



5/24/2013 | COOP Workshop Presentation Notes
Continuity Planning: Human Resources, Technology, and Facilities

David Rhys, Human Resources:

Individual bureaus need to think through the issues specific to their contracts. The bureau's labor relations rep is the right person to discuss/advise on subjects such as call-back and working out of class. Your HR business partner is a good person to start with.

In general, employees should come in unless they are told not to, or unless they feel unsafe traveling to work.

Employees may be contacted by a supervisor and directed to work hours different from their regular shifts, or directed to do work other than their regular work. The general rule is: "Do what you're told now, grieve later." The City may need to address out of class pay, scheduling premiums, or similar issues after the initial response is complete.

Questions from attendees:

Q: How can we contact HR during an emergency? We will have immediate needs/questions.

A: You can reach us through ordinary channels or the ECC. Anna Kanwit or myself would go out to the ECC. We would have at least 3 people in current building if it could be occupied.

Q: Can we dispense with HR/AR rules, such as employees working out of class, assignment of work, scheduling, etc.?

A: You can put some language in the plan that says you will do what you need to do, and work it out later. Don't say you're throwing the entire contract out the window.

Q: Could you coordinate a list of skills for employees additional / alternate skills that we might need to know?

A: BHR has done some work on the skills database. There is still a lot to be done. BHR is discussing it.
LP/PBEM: People might be able to enter their own info in SAP to create a skills database.
NA/Mayors Office: State Department has databases like this, they are useful.

Q: What about payroll?

A: The discussion between treasury and operations is ongoing. We're still trying to figure that out.

Q: What tools do we have to encourage people to show up to work during an emergency? They won't work if their homes and families are not safe.

A: BHS doesn't do this.

JP/PBEM: PBEM could do this if there is interest.

Q: Does BHR have a list of essential employees?

A: No.

Q: Would employees be reassigned to do something else after a while--a couple of weeks?

A: Maybe

Q: How can we access SAP information now - employees name, address, and telephone numbers – so we have it available in an emergency.

A: Check with Vincent Woods, he can help you do it.

Q: Are those records stored off-site electronically?

A: We're working on that... an alternate facility, the cloud, etc.

Q: All BOEC employees are essential; if our employees have home emergencies, they won't come in. Can we pre-designate some places for people to bring their kids or to stay overnight themselves?

A: Maybe. Need to talk to City Attorney and Risk.

Q: Can OMF help with this? Maybe employees in other bureaus could do it. Also, we're going to get a ton of volunteers, and we need employees to supervise volunteers. Also, remember that many employees may not come in, even essential employees, so you need a lot of fallbacks.

A: We could put in place some emergency ordinances with the disaster policy council. We might also help with this.

LOGAN KLEIER, Bureau of Technology Services

COOP planning for BTS means you must tie essential functions to technology issues.

You must also know what your dependencies are.

There will be an overload of demands.

If the third floor data center is not functional, then bureaus will lose things for a few days to a couple of weeks. Remote access will not work either. You will not get to your files.

There are 35 systems that are requested to be back in less than a day: Public safety radio, dispatch, Portland online, email, Trax.

We have a copy of data at BOEC but we don't have computers to read it. And only a few people can do things like stand up new servers. Our people need to survive, get Dell to send us equipment, and then stand it back up.

We don't have the resource to meet requested RTOs now, and BTS can't really decide what's important on their own; that's up to the DPC or others; it's a question of governance.

Questions / Comments:

Q: We don't know what we don't know. We need to talk to someone about what our real dependencies are; we might be relying on the third floor when we don't know it. How can we figure this out?

A: Send your questions to PBEM and they will work with BTS to find answers.

Q: Are you developing ways to make our data systems more resilient?

A: Email, files will be moving to Microsoft 365 in about a year. That means that they will be in the cloud. About 25 terabytes will be available. However, SAP, Trax, other systems aren't going to the cloud, and 25 terabytes won't cover everything in the data center now.

Lync Online is unified chat and conferencing site that's coming on-line and will be useful, potentially even in disaster situations.

SalesForce and CLASS are on-line systems that other bureaus are buying and using. These effectively put them in the cloud. But there are password and permissions issues with these. If a bureau buys a third-party system, then BTS can't help recover password or permissions if they're lost, or take the permissions away when people leave City employment.

BOB KEITA / Facilities

We own or touch most City facilities, practically every bureau. But there is not a centralized property management system for the City. We're not centralized.

To help you in a COOP event, we need you to focus on your program needs. Describe just what you need: copiers, fax, computers, phones, what? What locations could work --eastside, westside, does it have to be downtown? Near another facility?

We are right now coming up with a central property management database with all bureaus: WiFi, electricity, occupancy.

During an emergency, Facilities will assess damage to existing spaces and then assign bureaus based on their needs and on the priorities set by policy-makers. They will use brokers and lease additional short-term space if needed.

Facilities will also continue to supply services like security and trash pickup during an emergency.

Facilities will be in logistics in the ECC during an emergency, and if regular communication channels are down, that will be the way to reach them.

Questions / Comments:

Daycare is a need. A warming center, an assembly space, something like that might also be needed. These need to be near employee emergency work location.

Please don't let everyone pick the same location for their staging area / meet up. Look at what people put in their COOP plans and see how much overlap there is.

How about everyone reports to the nearest City facility just to check in?

WebEOC should have information on City facilities.