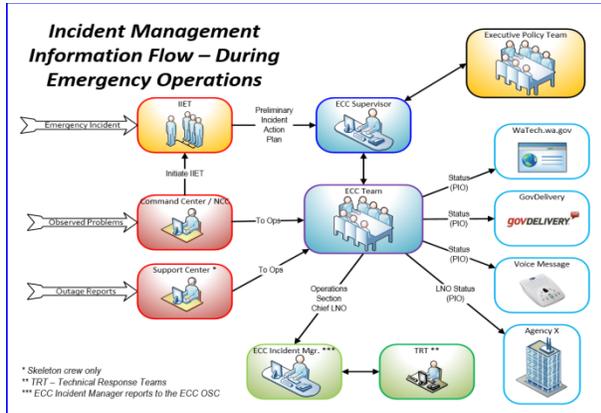
Incident Management Information Flow – During Emergency Operations



* Skeleton crew only
 ** TRT – Technical Response Teams
 *** ECC Incident Manager reports to the ECC OSC

- ❖ Normal inbound communications to WaTech will still go through the support center, but...
- ❖ Outbound communications will come in the form of the official agency website, and...
- ❖ The WaTech ECC will be activated for the purpose of managing the incident
- ❖ The Technology Response Teams will work at the direction of the ECC
- ❖ WaTech executives will be available for consultation with the ECC Supervisor

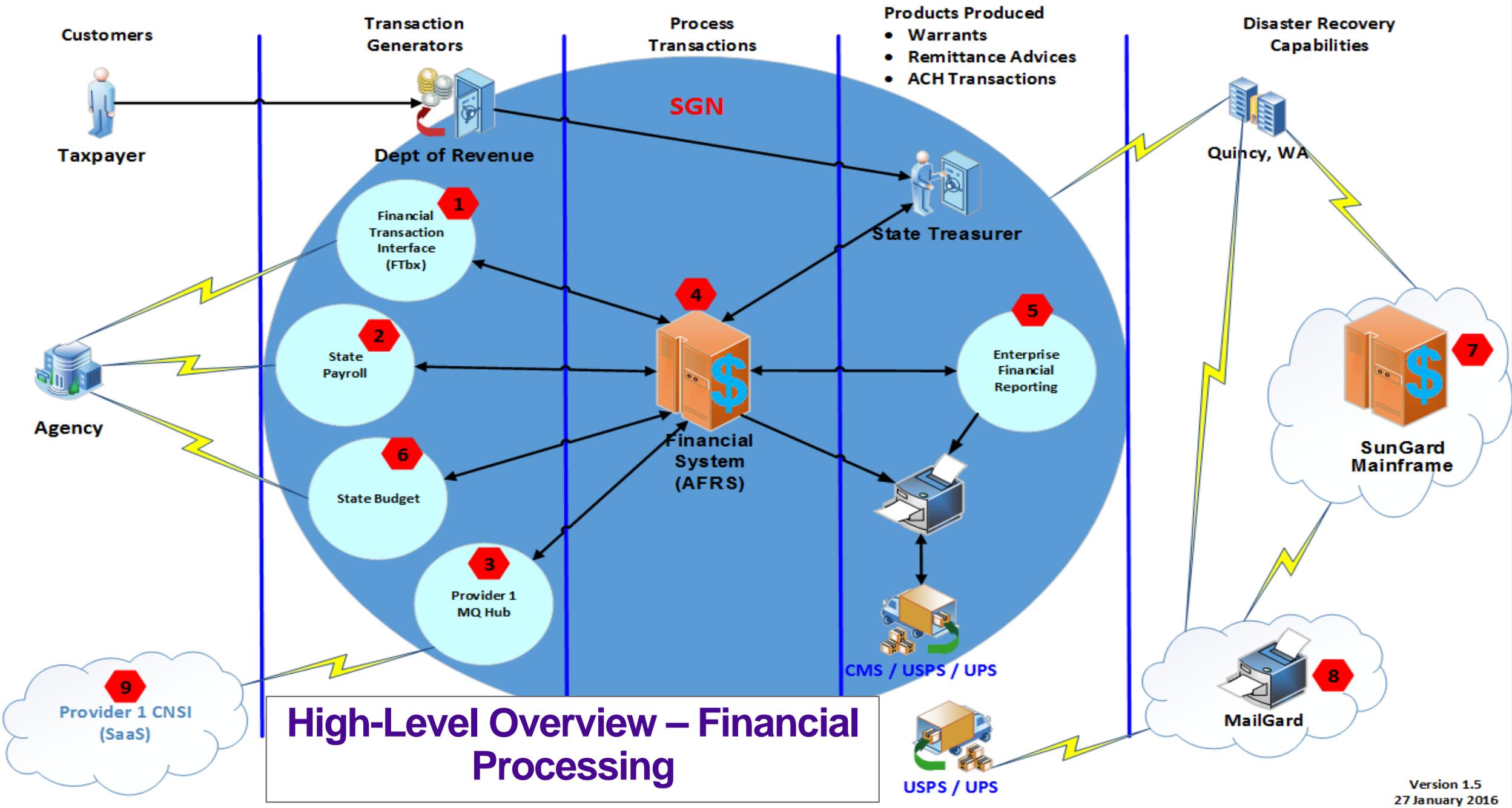
WaTech Activation Overview



- ❖ The WaTech ECC will restore the infrastructure, services and products required by the Essential Functions documented within the WaTech COOP plan
- ❖ Tier 1 EF first
- ❖ Tier 2 EF once Tier 1 are restored

- ❖ Those agencies directly involved will be in contact with the WaTech team(s) as necessary
- ❖ Each agency should have an ECC
- ❖ The new (not yet released) iCOOP website has POC and ECC status for each agency (managed by each agency)

Tier 2 Financial Essential Functions



WaTech DR Plan Development

WaTech is developing detailed Disaster Recovery Plans for each element in the dependency chain for all of WaTech's Essential Functions.

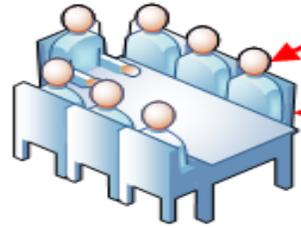
The EMP team is working to:

- Create plans for each element (Infrastructure, Services, Facilities, Applications)
- Create plans that are action oriented and detailed
- Remove boiler plate and training materials from the plans (Shelf Art)
- Create specialized plans that orchestrate the process of response and recovery
- Create exercises for each plan to ensure it fits and works
- Engage all participants and document our relationships (IT, business, etc.)
- Training staff to operate using modern techniques based on NIMS
- Ensure compliance with RCW 38.52
- Engaging with agencies via iCOOP and exercises
- Dedicated to making our state resilient in order to mitigate risk to us all

Overview of State Response (Discussion Draft)



Governor



Executive Policy Room



Homeland Security Regional HQ



SEOC

Regional / Catastrophic Response Plan

On Floor Effort

Status of Business Functions



ECC Concentrator
Status of Components of Business Functions



ESF-x Support

*Support for ESF Needs **



County Response



State Agency Response

** The sending agency provides time tracking and other support but does not involve the ESF staff in agency mission specific issues as this would overwhelm that resource.*

Because the impossible happens all the time!



"My definition of an expert in any field is a person who knows enough about what's really going on to be scared." - P. J. Plauger