

**DEPARTMENT OF GENERAL SERVICES  
INTERAGENCY SUPPORT DIVISION  
OFFICE OF FLEET ADMINISTRATION**

**CONTINUITY OF OPERATIONS –  
CONTINUITY OF GOVERNMENT PLAN**

## 6.0 INTERAGENCY SUPPORT DIVISION

The Interagency Support Division (ISD) includes the Office of Fleet Administration (OFA), Office of State Publishing (OSP), Office of Public School Construction (OPSC), and DGS Marketing.

INTERAGENCY SUPPORT DIVISION	
OFFICE	MAJOR PROGRAMS AND SERVICES
FLEET ADMINISTRATION	<p>Delivers transportation and parking services for State agencies:</p> <ul style="list-style-type: none"> <li>• Vehicle operating policies</li> <li>• Vehicle acquisitions</li> <li>• State employee parking</li> <li>• Vehicle rentals and repairs</li> <li>• Vehicle inspections</li> <li>• Travel management</li> </ul>
STATE PUBLISHING	<p>Produces printing for the executive, legislative and judicial branches of State government:</p> <ul style="list-style-type: none"> <li>• Legislative bills</li> <li>• Forms design</li> <li>• State forms</li> <li>• Digital printing technologies</li> <li>• Desk top publishing</li> <li>• On-line publishing</li> <li>• Addressing and mailing</li> <li>• Archives records</li> <li>• Video and multimedia</li> </ul>
PUBLIC SCHOOL CONSTRUCTION	<p>Implements funding allocated by the State Allocation Board to eligible school districts for various programs:</p> <ul style="list-style-type: none"> <li>• School facility program</li> <li>• Re-locatable classrooms</li> <li>• Lease purchase program</li> <li>• Deferred maintenance</li> </ul>
SURPLUS PROPERTY AND REUTILIZATION	<p>Responsible for the proper disposition of all State-owned surplus personal property and for the allocation of Federal surplus personal property. Also offers transit storage services for pallet racking and high security storage needs:</p> <ul style="list-style-type: none"> <li>• Transfer surplus property to other qualified State agencies</li> <li>• Donate surplus property to qualified non-State agency recipients</li> <li>• Auction or sell surplus property</li> <li>• Send surplus property to recycle</li> <li>• Scrap surplus property which is of no further use or value</li> <li>• Warehouse arrangements for your materials include drive-in racking and storage vaults</li> <li>• Short or long term storage</li> <li>• Bar coded inventory of storage items</li> </ul>

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1 OFFICE OF FLEET ADMINISTRATION CONTINUITY PLAN FOR GOVERNMENT**

#### **6.1.1 INTRODUCTION**

California Government Code and the State Administrative Manual (SAM) have long provided authority for state agencies to be involved in emergency business resumption activities. With the unpredictability of current events, business resumption takes on renewed importance, especially in light of our ever-increasing dependence on information technology and associated information assets. It is essential that every agency, down to the Office level, have a current and tested Continuity Plan for Government (COG) to address any anticipated emergency or circumstance that might interfere with its day-to-day critical business functions.

The current State of California Emergency Plan (SCEP), reflects recent advances in emergency management capabilities and changes in the Emergency Services Act (ESA), and is intended to be used in conjunction with state agency plans and associated standard operating procedures. It includes lists of related laws, regulations, orders, plans, training material, resource manuals, and supporting agreements.

#### **6.1.2 OVERVIEW**

The Department of General Services (DGS), Office of Fleet Administration (OFA) is responsible for the establishment, implementation, and maintenance of policies and procedures governing state-owned mobile equipment. Transportation-related services provided by this office include vehicle pools, repair facilities, vehicle inspection, employee parking, discount airfares, commercial car rentals, vehicle acquisition and disposition, and consultation regarding automotive management problems.

The OFA's administration office is located at 800 Q Street in Sacramento. It maintains garages in five locations: Sacramento (two blocks from the main office), Los Angeles, San Diego, Fresno, and Oakland; and an auction lot and mobile office in Davis. Garage staffs vary in size from 4 to 40 personnel. The ***Fleet Focus*** vehicle management system is based on a server located at the Sacramento garage. All garages, the auction lot office, and the main office are linked via Wide Area Network (WAN).

#### **6.1.3 BUSINESS INTERRUPTION CAUSES**

There are a number of ways that the services provided by the OFA can be interrupted. Natural disasters such as earthquakes and floods could cause the loss of entire facilities, or accidental events such as fire or the misfiring of the fire protection sprinklers could cause direct loss of computers or the loss of power, and therefore, the inability to use computer equipment. Current events related to terrorism could result in a variety of information technology-related interruptions.

The objective of this plan is to develop procedures to prepare for and recover from any event that results in the loss of business functions and attain operational readiness within 12 to 24 hours or less, as appropriate.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.4 BUSINESS RECOVERY PLAN COMPATIBLE WITH OTHER OFFICE PREPAREDNESS PLANS**

It is important to integrate business recovery planning with any existing planning and policy documents, such as emergency response plans. For example, the OFA has a Hazardous Waste / Toxic Wastes Business Plan and an Emergency Preparedness Plan, which should be reviewed in light of this plan and referenced as appropriate.

### **6.1.5 CONTINUITY OF GOVERNMENT (COG)**

#### **6.1.5.1 ORGANIZATION OVERVIEW**

Organization of the Continuity Plan for Government (COG) calls for a decision-making body; i.e., OFA Decision Group (OFADG) which is authorized in advance to make on-the-spot decisions for the organization during an emergency. Included in the OFADG are:

- Business Recovery Team(s) (BRT) with specific predetermined duties and responsibilities to perform during the emergency; and
- Business Recovery Planning Committee (BRPC) to maintain and periodically test the organization's plan.

#### **6.1.5.2 OFA DECISION GROUP (OFADG)**

Decisive leadership is the foundation for rapid and effective resumption of operations in event of an emergency. To ensure rapid decision-making, unity of purpose, and aggressive implementation of recovery procedures, the office will maintain an OFA Decision Group (OFADG) whose primary focus is the provision of clear and decisive leadership in case of an emergency. The OFADG, whose decision-making authority rests with at least two senior executives of the office operating with the advice and counsel of senior managers, will have overall responsibility for directing business recovery operations.

#### **6.1.5.3 MEMBERSHIP**

Membership of the OFADG follows:

- Chief, Office of Fleet Administration, Chair
- State Fleet Asset Manager
- State Fleet Operations Manager
- Fiscal and Program Support Manager
- Parking Unit Manager
- Safety Officer

#### **6.1.5.4 RESPONSIBILITIES**

In particular the OFADG is responsible for:

- Initial assessment of a potential emergency.
- Formal declaration of an emergency.
- Formulation and implementation of a suitable response strategy.
- Notification of selected BRT leaders to assemble teams and begin appropriate operations.
- Distribution to employees of necessary information and instructions.
- Maintenance of an incident log to record all significant events associated with the emergency and recovery operations.
- Management, leadership, and final decision authority during all phases of business recovery.
- Coordination with other branches of government involved in any aspect of a business interruption where the impact is felt beyond the department.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

- Coordination of public relations.
- Determination of a suitable strategy for resuming normal operations at an appropriate time.
- Formal declaration of termination and resumption of normal activities.
- Review and assess the business recovery response, and direct changes to the CPB as appropriate.
- Provide recognition of outstanding efforts on the part of department employees and schedule compensatory time where appropriate.

### **6.1.6 BUSINESS RECOVERY TEAM(S) (BRT)**

Based on its primary and most critical business function, dispatching ("renting") state vehicles, the OFA designates a Business Recovery Team (BRT) chaired by the Chief, OFA.

The purpose of the BRT is twofold:

- To implement procedures to ensure preparedness for a disaster, and
- To react appropriately and decisively when a disaster or emergency occurs.

The BRT members should be experienced and knowledgeable personnel who are capable of assuming duties outside their normal responsibilities for the following reasons:

- The critical nature of business recovery, and
- The fact that BRT members may be the only personnel called to provide services.

### **6.1.7 BUSINESS RECOVERY PLANNING COMMITTEE (BRPC)**

A COG is a "living document" and requires constant change and updates. To ensure the currency of the COG, the office will maintain a Business Recovery Planning Committee (BRPC) to review, update, and test the COG on a regular basis. The BRPC shall have at least one representative from each business unit, as well as additional specialists as required.

#### **6.1.7.1 RESPONSIBILITIES**

General descriptions of tasks for team members are provided in the applicable section.

### **6.1.8 OBJECTIVES AND GUIDELINES**

#### **6.1.8.1 PLAN OBJECTIVES**

This plan has been formulated to attain the general goal of restoring critical OFA business functions in case of any form of interruption - be it natural disaster, civil emergency, accident, or incident(s) caused by current events.

- Exercise proactive, rather than reactive, decision making. The plan emphasizes solid preparation and tested readiness rather than reaction in case of an emergency.
- Ensure that OFA employees perform to the same high standards during emergencies that characterize their normal day-to-day operations. The plan provides the information and guidelines with which employees can do what is expected of them.
- Prevent lawsuits. The plan ensures that OFA employees resume operations without extraordinary or unusual actions that could result in an avoidable public lawsuit.

#### **6.1.8.2 GENERAL GUIDANCE**

It is not possible to explicitly account for every possible contingency and plan a detailed response to each. The plan establishes basic procedures that are likely to apply, in greater or lesser measure, in

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

any situation that causes significant disruption of fleet services or facilities or poses a significant threat to the safety of fleet employees. Regardless, any emergency will require the exercise of prudence, common sense, and good judgment. Chief, Section Managers, and Garage Managers will be responsible for assessing situations and responding appropriately while providing leadership and guidance to subordinate employees. Based on the objectives stated above and in the absence of special instructions, all should operate according to the following principles:

### **6.1.8.2.1 AVOID LOSS OF HUMAN LIFE**

Protect employee and public safety above all other considerations.

### **6.1.8.2.2 OBEY THE LAW AND MAINTAIN PUBLIC TRUST**

Ensure employee cooperation with uniformed civil emergency authorities such as the police, fire fighters, emergency medical personnel, and the military. Do not engage in or pursue any activity that is unethical or illegal, regardless of circumstances.

### **6.1.8.2.3 WORK WITHIN DEPARTMENT EMERGENCY PREPAREDNESS AS APPROPRIATE**

Coordinate COG activities with directives from the Office of Emergency Services (OES) and departmental and office emergency recovery plans and other emergency plans as appropriate.

### **6.1.8.2.4 HONOR EXISTING RECIPROCAL AGREEMENTS AND ASSIST ADJACENT ENTITY EFFORTS FOR RECOVERY**

Honor all reciprocal agreements and assist adjacent entity efforts for recovery. The plan encourages looking for opportunities to help physically/geographically adjacent organizations during the planning and recovery process.

### **6.1.8.2.5 STATE DEPARTMENT EQUIPMENT DIRECTORY**

OFA will maintain a binder with a listing of mobile equipment capable of responding to emergencies when necessary. Each department will be tasked with notifying OFA when changes are needed. The mobile equipment listed on the spreadsheets has been obtained from the following departments:

- California Highway Patrol
- Department of Water Resources
- Department of General Services
- Department of Parks and Recreation
- California Department of Transportation
- Department of Fish and Game
- Department of Forestry

## **6.1.9 CRITICAL BUSINESS FUNCTIONS**

The business functions list that follows is a result of interviews with OFA employees. From that list of functions, critical business functions are identified using the following criteria:

Critical business functions are essential governmental services that involve public safety, public health, justice, environmental protection, human services or "mission critical" operations.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

A prioritized list of these business functions is shown at the end of this plan--Critical Business Functions and Supporting Systems. Where appropriate, this section also describes the Information Technology Systems that support the business process.

The definition of mission critical system is: any automated system whose unavailability or failure, partial or complete, would significantly affect or impair the successful delivery of an essential government service as listed below:

- Public Safety
- Public Health
- Law and Justice
- Environmental Protection
- Human Services
- Mission Critical Operations

The *Fleet Focus* vehicle management system would qualify as a department-critical.

### **6.1.9.1 OFFICE OF THE CHIEF**

- Provide operating program direction and evaluation.
- Communicate with and direct managers during emergency.

### **6.1.9.2 FLEET OPERATIONS**

- Manage daily vehicle rental program (dispatch state vehicles) in five locations.

### **6.1.9.3 STATE FLEET ASSET MANAGEMENT**

- Manage inspection and maintenance services for state vehicles.
- Maintain the equipment list referenced in Section 6.1.8.2.5.

### **6.1.9.4 FISCAL AND PROGRAM SUPPORT UNIT**

- Manage travel program (airline ticketing and commercial vehicle rentals).
- Administer vendor contracts.

### **6.1.9.5 PARKING UNIT MANAGER**

- Manage state parking lots and user authorizations.

### **6.1.9.6 VEHICLE ACQUISITION AND DISPOSITION**

- Manage the purchase of new vehicles and the sale (auction) of those being replaced.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.10 BUSINESS INTERRUPTION CHARACTERISTICS**

#### **6.1.10.1 DEFINITION OF A BUSINESS INTERRUPTION**

An unplanned event which interrupts or stops the operation of an organization so that it cannot accomplish its mission, examples which include but are not limited to fire, earthquake, flood, bomb explosion, toxic spill, power outage ("blackout"), gas leak or severe weather event. Important considerations include safety, severity or interruption, extent of damage and duration such as emergency or disaster.

Business interruptions may include, but are not limited to:

- Natural calamity (e.g. earthquakes, severe storms)
- Fire
- Riot or civil disturbance
- Terrorist activity
- Extended power or water outages

Final determination of whether a business interruption has occurred under this definition will rest with the OFADG, which is discussed in *Section 6.1.12 - General Emergency Business Recovery Procedures*. In determining whether to declare a business interruption and begin recovery operations, the OFADG will consider a number of factors including the threat to OFA employee's safety and well being and the cost of recovery (by outside vendors and office facilities). The OFADG will also consider the extent, severity, and estimated duration of the emergency.

#### **6.1.10.2 EXTENT OR GEOGRAPHICAL IMPACT - LOCAL, CITYWIDE, STATEWIDE**

The circumstance or event that triggers the meeting of the OFADG will have a geographical extent or geographical area of impact. All other factors being equal, the broader the geographical extent of the event, the greater the difficulty government will face in stabilizing the situation and providing for the resumption of normal operations.

The OFADG will also consider the extent of the emergency from the standpoint of its impact on department operations. While the impact may be severe, it may be confined to a few offices or to a specific area of operation (e.g. a prolonged outage of mission critical systems due to sabotage). The OFADG will consider the extent to which department operations are affected before determining an appropriate reaction. In general, the broader the extent, the better the case for beginning business recovery operations.

#### **6.1.10.3 SEVERITY**

Severity addresses the amount of damage that has occurred as a result of the incident. In general, damage can best be measured in dollars but other criteria should be used as appropriate (e.g., percentage of office space rendered unusable, number of employees who cannot report for work). Again, increased severity reinforces the commencement of appropriate recovery operations.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.10.4 DURATION**

Incident duration is a crucial issue in deciding whether to initiate business recovery operations. In general, the cost, inconvenience, and difficulty of business recovery operations calls for restraint in any situation for which the remaining incident duration (time until normal operations can be resumed) is short. The OFADG will carefully weigh the options of suspension of operations, limited business recovery, and full business recovery in any given scenario.

### **6.1.10.5 HEALTH AND SAFETY**

The final and most important issue is identification of any potential threats to employee and public health and safety. Any recovery strategy must mitigate or eliminate such threats. If such threats cannot be reasonably controlled or contained as part of the response strategy, operations should be suspended until safety issues can be resolved. For purposes of this plan, a health or safety threat to an employee is any identifiable and credible potential for an employee to be seriously injured or become ill while performing his/her normal duties. Such threats must be controlled not only within the work environment, but also during transportation to the work site. Thus, even incidents that do not affect physical premises, but do significantly raise the risk of injuries during commutes to and from work, may be legitimately declared an emergency.

### **6.1.11 BUSINESS RECOVERY PREPARATION (BRP)**

These sections describe specific tasks that need to be accomplished by each group to prepare for business recovery.

#### **6.1.11.1 BUSINESS RECOVERY TEAM (BRT)**

Responsibilities of team members:

- Be familiar with business functions and procedures of their staff sections.
- Know the business function responsibilities of other (non-BRT) staff members.
- Know required office equipment to perform normal and critical business functions.
- Assist in ongoing planning, preparation, and review of business recovery sites and backup locations (including storage sites for emergency supplies).
- Know emergency recovery procedures.
- Be familiar with alternate recovery site options.
- Assist in business recovery training.
- Assist in ongoing review and testing of the BRT.
- Maintain off-site inventories and backup copies of critical files.
- Maintain off-site backups of computer files and applications.
- Maintain points-of-contact, telephone and fax numbers, addresses, etc., for all law-enforcement agencies, customer activities, suppliers, and service providers with whom the OFA normally interacts.

Any other preparation required ensuring that their staff section could implement business recovery operations.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.11.2 STAFF**

Responsibilities for employees not on the recovery team:

- Receive and act on an alert notification.
- Memorize the toll free telephone number for continual updates: **1 (866) 556-0704**.
- Maintain and be familiar with the telephone alert calling chain.
- Be familiar with the CPB and procedures.
- Secure paper files on an ongoing basis. Ensure that BRT members receive copies of critical paper files on a weekly basis for storage at off-site locations.
- Assist in maintenance of other resources required to perform critical business functions including: office equipment (e.g. postage meters, stamps), fax machine, photocopier, office supplies, paper, envelopes, letterhead, staplers; and other critical materials (i.e. active paper files, floppy disks, rolodexes).

### **6.1.11.3 BUSINESS RECOVERY PLANNING COMMITTEE (BRPC)**

The BRPC's business recovery preparation responsibilities may be divided into several major areas:

- Recovery locations and off-site storage.
- Information systems recovery.
- Paper document recovery.
- Vendor and external agency support.
- Modified authorities for purchasing and petty cash.
- Telephone alert rosters.

Each of these areas is discussed in the following sections. Primary responsibility for preparation and maintenance of all master agreements resides with the OFA's Contracts Unit. The Contracts Unit will negotiate all agreements on behalf of the OFA. Nonetheless, the BRPC is responsible for providing appropriate information to the Contracts Unit and for ensuring that the negotiated agreements are consistent with anticipated needs.

#### **6.1.11.3.1 SELECT AND COORDINATE RECOVERY LOCATION**

The BRPC is responsible for maintaining and publishing a list of off-site location options for emergencies. The BRPC will:

- Identify state-owned and private facilities at various distances from the Sacramento office and five state garages that could be used as business recovery sites.
- Periodically visit and inspect identified facilities, include hotels at varying distances from the OFA and garages.
- Report to the OFA Chief on feasible options for recovery sites, off-site storage, and hotel lodging.
- Contact and coordinate with owners or managers of identified recovery sites and establish arrangements for facility use in case of an emergency.
- Maintain surveys of each location; include number of available rooms, number of telephone lines per room, available office services, and nearby hotel and food service facilities.
- Ensure that BRT leaders have complete information on available business recovery sites.
- Maintain the facilities portion of the BPC.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.11.3.2 ARRANGE BACK-UP AND OFF-SITE STORAGE**

The OFA Contract Unit will establish and maintain vendor agreements for back-up and off-site storage of *Fleet Focus* and State Parking databases.

### **6.1.11.3.3 PAPER DOCUMENT RECOVERY**

The BRT(s) will assess the OFA paper document recovery requirements and develop a plan for their periodic collection and off-site storage and recovery.

### **6.1.11.3.4 PURCHASE ORDER AND PETTY CASH MANAGEMENT PROCEDURES**

#### **6.1.11.3.4.1 MODIFIED AUTHORITIES FOR PURCHASING**

During business recovery operations, it is likely that OFA staff will be required to purchase goods and services on short notice. Normal procurement procedures are unlikely to be responsive to business recovery operational needs.

The OFA Contract Unit has developed and maintains a set of procedures and authorities to allow rapid purchase of critical goods and services while complying with all state regulations governing procurement. The modified authorities for purchasing allow rapid review, approval, and processing of necessary purchases and, as a minimum, specify:

- Who may purchase.
- What may be purchased.
- What dollar limits are to be enforced.
- The sources of funds (i.e., CALCARD holders).
- Modified procurement procedures.
- The BRT team personnel required to process requests.
- Justification, documentation, and submission procedures required for approval of a request.

In preparing its modified authorities for purchasing plan, the Contract Unit focused on achieving rapid response to requests while ensuring consistency with state procurement guidelines.

#### **6.1.11.3.4.2 PETTY CASH MANAGEMENT**

With the availability of CALCards petty cash will not be available. If an employee needs to pay for a service and a CALCard is not available for use, a Travel Expense Claim will be used to recover those funds for the employee.

#### **6.1.11.3.5 TELEPHONE RESTORATION PRIORITY**

The BRT is familiar with AT&T procedures for escalating and prioritizing service requests. The OFA Contract Unit maintains this information.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.11.3.6 TELEPHONE ALERT ROSTERS**

A specially designated member of the BRPC, in coordination with the Administration Unit Supervisor, will be responsible for preparing and maintaining all telephone alert rosters (telephone calling chains) and for ensuring the confidentiality of these rosters. These rosters are to reflect each employee's name, telephone number(s), position, and membership in a BRT. These rosters will be kept only by designated BRT members.

A designated member of the BRPC will ensure the currency and accuracy of the telephone alert rosters by:

- Modifying the alert rosters whenever an employee is promoted or otherwise changes position.
- Modifying the alert roster whenever a new employee is hired.
- Modifying the alert roster whenever an employee leaves the OFA staff.
- Verifying the accuracy of the alert rosters with the OFA alpha roster at least semi-annually.

### **6.1.12 GENERAL EMERGENCY BUSINESS RECOVERY PROCEDURES**

These sections describe tasks for each group during business recovery operations.

#### **6.1.12.1 EXECUTIVE DECISION GROUP ACTIONS**

Occurrence of an emergency that will significantly affect the operations of the OFA or the safety of employees requires immediate notification of the OFADG. The Chief and Section Managers should be notified either directly by, or through, the supervisor of the first employee to become aware of the situation. Notification of OFA executives should occur as soon as possible. In case of natural disasters (e.g. earthquakes) in which many staff members are likely to become aware simultaneously (either through experience or the news media), the Chief or his/her designated representative is responsible for ensuring that all members of the OFADG are notified of a possible disaster or emergency situation which for reasons of privacy protection, appear in the master copy of this plan only need to identify all members by position or title. The Chief's designated representative will coordinate for a suitable meeting location and supervise arrangements to assemble the members of the OFADG.

All members of the executive decision group shall be familiar with this plan. They shall be familiar with the current business functions and their associated priorities at all times. All members of the OFADG shall be provided with cellular telephones for use during business recovery. This equipment should normally be maintained in places of residence and not in OFA offices.

The remaining subsections discuss details of the business recovery procedure. This information is summarized in checklist form in the *Checklist and Flowchart for Business Recovery Team(s) and Executive Decision Group*.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.12.1.1 ASSESS EMERGENCY**

Upon assembling the OFADG, the Chief or his/her designated representative will oversee an assessment of the emergency. For internal incidents, knowledgeable OFA staff will be interviewed to determine the nature, extent, and severity of the incident. In the case of external emergencies, the Chief or his/her designated representative will supervise efforts to obtain information from appropriate government agencies, the news media, and/or through site visits. The OFADG's responsibilities are to assess the following:

- The nature of the incident.
- The geographical extent of the incident.
- The internal extent of the incident.
- The severity of the incident.
- The estimated duration of the incident (period of time that resumption of normal operations and activities will not be possible).
- The threats, if any, to OFA employee safety.

Upon completion of an initial assessment of the incident, the Chief will determine whether to declare an emergency event. If an emergency is declared, he/she will establish priorities for the resumption of appropriate OFA operations (these priorities may include temporary suspension of some or all operations). Based on emergency circumstances and the priorities established by the Chief, the OFADG would develop an initial response strategy.

### **6.1.12.1.2 DETERMINE AND ANNOUNCE INITIAL RECOVERY ACTIONS**

Development of the initial response strategy will require the actions described in the following sections.

#### **6.1.12.1.2.1 DECLARATION OF AN EMERGENCY**

#### **6.1.12.1.2.2 IDENTIFICATION OF OPERATIONAL FUNCTIONS**

#### **6.1.12.1.2.3 IDENTIFICATION OF BUSINESS RECOVERY LOCATION(S)**

#### **6.1.12.1.2.4 DETERMINATION OF PRIORITIES**

#### **6.1.12.1.2.5 COORDINATION WITH APPROPRIATE CIVIL AND LOCAL AUTHORITIES AS NECESSARY**

### **6.1.12.2 INITIAL BUSINESS RECOVERY OPERATIONS**

#### **6.1.12.2.1 ALERT NOTIFICATION**

Consistent with the initial response strategy developed by the OFADG, initial notification of employees for business recovery will be through the telephone calling rosters by the designated staff. Each caller shall be prepared to notify called employees of the emergency status, recovery plans, work sites, and responsibilities. Every appointed telephone alert person is responsible for maintaining a current copy of telephone calling rosters pertinent to his/her part of the OFA both at home and in the office. The supervisor will assume the responsibilities of any subordinate who cannot be reached during the telephone alert.

All principles in the calling chain will be provided with cellular telephones for use during emergencies. Persons who are designated to receive cellular telephones are responsible for maintaining ready

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

access to these telephones. In particular, cellular telephones for emergency use are not to be kept in offices during non-business hours.

Employees who receive information about an emergency that may affect OFA operations (e.g. through the news media) are responsible for periodically calling the OFA's toll-free information number until such time as appropriate information is received.

### **6.1.12.2.2 ASSEMBLE BUSINESS RECOVERY TEAM**

BRTs are responsible for initial preparation and setup of emergency recovery sites (possibly in preparation for other employees to be called in) and for performing those operational functions designated by the OFADG. In some cases, BRT members may be the only employees called in to perform the functions of their particular office. BRTs will assemble at sites designated by the OFADG, which shall, if necessary, also designate a chair or lead for each BRT as may be appropriate. Each employee is responsible for provision of his/her own transportation, although cooperation with other employees is encouraged (e.g. car-pooling). Employees are responsible for preparing and bringing appropriate belongings for extended stays at sites outside of feasible commuting ranges when notified by BRT leaders or otherwise dictated by circumstances.

Each BRT will maintain its own alert notification roster. In addition to a cellular telephone for emergency use, designated BRT members shall have a laptop computer configured with appropriate software.

### **6.1.12.2.3 RELOCATE TO RECOVERY CENTER**

Relocation to business recovery centers will be coordinated within individual BRTs consistent with any guidance received from the OFADG. Regardless of circumstance, each designated BRT member is ultimately responsible for ensuring that he / she is prepared and present at the business recovery center at the appointed time.

### **6.1.12.2.4 DEVELOP AND RELEASE INFORMATION TO THE PUBLIC**

Coordinate with the DGS media relations representative to develop the details of the emergency and for authorization to release information. If unable to contact DGS media relations representative for authorization and guidance, follow the standard "Five-Ws" format in preparing information for the media: *Who, What, When, Where, Why*. Personal opinions should be clearly identified as such. Speculation should be avoided. Determine in advance which BRT representative(s) will be authorized to release information to the media and prepare them in advance for that responsibility.

### **6.1.12.3 DEVOLUTION AND RECONSTITUTION OF AUTHORITY**

#### **6.1.12.3.1 DEVOLUTION**

This section refers to the transfer of responsibility and authority for the essential functions to other management at the Interagency Support Division (ISD). For example, if OFA Headquarters and the Sacramento Garage is compromised and does not have the leadership, staff, or resources to carry out their essential functions in the primary facility or an alternate, they may transfer the authority and responsibility for their essential functions to the ISD.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.12.3.2 RECONSTITUTION**

This section refers to the transfer of responsibility and authority for the essential functions from the Interagency Support Division (ISD) to management at the OFA.

### **6.1.12.4 RESTORING CRITICAL BUSINESS FUNCTIONS**

This section provides a set of steps to be taken by CPB groups to restore critical business functions and supporting information systems.

Resumption of business functions at designated recovery site(s) (may be normal offices) will take place under the direction of BRT leaders and senior managers present at the site. Normal recovery will involve the following steps:

1. Establish accountability for all employees and provide for health, safety, emotional well being and comfort.
2. Setup office furniture and equipment
3. Establish work location for each employee.
4. Set up information technology support (computers and software).
5. Establish telecommunications where appropriate (e.g. establish WAN connections; ensure telephones are installed and operational).
6. Coordinate any special provisions for working at the business recovery site (e.g. notify Federal Express, United Parcel Services, and courier services of the location; arrange for bottled water delivery, obtain a coffee maker).
7. Arrange for delivery of materials and inventory stored at off-site business recovery storage facilities.
8. Survey resource requirements and place emergency orders (e.g. office supplies, computer supplies, special forms).
9. Coordinate with all appropriate state agencies and private sector providers to ensure that the business recovery center telephone numbers, address, and services are known.
10. Critical document inventory and coordination with sending organizations to re-send missing documents.
11. Resume designated business activities.

BRT teams and other staff members will continue to operate in the recovery centers until directed to deactivate the centers by the OFADG.

#### **6.1.12.4.1 PRIORITIZED BUSINESS FUNCTIONS**

OFA business functions have been assessed and prioritized according to the following criteria:

- Critical - resume within 12 to 24 hours, as appropriate
- Essential - resume within 5 days
- Necessary - resume within 21 days

##### **6.1.12.4.1.1 CRITICAL - RESUME WITHIN 12 TO 24 HOURS, AS APPROPRIATE**

- Daily vehicle dispatch (rental) - all garages

Operations: Vehicle dispatch can be accomplished manually (without *Fleet Focus*) by using Form G-8 and blue DGS cards. To accomplish billing, the system allows thirty (30) days to get information entered into *Fleet Focus*. If a garage becomes inaccessible, it will authorize commercial rentals from

## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

any of the OFA's contracted providers. Another alternative is redistribution of vehicles from other OFA garages.

Support Functions: Vehicle maintenance and repair services for state vehicles will be accomplished either at each garage or commercially at authorized repair vendors.

Fuel: State fuel pumps do not have backup generators. A backup generator would have to be rented or purchased for an emergency. Fuel can be purchased with state credit cards from commercial providers. The OFA has reciprocal agreements with Caltrans and CHP as well as other local distributors.

State Credit Cards: New cards are generated electronically and can be requested by fax or mail.

### 6.1.12.4.1.2 ESSENTIAL - RESUME WITHIN 5 DAYS

- Resume Fleet Focus vehicle management application, including WAN connectivity to centralized database at Sacramento garage.
- Resume travel (airline ticketing and vehicle rental) programs.

Operations: Currently there are three servers available for this application. The primary server is located in the Sacramento garage. Available backups are:

1. HQ 1            OFASMF01D747
2. LA 1            OFALAX01D346
3. OAK 1          OFAOAK01D349

### 6.1.12.4.1.3 NECESSARY - RESUME WITHIN 21 DAYS

- Resume parking lot access system.
- Resume customer call-in capability.
- Resume vehicle acquisition and disposition.

Travel: Commercial vehicle rentals will continue to be coordinated telephonically through contracted agents. In case of emergencies, the State is given priority for available seats and vehicles. An alternative to buying airline tickets through contracted agents is to buy directly from airlines.

Parking: The OFA maintains a database of authorized parking lot users. The Parking Coordinator and Information Technology Supervisor maintain a backup of the database.

Customer call-in: Accomplished through the DGS telecommunications Centrex. (OFA no longer has PBX.) Centrex system's being down would affect call-center, reservations, etc., with backup being cellular telephones.

Vehicle Acquisition: May be done manually with Purchase Orders. DGS Procurement responsible for contracting.

Vehicle Disposition: Auctions may be postponed up to six months if necessary; storage space is 50 acres that will accommodate vehicles for approximately ten months. The OFA could temporarily stop accepting vehicles for disposition.

Parking: Security Integrators maintains the parking gate access system, Westinghouse SE6000.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.12.5 CONCURRENT OPERATIONS**

#### **6.1.12.5.1 INITIATE CRITICAL EVENTS LOG**

Business recovery may involve problems or decisions that may be useful for modifying the business recovery plan in the future, disciplining or rewarding employees, reimbursing other agencies or private sector vendors for services provided, or responding to lawsuits or other claims against the State. The importance of the critical event log cannot be overemphasized. It is the OFA's primary tool for reconstructing events, actions, and decisions in the event of post-emergency disability claims, vendor claims, lawsuits, criminal actions, discovery procedures, and Legislative or Gubernatorial inquiries. To ensure accurate and timely information is available to support any analysis or response arising from actions or decisions undertaken during business recovery operations, a log of all critical events will be maintained.

The Chief will appoint a representative, or recorder, who will implement and maintain a critical events log during the entire period from initial notification of an emergency to completion of the post-emergency review. The log will contain a complete account of all important events, decisions, and activities occurring during the business recovery period. At a minimum, each entry will include:

1. A description of the event.
2. Personnel involved.
3. Time and date stamp.
4. Responsible manager or executive for resolution.
5. Author of the entry.
6. Disposition or outcome (as appropriate).

As deemed necessary, the recorder may include copies of documents, correspondence, telephone conversation summaries, and any other hard copy source of relevant information. All personnel participating in a business recovery are responsible for notifying the recorder of important events or decisions and providing supporting documentation as necessary.

Alternative, the Chief may delegate responsibility for critical events log maintenance to BRT leaders or senior site managers. The Chief will then designate a manager who is responsible for collecting, ensuring the completeness of, and merging the various logs into a single aggregate critical event log.

The designated recorder(s) is responsible for maintaining the integrity, accuracy, completeness, and security of the log. These responsibilities may require contacting employees, vendors, or other state officials to clarify particulars or to obtain supporting documentation.

#### **6.1.12.5.2 MODIFY/FINALIZE PURCHASE ORDERS**

At his/her discretion, the Contracts Unit representative working with the BRT may authorize and activate modified authorities for purchasing during an emergency. The modified authorities should be based on the estimated extent, duration, and requirements of the emergency.

#### **6.1.12.5.3 REIMBURSEMENT OF EMPLOYEES**

Upon notification that an emergency has been formally declared by the OFADG, the Chief will publish a policy for reimbursement of employee expenses. The policy will discuss authorized expenses and dollar limits, procedures for reimbursement, authorized individuals (e.g. BRT members who will be working off-site), and documentation of expense requirements.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.13 POST EMERGENCY BUSINESS RECOVERY PROCEDURES**

As emergencies occur infrequently and no amount of planning can cover every possible contingency, it is important that the BRPC exploit every opportunity to refine and improve the continuity of government plan and its associated recovery procedures and preparations. Unfortunately, the lessons learned from reacting to a real emergency are just such an opportunity. This section reviews the critical post-emergency business recovery procedures.

#### **6.1.13.1 DECLARE THE END OF INCIDENT/EMERGENCY**

The BRPC will be responsible to oversee and track all actions taken to completely cancel all emergency business continuity activities and to resume normal business operations. The termination of emergency business continuity operations and resumption of normal business operations will be officially noted in a declaration of the OFADG. The OFADG declaration will note a specific time and date to cancel emergency business continuity operations (there may be some ongoing "clean up"). The BRPC will use the times and dates specified in OFADG declarations (declaration of the emergency and termination of the emergency) as the official period of emergency business continuity operations.

#### **6.1.13.2 REVIEW CRITICAL EVENTS LOG**

The BRPC's first post-emergency responsibility is to review the critical events log for accuracy and completeness. Omissions, incorrect information, and unclear or inadequate entries will be charged to the recorder for correction and clarification as necessary. The BRPC will use the critical events log as a basis for its further review of business continuity/recovery operations.

#### **6.1.13.3 PAY VENDORS AND SETTLE OUTSTANDING CLAIMS**

Be aware of any special DGS accounting codes (FEMA-assigned, etc.) for reimbursement of disaster-related losses, etc.

#### **6.1.13.4 EVALUATE STAFF RESPONSE**

The BRPC will conduct a thorough appraisal of the adequacy of the staff response to the emergency. The BRPC will not be limited in its review and may include:

- The timeliness of BRT responses.
- The adequacy of procedures and preparations.
- The quality and breadth of services provided to customers, other agencies, and the public during business recovery operations.
- The morale, safety, and discipline of staff employees.
- The use of purchase orders.
- The status of tangible assets such as computing equipment, office furniture, and facilities.
- Security procedures and breaches.
- The quality of coordination and cooperation without outside agencies.
- Any other aspect of staff response deemed noteworthy.

#### **6.1.13.5 RECOGNIZE OUTSTANDING PERFORMANCE**

Emergency operations are likely to bring out the best and the worst qualities of staff employees. Those staff members whose performance and dedication go beyond the bounds of a normal call to duty should be recognized. The BRPC will actively seek out employees deserving special recognition and include a review of their conduct as part of the post-emergency report.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.14 BUSINESS RECOVERY PLAN TESTING**

The purpose of this section is to provide minimum requirements for testing the OFA's COG.

1. Static testing calls the key participants together, for an announcement that a particular incident has occurred and, assume it is now 12 hours later, who is going to do what? The participants should state what actions they will take in the order they will take them. There should also be an independent umpire (someone from another office or the consultant group that helped build the plan) to record and evaluate the results of lessons learned. This can be an invaluable technique that does not actually disrupt day-to-day operations. Testing can also be more informal, such as conference table testing.
2. A dynamic test involves replicating the effect of an incident (e.g. site non-availability, computer or LAN non-availability). It could require advance notification to customers as to non-availability of normal services on a particular afternoon, then turn off a network, or ask everyone to vacate the floor (e.g. flood damage).
3. Test plans shall be documented and include test objectives, test approach, required equipment and resources, a test schedule, expected results, and exit criteria.
4. Tests can either be scheduled or unscheduled (team not advised in advance of the test).
5. Two tests shall be held annually and one shall be unscheduled. The following are suggested scenarios for testing business continuity plans:
  - The work site is unavailable due to earthquake, fire, or flood and there is a need to use an alternate site.
  - The existing site is not available for 48 hours.
  - Both computer and manual files damaged or lost because the sprinkler system was turned on.
  - Testing of the alert roster and recording time it takes to notify all on list.
  - The organization simulates a loss of power for three days and performs necessary tasks to resume critical business operations.

### **6.1.15 BUSINESS RECOVERY PLAN TRAINING**

The purpose of this section is to identify training methodologies and processes to assist the OFA in training BRTs and OFADGs. The following are guidelines:

1. Combine the process of testing and training with plan development. Make the development of the plan a collaborative effort in which team members are involved and subsequently acquire knowledge and ownership. This is an indirect method.
2. When the business recovery tasks are determined, training and skill assessment becomes necessary. For example, if one of the tasks is to reconstruct a Windows NT network and run/restore tapes, specific technical skill sets are required. When completed, it is essential that staff have the required skills to recover the business functions. Any deficiencies could be addressed by setting up pre-arranged contracts for services.
3. Training for team members shall be structured and integrated into their normal training cycles. Team members should rehearse their duties in a controlled situation using the incident log as a tool for recording events. At least annually, non-team members shall be given general information seminars concerning business recovery. Non-team members require only general knowledge, such as their responsibilities for alert notification, or what to do when they learn of an incident (stay at home until called).

### **6.1.16 CONTINUITY PLAN FOR GOVERNMENT MAINTENANCE**

#### **6.1.16.1 RESPONSIBILITIES**

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

The BPRC is responsible for maintenance of the business recovery plan. The overall and final responsibility will rest with the chairperson of the BRPC. However, the BPRC is expected to maintain the currency of all portions of the plan that are information system specific or that depend on information systems for execution during business recovery operations.

### **6.1.16.2 POLICIES**

To ensure that the plan is reviewed and updated as needed, the Chairperson of the BRPC will convene a meeting of the committee on the third Monday of each January and July (or other dates determined by the BRPC). The assembled group will review this business recovery plan section-by-section for currency and adequacy. The Chairperson will task the committee to modify or augment the plan as needed. In addition, members may plan upcoming tests and resolve any business recovery related issues that may arise.

### **6.1.16.3 MAINTENANCE TRIGGERS**

The Chairperson of the BRPC is responsible for ensuring that the continuity of government is maintained and modified as a result of periodic tests, inventories, and meetings with the committee. In addition, the events below shall cause the committee to immediately update the plan. These events are:

- Hardware Changes - in which major changes are made to the information systems infrastructure of the OFA (includes network configuration changes).
- Software Changes - in which major software systems are modified, deleted, or added to the information technology infrastructure.
- Staff/BRT Member Changes - any critical change in OFA staff or BRT members or their contact information.
- Vendor List Updates - any change with the vendor community that would require the addition or deletion of vendors identified to provide business recovery assistance.
- New Infrastructure - any other enhancements to the offices of the OFA that may affect business recovery operations.
- Contract Renewals - contract modifications and renewals should be reflected in the appropriate appendices of the CPB.
- Lessons Learned - results of previous emergencies or plan testing applied to revised plan.

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.17 CHECKLISTS**

#### **6.1.17.1 MASTER OFADG CHECKLIST**

- Notify Chief
- Notify all OFADG members
- Activate critical events log
- OFADG meets
- Prepare emergency assessment
- Prepare initial response strategy
  - Identify operational functions
  - Identify primary recovery site(s)
  - Establish priorities
  - Coordinate with federal, state, county, and other authorities as appropriate
- Establish "Command Post" location and telephone numbers for OFADG
- Distribute cellular telephones, pagers, laptops, and other personal communications and computing devices
- Activate modified authorities for purchasing
- Activate petty cash accounts
- Establish transportation and hotel reservations for employees as appropriate
- Relocate to Emergency Operations Center (EOC)
- Establish accountability for all employees at each site
- Coordinate movement of equipment and supplies from pre-positioned stocks
- Set-up office equipment and furniture
- Establish work locations for employees
- Set up information technology support (computers and software)
- Load backups and bring hosts/servers on-line
- Establish LAN/WAN links
- Establish telephone service
- Establish connections to remote research services

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

- Inform service providers (e.g. UPS, FEDEX) and supported departments of location and telephone numbers
- Survey software, equipment, and supplies at sites, place emergency orders for shortfalls
- Resume identified business functions
- Determine missing documents and computer files and coordinate recovery
- Ongoing coordination with federal, state, and municipal authorities
- Ongoing public relations coordination
- Schedule future actions (modifications of initial response strategy)
- Assign BRT member's additional responsibilities as necessary (e.g. coordinate supplies, answer telephones, track equipment, maintain log of critical events, etc.)

## **6.0 INTERAGENCY SUPPORT DIVISION (continued)**

### **6.1.17.2 GARAGE BUSINESS RECOVERY TEAM CHECKLIST**

Position Responsibilities: Responsible for directing the recovery of vehicle rental activities

Duty Checklist:

- Check-in to obtain briefing from the BRT Chief
- Assemble BRT - brief unit members
- Determine operational status of Fleet Focus system
- Prepare informal briefing on status of personnel, equipment, and systems
- Attend planning meeting to obtain information on overall strategy
- Provide briefs to the Chief on status of information systems
- Initiate and maintain BRT critical event log
- Develop plan with BRT Chief to move operation to designated site
- Assign tasks to BRT core
- Execute conditional purchase orders for required back-up equipment
- Retrieve required system back-up data
- Move operational equipment to designated site
- Load backups and bring hosts/servers on-line
- Establish telephone service
- Resume identified business functions
- Assign additional responsibilities to BRT members as necessary
- Provide periodic status reports to the OFADG

## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

### APPENDICES

Each appendix is developed as appropriate for the Office of Fleet Administration. These serve as "tear out" documents to be used during business recovery. They will facilitate modification to items within the plan, which may change frequently.

<b><i>Appendix A-1</i></b>	<b><i>Checklist for Executive Decision Group</i></b>
<b><i>Appendix A-2</i></b>	<b><i>Checklist for Business Recovery Planning Committee</i></b>
<b><i>Appendix A-3</i></b>	<b><i>Checklist for Business Recovery Team(s)</i></b>
<b><i>Appendix B</i></b>	<b><i>Vendor Contacts for Support</i></b>
<b><i>Appendix C</i></b>	<b><i>Vendor Contacts for Services</i></b>
<b><i>Appendix D-1</i></b>	<b><i>Confidential Telephone Alert Roster</i></b>
<b><i>Appendix E</i></b>	<b><i>Confidential Communications Alternative Diagram</i></b>
<b><i>Appendix F</i></b>	<b><i>Critical Business Functions and Supporting Systems</i></b>
<b><i>Appendix G</i></b>	<b><i>Contact Numbers for Adjacent / Surrounding Organizations</i></b>
<b><i>Appendix H</i></b>	<b><i>Confidential Business Recovery Team Roster</i></b>
<b><i>Appendix I</i></b>	<b><i>Office Organization Chart</i></b>
<b><i>Appendix J</i></b>	<b><i>Network Diagrams Normal and Emergency</i></b>
<b><i>Appendix K</i></b>	<b><i>Reciprocal Agreements</i></b>
<b><i>Appendix L</i></b>	<b><i>CalCard Holders</i></b>
<b><i>Appendix M</i></b>	<b><i>Critical Events Log</i></b>

**6.0 INTERAGENCY SUPPORT DIVISION (continued)**

**Appendix A-1**

**Master EDG Checklist**  
Executive Decision Group (EDG)

EDG Member	Title
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Name of Recorder	Title	Work site
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Type of Event	Location	Date	Time
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- Notify Chief  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Notify all EDG members  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Activate critical events log  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- EDG meeting  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Prepare emergency assessment  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Prepare initial response strategy  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Identify operational functions  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Identify primary recovery site(s)  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Establish priorities  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Coordinate with federal, state, county, and other authorities as appropriate  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Establish "Command Post" location and telephone numbers for EDG  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Distribute cellular telephones, pagers, laptops, and other personal communications and computing devices  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Activate modified authorities for purchasing  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_

**6.0 INTERAGENCY SUPPORT DIVISION (continued)**

**Appendix A-1 (Cont.)**

**Master EDG Checklist  
Executive Decision Group (EDG)**

- Establish transportation and hotel reservations for employees as appropriate  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Relocate to EOC  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Establish accountability for all employees at each site  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Coordinate movement of equipment and supplies from pre-positioned stocks  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Set-up office equipment and furniture  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Establish work locations for employees  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Set up information technology support (computers and software)  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Load backups and bring hosts / servers on-line  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Establish LAN / WAN links  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Establish telephone service  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Establish connections to remote research services  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Inform service providers (for example, UPS, FedEx) and supported departments of location and telephone numbers  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Survey software, equipment, and supplies at sites, place emergency orders for shortfalls  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Resume identified business functions  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Determine missing documents and computer files and coordinate recovery  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Ongoing coordination with federal, state, and municipal authorities  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Ongoing public relations coordination  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Schedule future actions (modifications of initial response strategy)  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_
- Assign BRT members additional responsibilities as necessary (for example, coordinate supplies, answer telephones, track equipment, maintain log of critical events, etc.)  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_

**6.0 INTERAGENCY SUPPORT DIVISION (continued)**

**Appendix A-2**

**Master BRPC Checklist**  
**Business Recovery Planning Committee (BRPC)**

Determine recovery locations and off-site storage for all locations.

- Administration, Sacramento  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Auction Lot, Davis  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Oakland State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Fresno State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Los Angeles State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- San Diego State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Information Systems Recovery

- Fleet Focus  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Parking  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Paper Document Recovery Plans

- Sacramento Administration  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Auction Lot, Davis  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Oakland State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Fresno State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

**6.0 INTERAGENCY SUPPORT DIVISION (continued)**

**Appendix A-2 (Cont.)**

**Master BRPC Checklist**  
**Business Recovery Planning Committee (BRPC)**

- Los Angeles State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- San Diego State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Vendor and external agency support  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Modify authorities for

- Purchasing  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Telephone alert rosters (confidential)

- Sacramento Administration  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Auction Lot, Davis  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Oakland State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Fresno State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Los Angeles State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- San Diego State Garage  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
- Inspection Services, Region 1  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

**6.0 INTERAGENCY SUPPORT DIVISION (continued)**

**Appendix A-2 (Cont.)**

**Master BRPC Checklist**

**Business Recovery Planning Committee (BRPC)**

- Inspection Services, Region 2  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
  
- Inspection Services, Region 3  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

**6.0 INTERAGENCY SUPPORT DIVISION (continued)**

**Appendix A-3**

**Master BRT Checklist**  
**Business Recovery Team (BRT)**

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BRT Member	Title
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Name of Recorder	Title	Work site
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Type of Event	Location	Date	Time
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Responsible for directing the recovery of vehicle rental activities

- Check-in to obtain briefing from the EDG  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
  
- Assemble BRT - brief members  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
  
- Determine operational status of Fleet Focus system  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
  
- Prepare informal briefing on status of personnel, equipment, and systems  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
  
- Attend planning meeting to obtain information on overall strategy  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_
  
- Provide briefs to the EDG on status of information systems  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Initiate and maintain BRT critical event log

- Develop Plan with the EDG to move operation to designated site  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Assign tasks to BRT core members

- Execute conditional purchase orders for required back-up equipment  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Retrieve required system back-up data

- Move operational equipment to designated site  
 Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

**6.0 INTERAGENCY SUPPORT DIVISION (continued)**

**Appendix A-3 (Cont.)**

**Master BRT Checklist  
Business Recovery Team (BRT)**

Load backups and bring hosts / servers on-line  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Establish telephone service  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Resume identified business functions

Assign additional responsibilities to BRT members as necessary  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

Provide periodic status reports to the EDG  
Completed by: \_\_\_\_\_ Details: \_\_\_\_\_  
Completed by: \_\_\_\_\_ Modified: \_\_\_\_\_

## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

### Appendix B - Vendor Contacts for Support

Includes vendors with POs for purchasing equipment on demand.

The purpose of this appendix is to identify vendors who provide services described in the basic plan. The BRPC needs to identify, review, and continually update required service vendors.

#### COMMERCIAL CAR RENTAL COMPANIES

##### Contractor Representatives Toll-Free Reservation Numbers and Corporate ID Numbers

- Enterprise Rent A Car/Leasing (916) 487-3100  
Ms. Lisa Holmes (916) 487-4318 Fax  
4515 Auburn Blvd. (800) 228-2325  
Sacramento, CA 95841 Reservations Corporate ID: CALGOVT
  
- Vanguard
  - Alamo Rent A Car, Inc. (800) 608-7514
  - Mr. Rob Fyfe (650) 548-0156 Fax
  - 40 Edwards Court (800) 732-3232
  - Burlingame, CA 94010 Reservations Corporate ID: 191259
  -
  
- National Rental Car System, Inc. (800) 608-7514  
Mr. Rob Fyfe (650) 548-0156 Fax  
40 Edwards Court (800) 227-7368  
Burlingame, CA 94010 Reservations Corporate ID: 5400321

#### AUTHORIZED AUTOMOTIVE REPAIR VENDORS

- Glove Box Directory of Approved Auto Repair Facilities, STD. 61 (Rev. 03-02)
  
- All Inspectors of Automotive Equipment

## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

### Appendix C - Vendor Contacts for Services

- Security  
Inter-Con Security Systems, Inc.  
210 South De Lacey Avenue  
Pasadena, CA 91105  
Maurice Westray (916) 482-8220  
Dispatch (866) 254-3261
- Telephone Repair  
(for checking and repairing lines)  
AT&T 611 Repair Service (anyone)
- Telephone Service Orders  
Terri Trimble (888) 251-1666
- Fire Alarm Monitoring  
Grand Central Station  
Account # 61-2208 (800) 458-4519
- Parking Access System Repair  
Security Integrators  
Roger Astle (916) 344-0408
- Office Supplies  
Squaw Valley Office Supply (916) 638-2320 (anyone)

6.0 INTERAGENCY SUPPORT DIVISION (continued)

**CONFIDENTIAL Appendix D-1 - Telephone Alert Roster**

**CONFIDENTIAL** DGS, OFFICE OF FLEET ADMINISTRATION-- EMERGENCY CONTACT INFORMATION July 2006

Office/Location	Name	Title	Work Phone	Work E-mail	Home Phone	Cell #
Administration	Debra Bouler	Chief	(916) 327-2007	<a href="mailto:Debra.bouler@dgs.ca.gov">Debra.bouler@dgs.ca.gov</a>	(916) 392-7735	(916) 825-3626
Administration/Inspection Services	Rick Shedd	Fleet Asset Manager	(916) 327-2083	<a href="mailto:Rick.shedd@dgs.ca.gov">Rick.shedd@dgs.ca.gov</a>	(916) 780-6704	(916) 825-9696
Administration/Fleet Operations	Bryon Rush	Fleet Operations Mgr.	(916) 657-4514	<a href="mailto:Bryon.rush@dgs.ca.gov">Bryon.rush@dgs.ca.gov</a>	(916) 361-7874	(916) 825-0832
Administration/Parking Program	Laurie Sato	Adm. Mgr.	(916) 327-1062	<a href="mailto:Laurie.sato@dgs.ca.gov">Laurie.sato@dgs.ca.gov</a>	(916) 393-2723	N/A
Administration	Elizabeth Stumpf	AGPA	(916) 322-1733	<a href="mailto:Elizabeth.stumpf@dgs.ca.gov">Elizabeth.stumpf@dgs.ca.gov</a>	(916) 635-0745	N/A
Information Technology	OTR Call Center	OTR	(916) 375-4357			
SACRAMENTO State Garage	Bob Turk	Manager II	(916) 653-6926	<a href="mailto:Bob.turk@dgs.ca.gov">Bob.turk@dgs.ca.gov</a>	(916) 455-4575	(916) 825-9713
SACRAMENTO State Garage	Jesse Pena	Manager I	(916) 653-5584	<a href="mailto:Jesse.pena@dgs.ca.gov">Jesse.pena@dgs.ca.gov</a>	(916) 446-0339	Pg.(916) 499-5229
DAVIS Auction Lot	Mike Scobee	Sr. Inspector	(530) 753-3173	<a href="mailto:Mike.scobee@dgs.ca.gov">Mike.scobee@dgs.ca.gov</a>		(916) 825-9707
FRESNO State Garage	Joe Nunez	Manager I	(559) 445-5527	<a href="mailto:Joe.nunez@dgs.ca.gov">Joe.nunez@dgs.ca.gov</a>	(559) 432-0549	(559) 250-1587
LOS ANGELES State Garage	Ramon Gutierrez	Manager I	(323) 224-0905	<a href="mailto:Ramon.gutierrez@dgs.ca.gov">Ramon.gutierrez@dgs.ca.gov</a>	(951) 479-5505	Work cell: (213) 792-7347 Personal cell: (626) 617-3770
OAKLAND State Garage	Daniel Viera, Jr.	Manager I	(510) 286-0499	<a href="mailto:Daniel.viera@dgs.ca.gov">Daniel.viera@dgs.ca.gov</a>	(925) 757-4612	(510) 385-6985
SAN DIEGO State Garage	Max Ballesteros Jr.	Manager I	(858) 642-5740	<a href="mailto:Max.ballesteros@dgs.ca.gov">Max.ballesteros@dgs.ca.gov</a>	(619) 465-0485	(858) 518-6872

## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

### **CONFIDENTIAL** Appendix E - Communications Alternative Diagram

Identifies alternative methods for contacting individuals using cell phone, pager, and home email addresses.

#### **DGS Toll Free Number for All Employees: 1 (866) 556-0704**

Name	Position	Location	Cell Phone	Pager	Home Email
Debra Bouler	Chief	Sacramento	(916) 825-3626	N/A	<a href="mailto:dbouler@comcast.net">dbouler@comcast.net</a>
Richard Shedd	Asset Manager	Sacramento	(916) 825-9696	N/A	N/A
Bryon Rush	Fleet Manager	Sacramento	(916) 825-0832	(916) 499-4402	<a href="mailto:ranchobeekers@aol.com">ranchobeekers@aol.com</a>
Mike Scobee	Sr. Inspector	Sacramento	(916) 825-9707	(916) 499-6392	
Gary Karl	Sr. Inspector	Region 1 - Sacramento	(916) 825-9701	(916) 499-3728	<a href="mailto:gkarl@comcast.net">gkarl@comcast.net</a>
Michael Henness	Sr. Inspector	Region 2 - Fresno	(559) 352-8468	N/A	N/A
Herman Showers	Sr. Inspector	Region 3 - Norwalk	(818) 535-5919	(818) 819-9246	N/A

**6.0 INTERAGENCY SUPPORT DIVISION** (continued)

**Appendix F - Critical Business Functions and Supporting Systems**

<b>Critical Process</b>	<b>Division/Function</b>	<b>Contact</b>	<b>Hardware</b>	<b>Software</b>	<b>Network</b>
State Vehicles Manage/Dispatch	Garage Operations <ul style="list-style-type: none"> <li>• Sacramento</li> <li>• Los Angeles</li> <li>• San Diego</li> <li>• Oakland</li> <li>• Fresno</li> </ul>	Bryon Rush  Bob Turk Ramon Gutierrez Max Ballesteros Daniel Viera Joe Nunez	Main Server Sacramento Garage	Fleet Focus	DGS WAN
Fuel	Garage Operations <ul style="list-style-type: none"> <li>• Sacramento</li> <li>• Los Angeles</li> <li>• San Diego</li> <li>• Oakland</li> <li>• Fresno</li> </ul>	Bryon Rush  Bob Turk Ramon Gutierrez Max Ballesteros Daniel Viera Joe Nunez			

**6.0 INTERAGENCY SUPPORT DIVISION** (continued)

**Appendix G - Contacts Numbers for Adjacent/Surrounding Organizations**

<b>Organization</b>	<b>Name</b>	<b>Position</b>	<b>Phone Number</b>
Bateson Building	Cadie Marotta	Bldg. Manager	(916) 654-3693
OB 8 (Twin Tower)	Mary Sexton	Region Manager	(916) 322-8849

6.0 INTERAGENCY SUPPORT DIVISION (continued)

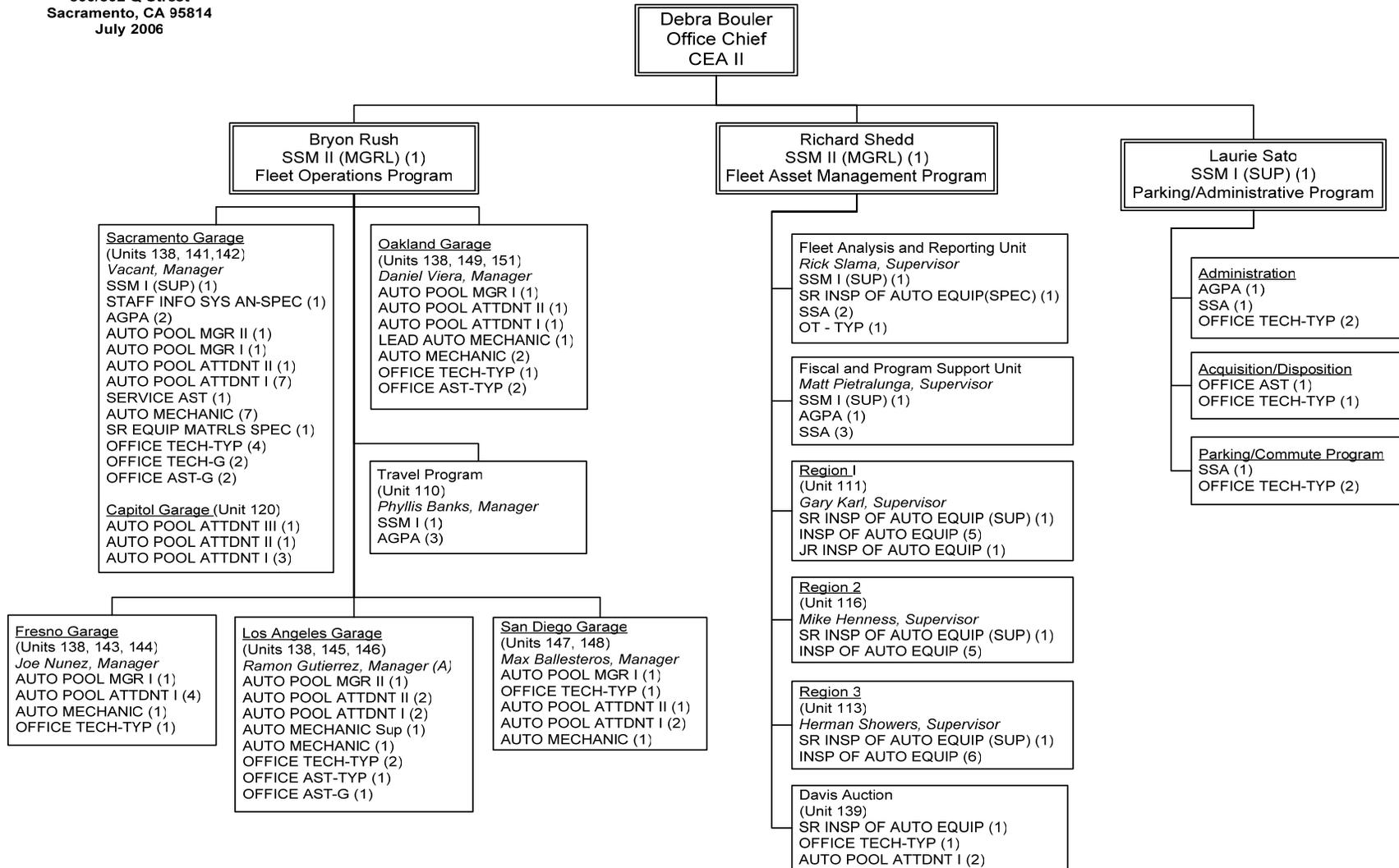
**CONFIDENTIAL** Appendix H - Business Recovery Team Roster (BRT)

SECTION, BRANCH OR TITLE	TEAM MEMBER	TEAM ALTERNATE 1	TEAM ALTERNATE 2
OFA BUSINESS RECOVERY COORDINATOR	DEBRA BOULER <a href="mailto:Debra.bouler@dgs.ca.gov">Debra.bouler@dgs.ca.gov</a> Wk: (916) 327-2007 Hm: (916) 392-7735 Cellular: (916) 849-9365 Pager: N/A Fax: (916) 327-2076	RICK SHEDD <a href="mailto:Richard.shedd@dgs.ca.gov">Richard.shedd@dgs.ca.gov</a> Wk: (916) 327-2083 Hm: (916) 780-6704 Cellular:(916) 825-9696 Pager: N/A Fax:(916) 327-2076	BRYON RUSH <a href="mailto:Bryon.rush@dgs.ca.gov">Bryon.rush@dgs.ca.gov</a> Wk: (916) 657-4514 Hm: (916) Cellular: (916) 825-0832 Pager: N/A Fax: (916) 653-5265
ADMINISTRATION PARKING CONTRACTS	LAURIE SATO <a href="mailto:Laurie.sato@dgs.ca.gov">Laurie.sato@dgs.ca.gov</a> Wk: (916) 327-1062 Hm: (916) 393-2723 Cellular: N/A Pager: N/A Fax: (916) 327-1159	CARLOS CHAVEZ <a href="mailto:Carlos.chavez@dgs.ca.gov">Carlos.chavez@dgs.ca.gov</a> Wk: (916) 327-1078 Hm: (916) 548-0713 Cellular: N/A Pager: N/A Fax:(916) 657-2537	MATT PIETRALUNGA <a href="mailto:Matt.pietralunga@dgs.ca.gov">Matt.pietralunga@dgs.ca.gov</a> Wk: (916) 323-8017 Hm: (916) 451-0994 Cellular: N/A Pager: N/A Fax: (916) 327-2076
INFORMATION SERVICES	OTR Call Center Wk: (916) 375-4357		
GARAGE OPERATIONS	BOB TURK <a href="mailto:Bob.turk@dgs.ca.gov">Bob.turk@dgs.ca.gov</a> Wk:(916) 653-6926 Hm: (916) Cellular: (916) 825-9713 Pager: N/A Fax: (916) 653-5265	JESSE PENA <a href="mailto:Jesse.pena@dgs.ca.gov">Jesse.pena@dgs.ca.gov</a> Wk: (916) 653-5584 Hm: (916) Cellular: N/A Pager: N/A Fax: (916) 653-5265	MIKE GREEN <a href="mailto:Michael.green@dgs.ca.gov">Michael.green@dgs.ca.gov</a> Wk: (916) 657-2298 Hm: N/A Cellular: (619) 203-3593 Pager: N/A Fax: (916) 657-2537
INSPECTION SERVICES	RICK SHEDD <a href="mailto:Richard.shedd@dgs.ca.gov">Richard.shedd@dgs.ca.gov</a> Wk:(916) 327-1086 Hm: (916) 780-6704 Cellular: (916) 825-9696 Pager: (916) 825-9696 Fax: (916) 327-2076	MIKE SCOBEE <a href="mailto:Mike.scobee@dgs.ca.gov">Mike.scobee@dgs.ca.gov</a> Wk: (916) 651-6234 Hm: (916) 719-8148 Cellular: (916) 825-9707 Pager: (916) 499-6392 Fax: (916) 657-2537	HERMAN SHOWERS <a href="mailto:Herman.showers@dgs.ca.gov">Herman.showers@dgs.ca.gov</a> Wk: (805) 295-3238 Hm: (805) 253-1352 Cellular: (818) 535-5919 Pager: (818) 819-9246 FAX: (805) 295-3239

6.0 INTERAGENCY SUPPORT DIVISION (continued)

Appendix I - OFA Organization Chart

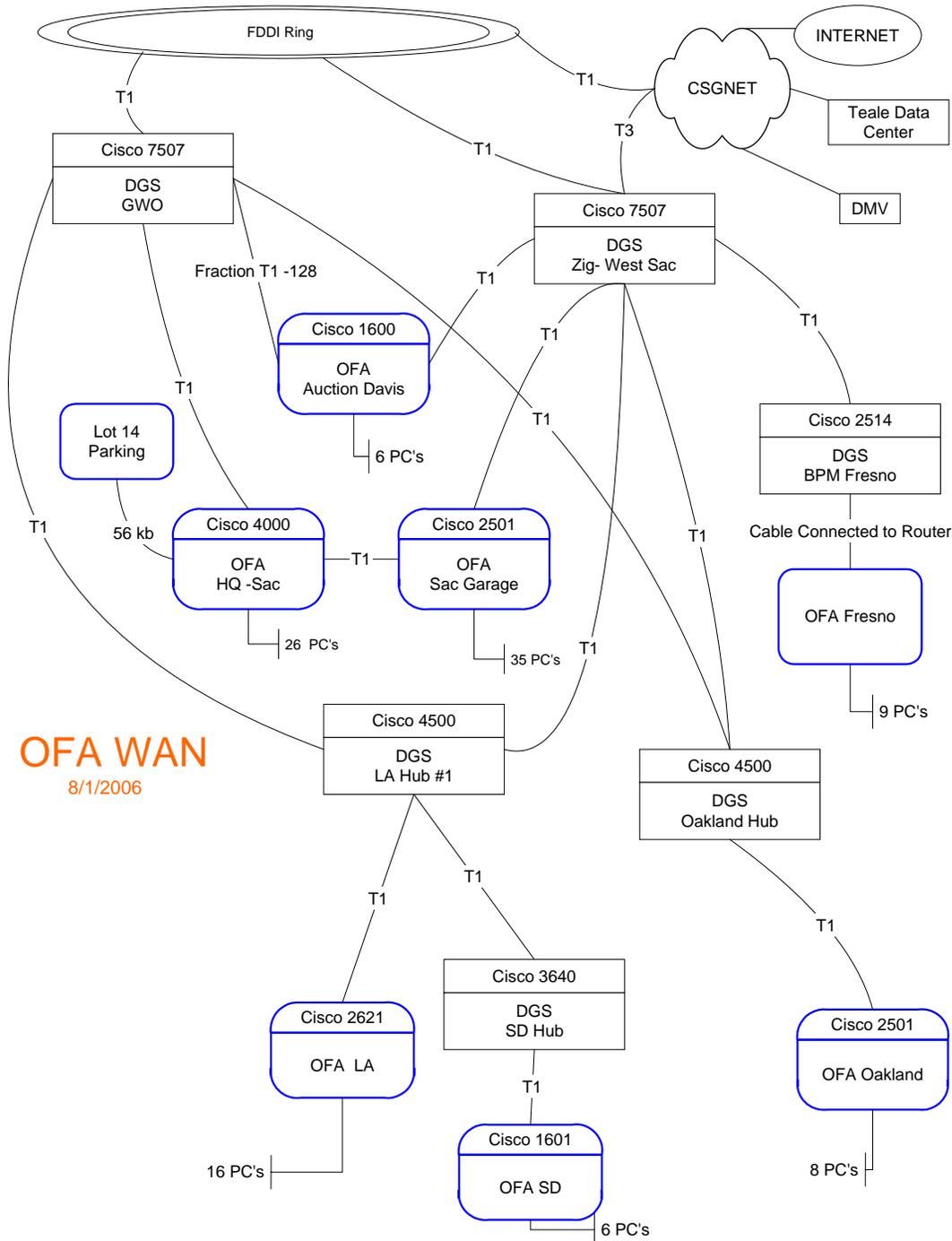
Current  
Office of Fleet Administration  
800/802 Q Street  
Sacramento, CA 95814  
July 2006



## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

### Appendix J - Network Diagrams: Normal and Emergency

This section presents network diagram for Office of Fleet Administration's WAN and a minimum configuration with backup server needed in an emergency.



## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

### Appendix K - Reciprocal Agreements or Interdependence with other Agencies, Departments, Offices, and Counties

#### For all emergencies call:

- **Debra Boulter**, Chief, Office of Fleet Administration, work (916) 327-2007, home (916) 392-7735, or cell (916) 825-3626.

This appendix is used to insert any agreements with other agencies, departments, and counties that affect services provided by the OFA during an emergency.

#### Current Agreements exist with:

- **California Highway Patrol**  
Chris Morgan (916) 376-3505  
3300 Reed Avenue  
West Sacramento, CA 95605
- **CalTrans**  
Equipment Service Center  
Kurt Walter (916) 227-9691  
34<sup>th</sup> and Stockton Blvd.  
Sacramento, CA 95816
- **Division of Procurement**  
Rita Hamilton (916) 375-4420  
Michelle Ogala (916) 375-4453  
707 3<sup>rd</sup> Street  
West Sacramento, CA 95605

## 6.0 INTERAGENCY SUPPORT DIVISION (continued)

### Appendix L - Office of Fleet Administration CalCard Holders

- **Fresno**
  - Joe Nunez
  - Shelley Valles
  - Gene Rios
  
- **Los Angeles**
  - Lydia Agudo
  - Robert Valdez
  - Ramon Gutierrez
  
- **Sacramento Garage**
  - Bryon Rush
  - Deborah Perez
  - Sheila Furr
  
- **Sacramento HQ Parking**
  - Laurie Sato
  - Jennifer Estes
  - Carlos Chavez
  
- **Sacramento Headquarters**
  - Richard Shedd
  - Mike Henness
  - Gary Karl
  - Mike Scobee
  - Herman Showers
  
- **San Diego**
  - Theresa Labriola
  - Max Ballesteros
  - Maria Whispell
  
- **Oakland**
  - Edward Cheng
  - Sherry Kelly
  - Daniel Viera
  - Joyce Huang

**6.0 INTERAGENCY SUPPORT DIVISION** (continued)

**Appendix M - Critical Events Log**

Critical events are any events that could incur an expense or other liability. Events that indicate a need to change the business resumption Plan should also be reported. Incidents should be reported using a form similar to the one shown below. This log will be an important resource for Plan revisions. It should indicate what aspects of the Plan worked well and where the Plan needs to be changed. Event description should include actions taken to resolve the issue.

<b>Date/Time</b>	<b>Reported By</b>	<b>Office/Division</b>	<b>Resolved By</b>	<b>Recorded By</b>	<b>Detailed Description of Event</b> (attach additional info)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

**6.0 INTERAGENCY SUPPORT DIVISION** (continued)

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Date/Time	Reported By	Office/Division	Resolved By	Recorded By	Detailed Description of Event (attach additional info)
1.					
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**6.0 INTERAGENCY SUPPORT DIVISION** (continued)

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Date/Time	Reported By	Office/Division	Resolved By	Recorded By	Detailed Description of Event (attach additional info)
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9.					
10.					

**6.0 INTERAGENCY SUPPORT DIVISION** (continued)

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10.					

**6.0 INTERAGENCY SUPPORT DIVISION** (continued)

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<b>Date/Time</b>	<b>Reported By</b>	<b>Office/Division</b>	<b>Resolved By</b>	<b>Recorded By</b>	<b>Detailed Description of Event</b> (attach additional info)
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