# *Emergency Management*

# Michael Johnson Emergency Management Director

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Please take a moment and fill out this form regarding your department Continuity of Operations Plan. Please return the form to me at: mike.johnson@ci.owatonna.mn.us

DEPARTMENT: Information Technology

SERVICE PRIORITIES

Please designate what services your department provides and the priority.

Priority Definition

1. Services that remain uninterrupted (services that are not closed on a weekend or holiday).
2. Services that need to be reestablished within a few days.
3. Activities that can be disrupted temporarily (a few days or weeks)
4. Activities that can be suspended during an emergency (6-8 weeks).

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Service | Minimum Staff | Telecommuter  Option? |
| **1** | **Internal: Network Connectivity and Internet: Provide access to all state and local resources for all functioning departments at all locations (including MNPrairie). LEC and Det Center are 24x7 operations.** | **1** | **Yes** |
| **1** | **Internal: Support MDC’s and connectivity in all Sheriff’s Department squad cars. Ensure connection to PSAP via LOGIS VPN.** | **1** | **Yes** |
| **1** | **Internal: Active Directory: Supply authentication for all users to network resources. Also used for cloud hosted solutions such as O365. LEC and Det Center are 24x7 operations.** | **1** | **Yes** |
| **1** | **Internal and External: Email and Teams: Ensure primary electronic collaboration tools are functioning and available at all times to all users in all departments at all locations where Internet is available. LEC and Det Center are 24x7 operations.** | **1** | **Yes** |
| **1** | **Internal: File Services: Supply file server resources for all functioning departments at all locations. LEC and Det Center are 24x7 operations.** | **1** | **Yes** |
| **1** | **Internal and External: Application Servers: Ensure proper functioning and access to application servers for each department at all locations and to the public where appropriate. LEC and Det Center are 24x7 operations.** | **2** | **Yes** |
| **1** | **Internal: Help Desk: Provide IT support to all Steele County and MNPrairie staff. Even though resolution may sometimes be delayed for a few days, our initial response needs to be available. LEC and Det Center are 24x7 operations.** | **1** | **Yes** |
| **2** | **Internal: Access Control: Configure and operate S2 Access Control system for Admin, Public Works, CCA, and Courthouse. (Listed as priority 2 because key personnel also have keys)** | **1** | **Yes** |
| **2** | **Internal and External: NEC Phone Systems: Ensure phone system is properly configured and operational for all functioning departments at all locations. Currently includes phone support for 3rd Judicial. (Listed as priority 2 because people have cell phones in an emergency)** | **1** | **We can support remotely, phones are currently only available within the network.** |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |

SUCCESSION

This section should identify orders of succession to key positions within your department. Orders should be of sufficient depth (at least three) to ensure the organizations ability to manage and direct its essential functions and operations

|  |  |  |  |
| --- | --- | --- | --- |
| Successor | Name/Title | Contact- Cell Phone | Contact- Desk Phone |
| 1 | Dave Purscell / IT Director | 507.456.4717 | 507.444.7444 |
| 2 | Ethan Cousins / Asst IT Director | 507.213.7740 | 507.444.7469 |
| 3 | Mark Blowers / Network Support Specialist | 507.676.3340 | 507.444.7465 |
| 4 | Christina Wassell / Network Support Specialist | 507.456.2086 | 507.444.7467 |
| 5 | Click here to enter text. | Click here to enter text. | Click here to enter text. |

CRITICAL SYSTEMS

This section should identify the departments’ critical systems necessary to perform essential functions and activities.

|  |  |  |
| --- | --- | --- |
| System | Current Location | Other Location |
| Firewalls / Internet Connections | SCAC Data Center | Click here to enter text. |
| VMware Hosts and SAN | SCAC Data Center | LEC and DC Data Centers |
| Uninterruptable Power System | SCAC Data Center | LEC and DC Data Centers |
| CRAC (Computer Room AC) | SCAC Data Center | DC Data Center |
| Generator | LEC and DC Data Centers | Click here to enter text. |

Communications

Does your department have a quick way to communicate with employees?

Yes. We use Microsoft Teams, Email, Cellphones (Text and Voice)

Other Comments or Considerations?

Essential Services are determined by each department. Not all applications may be considered “essential” by their departments or by administration. However, the infrastructure to support each of those application is, by its very nature, essential.

IT exists to provide the infrastructure and make certain that each department is able to deliver their essential services.

We build our infrastructure(s) to be resilient with high availability (HA) solutions. Not all locations have HA communications yet, but we continue to work that direction.

Succession planning is a broad and multi-faceted. We practice deep bench, which means that each critical function or system can be maintained by more than one person. The order of succession listed above is very general, but it may not be consistent for all applications and systems.

Not everyone listed in our succession plans (for various systems) are employees of Steele County. We can also leverage expertise of employees from other counties through MNCITLA as well as vendors.

Completed by: Date:

Dave Purscell \_03/19/2020\_\_\_\_\_\_

If you have any questions, please contact the Steele County Emergency Management at 444-2454

Sincerely,

Mike Johnson

Michael Johnson,

Emergency Management Director, Steele County