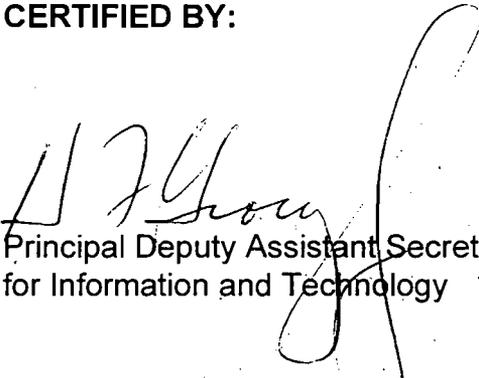


EMERGENCY PREPAREDNESS PLANNING

- 1. REASON FOR ISSUE:** To assign Continuity of Operations (COOP) Planning responsibilities to all levels of Department management and provide a central point of coordination for these activities within the Department and with other departments and agencies.
- 2. SUMMARY OF CONTENTS/MAJOR CHANGES:** This Directive addresses all emergency preparedness policies regarding readiness, response, recovery, and mitigation, including policies regarding the continuation or rapid restoration of the Department's vital functions under all hazard conditions. These hazard conditions range from accidents, fires, natural or technological disasters, and civil disorder to military or terrorist attack.
- 3. RESPONSIBLE OFFICE:** The Office of the Deputy Assistant Secretary for Security and Law Enforcement, Emergency Preparedness and Administration, is responsible for the material contained in this Directive.
- 4. RELATED HANDBOOK:** VA Handbook 0320, Emergency Preparedness Planning Procedures and Operational Requirements.
- 5. RESCISSION:** VA Handbook 0320.1, Emergency Preparedness Planning Procedures and Operational Requirements, October 8, 1997 and VA Handbook 0320.2, Emergency Preparedness Planning, VA Central Office Emergency Operations Center Standing Operating Procedures, October 8, 1997.

CERTIFIED BY:


Principal Deputy Assistant Secretary
for Information and Technology

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BY DIRECTION OF THE SECRETARY
OF VETERANS AFFAIRS:


Eugene A. Brickhouse
Assistant Secretary for Human Resources
and Administration

EMERGENCY PREPAREDNESS PLANNING

1. PURPOSE. This Directive provides Departmentwide policy for the management and administration of the Department of Veterans Affairs (VA) all hazards Emergency Preparedness Planning Program including VA's Continuity of Operations (COOP) Plan. It assigns emergency preparedness responsibilities to all levels of Department management and provides a central point of coordination for these activities within the Department and with other departments and agencies. Departmentwide emergency planning and coordination activities are extensions of the regular missions of the Administration Heads, Assistant Secretaries, and Other Key Officials. The VA COOP Plan will be governed by the policies contained in this Directive, and applies Departmentwide. Procedures for implementing these policies are found in VA Handbook 0320, Emergency Preparedness Planning Procedures and Operational Requirements.

2. POLICY

a. Administration Heads, Assistant Secretaries, and Other Key Officials will have sufficient capabilities to meet essential needs during a national emergency, including the capability to respond to the needs of individuals and State and local governments where required by law or binding Directive.

b. An effective COOP Plan requires identification of functions to be performed during an emergency; the development of plans for performing these functions; the development of the capability to implement the plans; and analysis of events to formulate mitigation strategies that would lessen the impact of future events.

c. Emergency plans and programs will be developed and tested Departmentwide as an integral part of VA's continuing activities.

d. Administration Heads, Assistant Secretaries, and Other Key Officials are authorized to redelegate the functions assigned by this Directive, and to authorize successive redelegations to organizations or employees under their respective jurisdiction. Copies of these written delegations shall be sent to the Director, Emergency Preparedness and Administration. All delegations and redelegations must comply with VA Directive 0000, Delegation of Authority.

e. No VA employee in the Ready Reserve will be unavailable for active military duty in a national emergency by reason of his or her VA position or assignment. Therefore, conflicting civilian and military obligations on the part of VA employees will be avoided.

3. RESPONSIBILITIES

a. **Secretary of Veterans Affairs.** The Secretary ensures that an effective all-hazards emergency preparedness program and COOP Plan are established. Emergency preparedness is a line responsibility and a management function at every level of VA. The Executive Orders and Presidential Decision Directives referenced in paragraph 4 assign emergency preparedness functions to the Secretary of Veterans Affairs. In Handbook 0320,

the Secretary approves a standing delegation of authority to provide the authority necessary to ensure continuity of essential VA operations during a period of national emergency.

b. The Assistant Secretary for Human Resources and Administration

(1) Ensures the implementation of the Department's Emergency Preparedness Planning Program through the Office of Security and Law Enforcement.

(2) Ensures the development and dissemination of up-to-date emergency management policies and procedures Departmentwide.

(3) Oversees program operations and activities, both within and outside the Department, through the responsibilities and activities of the Deputy Assistant Secretary for Security and Law Enforcement.

c. Deputy Assistant Secretary for Security and Law Enforcement

(1) Serves as the Department's Emergency Preparedness Officer, and develops procedures related to the duties of the Secretary as an officer of the United States who is eligible to act as President if the offices of President and Vice President are vacant and in accordance with the statutory line of succession in Title 3 USC §19.

(2) Formulates and maintains a multiyear, national emergency preparedness plan for the Department.

(3) Directs VA emergency preparedness activities and serves, in lieu of the Secretary, as the Department's representative to senior Federal emergency preparedness councils and committees regarding national security emergency preparedness and continuity of government.

(4) Serves as the Department's point of contact for all mobilization, response, or informational emergency alerts or notifications.

(5) Participates in the Department's review process of proposed Federal rule changes, internal or other Federal Emergency Management Agency (FEMA) policy documents, and for comments on, or changes to, applicable emergency management legislation.

(6) Schedules and conducts training and education programs incorporating emergency preparedness and civil defense information necessary to ensure an effective national response by VA for national security emergency preparedness and continuity of government.

(7) Consults with the Director of FEMA to ensure that the Department's plans are consistent with the Federal Response Plan (FRP) and with national security guidelines and policies.

(8) Designs measures to facilitate rapid and effective transition from routine to emergency operations as well as continuity of government operations with emphasis given to the development of a Departmentwide plan to meet the requirements of Presidential Executive Order 12656, Assignment of Emergency Preparedness Responsibilities, November 18, 1988.

(9) Prepares plans to achieve full staffing and operational capability of VA's emergency relocation sites including transfer of designees under specified conditions.

(10) Ensures VA emergency operating records (Category A) and, if applicable, financial and legal rights records (Category B) are identified and available at VA relocation site(s).

d. Administration Heads, Assistant Secretaries, Other Key Officials, and Deputy Assistant Secretaries

(1) Identify VA essential planning functions to be performed by their office and determine if they constitute lead or support roles within the Department.

(2) Develop plans to support their essential functions within the Department and coordinate emergency preparedness plans with the Director, Emergency Preparedness and Administration.

(3) Develop the capability to support these plans.

(4) Exercise these plans at least annually and provide a critique of the exercise(s) to the Office of Security and Law Enforcement, Emergency Preparedness and Administration Office.

(5) Establish standing delegation of authority and list of successors to ensure continuity of essential VA operations during any major emergency or disaster.

(a) Designate an Emergency Planner and alternate who can effectively represent the organization. Emergency Planners have the primary responsibility for planning and developing emergency procedures. They ensure that plans and resources are maintained in a constant state of readiness to include the selection, shipment and maintenance of emergency operating records to relocation sites. They provide counsel to the Administration Heads, Assistant Secretaries, Deputy Assistant Secretaries, Other Key Officials, and field organizations regarding emergency procedures, authorities and recommended actions. This responsibility requires that they have direct access to their respective office directors.

(b) In developing plans or communicating emergency messages pertaining to National Security Emergency Preparedness, Emergency Planners are to interact directly with the Deputy Assistant Secretary for Security and Law Enforcement and/or any element delegated by that Office. They will inform that Office of any emergency situations originating at the field level and provide appropriate status reports to ensure intra-agency and interagency coordination.

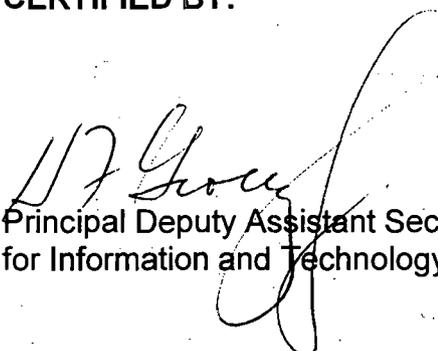
4. REFERENCES

- a. National Security Act of 1947, as amended.
- b. Federal Civil Defense Act of 1950, as amended.
- c. Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
- d. VA and DOD Health Resources Sharing and Emergency Operations Act, Public Law 97-174, May 4, 1982, as amended, Title 38 USC §8111A.
- e. National Security Decision Directive Number 47 (NSDD-47), July 22, 1982, Emergency Mobilization Preparedness.
- f. Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions, April 3, 1984.
- g. Executive Order 12656, Assignment of Emergency Preparedness Responsibilities, November 18, 1988.
- h. Executive Order 12657, Federal Emergency Management Agency Assistance in Emergency Management Planning at Commercial Nuclear Power Plants, November 18, 1988.
- i. Presidential Decision Directive (PDD) 39, U.S. Policy on Counterterrorism, June 21, 1995 (Classified).
- j. VA Handbook 6300.2, Management of the Vital Records Program, January 12, 1998.
- k. Presidential Decision Directive (PDD) 62, Protection Against Unconventional Threats to the Homeland and Americans Overseas, May 22, 1998.
- l. Presidential Decision Directive (PDD) 63, Critical Infrastructure Protection (CIP), May 22, 1998.
- m. 41 Code of Federal Regulations (CFR) 101-2, Occupant Emergency Program, July 1, 1998.
- n. 36 Code of Federal Regulations (CFR) 1236, Management of Vital Records, July 1, 1998.
- o. Presidential Decision Directive (PDD) 67, Continuity of Operations Planning, October 21, 1998.
- p. The Federal Response Plan, (Public Law 93-288, as amended), April 1999.

EMERGENCY PREPAREDNESS PLANNING PROCEDURES AND OPERATIONAL REQUIREMENTS

- 1. REASON FOR ISSUE:** This Handbook establishes Departmentwide emergency preparedness procedures and operational requirements. It revises VA Handbook 0320.1, Emergency Preparedness Planning Procedures and Operational Requirements, dated October 8, 1997, to include procedures for VA Continuity of Operations (COOP) planning in accordance with Presidential Decision Directive (PDD) 67, Continuity of Operations Planning.
- 2. SUMMARY OF CONTENTS/MAJOR CHANGES:** This Handbook describes all-hazards emergency planning, response, and recovery responsibilities and operational requirements for the Department's Emergency Preparedness Program. The major change is the addition of VA-wide COOP planning and procedures for the rapid restoration of the Department's vital functions. The appendices are revised to describe the VA Central Office COOP Plan and to provide Departmentwide planning procedures and guidance. This Handbook also addresses the succession to the Office of the Secretary of Veterans Affairs and other Department Officials in an emergency or disaster.
- 3. RESPONSIBLE OFFICE:** Office of the Deputy Assistant Secretary for Security and Law Enforcement, Emergency Preparedness and Administration, is responsible for the material contained in this Handbook.
- 4. RELATED DIRECTIVE:** VA Directive 0320, Emergency Preparedness Planning.
- 5. RESCISSION:** VA Directive 0320, Emergency Preparedness Planning, October 8, 1997, and VA Handbook 0320.2, Emergency Preparedness Planning - VA Central Office Emergency Operations Center Standing Operating Procedures, October 8, 1997.

CERTIFIED BY:


Principal Deputy Assistant Secretary
for Information and Technology

BY DIRECTION OF THE SECRETARY
OF VETERANS AFFAIRS:


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AND OPERATIONAL REQUIREMENTS****CONTENTS**

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EMERGENCY PREPAREDNESS PLANNING PROCEDURES AND OPERATIONAL REQUIREMENTS

1. PURPOSE. The purpose of this Handbook is to describe the procedures for administering and implementing VA's all-hazards emergency management program. This includes guidance for the Department's overall Continuity of Operations (COOP) planning and the VA Central Office COOP Plan described in Appendix A. The principal objectives of emergency preparedness COOP planning are:

- a. To provide a coordinated response and recovery effort to effectively mitigate an emergency or disaster.
- b. To reconstitute, as rapidly as possible, VA operations that are adversely affected due to an emergency or disaster.
- c. To develop mitigation strategies that will ensure the survival of the Department's critical infrastructure.
- d. To develop and maintain a high level of emergency preparedness among all VA organizations.
- e. To support regular training and exercises designed to enable all personnel to perform assigned emergency management duties.

2. SCOPE

a. This Handbook applies to all levels of Department management and addresses all-hazards emergency preparedness functions and activities to ensure business continuity. As used in this Handbook, preparedness functions and activities include, as appropriate, plans, procedures, and readiness measures, including mitigation strategies that enhance VA's ability to respond to and recover from a designated emergency.

b. Overall emergency preparedness and COOP planning require consideration of a wide range of possible contingencies that could disrupt the performance of minimal essential functions. These possibilities include, but are not limited to:

(1) A national emergency such as a war involving U.S. Armed Forces, an attack on the United States, or any threat to the continuity of the Federal Government;

(2) Natural and technological disasters such as radiological accidents or emergencies, hazardous materials (HAZMAT) accidents, and environmental disasters;

(3) Events declared by the President to be major disasters or emergencies under Public Law (P.L.) 93-288, as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act; or

(4) Civil disorders, terrorism, or other violent acts.

c. Emergency Preparedness and COOP planning consider the following primary assumptions:

- (1) A major emergency or disaster could happen at any time.
- (2) Adverse conditions could cause a much larger than expected demand for certain VA services, internal and external to the Department.
- (3) VA operational organizations have the resources, or access to resources, to adequately handle a major emergency.

3. CONTINUITY OF OPERATIONS (COOP) PLANNING OBJECTIVES AND CRITERIA

a. **COOP Objectives.** COOP constitutes the Department's plan to ensure the continuation of mission-essential functions in the face of a wide range of emergencies. The objectives of such a plan are to mitigate risks; reduce disruption of operations; protect essential equipment, records, and other assets; minimize damage and loss; provide organizational and operational stability; facilitate decision making during an emergency; and achieve an orderly recovery.

b. COOP Development Criteria

(1) All VA organizations shall plan for and take actions to ensure that mission-essential functions shall continue effectively and with minimum interruption by establishing plans that:

- (a) Enhance Continuity of Government (COG) planning.
- (b) Take maximum advantage of field and regional infrastructure.
- (c) Anticipate any major emergency or disaster with flexible and responsive plans.
- (d) Are executable when there is little or no warning.

(2) All VA organizations shall identify and prioritize mission-essential functions that:

- (a) Are required in the first 12 hours following an emergency or disaster.
- (b) Can be deferred from 24 to 72 hours.
- (c) Can be deferred from 72 hours up to a period of 30 days. When identifying functions to be deferred, the impact on other VA organizations should be considered.

(3) COOP shall be considered and addressed in three basic phases as follows:

(a) **Pre-Event.** This phase consists of the mitigation activities to either prevent the occurrence of an emergency or minimize the adverse impact of the event. This phase consists of preparedness activities such as planning, training, and conducting exercises to enhance the effectiveness of emergency or disaster response activities.

(b) Trans-Event. This phase consists of the response activities addressing the immediate and short-term effects at the onset of an emergency or disaster. Response activities include direction, control, warning, evacuation, and other similar functions.

(c) Post-Event. This phase consists of the recovery activities that involve restoration of operations and ADP systems to normal.

(4) COOP plans and programs shall identify critical operating requirements and acquisition/procurement needs, and address each organization's management, command, control, and communications functions that support the COG activities.

(5) COOP plans shall specify emergency and alternate staffing necessary during the plan's implementation. This staffing should be the minimum necessary to execute the tasks required to transition or relocate from a primary to an emergency relocation site.

(6) COOP plans will designate relocation sites and transportation plans for personnel required to staff the facilities.

(7) VA organizations shall maintain all necessary files, documents, computer software, and databases required to carry out COOP plans for immediate use by emergency staffs. Plans shall include instructions for establishing database content, method of preservation, and transportation.

(8) COOP plans must take into consideration the handling and management of classified information. Classified national security information is marked as Top Secret, Secret, or Confidential. The President appoints the original classifier. VA does not have classification authority.

(a) Information that shall be considered for national security classification includes the following:

1. How and by whom people are alerted and individual alerting responsibilities.
2. Listing and location of indispensable records.
3. National security planning assumptions on nature of threat.

(b) Information that may be generally unclassified includes the following:

1. General duties of individuals, personal planning, advance financial arrangements, and other administrative matters that must be known by those involved in COOP planning unless classified due to other security requirements.
2. General information on the overall COOP planning program, existence of VA organization alternate plans and arrangements, means to protect vital records, and plans for periodic testing and conducting exercises to determine operational readiness.

3. Matters of executive guidance, such as procedures for designating successors and delegating authority.

4. The use of titles including National Military Command Center, National Military Command Center – Site R, Federal Emergency Management Agency (FEMA) Special Facility, and the National Airborne Operations Center.

4. EMERGENCY PREPAREDNESS AND COOP RESPONSIBILITIES OF DEPARTMENT OFFICIALS

a. **Department Officials - Administration Heads, Assistant Secretaries, Other Key Officials.** The Department's officials shall:

(1) Appoint an emergency planner in whom they have full confidence to represent and commit their respective organization on COOP and emergency preparedness-related matters. They shall ensure the development and appropriate dissemination of emergency preparedness policies, procedures, or guidance that are appropriate to their respective organization and which are in compliance with VA Emergency Preparedness Directives and Handbooks.

(2) Develop emergency plans and preparedness programs that are consistent with and will give effect to the purpose and assigned responsibilities of this Handbook.

(3) Ensure appropriate intra-agency, as well as interagency, coordination of emergency planning and that there is clear understanding on the part of all concerned as to the conditions and limitations under which any emergency plan, procedure, policy, program, or course of action shall be put into effect. The respective organizations will ensure that individual VA facility emergency preparedness plans are developed and currently maintained.

(4) Ensure that emergency coordinators and all employees whose responsibilities include emergency preparedness planning know the requirements for vital records and emergency operating records selection, shipment, maintenance, and disposition. Additional information on this subject can be found in the National Archives and Record Administration's Instructional Guide entitled "Vital Records and Records Disaster Mitigation and Recovery" and VA Handbook 6300.2, Management of the Vital Records Program.

(a) Category A, Emergency Operating Records, are vital to continue essential functions or reconstitution of the Federal government for the duration of an emergency and must be available as needed at or in the vicinity of emergency operating centers. They are required by top and intermediate commands in the accomplishment of VA's essential functions. Included are emergency plans and directives; orders of succession; delegations of authority; staffing assignments; and related records of a policy or procedural nature that provide staff with guidance and information resources necessary for conducting operations during an emergency, and for resuming formal operations at its conclusion.

(b) Category B, Financial and Legal Rights Records, are essential to the preservation of the legal rights and interests of individuals and the U.S. Government and require protection; but storage points do not need to be at or in the vicinity of emergency operation centers. They are required to carry out VA's essential functions after a period of immediate emergency to protect

the legal and financial rights of veterans and their dependents and beneficiaries, VA employees, and the Department. Examples of this category of vital records are veterans' compensation, pension and insurance records; accounts receivable; contracting and acquisition files; and official personal files and Social Security, payroll, retirement, and insurance records.

b. Assistant Secretary for Human Resources and Administration

(1) Develops and executes the Department's national security and emergency preparedness policy.

(2) Develops and prepares plans to mobilize equipment and facilities.

(3) Interacts with other Departments and agencies to ensure availability of resources required in an emergency or disaster.

(4) Identifies VA facilities and resources essential to VA emergency functions and provides for their security to avoid or minimize disruptions of essential services during any national emergency.

(5) Participates in interagency activities to assess the importance of various facilities and resources essential to military and civilian needs and to integrate preparedness and response strategies and procedures.

(6) Establishes policies, standards, and procedures for the safeguarding of national security and emergency preparedness classified information produced for, by, or under control of VA pursuant to existing laws and directives.

(7) Establishes procedures to ensure that personnel with a need for access to classified information are investigated and receive the appropriate security clearance in accordance with appropriate laws and directives, Executive Order (E.O.) 12968, Access to Classified Information, August 2, 1995.

c. Assistant Secretary for Financial Management

(1) Ensures that the costs associated with carrying out the Department's approved multiyear plan for emergency preparedness, including exercise participation, are included in annual budget requests.

(2) Develops plans for the identification of costs related to any declared emergency response and recovery for possible reimbursement under the provisions of P.L. 93-288 or other possible authorities.

(3) Develops policies and procedures for the protection and storage of financial records at the Austin Financial Services Center.

(4) Coordinates with the Secretary of the Treasury in planning for the continuation or restoration of VA loan, insurance, and benefit programs.

(5) Directs acquisition programs, coordinates materiel management emergency initiatives, coordinates national transportation initiatives and interagency agreements.

d. **Assistant Secretary for Congressional Affairs.** Develops emergency management plans and procedures relative to congressional relations and congressional communications.

e. **Assistant Secretary for Public and Intergovernmental Affairs**

(1) Develops plans for achieving functional liaison with other agencies to ensure maximum cooperation.

(2) Provides representation to the FEMA Joint Information Center, as appropriate, during national emergencies involving VA.

(3) Provides public affairs policy guidance for all organizational levels.

f. **Assistant Secretary for Planning and Analysis.** Facilitates the Department's strategic planning process and supports the development, analysis, and review of issues affecting veterans' programs.

g. **Assistant Secretary for Information and Technology**

(1) Works within the framework established by, and cooperates with those organizations assigned responsibility in E.O. 12472, Assignment of National Security Emergency Preparedness Telecommunications Functions, April 3, 1984, to ensure adequate national security emergency preparedness telecommunications in support of the functions and activities in this chapter.

(2) Develops plans and procedures to coordinate with Department offices and administrations in developing and supporting requirements for National Security Emergency Preparedness Telecommunications.

(3) Develops policies and procedures for the protection and storage of vital "rights and interests" records at the Austin Automation Center. Coordinates with Administration Heads, Assistant Secretaries, and Other Key Officials in the development of their contingency plans for the retrieval of records during or after emergency situations.

(4) Cooperates with General Services Administration (GSA), Department of Defense (DoD) and communications common carriers in the management and operation of elements of the National Communications System available to VA under emergency conditions.

(5) Establishes policies reflecting the minimum information security requirements or critical/mission-essential Automated Information System's (AIS) critical infrastructure in the Department.

(6) Assists VA organizations in accessing critical/essential automated records from VA relocation sites.

h. Under Secretary for Health, Veterans Health Administration (VHA)

- (1) Ensures that VA medical facilities develop and exercise site specific emergency plans to provide for continuity of care to eligible veterans in the event of war, national emergencies, and natural, technological or manmade disasters including terrorist events. Current copies of these plans will be maintained as Category "A" records at the VA relocation site.
- (2) Develops plans for the provision of emergency health care services for military personnel during war or national emergencies in accordance with P.L. 97-174, VA and DOD Health Resources Sharing and Emergency Operations Act.
- (3) Develops plans for the provision of emergency health care services, as resources permit, to civilian victims of disasters in accordance with the Federal Response Plan (FRP) for P.L. 93-288, as amended.
- (4) Promotes, in cooperation with the Secretary of Health and Human Services (HHS), the development of state and local plans for the provision of disaster medical services, as well as the development of national plans to mobilize the health care industry during national security emergencies in accordance with E.O. 12656, Assignment of Emergency Management Responsibilities, November 18, 1988.
- (5) Manages the National Disaster Medical System (NDMS) Federal Coordinating Centers at designated VA locations. Plans for VA's participation in NDMS activation.
- (6) In cooperation with FEMA and the Deputy Assistant Secretary for Security and Law Enforcement, prepares for the medical management of radiation trauma resulting from a qualifying event.
- (7) Develops policy and procedures for the protection and storage of vital "legal and financial rights" records on data systems located at VA medical centers and Chief Information Officer Field Offices.
- (8) Maintains and operates the VA off-site Emergency Operations Center in coordination with the Deputy Assistant Secretary for Security and Law Enforcement.
- (9) Coordinates policy issues related to VA's responsibilities under the FRP with the Deputy Assistant Secretary for Security and Law Enforcement.
- (10) Maintains operational readiness of relocation site(s) with guidance from the Deputy Assistant Secretary for Security and Law Enforcement.
- (11) Conducts Veterans Health Administration (VHA) emergency medical preparedness training and education.

i. Under Secretary for Memorial Affairs, National Cemetery Administration (NCA).

Develops plans for the increased need of mortuary services for eligible veterans and dependents, and advises on methods for mass interment during national security emergencies.

j. Under Secretary for Benefits, Veterans Benefits Administration (VBA)

(1) Develops and maintains plans to make available housing assets that are habitable and to which VA has title and possession, for use by disaster victims. See FRP, Emergency Support Function (ESF) #6, Mass Care, for VA responsibilities.

(2) Develops policies and procedures for the protection and storage of vital "legal and financial rights" records at the Benefits Delivery Center in Hines, Illinois, and VA Regional Office and Insurance Center in Philadelphia, Pennsylvania.

k. General Counsel

(1) Provides legal advice on proposed and ongoing VA emergency policies and directives, to include identifying and acquiring additional legal authorities needed to assist the Secretary, Administration Heads, Assistant Secretaries, and Other Key Officials in performing their duties during emergency operations.

(2) Provides legal concurrence in, and coordinates the Department's process for review of, proposed rule changes and internal or other Federal emergency management policy documents. Drafts, furnishes comments on, or provides changes to, applicable emergency management legislation.

l. Chairman, Board of Veterans' Appeals (BVA)

(1) Prepares plans to release licensed physicians to the Under Secretary for Health for use in providing emergency medical care during a national emergency and at other times.

(2) Prepares plans to release other personnel for emergency duties as may be required during a VA or national emergency.

m. Emergency Planners

(1) Maintain a list of essential personnel within his/her respective organization by occupation and skill who would be needed in the event of a national emergency.

(2) Advise such personnel of their responsibilities on a periodic basis.

(3) Ensure that VA vital records, Emergency Operating Records (Category A) and, if applicable, Legal and Financial Rights Records (Category B), are accessible at VA relocation site(s). See paragraphs 4a(4)(a) and (b).

(4) Make periodic and special appraisals and reports of emergency readiness capabilities, to include operational elements in the field, reporting on objectives, program activities, deficiencies, and problems relating to emergency preparedness responsibilities. These appraisals and reports will provide the basis for VA-wide evaluation of the emergency preparedness program.

5. SUCCESSION OF DEPARTMENT OFFICIALS IN AN EMERGENCY

a. The Secretary shall be succeeded by the Deputy Secretary unless the President designates another officer of the Government. An Executive Order is being drafted which, when approved, would specify the further order of succession in the event of the incapacity of both the Secretary and the Deputy Secretary in an emergency or disaster.

(1) The Deputy Secretary will move to the designated VA COOP site and assume VA command and control authority.

(2) The Deputy Secretary shall promptly report his/her status as Acting Secretary to the President by the fastest possible medium of communication.

b. Succession to Department Officials

(1) The Under Secretary for Health, the Under Secretary for Benefits, and the Under Secretary for Memorial Affairs will each have a minimum of four successors. At least two of the four shall be from permanent duty stations located outside of the Washington, D.C. area.

(2) Assistant Secretaries, Other Key Officials, Deputy Assistant Secretaries, and field facility directors will each have a minimum of three successors, two of whom shall be from permanent duty stations located outside the Washington, DC area.

(3) Succession will take place only when there is an emergency or when the principal is unavailable or a higher authority directs the succession. Conflict of authority will be avoided by the use of all possible means of communication within the line of succession. Tenure will continue until the successor is relieved by the principal, someone higher in the order of succession, or by orders from higher authority.

(4) Principals are responsible for providing both general orientation and specific operational information that a successor will need in an emergency.

c. Listing of Successors. Administration Heads, Assistant Secretaries, Other Key Officials, and Deputy Assistant Secretaries, for whom emergency succession is required, are responsible for the preparation and maintenance of a list of their successors. Each list will be reproduced to provide, at a minimum, one copy for each principal and successor. Administration Heads, Assistant Secretaries, Other Key Officials, and Deputy Assistant Secretaries will ensure that their emergency planners file current copies of authenticated successor lists with the organization's vital records.

6. VA RESPONSIBILITIES AND FUNCTIONS FOR ALL HAZARDS

a. National Emergency

(1) **General.** The President or Congress may declare a national emergency as a result of various situations that constitute a major threat to national security. The declaration may be predicated on an overseas war involving U.S. military forces, or a threatened or actual attack upon the United States.

(2) **Alerting System.** FEMA will alert Departments and agencies through designated Department and agency points of contact. VA senior management designates VA's point of contact and alternate. A list of Department and agency points of contact is maintained by FEMA and updated as needed.

(3) **Alert Notifications.** Alert notifications are dispatched to VA's points of contact through predesignated VA communication channels on a 24-hour basis; whereupon the National Emergency Alerting Network (Cascade) System for the Secretary and the cadre will be initiated.

(4) **Mission of VA.** VA, together with other departments and agencies of the Federal Government, is charged with the duty of ensuring the continuity of the Federal Government in any national emergency situation that might confront the Nation. E.O. 12656, Assignment of Emergency Preparedness Responsibilities, November 18, 1988, directs VA to be prepared to respond to all national security emergencies by taking specific actions including the following:

(a) VA shall ensure its ability to perform its essential functions during any national security emergency that might occur. Up-to-date plans are maintained for the continuity of essential functions of VA at the seat of government and elsewhere, and include:

1. Succession to office and emergency delegation of authority in accordance with applicable law;
2. Safekeeping of essential resources, facilities, and records;
3. Establishment of operating capabilities; and
4. Emergency actions.

(b) VA shall develop strategies, plans, and programs for the protection of government resources, facilities, and personnel.

(c) VA shall develop a plan for the provision of emergency health care services to VA beneficiaries and active duty military personnel and to assist HHS in promoting the development of national, state, and local plans for the provision of health care services in national security emergencies.

(5) War Involving U.S. Forces

(a) In a period of war or national emergency involving U.S. military forces in armed conflict, a VA/DOD agreement provides that VA, as the primary backup to DOD, will provide medical treatment of active duty military. This is in accordance with the agreement and procedures developed between VA and DOD as specified in Title 38 United States Code (USC) §8111A.

(b) The Under Secretary for Memorial Affairs, NCA, will address an increased workload in collaboration with DOD.

(c) Other VA operations will not be as directly or immediately involved. However, Administration Heads, Assistant Secretaries, and Other Key Officials must address this contingency. Emergency management of VA during an overseas war will continue through normal channels and from established offices at an increased pace, while attention is being given to possible future increases in workload or emergency actions.

(6) Attack on the United States. Emergency preparedness for a contingency such as an attack on the United States requires a series of more detailed plans coordinated with FEMA and others to ensure the continuity of the Federal Government. The Departments of HHS and VA will work together to ensure maximum utilization of VA health resources following an attack on the United States. Emergency operations shall be conducted in accordance with VA-approved plans and agreements with state and local civil defense and health authorities and designated officials.

(7) Delegation of Authority

(a) To ensure continuity of essential operations of VA during a period of national emergency, the following delegation of authority shall take effect only at a VA field facility which is cut off from contact with the Secretary during a national emergency and will continue in effect only until the resumption of contact with the Secretary or the Acting Secretary.

(b) If, during a national emergency, a field facility is cut off from communications with the Secretary, the field facility director is delegated any authority of the Secretary, with respect to all laws administered by the Department to the extent necessary to carry out VA responsibilities within the scope of such field official's responsibility.

(c) Field facility directors delegated authority under the previous paragraph will perform prescribed duties in accordance with existing governing statutes and regulations. Any required referral to Central Office for the Secretary's approval is waived if the delegation above is in effect and communication with the responsible official is impossible.

(d) In the event of a local disaster during a declared national emergency, VA medical facilities may provide emergency medical care to civil and military authorities, and to injured persons regardless of statutory eligibility, as necessary to save lives and prevent suffering. Such services are provided on a reimbursable basis. See Title 38 USC §1711 and 38 CFR §17.101(b).

(e) Any action taken pursuant to the delegation of authority will, to the extent possible, be made a matter of record for review.

(8) Emergency Organization and Operation

(a) Following an attack on the United States, the existing emergency organization for VA to execute its normal peacetime mission will be retained to the greatest extent possible. The results of a post-emergency appraisal will indicate necessary organizational changes.

(b) At Central Office, national damage assessment analyses, Executive Orders, and FEMA or Presidential guidance will form the basis for VA management's actions and recovery measures.

(c) VHA and NCA operations and VBA field direction and control will be exercised to the most feasible extent.

(d) Field station emergency functions will be carried out under the delegated authority in paragraph 6a(7)(b), subject to line direction from higher VA authority that may be available.

(9) Emergency Relocation Sites

(a) Given sufficient warning time, the Federal Government may execute evacuation plans for the civilian community and relocation plans for key government officials. This warning may be by radio, FEMA, telephone, or Civil Defense warning sirens.

(b) FEMA and other Federal agencies have identified various special facilities throughout the United States as emergency relocation sites for government operations. FEMA regional directors will support and coordinate activities at these relocation sites.

1. Information regarding many of these facilities is classified and will only be disseminated on a need-to-know basis with appropriate security precautions.

2. Communication between relocation sites, VA facilities, Central Office, and others during a national emergency is vital.

3. Access to these relocation sites requires special FEMA identification cards.

4. FEMA relocation special facilities are designed to have communications capability with each other, as well as with state governments and military commands. Through this system, communications will be established with Central Office or an alternate location.

(c) Relocation sites and designated critical functions for VA Central Office are detailed in the VA Master COOP Plan, Appendix A.

(10) Vulnerability Assessments. Plans for the capability to perform essential VA functions in a national emergency also require assessing the vulnerability of operational locations under established risk criteria, using the guidance and assistance available through the FEMA National Resources Analysis Center. If the risk factor of the normal peacetime location is

acceptable, emergency operations may be carried out in place. Several alternate locations and Teams have been identified to support national VA operations during an emergency.

(11) **Relocation.** Upon formal notification of a national emergency, each VA liaison representative and associate liaison representative, their designees or authorized representatives will relocate to a FEMA special facility, along with other key Federal agency officials responsible for operations in their region. To provide support on a collateral duty basis, VA secretarial and other support staff members are to be designated in each region by the directors of the relocation sites.

(12) **Human Resources Management During a National Emergency**

(a) Conflicting civilian and military obligations on the part of VA employees should be avoided.

(b) No VA employee in the Ready Reserve is unavailable for active military duty in a national emergency by reason of his/her VA position or assignment.

(c) Administration Heads, Assistant Secretaries, Other Key Officials, Deputy Assistant Secretaries, and field facility directors are responsible for a continuing review of the staffing situation in their respective activities to account for losses due to a mobilization of the Armed Forces in a national emergency. This requires appropriate advance planning to ensure the necessary replacement of employees who may be called into active military service.

(d) Human resources planning, assignments, and training are line responsibilities at all management levels, the proper discharge of which should ensure:

1. An understanding of VA's emergency mission and the ability to accomplish it;

2. Effective use of available survival measures;

3. In the event of a national emergency, VA employees are advised to reestablish contact with their assigned duty station or the nearest staffed VA facility. Under VA's decentralized human resources system, it will be the responsibility of the Human Resources Management Office at each facility to provide this information in new employee orientation sessions and employee Handbooks. All employees will be reminded of these responsibilities under this system by their supervisors during annual emergency exercises.

(e) Under the HHS/U.S. Postal Service Registration and Information Program, the U.S. Postal Service will stock in every post office, station, and branch two forms which may be used following an attack upon the United States. The Mail Forwarding Order-Emergency Change of Address, PS 809, is one form and the Safety Notification Card, PS 810, is the other emergency card. VA employees should be made aware of the existence and purpose of PS Forms 809 and 810 by Human Resources services.

(f) Following a nuclear attack, VA employees should obtain the forms from the nearest surviving post office, and fill out and mail a PS Form 810, a postal card or a regular PS Form 3576, Change of Address Card for Correspondents, Business and Publishers, and if appropriate, a PS 809, to be sent to their assigned duty station or the nearest surviving VA facility.

b. Emergency Response Coordination

(1) In the event of a disaster affecting a field facility, the Secretary will determine if the situation warrants convening officials identified in Appendix A, VA Master COOP Plan, as Team B, or any portion thereof to perform disaster coordination in support of the affected activity (ies). The Administration Head, Assistant Secretary, or Other Key Official whose facility or activity is principally affected has the prime responsibility for the emergency actions and recovery, with the support of other VA Central Office officials whether or not COOP Team B is activated.

(2) The Administration Head, Assistant Secretary, or Other Key Official whose facility or activity is principally affected shall appoint a senior member of his staff as Disaster Control Coordinator.

(3) Each Administration Head, Assistant Secretary, or Other Key Official who receives notification of a major disaster affecting a VA field facility or activity will ensure that the Secretary, Deputy Secretary, Assistant Secretary for Human Resources and Administration, Deputy Assistant Secretary for Security and Law Enforcement, and the Under Secretary for Health are informed of the situation, action underway, and the extent of VA Central Office assistance required. VA emergency management activity includes planning for a response to natural and technological disasters. All VA sites will have contingency plans. Planning for this contingency will require extensive assistance coordinated by Central Office.

(4) The Under Secretary for Health, in coordination with the Deputy Assistant Secretary for Security and Law Enforcement, will direct operations to support the responsible Administration Head, Assistant Secretary, or Other Key Official who is the designated Disaster Control Coordinator based on the type of disaster. The Chief Consultant Office of VHA's Emergency Medical Strategic Health Group (EMSHG) shall manage and coordinate operations of the COOP relocation site. The Director, Emergency Preparedness and Administration, will manage any operations conducted from the VA Central Office Command Center.

(5) Team B uniquely comprises predesignated individuals to perform all of the following Disaster Control Team functions within Central Office depending upon the scope of the disaster: Disaster Control Coordinator; Health Care Delivery; Employee Information; Supply, Equipment and Transportation; Recall of Vital Records; Finance; Damage Assessment; Communications; Information/News Media Liaison; Law and Legislation; Congressional Relations; Burial Planning; Veterans Benefits; and FEMA Liaison. Team B will be activated at the direction of the Secretary to accomplish the following activities:

(a) Provide assistance to the Administration Head, Assistant Secretary, or Other Key Official whose activity is affected.

(b) The Disaster Control Coordinator will request that the Chief Consultant, EMSHG provide operations staff for support of Team B.

(c) Through the Emergency Operations Control Center, maintain communications with VA officials in charge of affected facility/activity.

(d) Determine, in collaboration with affected Administration Heads, Assistant Secretaries, or Other Key Officials, the scope of VA Central Office disaster role, need for, and composition of team(s) to be sent to site.

(e) Keep the Secretary and other involved VA officials informed of the situation and the assistance required in disaster area.

(f) Monitor and/or arrange for various critical activities and ensure that records are maintained of these actions, such as reporting of casualty information, emergency supplies and shipment, damage assessment, patient relocation, and public information.

(6) The Administration Head, Assistant Secretary, or Other Key Official whose field activity is principally affected is responsible for:

(a) Appointing a senior member of the staff as the Disaster Control Coordinator.

(b) Assigning secretarial and/or clerical staff to temporary duty in VA Central Office Control Center during the period that Team B is activated.

(c) Requesting that the Chief Facilities Management Officer dispatch a damage assessment team to the disaster site to develop recommendations concerning the use of affected facilities. In other emergencies, such as those involving nuclear radiation, infectious disease, poisonous gas, or major catastrophic events, other subject matter experts and/or Medical Emergency Radiological Response Teams (MERRT) identified by the Under Secretary for Health may be consulted or dispatched to the site to provide assistance. The Disaster Control Coordinator will be advised of any teams or individuals to be sent to the disaster site and their mission and authority.

(d) Designating a field representative responsible for:

1. Controlling, recording, and submitting information relative to the cause and extent of the facility disaster; and

2. Preparing a comprehensive report as soon as possible after recovery from the disaster. The information will include, at a minimum, data on injuries, damage, loss, financial management, transfer of patients and/or employees if necessary, and services provided by and to other organizations and individuals.

(7) The Disaster Control Coordinator will direct preparation of a final report summarizing actions taken during the emergency period to develop an evaluation as a basis for future improvements.

(8) The VA Central Office Command Center is the focal point for emergency management prior to Team B activation. Upon the activation of Team B, the COOP relocation site becomes the command and control center for VA. Top agency officials or their assigned representatives will coordinate operations through these centers. Timely status reports will be submitted to keep the Secretary and other top VA management informed of emergency operations.

7. PLAN DEVELOPMENT GUIDANCE. This section of the Handbook contains guidance and a format for completing a site or activity-specific COOP Plan. The guidance is provided in the form of comments below, a questionnaire (Appendix B) and tables (a sample is included as Appendix C) which, when completed, are then included in the plan, or by questions whose answers become part of the plan. Guidelines will be followed in accordance with VA Directive and Handbook 6330, Directives Management.

a. **Site Vulnerability.** Effective COOP planning begins with an analysis of the hazards and vulnerabilities specific to an operating site. Threats to the Federal Government structure and functions could derive from natural disasters and accidents, technological emergencies, military or terrorist threats or attacks.

(1) Hazard identification and vulnerability assessments combine probabilities of event occurrence with risk factors relevant to the specific site, e.g., nature of the operation and structural characteristics, to determine the level of risk.

(2) Secondary hazards should also be taken into consideration. A secondary hazard is one that arises from the impact of a primary hazard. For example, an organization may be well protected from fire; however, if an earthquake broke power cables, disrupted water lines, and blocked streets, then the organization's reliance on paper files, or its use of flammable materials otherwise carefully protected, could make fire a serious secondary hazard.

(3) The assessment of hazards to a specific site should include consideration of off-site hazards that can pose on-site risks. As an example, an organization located outside an earthquake area, whose mission-essential Automated Data Processing (ADP) support center is located inside an earthquake area, should consider that off-site hazard.

b. **Warning Conditions.** The COOP Plan may be executed under several conditions that address whether or not warning can be given, e.g., a hurricane, or will not be available, e.g., an earthquake. In addition, a warning, or the emergency itself, may occur either during normal duty hours or non-duty hours. The COOP Plan may be implemented under the following conditions:

(1) **Condition One - With Warning**

(a) **With Warning – During Normal Duty Hours.** (Between the hours of 7 A. M. and 6 P. M. Monday through Friday). There are some threats to operations that may afford advance warning that will permit the orderly alert, notification, evacuation and if necessary, the relocation of employees. Situations that might afford such warning include a hurricane, a transportation accident resulting in a threat of release of a Hazardous Material (HAZMAT), or a warning of a terrorist incident.

(b) **With Warning – During Non-Duty Hours.** Fire, and situations similar to the above that occur during non-duty hours may also afford advance warning. The Designated/Senior Official will initiate the organization's recall roster and, in conjunction with the management team, will assess the situation to determine if it is necessary to activate the COOP Plan and relocate essential personnel.

(2) **Condition Two - Without Warning – During Normal Duty Hours.** Incidents may also occur with no warning during normal duty hours. In these circumstances, execution of the COOP Plan, if indicated by the circumstances of the event, would begin by execution of the site's Occupant Emergency Program to move employees out of the building expeditiously. See 41 Code of Federal Regulations (CFR) § 101-2, Occupant Emergency Program, July 1, 1998.

(3) **Condition Three - Without Warning – During Non-Duty Hours:** Incidents may not be preceded by warning, e.g., earthquakes, arson, or HAZMAT incidents; or may occur while the majority of on-site staff is not at work. In these circumstances, while operations from the home site may be impossible, the majority of employees will be able to respond to instructions, including the requirement to relocate following proper notification.

c. **Essential Operations.** Those operations that must be performed to meet the VA mission will be identified and rated as Highly Critical (H), Critical (C), or Important (I). This is one of the more difficult planning tasks because the initial reaction is to assume that every operation is essential otherwise it would not be staffed or funded. Further analysis usually reveals that some operations are indeed more essential to the organization's core reason for existing than others, especially during a time of emergency. Carefully identifying these essential functions assists in other COOP planning activities, such as identifying key personnel and equipment. An emergency that is site specific, and affects only VA and its support for its usual constituents, may have different essential operations than an emergency such as a declared disaster and/or the activation of the FRP which requires support to other agencies. If the operations are significantly different, separate lists should be developed.

(1) To assist in organizing the information regarding Essential Operations, Essential Positions, and Essential Equipment described in paragraphs 7c, d, and e, a questionnaire may be found of Appendix B. The information that is gathered in the standard questionnaire should be useful in completing these tables. The tables should be included as an appendix in each organization's plans. If lists are lengthy, a short explanation may be included.

(2) Appendix C contains sample tables of Essential Operations, Essential Positions, Essential Equipment (Hardware, Software, and Materiel), Essential Communications, and Vital Records.

d. **Essential Positions.** Having identified essential functions, the next step is to identify essential positions. See sample table in Appendix C.

e. **Essential Equipment.** Having identified essential functions and positions, the final step is identifying essential equipment. If a plan calls for relocation to a cold site and equipment must be relocated, appropriate procedures must be followed for moving the equipment.

f. Alert, Assembly, and Relocation

(1) In a With Warning or a Without Warning During Normal Duty Hours condition, the following procedures will be followed:

(a) If an emergency situation arises that necessitates relocation, the Designated/Senior Official will initiate the organization's recall roster. Each recipient will see that the message is communicated as required by the Cascade chart to those VA organizations for which he/she is responsible. Supervisory personnel are responsible for ensuring that the Cascade system for essential personnel is complete and current.

(b) Essential personnel who are to be transported to a relocation site will meet at a pre-designated assembly point at a time given by their supervisor.

(c) Essential personnel who have been given prior permission to use their privately owned vehicle (POV) to relocate to their alternate sites may proceed at a time given them by their supervisor.

(2) In a Without Warning During Normal Duty Hours condition, it is possible that employees and/or clients will be evacuated from the building and execution of the COOP will commence. Upon completion of assessments of damage and impact, and an estimated time for recovery, the Designated/Senior Official will determine if relocation to the designated alternate locations is required and procedures outlined above shall be followed.

g. Distribution. Each VA organization should determine the appropriate recipient of copies of its COOP Plan, both internal to the site, organization, chain of command, and external agencies and other emergency response organizations. At a minimum, distribution should include the next senior and next subordinate level. Distribution should be governed by a need to know, and a list of plan recipients should be maintained.

8. IMPLEMENTING THE COOP PLAN

a. Stage 1: Pre-emergency Plans and preparation to implement the COOP are made, maintained and exercised.

(1) To ensure that the COOP can be effectively and rapidly implemented with little or no notice, each VA organization's Designated/Senior Official will:

(a) Appoint a COOP POC for coordination and implementation of this COOP;

(b) Identify essential functions;

(c) Maintain current personnel notification and relocation rosters;

(d) Ensure preparation, off-site storage, and regular updates of copies of vital records, including automated data required to perform essential office functions. Additionally, items needed for bug out bags/fly/drive-away kits and other essential information and equipment should be identified and updated on a regular basis.

- (e) Ensure that appropriate provisions are made for employees who have special medical needs.
- (f) Conduct periodic tests of the office telephone notification procedures. Conduct periodic visits to the relocation site(s) if previously identified.
- (g) If a relocation site has been selected and prior arrangements made, provide up-to-date information to the relocation site manager concerning any unique requirements.
- (h) Review personnel assembly and notification procedures and update as necessary.
- (i) Ensure procedures for restriction or movement of classified documents and materials are in place and followed.

b. **Stage 2: Relocation.** The stage in which all or part of an organization leaves an uninhabitable site. If an option other than relocation were chosen, the use of the term "Emergency Response" would be appropriate. Considerations of options other than relocation are included in this stage. The focus, however, will be on relocation.

(1) The relocation site for (organization) is (address/Location). A map of that site, and the layout of the site, is provided in (plan location).

(2) Relocation will be directed under one of the three warning conditions in paragraphs 7b(1), (2), or (3) describing with warning during duty and non-duty hours conditions and without warning during duty and non-duty hours conditions.

(a) **Condition One - With Warning.** Upon a determination by the Designated/Senior Official that relocation will be necessary, COOP POCs will be alerted. Teams will be alerted to begin preparation for emergency relocation. Personnel at the relocation site, if any, will also be alerted.

1. **Initial Actions.** Upon receipt of alert notification, personnel will take documents required for the performance of the functions to be conducted at the relocation sites. Personnel will prepare designated communications, IT equipment, and other essential equipment for relocation, if time permits, and take appropriate preventive measures to protect communications and IT equipment not designated for relocation. Security personnel will take appropriate measures to ensure security of the facility and nonremovable equipment and records.

2. **Departure for the Relocation Site.** Teams/ individuals from each organization, as identified by the COOP POC or organization leadership, begin movement to the site, taking such essential records and equipment as time permits. Other personnel may remain on duty until told to move to the relocation site or to go home.

3. **Controlled Shutdown of Operations.** If time and circumstances permit, personnel may be requested to remain at the home site to serve in a stay-behind, caretaker capacity to assist security personnel in shutting down equipment and securing headquarters facilities and equipment against loss or compromise.

4. The Designated/Senior Official or other designated personnel will notify VA clients or response agencies of the decision to relocate and/or status of the primary site and its operations. A list of clients or agencies to be notified and their phone numbers shall be maintained.

(b) Condition Two - Without Warning During Duty-Hours. The following procedures are used for no warning during duty-hours situations:

1. In a situation where a decision is made during normal duty hours (7 a.m. - 6 p.m. Monday through Friday) that the home site is uninhabitable, relocation actions depend on the extent of damage to the site. In a minimal case, where the site is uninhabitable (e.g., due to a chemical spill), but the facility, equipment, records, and personnel are undamaged, the Designated/Senior Official in each organization will determine whether/how much to relocate. If possible, the COOP POCs will initiate a duty-hours notification cascade to all of their personnel. If time does not permit because of an immediate evacuation of the building or other circumstances, notification is made by whatever means are available. If time permits, designated personnel should back up Information Technology (IT) equipment and databases and prepare communications, IT, and other equipment and important records for relocation. Designated security personnel will provide physical security for documents and equipment. Personnel requested to relocate will move to the relocation sites. All other personnel are directed to go to their residences and await further instructions.

2. Upon a determination that the site is uninhabitable, the Designated/Senior Official notifies the pre-determined and listed designated VA, client, and response agencies of his/her organization's status and plans.

(c) Condition Three - Without Warning During Non-Duty Hours. The following procedures are used for no warning emergencies that result in relocation decision taken during non-duty hours.

1. Notification upon the decision of the Designated/Senior Official, and after consultation with other senior organization officials if a determination is made that the home site is uninhabitable, those officials will notify their COOP POC who will initiate the notification cascade for their organization.

2. Depending on the timing of the incident, a radio announcement may be released to the local radio and television stations. Employees should listen for specific instructions. If no clarification is forthcoming, employees should, unless directed differently, remain at home and await further instructions.

3. Teams/individuals may be directed to report to the relocation site, to the home site to pick up essential records or equipment enroute to the site, or to remain at home.

(d) There are other options for continuing operations if the home site is uninhabitable. These are briefly addressed below.

1. Temporarily assigning the responsibility to perform functions to another VA organization, which performs those functions using its own personnel and equipment, until the requesting organization is able to resume responsibility for its performance. An agreement or memorandum of understanding should be in place stating: "In the event that operations at this site cannot be continued, agreement has been made with (organization/ address. etc.) to assume the functions identified until further notice." The functions to be assumed should be listed. Assigned personnel will list what they will do, how they are to be informed of status, time and attendance, and other appropriate matters.

2. Using another site's facilities during periods when they are not normally utilized (shift work) until the home site's facilities can be restored or a permanent facility placed into operation. An agreement or memorandum of understanding should be in place stating: In the event that operations at this site cannot be continued, agreement has been made with (organization/ address. etc.) to use its facility to conduct the functions identified, during the hours, specified, until further notice.

a. The functions to be performed should be listed.

b. A listing of rooms/cubicles or a drawing of a floor plan indicating assigned space for personnel to perform their normal tasks should be provided.

3. Performing essential functions from a hot site, a relocation site previously equipped to support designated operations on short notice when staffed, until routine operations from the home site or a permanent site may be resumed.

a. In the event that operations at this site cannot be continued, operations will be continued from the (organization) hot site at (address). The following functions will be performed from the hot site until further notice. The functions to be performed should be specified.

b. Personnel not assigned duties at the hot site will (list what will they do, how they will be informed of status, time and attendance, etc.)

4. Each of the three options should be considered. These options obviously require careful pre-arrangement and written agreement, the results of which can then become part of the COOP.

c. **Stage 3: Relocation of Site Operations.** Describes operations at the new site.

(1) Upon arrival at the appropriate relocation site, the site manager will give personnel an orientation briefing. This briefing will cover site organization and operation, and information on the support available such as communications equipment and personnel available to assist in the exchange of information with the chain of command and with other relocation sites.

(2) While the relocation sites provide certain support capabilities, the relocated staff is responsible, if circumstances permit, for bringing records and specialized equipment that were not pre-positioned.

(3) As soon as practicable, personnel will perform, or assist senior officials in performing, the following functions from the relocation site. Each person will not be performing every function; collectively, however, those arriving initially should be able to ensure performance of these functions:

- (a) Monitor the situation, extent of damage, status of personnel, resources, and events by recording incoming reports.
- (b) Assess the situation by evaluating information gathered from reports.
- (c) Report the status of operations to other viable VA organizations as appropriate.
- (d) Keep time and attendance records.
- (e) Ensure twenty-four hour per day, seven days per week (24/7) coverage by planning and scheduling relocation site activities, i.e., work hours, meals etc.
- (f) Provide decision-making and other office support.
- (g) Prepare and disseminate instructions, and report back, as required.
- (h) Monitor VA field organizations and other deployed personnel, as required.
- (i) Implement contingency termination and recall actions, when directed.

d. **Stage 4: Direction and Control.** Relocation is a major operation. Because of uncertainty, organizations may want to relocate in phases. The phases shown below are arbitrary. Each organization may handle its relocation in a manner most appropriate for its needs.

(1) The Designated/Senior Official will provide his/her chain of command status information as expeditiously as the circumstances permit.

(2) The Designated/Senior Official determines the timing of the execution steps of the relocation process described below. The decision to execute a specific step does not necessarily imply the execution of one or more subsequent steps, especially in a situation with advance warning. In such a case, the Designated/Senior Official may choose to reassess the situation before the execution of any subsequent step and retain the option to terminate or reverse the relocation process at any phase.

(3) Implementation of this plan may be time-phased. The time-phasing for relocation and relocation site operation is as follows:

(a) Phase I (1-24 hours)

1. Notify next senior level of intent to relocate.
2. Notify relocation site manager of impending relocation and actual relocation requirements.

3. Relocate key staff.
4. Prepare relocation site(s) for follow-on personnel.
5. Conduct limited essential functions as soon as possible.

(b) Phase II (24 hours-5th day)

1. Continue essential functions.
2. Relocate employees as required.
3. Identify missing personnel and request/arrange for augmentation as required.
4. Commence other functions.

(c) Phase III (5th day-until termination). Sustain all headquarters functions from the relocation sites.

(4) The first personnel designated to relocate ensure the continuity of all essential headquarters functions. Designated/Senior Official at each site has jurisdiction over the activities conducted at the relocation facility. Relocated personnel begin operations at the relocation facility as quickly as possible.

(5) Once operations are established at each relocation facility, the normal reporting process within each office begins. The Designated/Senior Official at each site is advised of all internal administrative or logistical matters at the facility and serves as the designated spokesperson for all communication and coordination between that facility, other relocation sites, and all external entities, unless otherwise directed.

(6) Once a decision to execute relocation has been made, personnel identified by management to go home (or stay home) are placed on administrative leave. If the situation is anticipated to continue for an indeterminate period, and employees are not able to report to an alternate site, or an alternate site is not available, a determination on duty status will be made by the facility director or designee in consultation with the appropriate HR officials servicing that facility. The appropriate administration or staff office head or designee must approve any period of excused absence in excess of two consecutive workdays. Available authorities regarding duty status in weather and other emergency situations are contained in MP-5, Part I, Chapter 630, Paragraph 21u.

e. **Stage 5: Communications**

(1) For most organizations, ready access to local telephone systems, called the Public Switched Network (PSN) and the Federal Telecommunications Network (FTS) will be the key

to successful communications. All VA Emergency Planners and Key Officials should have a Government Emergency Telecommunications Service (GETS) card. The GETS card will allow access to the PSN for official emergency use during emergencies. Other VA organizations, however, may have additional communications resources, such as High Frequency (HF) radios, cellular phones, or e-mail nets that can be used in an emergency. The key issue is the adequacy of all communications resources to meet an organization's need to communicate with: organizational staff; subordinate and superior VA organizations; other Federal organizations; state and local government/emergency/organizations/emergency operations centers; resources for replacement/repair of system components; and operators and other personnel.

(2) The following communications resources are, or can be, made available for use in an emergency: HF radios; cellular phones, government and privately owned; amateur radios owned and operated by staff; and PSN and FTS telephones.

(3) Priority should be given to reestablishing communications in an emergency, and ensuring that operators of the non-standard communications media that might be available, are knowledgeable of the equipment use.

(4) Warning of disaster may make it possible to acquire, alert, and test secondary communications media for use in a situation in which there is the probability that electronic power and the PSN will be lost.

(5) It should be noted that cellular telephones, whether government or private, can provide a valuable alternative to normal telephones in an emergency. However, during the aftermath of a disaster, cellular phones may be viable only for the initial post-disaster period. An alternative source should be used in the event that networks are inaccessible due to cell phone use.

(6) Accessing the local or State Emergency Broadcast System (EBS) would be helpful in order to make contact with the officials managing these communications systems, since there are criteria that must be met before a message may be transmitted. Messages will be sent on behalf of the initiator. Accurate wording of a message is important.

(a) Access to the local EBS may be gained by telephoning the County Emergency Manager or County Communications Manager for an announcement to be made over local radio stations.

(b) Access to the State EBS may be gained by telephoning the State Emergency Operations Center, State Emergency Manager or the State Communications Director/Manager.

f. **Stage 6: Logistics Support.**

(1) In general, it is the policy of VA not to stockpile supplies and repair parts solely to support emergency operations. The present policy for VA is to use prime vendors who deliver stocks daily to each medical center. The Prime Vendor for Subsistence has a clause in the contract that it will provide support in case of national emergencies.

(2) The Office of Acquisition and Materiel Management (OA&MM) will work with Security and Law Enforcement to provide the best method for either preparing small amounts of stock or preparing a method to be supported by a prime vendor or other contractor. Review of other prime vendor contracts and follow-up with contractors to ensure support during national emergencies should be conducted.

g. **Stage 7: Exercises and Training.** To be fully effective, a comprehensive training program and annual exercises must support the COOP.

(1) Training in this context may include a range of activities, from having an employee read the plan as part of an orientation program to having a VA organization talk through its COOP Plan responsibilities as part of a scenario-driven workshop.

(2) Exercise implies a broader activity than training, and includes a written scenario, guidelines for employee actions, and an evaluation program. Exercises may be designed to test all or a part of the COOP Plan, and could involve an end-to-end execution of the plan, culminating, for example, in the actual movement of essential employees to a relocation site.

(3) Assistance in planning and conducting exercises and training is available from the VA emergency coordination staff, starting at the national level. FEMA maintains a five-year Exercise Calendar containing the names, types, and dates of exercises. Various VA organizations participate in local, regional, and national interagency exercises conducted or sponsored by FEMA.

(4) All organizations are expected to conduct periodic tests of their alert and notification procedures and system for any type of emergency at least quarterly.

(5) All organizations are encouraged to establish an internal exercise and training program to ensure that personnel are familiar with the contents of the COOP Plan, and are able to perform their essential functions from their relocation site. An exercise to test the plan should be conducted annually.

h. **Stage 8: Public Relations.** The greater the emergency or disaster, the greater the level of media interest. The media will go to the source who is most willing to furnish information, whether that source is an authorized, authoritative source or not. While public affairs guidance from higher authority should be obtained if time permits, local rules for media contact must also be established.

(1) One of the key questions the media always asks is the dollar value of damage or loss. Great care must be taken in responding to questions relating to the extent of damage, number of personnel injured or otherwise affected by the emergency, and monetary value of loss.

(2) Emergencies and disasters generate keen public and news media interest. Generally the designated spokesperson for the organization to interface with the media will be a Public Affairs Officer. VA policy guidance for dealing with the news media in the event of an emergency or disaster will be sought, and brought to the attention of all personnel.

i. **Stage 9: Plan Maintenance.** Maintaining the plan means keeping it up to date. Office organization and physical configuration change, as do internal and external interfaces. The availability of the relocation site may also change. To be effective, the COOP Plan must be reviewed annually and amended to reflect these changes.

(1) The annual review may be satisfied by a comprehensive review conducted by a team or task force appointed for the purpose, or by a review by section that, in total, constitute a plan review. An exercise and training program discussed in Paragraph 8g may also satisfy the annual review.

(2) This plan will be reviewed in its entirety as part of the training and exercise program. Changes in organization, function, service to clients, and the like, will be made to the plan as they occur.

j. **Stage 10: Ending Relocation Site Operations.** Describes the transition from the relocation site to the original home site or a new home site.

(1) Relocation operations will end when the Designated/Senior Official determines and ensures that:

(a) The threat to the home site has ended, is not likely to recur, and the home site can be reoccupied; or

(b) A new home site can be occupied.

(2) The process of moving from the relocation site to the old or new home site is generally the same as that of moving to the relocation site, in that its objective is to continue essential operations during the transition, to have a smooth handoff from the relocation site to the old or new home site, and to make the move as safely and cost-effectively as possible.

VA MASTER CONTINUITY OF OPERATIONS (COOP) PLAN

1. PURPOSE. The purpose of the COOP Master Plan is to:

- a. Provide command and control of operational organizations to continue mission-critical operations.
- b. Gather essential information and provide analysis of it for the National Emergency Management Team (NEMT).
- c. Assist in the development of dynamic policy required by emerging situations.

2. ASSUMPTIONS FOR ACTIVATION OF COOP RELOCATION

- a. President or VA Secretary activates COOP
- b. VACO Campus is or will be unavailable, and
- c. The COOP will be operational within 12 hours and may maintain operations up to 30 days.
- d. All or a majority of VA national infrastructure remains intact and is operating.

3. DISTRIBUTION

- a. The Office of Security and Law Enforcement, Emergency Preparedness and Administration, is responsible for receiving, reviewing, and maintaining the VA Master COOP Plan, and will be responsible for its distribution. Each copy of the plan will have a plan control number assigned, and a record of plan distribution will be maintained.
- b. Distribution will be made to each Administration Head, Assistant Secretary, Deputy Assistant Secretary, and Other Key Officials.
- c. Further distribution should be on a need-to-know basis. Emergency Planners will be responsible for distributing their individual office COOP plans.

4. SITE VULNERABILITY ANALYSIS. Effective COOP Planning begins with an analysis of the hazards and vulnerabilities specific to an operating site. Threats to the Federal Government structure and functions could derive from natural disasters and accidents, technological emergencies, military or terrorist threat or attack. The Office of the Deputy Assistant Secretary for Administration has the primary responsibility for VACO site vulnerability analysis. Each VACO organization should, however, contribute its own analysis based on its unique needs. All appropriate hazards should be taken into consideration.

- a. Hazard identification and vulnerability assessments combine probabilities of event occurrence with risk factors relevant to the specific site, such as the nature of the operation and structural characteristics, to determine the level of risk.

b. Secondary hazards should also be taken into consideration. A secondary hazard is one that arises from the impact of a primary hazard. For example, an organization may be well protected from fire; however, if an earthquake broke power cables, disrupted water lines, and blocked streets, then the organization's reliance on paper files, or its use of flammable material otherwise carefully protected, could make fire a serious secondary hazard.

c. The assessment of hazards to a specific site should include consideration of off-site hazards that can pose on-site risks. An example may be that of an activity located outside an earthquake area, whose mission-essential Information Technology (IT) support is furnished by an IT center located inside an earthquake area.

5. WARNING CONDITIONS. The COOP Plan may be executed under several conditions that address whether or not warning can be given, e.g., a hurricane, or will not be available, e.g., an earthquake. In addition, a warning, or the emergency itself, may occur either during normal duty or non-duty hours. The COOP Plan may be implemented under the following three conditions:

a. Condition One- With Warning

(1) **With Warning - During Normal Duty Hours** (Between the hours of 7 a.m. and 6 p.m. Monday through Friday). There are some threats to operations that may afford advance warning that will permit the orderly alert, notification, evacuation and if necessary, the relocation of employees. Situations, that might provide such warning, include a hurricane, a transportation accident resulting in a threat of release of a Hazardous Material (HAZMAT), or a warning of a terrorist incident.

(2) **With Warning - During Non-Duty Hours.** Fire, and situations similar to the above that occur during non-duty hours would also afford advance warning. The Secretary will initiate the VA Central Office recall roster and in conjunction with the management team will assess the situation to determine if it is necessary to activate the COOP and relocate essential personnel.

b. **Condition Two - Without Warning – During Normal Duty Hours.** Incidents may also occur with no warning during normal duty hours. In these circumstances, execution of the COOP Plan, if indicated by the circumstances of the event, would begin by execution of the site's Occupant Emergency Program to move employees out of the building expeditiously. See 41 CFR § 101-2, Occupant Emergency Program, July 1, 1998.

c. **Condition Three - Without Warning – During Non-Duty Hours.** Incidents may not be preceded by warning, e.g., earthquakes, arson, or HAZMAT incidents, or may occur while the majority of on-site staff is not at work. In these circumstances, while operations from home site may be impossible, the majority of employees will be able to respond to instructions, including the requirement to relocate following proper notification.

6. ESSENTIAL OPERATIONS. Those operations that must be performed to meet the VA mission have been identified as to criticality and rated as: Highly Critical (H), must continue uninterrupted or be re-established in the first 12 hours; Critical (C), must be restored within the first five (5) days; and Important (I), must be restored within day six (6) to day thirty (30).

Operations will be tailored for either an emergency that is site specific, and affects only the VA and its support for its usual constituents, or for an emergency such as a declared disaster and/or the activation of The National Response Plan which requires support to other agencies. The tables that begin with paragraph 14 of this Handbook list the essential elements required for VA organizations' continuity of operations. A listing of VA organizations' tables can be found at paragraph 12f of this Handbook

7. ESSENTIAL POSITIONS. These positions are those that must be filled and a list of the personnel assigned to staff them will be provided to the Office of Security and Law Enforcement, Emergency Preparedness and Administration, which will manage the roster. This Office will query VA's Emergency Planners for a semi-annual update. However, Emergency Planners should report changes of incumbents and telephone numbers to the Office of Emergency Preparedness and Administration immediately upon change.

8. ESSENTIAL EQUIPMENT. A list of the initial equipment necessary for the essential personnel to perform their duties has been provided to the Office of Emergency Preparedness and Administration. The Office of Emergency Preparedness and Administration will prepare budget initiatives based on these requirements.

9. ALERT, ASSEMBLY, AND RELOCATION

a. With Warning - During Normal Duty Hours or During Non Duty Hours. The following procedures will be followed:

(1) If an emergency situation arises that necessitates relocation from VA Central Office to designated alternate locations, the Secretary will initiate the CO National Emergency Alerting Network (Cascade). Each designated official will see that the message is communicated as required by the Cascade chart to those VA organizations for which he/she is responsible. Administration Heads, Assistant Secretaries, and Other Key Officials are responsible for ensuring that the Cascade system for essential personnel is complete and current.

(2) Essential personnel who are to be transported to a relocation site will meet at a pre-designated assembly point at a time given by their supervisor.

(3) Essential personnel who have been given prior permission to use privately owned vehicle (POV) to relocate to their alternate sites may proceed at a time given them by their supervisor.

b. Without Warning During Normal Duty Hours. Under this condition it is probable that employees will be evacuated from the building and execution of the COOP will commence. Upon completion of assessments of damage and impact, and an estimated time for recovery, the Secretary will determine if relocation to designated alternate locations is required:

(1) The Secretary will initiate the Headquarters National Emergency Alerting Network (Cascade). Each designated official will see that the message is communicated as required by the Cascade chart to those VA organizations for which he/she is responsible.

(2) Essential personnel who are to be transported to a relocation site will meet at a pre-designated assembly point at a time given by their supervisor.

(3) Essential personnel who have been given prior permission to use POV to relocate to their alternate sites may proceed at a time given them by their supervisor.

c. **Without Warning - During Non Duty Hours.** Upon completion of assessments of damage and impact, and an estimated time for recovery, the Secretary will determine if relocation to designated alternate locations is required. Depending on the timing of the incident, an announcement may be released to the media. Employees should listen for specific instructions from local radio or television stations if arrangements for emergency broadcasts have been made. Teams and individuals should be contacted and directed to report either to the home site to assist in emergency procedures, or to remain at home. Once the Secretary makes a determination that relocation is required:

(1) The Secretary will initiate the Headquarters National Emergency Alerting Network (Cascade). Each designated official will see that the message is communicated as required by the Cascade chart to those VA organizations for which he/she is responsible.

(2) Essential personnel who are to be transported to a relocation site will meet at a pre-designated assembly point at a time given by their supervisor.

(3) Essential personnel who have been given prior permission to use POV to relocate to their alternate sites may proceed at a time given them by their supervisor.

10. Implementing the COOP. The COOP is implemented in the following stages.

a. **Stage 1 - Pre-Emergency**

(1) The Director, Emergency Management Strategic Healthcare Group (EMSHG) Emergency Operations (EO), in coordination with the Director, Emergency Preparedness and Administration, will be responsible for the planning, preparation, and maintenance of the Martinsburg Relocation Site. The Director, EMSHG EO, is the site manager. The Director, VA Medical Center, Richmond, Virginia, in coordination with the Director Emergency Preparedness and Administration, will be responsible for the planning, preparation and maintenance of the Richmond Relocation Site. The Director, VA Medical Center, Richmond, Virginia, is the site manager.

(2) The Director, Emergency Preparedness and Administration, is the COOP point of contact (POC) for coordination and implementation of the COOP. To ensure the effective and rapid implementation of COOP relocation plans with little or no notice, the Director, Emergency Preparedness and Administration will:

(a) Ensure, by plan review, that Directives and guidance have been followed and essential functions have been identified.

(b) Maintain current personnel notification and relocation rosters.

(c) Ensure that Emergency Planners maintain and periodically update back-up copies of vital records to perform essential functions, and that flyaway kits/bug out bags/driveaway kits consisting of essential operating information and equipment are kept up-to-date.

(d) As the COOP POC, the Director, Emergency Preparedness and Administration conducts periodic tests of office telephone notification procedures (Cascade).

(e) Conduct periodic visits to the relocation site(s).

(f) Provide current information to the Director, EMSHG EO, and the Director, VA Medical Center, Richmond, Virginia, the relocation site managers, concerning any unique requirements or changes in requirements.

b. Stage 2 - Relocation. The relocation site for VA management in support of the NEMT (Team B) is at the VA Medical Center in Martinsburg, West Virginia. Overflow from the Martinsburg facility (Team C) is located at the VA Medical Center, Richmond, Virginia. The Director, EMSHG EO, and the Director, VA Medical Center, Richmond, Virginia, in coordination with the Office of Emergency Preparedness and Administration, will prepare an information packet regarding their relocation site. The packet will contain directions to the site, a map of the site and the layout of the Emergency Operations Center. The packets will be provided to all primary and alternate members of the management cadre. Relocation will be directed under one of the following warning conditions described in paragraph 9 above.

(1) With Warning - During Normal Duty Hours and During Non-Duty Hours

(a) The Secretary will determine if relocation and implementation of the COOP are required, and the COOP POC, all personnel designated to report to the relocation site(s), and the site manager will be alerted to begin preparation for emergency relocation. The FEMA Operations Center (FOC), (202) 898-6100/1800-634-7084, and other appropriate agencies will be notified of the decision to relocate and the time of execution of the order to relocate.

(b) Upon receipt of alert notification, personnel designated to report to the relocation site(s) will gather flyaway kits/bug out bags/drive-away kits and prepare them for relocation. If time permits, personnel will take appropriate preventive measures to protect all equipment not designated for relocation, and assist in the orderly shutdown of headquarters, securing the facilities and equipment against loss or compromise.

(2) Without Warning - During Normal Duty Hours

(a) The Secretary will determine whether VA Central Office is in appropriate condition for continued occupancy and operations.

(b) Relocation activities depend on the extent of the damage to the site. In a situation where VACO is uninhabitable but the facility, equipment, records, and personnel are undamaged, the senior official in each organization will determine if relocation is required. If possible, the duty hour's notification cascade is initiated.

(c) If there is insufficient time due to a need for immediate evacuation of the building or other circumstances, notification is made by whatever means are available.

(d) If time permits, designated personnel shall back up IT equipment and databases and prepare communications and IT equipment and important records for relocation. Designated security personnel will provide physical security for the equipment, records, and site.

(e) Upon notification those personnel requested to relocate shall move to the appropriate relocation site(s). All other personnel will be directed to go to their residences and await further instructions.

(f) The Secretary may exercise options for continuing operations if VACO is uninhabitable or non-functional. The Secretary may temporarily assign responsibility to perform some functions to VA field organizations, using their own field personnel and equipment until VACO is able to resume operations.

(3) Without Warning During Non-Duty Hours

(a) The Secretary will determine whether VA Central Office is in appropriate condition for continued occupancy and operations. The COOP POC will be notified and start a cascade notification for the organization.

(b) As deemed appropriate, the Office of Public and Intergovernmental Affairs will prepare an announcement to the media. Employees should listen for specific instructions. If no clarification is forthcoming, employees, unless otherwise directed, should remain at home and await further instructions.

(c) The personnel designated to report to the relocation site(s) may be directed to VACO to pick up flyaway kits/bug out bags/drive-away kits enroute to the site, or to remain at home.

c. Stage 3 - Relocation Site Operations

(1) Upon arrival at the appropriate relocation site, the site manager will give personnel an orientation briefing. This briefing will cover site organization and operation, and information on the support available such as communications equipment and personnel available to assist in the exchange of information with the chain of command and with other relocation sites.

(2) While the relocation sites provide certain support capabilities, the relocated staff is responsible, if circumstances permit, for bringing records and specialized equipment, that was not pre-positioned.

(3) As soon as practicable, personnel will perform, or assist senior officials in performing, the following functions from the relocation site. Each person will not be performing every function. Collectively, however, the initial arrivals should be able to ensure performance of the following functions:

(a) Monitor the situation, extent of damage, status of personnel, resources, and events by recording incoming reports.

- (b) Assess the situation by evaluating information gathered from reports.
- (c) Report the status of operations to other viable VA organizations as appropriate.
- (d) Keep time and attendance records.
- (e) Ensure twenty-four hours a day, seven days per week (24/7) coverage by planning and scheduling relocation site activities such as work hours and meals.
- (f) Provide decision-making and other office support.
- (g) Prepare and disseminate instructions, and reporting back, as required.
- (h) Monitor VA field organizations and other deployed personnel, as required.
- (i) Implement contingency termination and recall actions, when directed.

d. Stage 4 - Direction and Control

(1) The Secretary will provide status information as expeditiously as the circumstances permit to the Department's chain of command.

(2) The Deputy Secretary, as the senior official at the Martinsburg Relocation Site, has jurisdiction over the activities conducted at the relocation site.

(3) The Deputy Secretary will be advised of all internal administrative or logistical matters at the relocation site and serve as the designated spokesperson for all communication and coordination between Team B, the NEMT, and other relocation sites, and all external entities, unless otherwise directed.

(4) Once operations are established at the relocation site, the normal reporting process begins.

(5) Relocated personnel begin operations at the relocation site as quickly as possible. Personnel designated to relocate ensure the continuity of all essential headquarters functions.

e. Stage 5 - Communications. The communications resources at Martinsburg Relocation Site are adequate to meet the need to communicate with organizational staff, other Department organizations, other Federal organizations, and state and local government /emergency operations centers.

(1) The Martinsburg Relocation Site has ready access to local telephone systems, the Public Switched Network (PSN), the Federal Telecommunications System (FTS) Network, and communications resources, such as High Frequency (HF) radios, video conferencing, a satellite phone, cellular phones, and data links that can be used in an emergency.

(2) Government Emergency Telecommunications Service (GETS) cards are issued to all emergency planners and VA Key Officials. The GETS card will allow access to the PSN for official emergency use during emergencies.

(3) Amateur radios owned by VA and operated by licensed staff and volunteers are also available.

(4) The VA Nationwide Teleconferencing System (VANTS) is available. VANTS is an audio conferencing bridge using toll free numbers with 576 audio ports and 64 video ports that is run by professional operators and other skilled personnel. Currently all VA organizations use this system on a daily basis for communication across geographic locations. The site is equipped with a PC-based, Digilogic Communicator that can place up to 32 telephone calls simultaneously. The system is used for automated alerting of individuals by continuously placing calls to cell phones, pagers, and fixed telecommunications devices until contact is made. Secure telecommunications are also available at this site.

f. **Stage 6 - Logistics Support.** In general, it is the policy of VA not to stockpile supplies and repair parts solely to support emergency operations. The present policy for VA is to use prime vendors who deliver stocks daily to each medical center. The Prime Vendor for Subsistence has a clause in the contract that it will provide support in case of national emergencies. Review of other prime vendor contracts and follow-up with contractors to ensure support during national emergencies should be conducted. The Office of Acquisition and Materiel Management (OA&MM) shall work with the Office of Security and Law Enforcement to provide the best method for either preparing small amounts of stock or preparing a method to be supported by a prime vendor or other contractor.

g. **Stage 7 - Exercises and Training.** To be fully effective, a comprehensive training and exercise program must support the COOP.

(1) Training in this context may include a range of activities, from having an employee read the plan as part of an orientation program to having a VACO organization talk through its COOP responsibilities as part of a scenario-driven workshop.

(2) Exercise implies a broader activity than training, and includes a written scenario, guidelines for employee actions, and an evaluation program. Exercises may be designed to test all or a part of the COOP, and could involve an end-to-end execution of the VA Emergency Preparedness Plan, culminating, for example, in the actual movement of essential employees to a relocation site.

(3) Assistance in planning and conducting exercises and training is available from the VA emergency coordination staff, starting at the national level.

(4) All VA organizations are expected to conduct periodic tests of their telephone notification system.

(5) All VA organizations are encouraged to establish an internal exercise and training program to ensure that personnel are familiar with the contents of the COOP Plan and are able to perform their essential functions from their relocation site.

h. Stage 8 - Public Relations. The greater the emergency or disaster, the greater the level of media interest. The media will go to the source who is most willing to furnish information, whether that source is an authorized, authoritative source or not. While public affairs guidance from higher authority should be obtained if time permits, local rules for media contact, which are consistent with accepted public affairs guidelines, must also be established.

(1) One of the key questions the media asks is the dollar value of damage or loss. Great care must be taken in responding to questions relating to the extent of damage, number of personnel injured or otherwise affected by the emergency, and monetary value of loss.

(2) Emergencies and disasters generate keen public and news media interest. Generally the designated spokesperson for the organization to interface with the media will be a Public Affairs Officer. VA policy guidance for dealing with the news media in the event of an emergency or disaster will be sought, and brought to the attention of all personnel.

i. Stage 9 - Plan Maintenance. Maintaining the plan means keeping it up to date. Office organization and physical configuration change, as do internal and external interfaces. The availability of the relocation site may also change. To be effective, the COOP Plan must be reviewed annually and amended to reflect these changes. However, Emergency Planners should report changes in incumbents and telephone numbers to the Office of Emergency Preparedness and Administration immediately. Emergency Preparedness and Administration staff will query Emergency Planners for a semi-annual update.

(1) The annual review may be satisfied by a comprehensive review conducted by a team or task force appointed for the purpose, or by a review by section that, in total, constitute a plan review. An exercise and training program discussed in Paragraph 8 above may also satisfy the annual review.

(2) This plan will be reviewed in its entirety as part of the training and exercise program. Changes in organization, function, service to clients, and the like, will be made to the plan as they occur.

j. Stage 10 - Ending Relocation Site Operations

(1) Relocation operations will end when the Secretary determines and ensures that:

(a) The threat to the headquarters site has ended, is not likely to recur, and the headquarters site can be reoccupied;

(b) A new headquarters site can be occupied.

(2) The process of moving from the relocation site to the old or new headquarters site is generally the same as that of moving to the home site, in that its objective is to continue essential operations during the transition, to have a smooth handoff from the relocation site to the old or new headquarters, and to make the move as safely and cost-effectively as possible.

11. Secretary's Cadre Team A

- a. Team A will direct operations from VACO until such time as they are notified to relocate.
- b. The composition of Team A is as follows:

Secretary
Chief of Staff
Chairman, Board of Veterans' Appeals
Chairman, Board of Contract Appeals
General Counsel
Under Secretary for Health
Under Secretary for Benefits
Under Secretary for Memorial Affairs
Inspector General
Assistant Secretary for Public and Intergovernmental Affairs
Assistant Secretary for Financial Management
Assistant Secretary for Information and Technology
Assistant Secretary for Human Resources and Administration
Assistant Secretary for Planning and Analysis
Assistant Secretary for Congressional Affairs
DAS for Security and Law Enforcement

12. Team B Command and Control. Team B will be directed by the Deputy Secretary and will relocate to the VA Medical Center, Martinsburg, West Virginia, when directed by the Secretary.

- a. Team members will work in functional groups
- b. Alternate Team members will consist of senior level assistants to the principals, and be designated by the principal Team members identified in paragraph 12.e. below. Alternates are to relocate to the VA Medical Center, Martinsburg, West Virginia, during an emergency only in the absence of the principal team member.
- c. Trained support staff will be provided by the host facility and the Chief Consultant Emergency Management Strategic Healthcare Group. The staff consists of subject matter experts in Emergency Management, Telecommunications, and IT. Secretarial support will also be provided. Program Assistants who require specific program knowledge should be assigned from VACO as team members.
- d. The Martinsburg facility is to be maintained as a Hot Site. The Director, EMSHG EO is the site manager.
- e. The composition of the Team is as follows:
Office of the Secretary
Deputy Secretary
Executive Assistant to Deputy Secretary
Program Assistant

Board of Veterans' Appeals

Vice Chairman, Board of Veterans' Appeals

Office of the General Counsel

Deputy General Counsel

Executive Administrative Officer

Assistant General Counsel (Professional Staff Group I)

Assistant General Counsel (Professional Staff Group II)

Assistant General Counsel (Professional Staff Group III)

Assistant General Counsel (Professional Staff Group IV)

Assistant General Counsel (Professional Staff Group V)

Assistant General Counsel (Professional Staff Group VI)

Assistant General Counsel (Professional Staff Group VII)

Office of the Inspector General

Deputy Inspector General

Veterans Health Administration

Deputy Under Secretary for Health

Chief of Staff

Chief Network Officer

Chief Facilities Management Officer

Executive Assistant

Chief Consultant Office of Emergency Management Strategic Healthcare Group

Executive Assistant

Program Assistant

Program Assistant

Veterans Benefits Administration

Deputy Under Secretary for Management

Deputy Under Secretary for Operations

Chief of Staff

Director, Executive Communications Staff

Project Director, Executive Review Staff

Y2K POC, Program Analyst

Program Analyst

Public Affairs Specialist

Management Analyst

National Cemetery Administration

Director, Office of Field Operations

Staff Assistant

Director, Budget and Planning Service

Director, Administration Service

Chief, Communications and Regulatory Division

Program Assistant

Office of Assistant Secretary for Public and Intergovernmental Affairs

DAS for Public Affairs

DAS for Intergovernmental Affairs
Executive Assistant

Office of Assistant Secretary for Financial Management

Deputy for Financial Management
Executive Assistant
DAS for Budget
Director, Veterans Benefits Service
Director, Medical Service
Senior Budget Analyst
DAS for Finance
ADAS for Financial Systems
ADAS for Financial Operations
DAS for Acquisition and Materiel Management
Contracting Officer
Budget Analyst

Office of Assistant Secretary for Information and Technology

Principal DAS for Information and Technology
Staff Assistant
Staff Assistant/Program Assistant
ADAS, Office of Policy and Program Assistance
PDD 63/PDD 67 Information Security Staff Rep. (Emergency Planning Coordination)
ADAS, Office of Telecommunications
Director Information Management Service

Office of Deputy Assistant Secretary for Administration

DAS for Administration
Staff Director
Director Facilities Service
Emergency Planner

Office of Deputy Assistant Secretary for Human Resources Management

DAS for Human Resources Management
Group Leader, Customer Advisory and Consulting Group
Team Leader, Headquarters and Executive Resources

Office of Deputy Assistant Secretary for Security and Law Enforcement

Director of Emergency Preparedness and Administration
Security Officer

Office of the Assistant Secretary for Congressional Affairs

PDAS for Congressional Affairs
DAS for Congressional Operations
Director, Congressional Affairs

TEAM A MEMBERS WHO WOULD LATER RELOCATE TO MARTINSBURG.

- Under Secretary for Health
- Under Secretary for Benefits
- Under Secretary for Memorial Affairs
- General Counsel
- Chairman, Board of Veterans' Appeals
- Chairman, Board of Contract Appeals
- Inspector General
- Assistant Secretary for Financial Management
- Assistant Secretary for Information and Technology
- Assistant Secretary for Planning and Analyses
- Assistant Secretary for Human Resources and Administration
- Assistant Secretary for Public and Intergovernmental Affairs
- Assistant Secretary for Congressional Affairs

f. The following is a listing of the organizational tables and their paragraph and page numbers found in this Handbook.

Listing of VA Organizations' Essential Operations Tables

| Paragraph Number | VA Organization | Page Number |
|------------------|--|-------------|
| 14 | Board of Veterans' Appeals | A-15 |
| 15 | Office of the General Counsel | A-17 |
| 16 | Office of the Under Secretary for Health | A-20 |
| 17 | Office of Facilities Management | A-24 |
| 18 | Office of the Under Secretary for Benefits | A-27 |
| 19 | Office of the Under Secretary for Memorial Affairs | A-30 |
| 20 | Office of the Inspector General | A-35 |
| 21 | Office of the Assistant Secretary for Public and Intergovernmental Affairs | A-37 |
| 22 | Office of the Assistant Secretary for Financial Management | A-39 |
| 23 | Office of Budget | A-42 |
| 24 | Office of Finance | A-44 |
| 25 | Office of DAS, Acquisition and Materiel Management | A-49 |
| 26 | Office of Assistant Secretary for Information and Technology | A-54 |
| 27 | Office of DAS for Administration | A-64 |
| 28 | Office of DAS for Human Resources Management | A-66 |
| 29 | Office of DAS for Security and Law Enforcement | A-72 |
| 30 | Office of Assistant Secretary for Congressional Affairs | A-77 |

13. Team C. Consists of associated policy, direction, and oversight functions and positions not assigned to the Martinsburg Relocation Site. VHA, VBA, and NCA will address these functions, positions, and their relocation site(s) in the associated handbooks. Team C will be directed by the Director, VA Medical Center, Richmond, Virginia, and will relocate to that Center when directed by the Secretary. Team C members will immediately establish communications with their counterparts on Team B and coordinate actions with them.

a. Team members will work in functional groups.

b. Alternate Team Members will consist of senior level assistants designated by the principal Team members identified in paragraph e below. Alternates are to relocate to the VA Medical Center, Richmond, Virginia, during an emergency only in the absence of the principal team member.

c. Trained support staff will be provided by the host facility Director. The staff consists of subject matter experts in Emergency Management, Telecommunications, and IT. Secretarial support will also be provided. Program Assistants who require specific program knowledge should be assigned from VACO as team members.

d. The VA Medical Center, Richmond, Virginia, is an active site, which is staffed 24 hours a day. The Director, VA Medical Center, Richmond, Virginia, is the site manager.

e. The composition of the VACO Staff Office Team C members who will relocate to the VA Medical Center in Richmond can be found in each applicable organization's tables that follow.

f. In addition to Team C, the Office of the Deputy Assistant Secretary for Administration will establish, upon activation of the COOP, a local office near VACO. The Office will be used to facilitate the reconstitution of VACO or establish a new VACO in the Washington DC metropolitan area as directed by the Secretary. Employees from the Office of Administration will facilitate building operations, procurement, budget, and relocation efforts.

14. Board of Veterans' Appeals (BVA) - (TEAM B)

a. **General Discussion.** The Board of Veterans' Appeals is the component of the Department of Veterans Affairs that is responsible for entering the final decision on behalf of the Secretary in claims for entitlement to veterans' benefits that are presented for appellate review. BVA's mission is "to conduct hearings and dispose of appeals properly before the Board in a timely manner" and to issue quality decisions in compliance with the requirements of the law, including the precedential decisions of the United States Court of Appeals for Veterans Claims.

b. **Essential Operations.** The Board of Veterans' Appeals performs no critical/essential (health care or benefit delivery) roles within the first 30 days.

Table 1 Essential Operations - Board of Veterans' Appeals

| Rank H.C.I. | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|-------------|-----------|---|--------------------|
| H | None | BVA performs command and control support role. | Vice Chairman |
| C | None | | |
| I | None | | |

c. **Essential Positions.** Essential positions for the Board of Veterans' Appeals include the Chairman (Team A) and Vice Chairman.

Table 2 Essential Positions - Board of Veterans' Appeals

| Office | Position |
|--------|---------------|
| 011 | Vice Chairman |

d. **Hardware.** If it is determined that staff must be relocated the tables below identify the resources that would be required:

Table 3 Initial Hardware - Board of Veterans' Appeals

| Equipment Name | Qty | Assigned To | Remarks |
|-------------------|-----|-------------|---------|
| Personal computer | 1 | 011 | |

e. **Software**

Table 4 Initial Software - Board of Veterans' Appeals

| Item | Description | Qty | Remarks |
|------------------|-------------|-----|---|
| Microsoft Office | | 1 | Basic VA LAN access for e-mail; remote access server access to VACOLS and other BVA applications. |

f. **Communications**

Table 5 Initial Communications - Board of Veterans' Appeals

| Equipment Name | Number of Lines | Remarks |
|----------------|-----------------|---------|
| Telephone | 1 | |

g. **Vital Records**

No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Board of Veterans' Appeals

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|---------------------|----------|--------|--------------|--------------------|---------|
| | | Paper | Disk/Tape/CD | | |
| COOP | | √ | | | |
| Phone and POC lists | | x | | | |

h. **Materiel**

Table 7 Materiel - Board of Veterans' Appeals

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

15. Office of the General Counsel - (TEAM B)

a. **General Discussion.** Staff in the Office of the General Counsel (OGC) provides legal advice to, and perform legal services on behalf of, the Office of the Secretary of Veterans Affairs, Administration Heads, Assistant Secretaries, Deputy Assistant Secretaries, and Other Key Officials. OGC staff also provides legal recommendations and concurrence in high level correspondence and documents. Emergency OGC operational functions entail furnishing legal advice, including the identification of additional legal authorities needed, in order to support the Secretary, Administration Heads and Other Key Officials in performing their duties during emergency operations.

b. **Essential Operations.** Essential responsibilities during emergency conditions involve providing legal advice on proposed and ongoing VA emergency policies and directives to the Office of the Secretary, Administration Heads, and Other Key Officials.

Table 1 Essential Operations - Office of the General Counsel

| Rank H.C.I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|--|---|------------------------|
| H | Advise the Secretary and Deputy Secretary on the full range of legal issues presented by Departmental operations under emergency conditions. | Within 12 hours and continuing throughout the emergency | Deputy General Counsel |
| C | Advise all Administration and Staff Office Heads and other key VA officials on the full range of legal issues presented by their individual A&SO operations under emergency condition. | Within 12 hours and continuing throughout the emergency | Deputy General Counsel |

c. **Essential Positions.** Essential positions include the General Counsel (Team A) and those that are listed in Table 2.

Table 2 Essential Positions - Office of the General Counsel

| Office | Position |
|-------------------------------|----------------------------------|
| Deputy General Counsel 02A | Deputy General Counsel |
| General Counsel 02 | Executive Administrative Officer |
| Assistant General Counsel 021 | Assistant General Counsel |
| Assistant General Counsel 022 | Assistant General Counsel |
| Assistant General Counsel 023 | Assistant General Counsel |
| Assistant General Counsel 024 | Assistant General Counsel |
| Assistant General Counsel 025 | Assistant General Counsel |
| Assistant General Counsel 026 | Assistant General Counsel |
| Assistant General Counsel 027 | Assistant General Counsel |

d. Hardware

Table 3 Initial Hardware - Office of the General Counsel

| Equipment Name | Qty | Assigned To | Remarks |
|----------------------|-----|---------------------------|--|
| PC Mid-level servers | 4 | Staff personnel | To support e-mail and database systems. Should include tape backup devices, RAID-5, backup tapes, etc. |
| PCs/workstations | 9 | Staff personnel | Quantity suitable for supporting necessary GC staff. Should include CD-ROM, modem, etc. |
| Phones | 9 | Staff | 2 phones are an uninterrupted requirement; |
| Copier | 1 | Shared within the office. | 1 is an uninterrupted requirement; 1 more copier is needed after 2 weeks. |
| Fax | 1 | Shared | This is an uninterrupted requirement. |

e. Software

Table 4 Initial Software - Office of the General Counsel

| Item | Description | Qty | Remarks Software License Numbers |
|----------------------------------|---------------------------------------|-----|--|
| Microsoft Windows NT Server | Server Operating System software | 4 | 50370-806-1674226-51255 50370-806-1672991-00900 50370-806-1674163-59979 10597-OEM-0021335-57092 |
| Microsoft Exchange Server | E-mail/GroupWare software | 1 | 59487-419-0023131-67746 |
| Microsoft SQL Server | Database software | 1 | |
| Seagate BackupExec | Backup/Restore software | 4 | 0-5-425-2-000-4-010588 |
| Microsoft Windows NT Workstation | Workstation Operating System software | 9 | 10597-OEM-0021335-57092 |
| Microsoft Office | Office productivity software | 9 | 53492-270-9833435-67305 |

f. Communications

Table 5 Initial Communications - Office of the General Counsel

| Equipment Name | Number of Lines | Remarks |
|----------------|-----------------|--|
| Telephones | 9 | Need standard touch-tone desk sets for all personnel at all off-site locations |
| FAX machines | 1 | One per office at all off-site locations |
| Modems | 9 | See Hardware listing |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Office of the General Counsel

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|---------------------|----------|------------------------------|--------------------------|---------|
| Phone and POC lists | | | | |

h. **Materiel**

Table 7 Materiel - Office of the General Counsel

| Item | Description | Qty | Remarks |
|--|---|---|--|
| Documentation of licenses for software | See software license numbers entered in software section, above | 1 per each software application needed | To obtain duplicate software to replace originals destroyed or inaccessible because of emergency |
| Supplies | Bond paper, copy paper, yellow paper, GC letterhead, Secretary's letterhead, staplers & staples, paperclips, file folders, post-it notes, ball point pens, hi-lighters, and other routine office supplies | Sufficient quantities to sustain operations for 30 days | |
| Forms | Standard VA forms such as routing slips buck slips; telephone message forms, etc. | Sufficient quantities to sustain operations for 30 days | |

16. Office of the Under Secretary for Health, Veterans Health Administration (VHA) - (TEAM B)

a. **General Discussion.** Staff in the Office of the Under Secretary for Health support the Under Secretary by assisting with communications between VHA and the Office of the Secretary, the Veterans Benefits Administration, the National Cemetery Administration, the Office of Congressional Affairs, the Office of Public and Intergovernmental Affairs, and other Departmental staff offices. Staff also manages the processing of high level correspondence and documents.

b. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with the Office of the Secretary and other VA organizations listed in the above paragraph.

Table 1 Essential Operations - Office of the Under Secretary for Health

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|--|---|
| H | Interface with Departmental, Congressional, Public Affairs, etc. | Within 12 hours | Under Secretary for Health (10) (Team A) |
| H | Interface with VHA program offices | Within 12 hours | Deputy Under Secretary (10A) (Team B) |
| H | Staff Support to Under Secretary at backup site | Uninterrupted Requirement | Chief of Staff (10B) (Team B) |
| | Staff Support to Under Secretary at backup site | Uninterrupted Requirement | Executive Assistant (10E) (Team B) |
| H | Interface with VHA Network Directors, VHA Clinical Managers, and VHA medical facility directors on operations issues. | Uninterrupted Requirement | Chief Network Officer (10N) (Team B) |
| H | Interface with VHA Network offices, VHA medical facility staff on operations issues | Uninterrupted Requirement | Network Management Support (10NA) |
| H | Interface with the Office of the Under Secretary, Chief Financial Officer, Chief, Patient Care Services on VA HQ budgeting, patient care and strategic planning issues. | Uninterrupted Requirement | Chief Network Officer, 10N |
| H | Interface with VA HQ and VHA Network Directors on fiscal issues. Provide critical advice and support on Emergency Operations of facilities to CNO. | Uninterrupted Requirement | Network Program Support (10NB) |
| H | Provide critical advice and support on Occupational Safety & Health, Environmental, and Emergency Operations to CNO and VHA Network Offices. | Uninterrupted Requirement | Network Program Support (10NB) |
| C | Provide critical advice and support on operation of medical devices and systems including hazard resolution for VHA medical facilities. | Within 12 hours | Network Program Support (10NB) |
| C | Provide critical advice and support on technical operations and construction issues to VHA Network offices and VHA medical facilities. | Within 12 hours | Network Program Support (10NB) |

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|---|---|--|
| C | Provide critical advice and support on Fire Safety issues to VHA Network offices and VHA facilities. Provide telecommunications and computer support to CNO staff. | Within 12 hours | Network Program Support (10NB) |
| H | Overall management of Patient Care Services | | Chief Patient Care Services Officer (11) |
| C | Patient Care services Budget Operations | | Staff Assistant Patient Care Services (11A) |
| C | Coordination of Organ Transplants | | Staff |
| H | Provide consultative advice and support to USH, other senior VA officials, and VA medical centers. | | Chief Public Health & Environmental Hazards Officer (13) |
| C | Support Under Secretary and respond to Congressional inquires. | | Chief, Academic Affiliation (14) |
| C | Allocate funding and manage Health Professions Education positions. | | Director, Administrative Operations (144) |
| H | Management, communication with field offices | | Chief Officer, RCS (15) |
| H | Interface and respond to requests from VAVHA senior management (Under Secretaries for Health, Benefits, and Memorial Affairs) OMB, Congress, VSOs and other stakeholder groups. | Uninterrupted requirement | Chief Facilities Management Officer (18) |
| H | Communicate with all OFM employees (headquarters staff and resident engineers) to give direction and effectively manage ongoing operations and to respond to customer and stakeholder requests for support and information. | Uninterrupted Requirement | Chief Facilities Management Officer (18) |
| H | Liaison to CIOFOs, VISNs, and VA MEDICAL CENTERS | | Director, IT Acquisition & Effectiveness Staff (19B) |

c. **Essential Positions.** Essential positions are the Under Secretary for Health (Team A), the Deputy Under Secretary, the Chief of Staff, the Chief Network Officer, Executive Assistant (10E), Chief Consultant EMSHG, and 10N staff.

Table 2 Essential Positions - Office of the Under Secretary for Health

| Office | Position |
|---|--|
| Under Secretary's Office (10A) | Deputy Under Secretary for Health |
| Under Secretary's Office (10B) | Chief of Staff |
| Under Secretary's Office (10N) | Chief Network Officer |
| Office of Facilities Management (18) | Chief Facilities Management Officer (18) |
| Office of Emergency Management Strategic Healthcare Group (104) | Chief Consultant Office of Emergency Management Strategic Healthcare Group (104) |
| Under Secretary's Office (10E) | Executive Assistant (10E) |
| Office of Facilities Management (18) | Executive Assistant (18) |
| Under Secretary's Office (10) | Program Assistant (10) |
| Under Secretary's Office (10) | Program Assistant (10) |

d. Hardware

Table 3 Initial Hardware - Office of the Under Secretary for Health

| Equipment Name | Qty | Assigned To | Remarks |
|--------------------------------|-----|-----------------|--|
| PCs | 8 | Staff personnel | Network PCs, an uninterrupted requirement; |
| Iomega Zip external Disk Drive | 1 | | To backup and restore key documents. |
| Printer | 1 | Shared | Network printer, an uninterrupted requirement. |
| Phones | 8 | Staff | An uninterrupted requirement; |
| Copier | 1 | | 1 is an uninterrupted requirement; |
| Fax | 4 | | 4 units, two incoming, two outgoing with preprogrammed numbers of Network offices and facilities This is an uninterrupted requirement. |

e. Software

Table 4 Initial Software - Office of the Under Secretary for Health

| Description | Qty | Remarks |
|-----------------------------|-----|---------|
| MS Outlook Exchange | 8 | |
| MS Office | 8 | |
| Travel Accounting | 1 | |
| Internet Explorer 5.0 | 8 | |
| Terminal Emulation Software | 1 | |

f. Communications

Table 5 Initial Communications - Office of the Under Secretary for Health

| Equipment Name | Number of Lines | Remarks |
|----------------------------|-----------------|---|
| Interface to the VANTS | 1 | This is an uninterrupted requirement. |
| Connectivity to e-mail WAN | 8 | An uninterrupted requirement. |
| Phone lines | 8 | Connections are an uninterrupted requirement. |

g. Vital Records

Table 6 . Vital Records - Office of the Under Secretary for Health

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|--|----------|---------------------------------|--------------------------|---|
| Q:\191\Y2K | | | | Need access to all files in this directory |
| Manuals, Directives, Handbooks, etc. | | | | An uninterrupted requirement. |
| Unique VA-produced Materiel currently in VA HQ Library | | | | An uninterrupted requirement. |
| Electronic backup of VA HQ's Library catalog | | | | An uninterrupted requirement. |
| File copies of processed FOIA requests | | | | An uninterrupted requirement. |
| Phone and POC lists | | | | An uninterrupted requirement. |
| MP-12-Parts I & II | | | | |
| RCS Policy Guides | | | | |
| Health Professions Database | | | OAA | This is the main operational database containing essential data to maintain daily operations. |
| CFR | | | | |

h. Materiel

Table 7 Materiel - Office of the Under Secretary for Health

| Item | Description | Qty | Remarks |
|---------------------------------------|---|-----|--|
| Skillcraft Thick-n-Thin Jumbo Markers | Black, dozen | 1 | Uninterrupted requirement |
| Discs | HD, 3.5" diskettes, boxes | 6 | Uninterrupted requirement |
| Reference books | Dictionary, GPO style manual, Thesaurus | 1 | Uninterrupted requirement |
| File folders | Standard manila folders | 1 | Uninterrupted requirement |
| Copier Paper | 8 1/2" x 11", boxes | 6 | Uninterrupted requirement |
| Pens | Blue, box | 1 | Uninterrupted requirement |
| Highlighters | Yellow, box | 1 | Uninterrupted requirement |
| Zip Disks | For Iomega Zip Drive | 10 | |
| B/U Tapes for Server | | 5 | Match tape device installed in server. |
| Directories | | 1 | RMO Staff, Vet Centers, VISN/Hospitals |

17. Office of Facilities Management - (TEAM B)

a. **General Discussion.** Staff in the Office of Facilities Management support the Office of the Secretary, the Undersecretary for Health, the Undersecretary for Benefits, the Undersecretary for Memorial Affairs, the Office of Congressional Affairs, the Office of Public and Intergovernmental Affairs, and other Departmental staff offices.

b. **Essential Operations.** Essential responsibilities during emergency operations involve supporting Under Secretary for Health and other VA organizations as requirements develop.

Table 1 Essential Operations – Office of Facilities Management

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|---|---|-------------------------------------|
| H | Interface and respond to requests from VAVHA senior management (Under Secretaries for Health, Benefits, and Memorial Affairs) OMB, Congress, VSOs and other stakeholder groups. | Uninterrupted requirement | Chief Facilities Management Officer |
| H | Communicate with all OFM employees (headquarters staff and resident engineers) to give direction and effectively manage ongoing operations and to respond to customer and stakeholder requests for support and information. | Uninterrupted Requirement | Chief Facilities Management Officer |
| C | Delegate contracting authority as needed to continue operations on an uninterrupted basis. | Uninterrupted Requirement | Chief Facilities Management Officer |
| C | Respond to emergent requests for facility related support. | Uninterrupted Requirement | Chief Facilities Management Officer |
| I | Receive and process prompt payment of invoices to avoid penalties | Uninterrupted Requirement | Chief Facilities Management Officer |

c. **Essential Positions.** Essential positions are the Chief Facilities Management Officer, Executive Assistant, Deputy Facilities Management Officer, and Associate Chief for Strategic Management (Operational Deputy CFMO), Associate Chief for Resource Management, Associate Chief for Service Delivery, Director Technology Resource Service, Contracting Officer, Program Analyst, and the Emergency Coordinator.

Table 2 Essential Positions - Office of Facilities Management

| Office | Position |
|--|-------------------------------------|
| Office of the Chief Facilities Management (18) | Chief Facilities Management Officer |
| 18 | Executive Assistant |

d. Hardware

Table 3 Initial Hardware - Office of Facilities Management

| Equipment Name | Qty | Assigned To | Remarks |
|---|-----|-----------------|---|
| PC Pentium at least 200mhz w/floppy drive and CD-R/RW Drive and modem | 2 | Staff personnel | A Network PC is an uninterrupted requirement |
| High Speed Laser Printer | 1 | Shared | Network printer an uninterrupted requirement. |
| Cellular Phones | 2 | | Multiple cell phones required |
| Phones | | Staff | An uninterrupted requirement; |
| Copier | 1 | Shared. | An uninterrupted requirement; |
| Fax | 1 | Shared | This is an uninterrupted requirement. |

e. Software

Table 4 Initial Software - Office of Facilities Management

| Item | Description | Qty | Remarks |
|-------------------|--|-----|------------------------------|
| MS Windows 95 | Operating system | 2 | An uninterrupted requirement |
| MS Office 97Pro | Suite of software | 2 | |
| Q&A Data Base | Data Base System | | Copies of all files |
| VAVHA DATABASES | EDMS, ETA, IFCAP Perdiemazing | 2 | |
| OFM DATABASES | CMIS, PARAGON, CAMS, PLIARS, CBLs, LEASE, HMIS, COOS, PROCATS, AEL | 2 | |
| WINFRAME | Software to connect to server in Austin | 2 | |
| Internet Explorer | Software to provide access to the Internet | 2 | |
| IFCAP | Financial and ordering software | 2 | |

f. Communications

Table 5 Initial Communications - Office of Facilities Management

| Equipment Name | Number of Lines | Remarks |
|--------------------------|-----------------|--|
| access to FMS in Austin | 1 | This is an uninterrupted requirement. |
| Communications interface | 2 | An uninterrupted requirement. |
| Connectivity to e-mail | 2 | An uninterrupted requirement. |
| Interface to VANTS | 1 | Conferencing capability |
| Phone lines | 2 | An uninterrupted requirement. Supplemented by cell phones. |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Office of Facilities Management

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|---|----------|--------|--------------|--------------------|--|
| | | Paper | Disk/Tape/CD | | |
| OFPs COOP | | | | | |
| Phone and POC lists including cell, pager | | | | | All appropriate POCs, all phone numbers, and e-mail. |

h. **Materiel**

Table 7 Materiel - Office of Facilities Management

| Item | Description | Qty | Remarks |
|------|-------------------------|-----|---------|
| | Routine office supplies | | |

18. Office of the Under Secretary for Benefits, Veterans Benefits Administration (VBA) - (TEAM B)

a. **General Discussion.** Staff in the Office of the Under Secretary for Benefits support the Under Secretary by assisting with communications between VBA and the Office of the Secretary, the Veterans Health Administration, the National Cemetery Administration, the Office of Congressional Affairs, the Office of Public and Intergovernmental Affairs, and other Departmental staff offices. Staff also manage the processing of high level correspondence and documents. The staff have no essential emergency operational requirements other than to support the Under Secretary and Deputy Secretaries in performing their duties during emergency operations.

b. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with the Office of the Secretary and other VA organizations listed in the above paragraph.

Table 1 Essential Operations - Office of the Under Secretary for Benefits

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|---|---|------------------------------|
| H | Interface with Congressional & Public Affairs personnel | Within 72 hours | Under Secretary for Benefits |
| H | Processing press releases | Within 72 hours | Under Secretary for Benefits |
| H | Support Under Secretary at backup site | Uninterrupted Requirement | Under Secretary for Benefits |
| H | Office of Under Secretary | Uninterrupted Requirement | Under Secretary for Benefits |

c. **Essential Positions.** Essential positions are the Under Secretary for Benefits (Team A), the Deputy Under Secretary (DUS) for Management, the Deputy Under Secretary for Operations, the Chief of Staff, and those listed in Table 2.

Table 2 Essential Positions - Office of the Under Secretary for Benefits

| Office | Position |
|--------------------------|---|
| Under Secretary's Office | Under Secretary for Benefits, GS-0301 TEAM A |
| Under Secretary's Office | Deputy Under Secretary for Management, GS-0301 |
| Under Secretary's Office | Deputy Under Secretary for Operations, GS-0301 |
| Under Secretary's Office | Acting Director Executive Communications, Program Analyst, GS-0343 |
| Under Secretary's Office | Project Director, Executive Review Staff, Correspondence Analyst, GS-0301 |
| Under Secretary's Office | Y2K POC, Program Analyst, GS-0343 |
| Under Secretary's Office | Chief of Staff |
| Under Secretary's Office | Program Analyst, GS-0343 |
| Under Secretary's Office | Public Affairs Specialist, GS-1035 |
| Under Secretary's Office | Management Analyst, GS-0343 |

d. Hardware

Table 3 Initial Hardware - Office of the Under Secretary for Benefits

| Equipment Name | Qty | Assigned To | Remarks |
|-------------------------------|-----|---------------------------|--|
| PCs | 9 | Staff personnel | Network PCs. 2 PCs are an uninterrupted requirement; |
| Printer | 1 | Shared within the office. | Network printer. This is an uninterrupted requirement. |
| Phones | 9 | Staff | 2 phones are an uninterrupted requirement; |
| Copier | 1 | | 1 is an uninterrupted requirement; |
| Fax | 1 | | This is an uninterrupted requirement. |
| Safe | 1 | | Within 2 weeks. |
| Satellite Broadcasting System | 1 | | This is an uninterrupted requirement. |

e. Software

Table 4 Initial Software - Office of the Under Secretary for Benefits

| Item | Description | Qty | Remarks |
|--|-------------|-----|---------------------------------------|
| e-mail software capability Exchange LAN | | 9 | 2 are an uninterrupted requirement. |
| Std VBA MS software | | 9 | 2 are an uninterrupted requirement. |
| Databases/ access to BDN | | | Copies of all files |
| Satellite Broadcasting Software | | | This is an uninterrupted requirement. |
| Electronic Document Management System (EDMS) | | 1 | After 2 weeks, need access to EDMS |

f. Communications

Table 5 Initial Communications - Office of the Under Secretary for Benefits

| Equipment Name | Number of Lines | Remarks |
|--|-----------------|---|
| Interface to the satellite broadcasting system | 1 | This is an uninterrupted requirement. |
| Communications interface (LAN/WAN/Austin BDN) | 11 | 2 connections are an uninterrupted requirement; 20 additional connections are needed after 2 weeks. |
| Connectivity to e-mail | 9 | 2 connections are an uninterrupted requirement; 20 plus connections are needed after 2 weeks. |
| Phone lines | 11 | 2 connections are an uninterrupted requirement; 20 additional connections are needed after 2 weeks. |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper. However, the Electronic Document Management System (EDMS) is needed to track correspondence.

Table 6 Vital Records - Office of the Under Secretary for Benefits

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|---------------------|----------|---------------------------------|--------------------------|--------------------------------------|
| COOP | | | | |
| EDMS | | | | Required for tracking correspondence |
| Phone and POC lists | | | | |

h. **Materiel**

Table 7 Materiel - Office of the Under Secretary for Benefits

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

19. Office of the Under Secretary for Memorial Affairs, National Cemetery Administration (NCA) - (TEAM B)

a. **General Discussion.** The mission of the NCA is to honor veterans with a final resting-place and lasting memorials that commemorate their service to our Nation. There are four related programs managed by NCA:

(1) National Cemeteries: Bury eligible veterans and family members in national cemeteries and maintain the graves and their environs as national shrines;

(2) State Cemetery Grants Program (SCGP): Provide aid to states in establishing, expanding, or improving state veterans' cemeteries;

(3) Headstones and Markers: Provide headstones and markers for the graves of eligible persons in national, state, and private cemeteries; and

(4) Presidential Memorial Certificates: Provide certificates to families of deceased veterans, recognizing the veteran's contribution and service to the Nation.

b. **Essential Operations.** For an emergency that is site specific, and affects only the NCA Central Office (NCACO) and its support for its usual constituents, the following operations are identified as essential:

(1) Bury veterans and dependents.

(2) Process and order headstones and markers.

(3) Issue Presidential Memorial Certificates.

(4) Administer Contracts.

(5) Ensure adequate IRM Support (e-mail, web site, AMAS-R, BOSS, Network Linkages, etc.) for NCA.

(6) Provide Budget and Planning support for NCA.

(7) Respond to correspondence and other inquiries.

(8) Provide aid to States through the SCGP.

(9) Ensure coordination of emergency activities.

(10) Prepare, coordinate, review, and control engineering studies and projects.

Table 1 Essential Operations - Office of the Under Secretary for Memorial Affairs

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|---|--|
| H | Burial of veterans and dependents | Uninterrupted requirement | Director, Field Programs Service (401A) |
| H | Provide headstones and markers | Uninterrupted Requirement | Director, Memorial Programs Service (403) |
| C | Issue Presidential Memorial Certificates | Within 5 days | Director, Memorial Programs Service (403) |
| H | Contract Administration | Within 12 hours | Director, Administration Service (402D) |
| H | IRM Support (e-mail, web sites, AMAS-R, BOSS, Network Linkage, etc.) | Uninterrupted requirement | Director, Information Systems Service (402C) |
| H | Budget | Within 12 hours | Director, Budget and Planning Service (402A) |
| C | Planning/Performance Measures | Within 5 days | Director, Budget and Planning Service (402A) |
| C | Correspondence | Within 5 days | Director, Communications Management Service (402B) |
| I | State Cemetery Grants Program | Within 30 days | Director, State Cemetery Grants Service (401C) |
| H | Emergency Preparedness Coordination | Uninterrupted requirement | Emergency Preparedness Coordinator (402A2) |
| C | Prepare, coordinate, review, and control engineering studies and projects | Within 5 days | Director, Technical Support Service (401B) |

c. **Essential Positions.** Essential positions are the Under Secretary for Memorial Affairs (Team A), and those listed in Table 2.

Table 2 Essential Positions - Office of the Under Secretary for Memorial Affairs

| Office | Position |
|--------|---|
| NCA | Director, Office of Field Operations (401) |
| NCA | Staff Assistant (401) |
| NCA | Director, Budget and Planning Service (402A) |
| NCA | Director, Administration Service (402D) |
| NCA | Chief, Communications and Regulatory Division (402B1) |
| NCA | Program Assistant (401) |

d. Hardware

Table 3 Initial Hardware - Office of the Under Secretary for Memorial Affairs

| Equipment Name | Qty | Assigned To | Remarks |
|---|-----|---------------------------|---|
| Computers with keyboard, monitors, hard drive | 6 | Staff personnel | DELL Optiplex 166MHZ, 32 MB RAM |
| Printer | 1 | Shared within the office. | Lexmark Optra S1650 or HP (Hewlett Packard) |
| Surge protectors power setups | 6 | Staff | |
| Xerox machine | 1 | | An uninterrupted requirement |
| Blank floppy discs, box | 12 | | |
| Iomega Zip external disk drive | 1 | | To back up and restore key documents |
| Zip discs, each | 10 | | For Iomega Zip drive |

e. Software

Table 4 Initial Software - Office of the Under Secretary for Memorial Affairs

| Item | Description | Qty | Remarks |
|--------------|--|-----|--|
| Office suite | Microsoft Office (Word, Excel, PowerPoint, Access) | 6 | Installed on each computer |
| | Microsoft Outlook | 6 | Installed on each computer for e-mail |
| OS | Windows 95 | 6 | |
| NCA specific | NCA Network Applications | 6 | Internet/Intranet, HR Links, Home Page, COHO, AMAS-R, Jetforms, NCA Help desk, NCA MIS, Per Diemazing, SIC FTP Server, SIC System Applications, EDMS |
| | Jetforms | 6 | Installed on each computer |
| | Licenses for software/purchase orders | 6 | |

f. Communications

Table 5 Initial Communications - Office of the Under Secretary for Memorial Affairs

| Equipment Name | Number of Lines | Remarks |
|--|-----------------|--|
| One (1) fax machine | 1 | This is an uninterrupted requirement. |
| Six (6) telephones Network Connection | 12 | An uninterrupted requirement; 2 lines per telephone 2 connections are an uninterrupted requirement. |

g. Vital Records

Table 6 Vital Records - Office of the Under Secretary for Memorial Affairs

| Vital Records Name | Access Required By | Remarks |
|--|--------------------|---|
| NCA Directive 0320 Emergency Preparedness Planning May 9, 1997 | | Provides emergency preparedness planning policy, direction, and general orientation to all management levels in NCA. |
| NCA Handbook 0320 Emergency Preparedness Planning May 9, 1997 | | Contains procedures for emergency preparedness planning throughout NCA. Addresses emergency preparedness functions and activities for NCA. |
| NCA Handbook 3010 Uniforms and Special Clothing for National Cemetery Employees June 15, 1995 | | Contains procedures for wearing uniforms and special clothing in national cemeteries and identifies the responsibilities of NCA cemetery directors and cemetery personnel relating to uniforms and special clothing. |
| NCA Directive 3140 National Cemetery System Management and Decision Support System (NCAMADSS) Phase II | | Provides NCA policy for the preparation and submission of the monthly NCA Management and Decision Support System (MADSS). |
| NCA Handbook 3140 National Cemetery System Management and Decision Support System (NCAMADSS) Phase II February 1, 1995 | | Directs and guides NCA/MADSS users through the operation of the system. |
| NCA Directive 3150 Metric Transition Plan and Policy February 17, 1995 | | Establishes policy, assigns responsibility, and provides guidance to NCA personnel for conversion to the metric system of measurement within NCA. |
| NCA Directive 3220 Flags in VA National Cemeteries April 21, 1995 | | Establishes policy for displaying flags in VA national cemeteries. |
| NCA Handbook 3220 Flags in VA National Cemeteries April 21, 1995 | | Prescribes procedures related to the display, handling, storage and disposition of flags in national cemeteries. |
| NCA Directive 3310.1 Persons Eligible for Headstone or Marker November 7, 1997 | | Sets forth the policy that if a veteran or other eligible person is buried in accordance with State or local law, the Secretary may furnish a headstone or marker to be placed at the burial site even if the site is not a "cemetery." |
| NCA Directive 3410 Pesticide Certification and Procedures September 10, 1998 | | Provides policy, direction and general orientation to all management levels in the NCA on pesticide certification and legal requirements. |
| NCA Handbook 3410 Pesticide Certification and Procedures September 10, 1998 | | Establishes NCA procedures for handling, applying, storing and disposing of pesticides. |
| NCA Directive 6300 NCA Records and Information Management May 22, 1996 | | Provides NCA policy for the creation, maintenance, and disposition of Federal records. |
| NCA Handbook 6300 NCA Records and Information Management May 22, 1996 | | Provides NCA procedures for the creation, maintenance and disposition of records. |

| | | |
|---|--|---|
| NCA/MADSS Users Guide December 1996 | | Directs and guides NCA/MADSS users through the operation of the system. |
| NCA Strategic Plan | | Provides the long-range plan for NCA. |
| NCA Budget | | Provides the current and long-range budget for NCA. |
| NCA Burial Operations Support System (BOSS) Handbook | | Directs and guides NCA/BOSS users who enter data into and retrieve information from the BOSS database. |
| Automated Monument Application System-Re-design (AMAS-R) Handbook | | Directs and guides NCA/AMAS users who procure, order and replace monuments for the graves of eligible deceased veterans and their deceased dependents who are buried in or memorialized at a National, Military, Post, State or Private cemetery. |
| Accountability Report | | Provides annual performance data for the department. |
| NCA Data Book | | Provides pertinent information on National Cemetery Area Offices, National Cemeteries, and other NCA field installations to include cemetery status, cemetery statistical data, historical remarks, etc. |
| Personnel Listing, Nationwide, P31 | | Provides listing of NCA VACO and field personnel to include name, location, job title, grade, etc. |
| US map of National Cemeteries | | Map reflects location of national cemeteries throughout the United States and Puerto Rico. |
| US map of State Cemeteries | | Map reflects location of State Cemeteries throughout the United States and U. S. territories. |
| Cemetery geographic coordinates | | Provides longitude and latitude for every national cemetery. |

h. Materiel

Table 7 Materiel - Office of the Under Secretary for Memorial Affairs

| Item | Description | Qty | Remarks |
|-------------------------------|------------------------------------|-----|----------------|
| Xerox paper | 8-1/2 X 11 500 sheets to a pack | 1 | Box (10 reams) |
| Pencils/Pens | | 2 | Dozen |
| Writing tablets | White, 8-1/2 X 11 | 16 | each |
| Desks/Chairs Or Work Stations | | 6 | each |
| Waste Baskets | | 6 | each |
| In and Out Boxes | | 6 | each |
| Paperclips | | 24 | pack |
| Desk Calendars | | 6 | each |
| Dictionary/Thesaurus | | 1 | each |
| Post-it Notes | | 16 | pack |
| NCA Letterhead | | 1 | ream |
| Envelopes/Messenger Envelopes | | 1 | case |
| Shredder | | 1 | each |

20. Office of Inspector General (OIG) - (TEAM B)

a. **General Discussion.** The Office of Inspector General is responsible for the audit, investigation, and inspection of all Department of Veterans Affairs programs and operations.

b. **Essential Operations.** The Office of Inspector General performs no critical/essential (health care or benefit delivery) roles within the first 30 days.

Table 1 Essential Operations – Office of Inspector General

| Rank H:C:I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|-----------|---|--------------------------|
| H | None | OIG performs command and control support role. | Deputy Inspector General |
| C | None | | |
| I | None | | |

c. **Essential Positions.** Essential positions include the Inspector General (Team A) and Deputy Inspector General.

Table 2 Essential Positions - Office of Inspector General

| Office | Position |
|--------|--------------------------|
| 50A | Deputy Inspector General |

d. **Hardware.** If it is determined that staff must be relocated the tables below identify the resources that would be required:

Table 3 Initial Hardware - Office of Inspector General

| Equipment Name | Qty | Assigned To | Remarks |
|-----------------|-----|-------------|---------|
| Laptop computer | 1 | OIG | |

e. **Software**

Table 4 Initial Software - Office of Inspector General

| Item | Description | Qty | Remarks |
|------------------|-------------|-----|---------------------------------|
| Microsoft Office | | 1 | Basic VA LAN access for e-mail. |

f. **Communications**

Table 5 Initial Communications - Office of Inspector General

| Equipment Name | Number of Lines | Remarks |
|----------------|-----------------|---------|
| Telephone | 1 | |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Office of Inspector General

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|---------------------|----------|--------|--------------|-----------------------|---------|
| | | Paper | Disk/Tape/CD | | |
| COOP | | x | | | |
| Phone and POC lists | | x | | | |

h. **Materiel**

Table 7 Materiel - Office of Inspector General

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

21. Office of the Assistant Secretary for Public and Intergovernmental Affairs (ASPIA) - (TEAM B)

a. **General Discussion.** The Office of the Assistant Secretary for Public and Intergovernmental Affairs is responsible for the coordination of information VA communicates to its various audiences especially to the general public through the news media, and the provision of policy guidance in public affairs. The Assistant Secretary is also responsible for managing and directing intergovernmental, international and consumer affairs, programs supporting veterans special issue groups, special events and coordinating program activities. The office works to meet the needs of several audiences—first and foremost, veterans.

b. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with the Office of the Secretary and other VA organization. During an emergency this office will provide news media services and public affairs policy guidance to other administration management elements and operating elements in the conduct of activities that create awareness of VA programs, services and responsibilities under emergency conditions.

Table 1 Essential Operations - Office of the Assistant Secretary for Public and Intergovernmental Affairs

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|--|---|-----------------------------------|
| H | Interface with Secretary, Departmental, Congressional FEMA and other agencies Public Affairs | Within 12 hours | DAS for Public Affairs |
| H | Interface with State and Local officials Coordinate with DAS for Public Affairs | Within 12 hours | DAS for Intergovernmental Affairs |
| H | Support for Secretary Processing press releases | Uninterrupted Requirement | DAS for Public Affairs |
| H | Provide critical advice and operation support | Uninterrupted Requirement | Executive Assistant (002A) |

c. **Essential Positions.** Essential position are the Assistant Secretary for Public and Intergovernmental Affairs (Team A), the Deputy Assistant Secretary for Public Affairs, the Deputy Assistant Secretary for Intergovernmental Affairs and the Executive Assistant (002A).

Table 2 Essential Positions - Office of the Assistant Secretary for Public and Intergovernmental Affairs

| Office | Position |
|-------------------------------------|-----------------------------------|
| Office of the Assistant Secretary | DAS for Public Affairs |
| Office of the Assistant Secretary | DAS for Intergovernmental Affairs |
| Office of Public Affairs | DAS for Public Affairs |
| Office of Intergovernmental Affairs | DAS for Intergovernmental Affairs |

d. **Hardware.** Individual team members will bring personal laptops.

Table 3 Hardware - Office of the Assistant Secretary for Public and Intergovernmental Affairs

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|-------------|---------------------------------|
| Fax | 2 | | 1 Incoming only 1 outgoing only |

e. **Software**

Table 4 Software - Office of the Assistant Secretary for Public and Intergovernmental Affairs

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

f. **Communications**

Table 5 Communications - Office of the Assistant Secretary for Public and Intergovernmental Affairs

| Equipment Name | Number of Lines | Remarks |
|------------------------|-----------------|---|
| Connectivity to e-mail | 2 | An uninterrupted requirement. |
| Phone lines | 4 | 2 connections are an uninterrupted requirement. |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Office of the Assistant Secretary for Public and Intergovernmental Affairs

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|--------------------|----------|---------------------------------|--------------------------|---------|
| None required. | | | | |

h. **Materiel**

Table 7 Materiel - Office of the Assistant Secretary for Public and Intergovernmental Affairs

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

22. Office of the Assistant Secretary for Financial Management – (TEAM B)

a. **General Discussion.** Staff in the Office of the Assistant Secretary for Financial Management oversees and supports all of VA's budget, finance, and acquisition and materiel management activities. Supports the Secretary, Deputy Secretary, Under Secretaries and other Departmental staff offices by ensuring annual budgets include costs of emergency preparedness. The staff emergency operational requirements include preparing plans to access VA financial and budgetary systems including records and databases. It provides support to the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations.

b. Essential Operations

Table 1 Essential Operations - Office of the Assistant Secretary for Financial Management

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|--|--|--------------------------------|
| H | Ensure continuity of budget execution, particularly with respect to adjustments needed to address emergency situation. | | DAS for Budget |
| H | Ensure budget formulation for next fiscal year | | DAS for Budget |
| H | Entitlement/Benefit – Continuation and restoration of payment capability – liaison with Administrations and Treasury | | DAS for Finance |
| C | Administration and vendor payment (medical contractors) | | Director, FMS Service |
| I | Payroll (VACO employees) | | Payroll Systems Analyst |
| H | OA&MM Operations | | DAS A & MM |
| H | Contracting | | Associate DAS for Acquisitions |
| H | Transportation | | Associate DAS for Program Ops |
| C | IT Support | | Director, Business Office |
| C | Supply Fund Budget & Execution | | Chief Financial Officer |
| I | Contract Review | | ADAS for Acquisitions |
| I | Publications | | ADAS for Program Ops |
| I | Continuity of Operations Planning | | Director, Business Office |

c. **Essential Positions.** Essential positions are the Assistant Secretary for Financial Management (Team A), Deputy for Financial Management, Executive Assistant,

Table 2 Essential Positions - Office of the Assistant Secretary for Financial Management

| Office | Position |
|--------|--|
| OFM | Assistant Secretary for Financial Management |
| OFM | Deputy for Financial Management |
| OFM | Executive Assistant |

d. **Hardware**

Table 3 Initial Hardware - Office of the Assistant Secretary for Financial Management

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|---------------------------|--|
| PCs | 3 | Staff personnel | Networked PCs with modems, LAN/WAN |
| Laser printers | 1 | Shared within the office. | Network printer. This is an uninterrupted requirement. |
| Copier | 1 | Shared within the office. | |
| Fax | 1 | Shared | |

e. **Software**

Table 4 Initial Software - Office of the Assistant Secretary for Financial Management

| Item | Description | Qty | Remarks |
|-------------------|--|-----|----------------------------------|
| MS Windows 95 | Operating system | 3 | |
| MS Office 97 | Suite of software | 3 | license #53491-270-4197194-44315 |
| Internet Explorer | Software to provide access to the Internet | 3 | |

f. **Communications**

Table 5 Initial Communications - Office of the Assistant Secretary for Financial Management

| Equipment Name | Number of Lines | Remarks |
|------------------------|-----------------|---------|
| Connectivity to e-mail | 3 | |
| Phone lines | 3 | |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Office of the Assistant Secretary for Financial Management

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|---------------------|----------|--------|--------------|--------------------|---------|
| | | Paper | Disk/Tape/CD | | |
| COOP | | X | | | |
| Phone and POC lists | | x | | | |

h. Materiel

Table 7 Materiel - Office of the Assistant Secretary for Financial Management

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

23. Office of Budget - (TEAM B)

a. **General Discussion.** The Deputy Assistant Secretary for Budget supports all of VA's budget activities including costs of emergency preparedness and response. The staff emergency operational requirements include preparing plans to access VA budgetary systems including records and databases. It provides support to the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations.

b. **Essential Operations**

Table 1 Essential Operations - Office of the Deputy Assistant Secretary for Budget

| Rank H.C.I. | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|-------------|--|---|--------------------|
| H | Ensure continuity of budget execution, particularly with respect to adjustments needed to address emergency situation. | | DAS for Budget |
| H | Ensure budget formulation for next fiscal year | | DAS for Budget |

c. **Essential Positions**

Table 2 Essential Positions - Office of the Deputy Assistant Secretary for Budget

| Office | Position |
|-----------------|-------------------------------------|
| Budget (041) | DAS for Budget |
| Budget (041E) | Director, Veterans Benefits Service |
| Budget (041F) | Director, Medical Service |
| Budget (041C/D) | Supervisory Budget Analyst |

d. **Hardware**

Table 3 Initial Hardware - Office of the Deputy Assistant Secretary for Budget

| Equipment Name | Qty | Assigned To | Remarks |
|-----------------------|-----|-------------|-------------------------------------|
| PCs Pentium II 450mhz | 4 | Staff | |
| Laser printers | 4 | Staff | Must be high speed network printers |

e. Software

Table 4 Initial Software – Office of the Deputy Assistant Secretary for Budget

| Item | Description | Qty | Remarks |
|-------------------|--|-----|----------------------------------|
| MS Windows 95 | Operating system | 4 | |
| MS Office 97 | Suite of software | 4 | license #53491-270-4197194-44315 |
| Q&A Data Base | Data Base System | 4 | Copies of all files |
| WINFRAME | Software to connect to server in Austin | 4 | |
| Internet Explorer | Software to provide access to the Internet | 4 | |

f. Communications

Table 5 Initial Communications - Office of the Deputy Assistant Secretary for Budget

| Equipment Name | Number of Lines | Remarks |
|--|-----------------|---------|
| Connection to PAID/OLDE | 4 | |
| Access to FMS in Austin and Austin Treasury | 4 | |
| Connectivity to e-mail | 4 | |
| Phone lines | 4 | |
| Daily connectivity is needed with MAX, which uses the internet, and FMS, which uses 3270 via TCP/IP. | 4 | |

g. Vital Records

Table 6 Vital Records - Office of the Deputy Assistant Secretary for Budget

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|---------------------|----------|--------|--------------|--------------------|---------|
| | | Paper | Disk/Tape/CD | | |
| FMS | Austin | | | | |
| COOP | | | | | |
| Phone and POC lists | | | | | |

h. Materiel

Table 7 Materiel - Office of the Deputy Assistant Secretary for Budget

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

24. Office of Finance - (TEAM B)

a. **General Discussion.** The Deputy Assistant Secretary for Finance supports all of VA's finance activities. It supports the Secretary, Deputy Secretary, Under Secretaries and other Departmental staff offices by ensuring VA financial systems, including records and databases are current, viable and available. It provides support to the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations.

b. **Essential Operations**

Table 1 Essential Operations - Office of the Deputy Assistant Secretary for Finance

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|--|--------------------|
| H | Monitor Entitlement/Benefit – continuation of payment capability; liaison with Administrations and Treasury | Required within the first 24 hours following an emergency or disaster. | DAS for Finance |

c. **Essential Positions**

Table 2 Essential Positions - Office of the Deputy Assistant Secretary for Finance

| Office | Position |
|-------------------------|-------------------------------|
| Office of Finance (047) | DAS for Finance |
| Office of Finance (047) | ADAS for Financial Operations |
| Office of Finance (047) | ADAS for Financial Systems |

d. **Hardware**

Table 3 Initial Hardware - Office of the Deputy Assistant Secretary for Finance

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|--------------------------|--|
| PCs | 3 | Staff | Network PCs with modems, LAN/WAN with access to FMS Austin. Required within the first 12 hours following an emergency or disaster. |
| Laser Printer | 1 | Shared within the office | Required within the first 12 hours following an emergency or disaster. |
| Phone | 3 | Staff | Required within the first 12 hours following an emergency or disaster. |
| Copier | 1 | Shared within the office | Required within the first 12 hours following an emergency or disaster. |
| FAX Machine | 1 | Shared within the office | Required within the first 12 hours following an emergency or disaster. |

e. Software

Table 4 Initial Software - Office of the Deputy Assistant Secretary for Finance

| Item | Description | Qty. | Remarks |
|---------------|---|------|--|
| MS Windows 95 | Operating system | 3 | Required within the first 12 hours following an emergency or disaster. |
| MS Office 97 | Suite of software | 3 | Required within the first 12 hours following an emergency or disaster. |
| WINFRAME | Software to connect to server in Austin | 2 | Required within the first 12 hours following an emergency or disaster. |
| IFCAP | Financial and ordering software | 2 | Required within the first 24 hours following an emergency or disaster. |

f. Communications

Table 5 Initial Communications - Office of the Deputy Assistant Secretary for Finance

| Equipment Name | Number of Lines | Remarks |
|---|-----------------|--|
| Connection to PAID/OLDE | 3 | Required within the first 24 hours following an emergency or disaster. |
| Access to FMS in Austin and Austin Treasury | 3 | Daily connectivity is needed with MAX using the Internet and FMS, which uses 3270 via TCP/IP. Required within the first 24 hours following an emergency or disaster. |
| Connectivity to e-mail | 3 | Required within the first 12 hours following an emergency or disaster. |
| Phone lines | 3 | Required within the first 12 hours following an emergency or disaster. |

g. Vital Records

Table 6 Vital Records - Office of the Deputy Assistant Secretary for Finance

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|--------------------|----------|--------|--------------|--------------------|--|
| | | Paper | Disk/Tape/CD | | |
| COOP | | X | | | Required within the first 12 hours following an emergency or disaster. |
| POC lists | | x | | | Required within the first 12 hours following an emergency or disaster. |

h. Materiel

Table 7 Materiel - Office of the Deputy Assistant Secretary for Finance

| Item | Description | Qty | Remarks |
|------------------------------|--------------------------|-----|---------|
| desks/tables, chairs | Industry Standard | 3 | Each |
| Diskettes | HD 3.5" | 3 | boxes |
| File folders | Manila Folders, standard | 1 | box |
| Copier Paper | White 8½ x 11 | 1 | box |
| Pens | Black | 1 | box |
| Highlighters | Yellow | 1 | box |
| Post-it Notes | Yellow | 4 | packs |
| Envelopes | Business | 1 | box |
| Stapler | Standard | 3 | Each |
| Staples | Regular | 1 | box |
| Paper clips and binder clips | Medium and large sizes | 2 | boxes |

i. Essential Operations

Table 8 Essential Operations - Office of the Deputy Assistant Secretary for Finance - (Team C)

| RANK H, C, I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|-----------------|---|--|---|
| I | Monitor Administration and vendor payment (medical contractors) | Required within the first 48 hours following an emergency or disaster. | Director, FMS Services |
| C | Monitor Payroll/HRLINK\$ | Required 72 hours following an emergency or disaster. | Computer Specialist/ Systems Analyst |

j. Essential Positions

Table 9 Essential Positions - Office of the Deputy Assistant Secretary for Finance - (Team C)

| Office | Position |
|-------------------------|------------------------|
| Office of Finance (047) | Director, FMS Services |
| Office of Finance (047) | Computer Specialist |
| Office of Finance (047) | Systems Analyst |

k. Hardware

Table 10 Initial Hardware - Office of the Deputy Assistant Secretary for Finance - (Team C)

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|--------------------------|--|
| PCs | 3 | Staff | Network PCs with modems, LAN/WAN with access to FMS Austin. Required within the first 12 hours following an emergency or disaster. |
| Laser Printer | 1 | Shared within the office | Required within the first 12 hours following an emergency or disaster. |
| Phone | 3 | Staff | Required within the first 12 hours following an emergency or disaster. |
| Copier | 1 | Shared within the office | Required within the first 12 hours following an emergency or disaster. |
| FAX Machine | 2 | Shared within the office | One incoming one outgoing. Required within the first 12 hours following an emergency or disaster. |

l. Software

Table 11 Initial Software - Office of the Deputy Assistant Secretary for Finance - (Team C)

| Item | Description | Qty | Remarks |
|---------------|---|-----|--|
| MS Windows 95 | Operating system | 3 | Required within the first 12 hours following an emergency or disaster. |
| MS Office 97 | Suite of software | 3 | Required within the first 12 hours following an emergency or disaster. |
| WINFRAME | Software to connect to server in Austin | 2 | Required within the first 12 hours following an emergency or disaster. |
| IFCAP | Financial and ordering software | 2 | Required within the first 24 hours following an emergency or disaster. |

m. Communications

Table 12 Initial Communications - Office of the Deputy Assistant Secretary for Finance - (Team C)

| Equipment Name | Number of Lines | Remarks |
|---|-----------------|--|
| Connection to PAID/OLDE | 3 | Required within the first 24 hours following an emergency or disaster. |
| Access to FMS in Austin and Austin Treasury | 3 | Daily connectivity is needed with MAX using the Internet and FMS, which uses 3270 via TCP/IP. Required within the first 24 hours following an emergency or disaster. |
| Connectivity to e-mail | 3 | Required within the first 12 hours following an emergency or disaster. |
| Phone lines | 3 | Required within the first 12 hours following an emergency or disaster. |

n. Vital Records

Table 13 Vital Records - Office of the Deputy Assistant Secretary for Finance -
(Team C)

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|--------------------|----------|--------|--------------|--------------------------|---------|
| | | Paper | Disk/Tape/CD | | |
| None required | | | | | |
| | | | | | |

o. Materiel

Table 14 Materiel - Office of the Deputy Assistant Secretary for Finance -
(Team C)

| Item | Description | Qty | Remarks |
|------------------------------|--------------------------|-----|---------------|
| desks/tables, chairs | Industry Standard | 3 | Each |
| Diskettes | HD 3.5" | 5 | boxes |
| File folders | Manila Folders, standard | 2 | boxes |
| Copier Paper | White 8½ x 11 | 2 | boxes |
| Pens | Black | 2 | boxes |
| Highlighters | Yellow | 2 | boxes |
| Post-it Notes | Yellow | 4 | packs |
| Envelopes | Business | 1 | box |
| Stapler | Standard | 3 | Each |
| Staples | Regular | 1 | box |
| Paper clips and binder clips | Medium and large sizes | 4 | Boxes of each |

25. Office of Acquisition and Materiel Management - (TEAM B) and (TEAM C)

a. **General Discussion.** Staff in the Office of the Deputy Assistant Secretary for Acquisition and Materiel Management supports all of VA's acquisition and materiel management activities. The staff emergency operational requirements include preparing plans to continue contracting for goods and services. It provides support to the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations. These operations would be coordinated at the COOP location by the DAS for Acquisition and Materiel Management with the primary work being accomplished at the VACO offsite location.

b. **Essential Operations**

Table 1 Essential Operations - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management

| Rank H:C:I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|-----------------------------------|---|------------------------|
| H | Operations of OA&MM | | DAS for A&MM |
| H | Contracting | | Contracting Officer |
| I | Contract Review | | Contract Review |
| H | Transportation | | Transportation |
| I | Publications | | Publications |
| C | IT Support | | IT Systems Analyst |
| I | Continuity of Operations Planning | | Program Analyst (COOP) |
| C | Supply Fund Budget & Execution | | Budget Analyst |

c. **Essential Positions**

Table 2 Essential Positions - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management

| Office | Position |
|-------------------------|---------------------|
| OA&MM | DAS for A&MM |
| Acquisitions | Contracting Officer |
| Chief Financial Officer | Budget Analyst |

d. **Hardware**

Table 3 Initial Hardware - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management

| Equipment Name | Qty | Assigned To | Remarks |
|-----------------------|-----|---------------------------|--|
| PCs | 3 | Staff personnel | Networked PCs with LAN/WAN access to FMS |
| Laser printers | 1 | Shared within the office. | Network printer. |
| Printek Form Pro 4503 | 1 | Staff personnel | The impact printer to print Gov't. Bills of Lading |
| Fax | 1 | | |

e. Software

Table 4 Initial Software - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management

| Item | Description | Qty | Remarks |
|-------------------|--|-----|---|
| MS Windows 95 | Operating system | 3 | |
| MS Office 97 | Suite of software | 3 | |
| Internet Explorer | access to the Internet | 3 | |
| Q&A Data Base | Data Base System | 1 | Used by transportation staff |
| WINFRAME | Software to connect to server in Austin | 2 | This software is used to communicate with the Austin Automation Center (AAC) where the SACONS contract software is run. |
| Internet Explorer | Software to provide access to the Internet | 3 | This is used to access several of our systems run at the AAC |
| IFCAP | Financial and ordering software | 3 | This software is used in conjunction with Finance |

f. Communications

Table 5 Initial Communications - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management

| Equipment Name | Number of Lines | Remarks |
|-------------------------|-----------------|--|
| Connectivity to the AAC | 3 | OA&MM runs several database systems at the AAC |
| Connectivity to e-mail | 3 | |
| Phone lines | 2 | |

g. Vital Records

Table 6 Vital Records - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|---------------------|----------|---------------------------------|--------------------------|---------|
| FMS | Austin | | | |
| COOP | | | | |
| Phone and POC lists | | | | |

h. Materiel

Table 7 Materiel - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management

| Item | Description | Qty | Remarks |
|---------------|-------------|-----|---------|
| None required | | | |

i. Essential Operations

Table 8 Essential Operations - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (Team C)

| Rank H.C.I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|-----------------------------------|---|------------------------|
| H | Operations of OA&MM | Required within first 24 hours | DAS for A&MM |
| H | Contracting | Required within first 24 hours | Contracting Officer |
| I | Contract Review | Required with first week | Contract Review |
| H | Transportation | Required within first 48 hours | Transportation |
| I | Publications | Required within first 48 hours | Publications |
| C | IT Support | Required within first 48 hours | IT Systems Analyst |
| I | Continuity of Operations Planning | Required within first 48 hours | Program Analyst (COOP) |
| C | Supply Fund Budget & Execution | Required within first 24 hours | Budget Analyst |

j. Essential Positions

Table 9 Essential Positions - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (Team C)

| Office | Position |
|----------------------------|--|
| OA&MM, Acquisitions | ADAS for Acquisitions |
| OA&MM, Acquisitions | Contracting officer |
| OA&MM, Acquisitions | Contract Reviewer |
| OA&MM, Materiel Management | ADAS for Project Management and Operations |
| OA&MM, Materiel Management | Transportation Specialist |
| OA&MM, Materiel Management | Publications Manager |
| OA&MM, Business Office | IT Systems Analyst |
| OA&MM, Business Office | Program Analyst (COOP) |
| OA&MM, CFO | Budget Analyst/ Accountant |

k. Hardware

Table 10 Initial Hardware - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (Team C)

| Equipment Name | Qty | Assigned To | Remarks |
|-----------------------|-----|---------------------------|--|
| PCs | 9 | Staff personnel | Networked PCs with LAN/WAN access to FMS |
| Laser printers | 2 | Shared within the office. | Network printer. |
| Printek Form Pro 4503 | 1 | Staff personnel | The impact printer to print Gov't. Bills of Lading |
| Fax | 1 | | |

l. Software

Table 11 Initial Software - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (Team C)

| Item | Description | Qty | Remarks |
|-----------------------------------|--|-----|---------|
| MS Windows 95 | Operating system | 9 | |
| MS Office 97 | Suite of software | 9 | |
| Internet Explorer | access to the Internet | 9 | |
| IFCAP | Internal system to prepare delivery orders | 1 | |
| Q&A for Transportation Specialist | To manage shipments | 1 | |
| | | | |
| | | | |

m. Communications

Table 12 Initial Communications - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (Team C)

| Equipment Name | Number of Lines | Remarks |
|------------------------------------|-----------------|---------|
| Telephone | 5 | |
| Internet Access | 9 | |
| Access to Austin Automation Center | 9 | |
| | | |

n. Vital Records

Table 13 Vital Records - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (Team C)

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|---------------------------------|--------------|---------------------------------|--------------------------|---|
| IFCAP Records form VACO ITSS | VACO ITSS | IT | CO | Contracting Officer requires Access to prepare contracts |
| Q&A records | OA&MM | IT | | To be used by Transportation Specialist |
| | | | | |

o. Materiel

Table 14 Materiel - Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (Team C)

| Item | Description | Qty | Remarks |
|------------------------|-------------|-----|-----------------------------------|
| Normal Office Supplies | | | There are no special requirements |

26. Office of the Assistant Secretary for Information and Technology - (TEAM B) and (TEAM C)

a. **General Discussion.** The Office of the Assistant Secretary for Information and Technology works with VA organizations to provide adequate national security emergency preparedness telecommunications in support of their emergency functions and activities. It assists in requests for access to critical/essential automated records from VA relocation sites. It assists Administration heads, Assistant Secretaries, and Other Key Officials in the retrieval of vital "rights and interests" records, during or after emergency situations. It provides support for the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations.

b. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with the Office of the Secretary and all VA organizations. It works with all VA organizations to provide adequate communications and access to emergency operating records and data.

Table 1. Essential Operations - Office of the Assistant Secretary for Information and Technology - (Team B)

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|--|---|
| H | Coordinates, integrates, and oversees information resources management, telecommunication and certain automation activities within VA | Required within the first 12 hours following an emergency or disaster. | Chief Information Officer (Team A) Principal DAS for Information and Technology (Team B) |
| H | Advises and assists the CIO on matters pertaining to IRM planning, security, acquisition review, data administration, systems integration, policy, procedures, standards, oversight, and the assessment of new developments in technology | Required within the first 12 hours following an emergency or disaster. | ADAS, Office of Policy and Program Assistance (045A) |
| C | Makes EDMS (Electronic Document Management System) resources available to its existing customer base | Can be deferred from 24 to 72 hours. | Director, Technology Integration Service (045A2) |
| I | Coordinates and oversees the VA Directives Management System | Can be deferred from 72 hours to a period of 30 days | Director, Policy and Standards Service (045A3) |
| After 30 days | Oversees the VA-wide IRM acquisition process; develops effective acquisition strategies for the implementation of VA-wide IRM programs; conducts pre and post-implementation reviews of requests for proposals and task orders | After 30 days | Director, IRM Planning, Acquisition and Security Service (045A1) |

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------------|---|--|--|
| After 30 days | Serves as Records Officer, FOIA/Privacy Act Officer and Publications Control Officer for the Department; System Manager for the Automated Management Information System | After 30 days | Director, Information Management Service (045A4) |
| After 30 days | Provides direct assistance in IRM planning, acquisition, and implementation in VA; coordinates with OMB and GSA; provides IRM expertise and assistance to customer/stakeholder organization; coordinates cross-cutting IRM activities and solutions within VA | After 30 days | Director, Program Coordination Staff (045A PC) |
| H | Advises and assists the CIO on matters pertaining to wide area data and local area network management and telecommunications services | Required within the first 12 hours following an emergency or disaster. | ADAS, Office of Telecommunications (045B) |
| H | The Department of Veterans Affairs Wide Area Data Communications Network. | Required within the first 12 hours following an emergency or disaster. | Director, Wide Area Network Service (045B1) |
| H | Coordinates and oversees telecommunications support for VA | Required within the first 12 hours following an emergency or disaster. | Director, Telecommunications Support Service (045B2) |
| H | Information technology support to VACO: VA Central Office corporate office automation (COCOA) platform support (Microsoft Office software suite; electronic mail; shared network drives and printers; daily incremental and periodic full backups stored off-site; and network authentication)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: LAN connectivity to specialized VA platforms (such as EDMS, IFCAP, ETA and PerDiemAmazing)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: LAN connectivity to customer-operated servers* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |

| Rank H.C.I. | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|-------------|---|--|--|
| H | Information technology support to VACO: External e-mail connectivity to other VA locations, government organizations, commercial or research partners and the veteran service community* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: WAN connectivity to centralized VA automated resources (generally located in Austin, but could be other VA locations)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: WAN connectivity to Internet/Intranet services* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |

*These capabilities are automatically provided if OIT organizations relocate to other VA facilities. ITSS personnel do not have to be present to provide these capabilities.

c. **Essential Positions.** Essential positions are the Assistant Secretary for Information and Technology (Team A), Principal Deputy Assistant Secretary for Information and Technology DAS for Information Resource Management

Table 2 Essential Positions - Office of the Assistant Secretary for Information and Technology - (Team B)

Identified for relocation to Martinsburg, West Virginia VA MEDICAL CENTER in support of VA's National Emergency Management Team (NEMT)

| Office | Position |
|--------|--|
| 005 | Principal DAS for Information and Technology |
| 005 | Executive Assistant (H) |
| 005 | Staff Assistant/Program Assistant (H) |
| 045A2 | PDD 63/PDD 67 Information Security Staff Rep (Emergency Planning Coordination) (H) |
| 045A | ADAS, Office of Policy and Program Assistance (H) |
| 045B | ADAS, Office of Telecommunications (H) |

d. Hardware

Table 3 Initial Hardware - Office of the Assistant Secretary for Information and Technology - (Team B)

Chief Information Officer (Martinsburg Location)

| Equipment Name | Qty | Assigned To | Remarks |
|-------------------------------|-----|-------------|--|
| PCs | 6 | 005 | Network PCs, Uninterrupted requirement for 3 |
| Printer | 1 | 005 | Network printer, Uninterrupted requirement |
| Phones | 6 | 005 | Uninterrupted requirement |
| Copier | 1 | 005 | Uninterrupted requirement |
| FAX | 1 | 005 | Uninterrupted requirement |
| Satellite Broadcasting System | 1 | 005 | Uninterrupted requirement |

e. Software

Table 4 Initial Software - Office of the Assistant Secretary for Information and Technology - (Team B)

Chief Information Officer (Martinsburg Location)

| Item | Description | Qty | Remarks |
|--------------------------------------|-------------|-----|---------------------------|
| E-mail software capability, Exchange | | 6 | Uninterrupted requirement |
| MS Office | | 6 | Uninterrupted requirement |
| Electronic Data Management System | | 1 | Within 5 days |
| Satellite Broadcasting Software | | 1 | Uninterrupted requirement |

f. Communications

Table 5 Initial Communications - Office of the Assistant Secretary for Information and Technology - (Team B)

| Equipment Name | Qty | Remarks |
|--|-------------------------|---------------------------|
| Connectivity to e-mail WAN | 6 Martinsburg 11 TBD | Uninterrupted requirement |
| Phone lines | 6 Martinsburg 11 TBD | Uninterrupted requirement |
| Interface to the satellite broadcasting system | 1 Martinsburg | Uninterrupted requirement |

g. Vital Records

Table 6 Vital Records - Office of the Assistant Secretary for Information and Technology - (Team B)

| Vital Record Name | Remarks |
|------------------------|---|
| COOP | |
| EDMS | To track correspondence |
| Phone and POC listings | |
| Internet Access | Access to US Code and Federal Regulations |

h. Materiel

**Table 7 Materiel - Office of the Assistant Secretary for Information and Technology - (Team B)
Chief Information Officer (Martinsburg Location)**

| Item | Description | Qty | Remarks |
|---------------------|---|-----|---------|
| Diskettes | HD, 3.5" | 3 | Boxes |
| Reference Books | Dictionary, GPO Style Manual, Thesaurus | 1 | each |
| File Folders | Manila folders, standard | 2 | Boxes |
| Copier paper | 8 1/2 x 11, | 2 | Boxes |
| Pens | Black | 1 | Boxes |
| Highlighters | Yellow | 1 | Boxes |
| Post-it Notes | Yellow | 3 | packs |
| Envelopes | Business | 1 | case |
| Messenger Envelopes | | 25 | each |
| Stapler | | 6 | each |
| Paper Clips | | 2 | Boxes |
| Staples | Refills | 6 | boxes |

i. Essential Operations

Table 8 Essential Operations - Office of the Assistant Secretary for Information and Technology - (Team C)

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|---|--|---|
| H | Coordinates, integrates, and oversees information resources management, telecommunication and certain automation activities within VA | Required within the first 12 hours following an emergency or disaster. | Chief Information Officer (Team A) Principal DAS for Information and Technology (Team B) |
| H | Advises and assists the CIO on matters pertaining to IRM planning, security, acquisition review, data administration, systems integration, policy, procedures, standards, oversight, and the assessment of new developments in technology | Required within the first 12 hours following an emergency or disaster. | ADAS, Office of Policy and Program Assistance (045A) |
| C | Makes EDMS (Electronic Document Management System) resources available to its existing customer base | Can be deferred from 24 to 72 hours. | Director, Technology Integration Service (045A2) |
| I | Coordinates and oversees the VA Directives Management System | Can be deferred from 72 hours to a period of 30 days | Director, Policy and Standards Service (045A3) |

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------------|--|--|--|
| After 30 days | Oversees the VA-wide IRM acquisition process; develops effective acquisition strategies for the implementation of VA-wide IRM programs; conducts pre and post-implementation reviews of requests for proposals and task orders | After 30 days | Director, IRM Planning, Acquisition and Security Service (045A1) |
| After 30 days | Serves as Records Officer, FOIA/Privacy Act Officer and Publications Control Officer for the Department; System Manager for the Automated management Information System | After 30 days | Director, Information Management Service (045A4) |
| After 30 days | Provides direct assistance in IRM planning, acquisition, and implementation in VA; coordinates with OMB and GSA; provides IRM expertise and assistance to customer/stakeholder organization; coordinates cross-cutting IRM activities and solutions within VA | After 30 days | Director, Program Coordination Staff (045A PC) |
| H | Advises and assists the CIO on matters pertaining to wide area data and local area network management and telecommunications services | Required within the first 12 hours following an emergency or disaster. | ADAS, Office of Telecommunications (045B) |
| H | The Department of Veterans Affairs Wide Area Data Communications Network. | Required within the first 12 hours following an emergency or disaster. | Director, Wide Area Network Service (045B1) |
| H | Coordinates and oversees telecommunications support for VA | Required within the first 12 hours following an emergency or disaster. | Director, Telecommunications Support Service (045B2) |
| H | Information technology support to VACO: VA Central Office corporate office automation (COCOA) platform support (Microsoft Office software suite; electronic mail; shared network drives and printers; daily incremental and periodic full backups stored off-site; and network authentication)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: LAN connectivity to specialized VA platforms (such as EDMS, IFCAP, ETA and PerDiemAmazing)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|--|--|
| H | Information technology support to VACO: LAN connectivity to customer-operated servers* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: External e-mail connectivity to other VA locations, government organizations, commercial or research partners and the veteran service community* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: WAN connectivity to centralized VA automated resources (generally located in Austin, but could be other VA locations)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: WAN connectivity to Internet/Intranet services* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |

*These capabilities are automatically provided if OIT organizations relocate to other VA facilities. ITSS personnel do not have to be present to provide these capabilities.

j. **Essential Positions.** The following positions are identified as being essential. Individuals assigned to essential positions will be prepared to report to work or relocate on short notice to a Backup Operations Site, activate the site, and carry out essential operations for the duration of a declared emergency or disaster.

Table 9 Essential Positions - Office of the Assistant Secretary for Information and Technology - (Team C)

Identified for relocation to an alternate VA facility (to be determined*) to provide ongoing OIT support for departmental management.

| Office | Position |
|--------|--|
| 045A2 | EDMS Folder Database Server System Administrator (H) |
| 045A2 | EDMS Technical Maintainer (Contractor; DynSolutions, Inc.) (H) |
| 045A2 | EDMS Team Leader (C) |
| 045A2 | System Administrator EDMS (C) |
| 045A3 | Directives Management System Administrator (I) |
| 045B11 | Chief, IDCU Network Operations Center (H) |
| 045B11 | IDCU Security Officer (Team Leader) IDCU Network Operations Center (H) |
| 045B1 | Director (H) |
| 045B11 | Telecommunications Specialist (Team Leader/ Operations) (H) |
| 045B11 | Telecommunications Specialist (Operations) (H) |
| 045B11 | Telecommunications Specialist (Operations) (H) |

k. Hardware

Table 10 Initial Hardware - Office of the Assistant Secretary for Information and Technology - (Team C)

Office of Policy and Program Assistance (Location TBD)

| Equipment Name | Qty | Assigned to | Remarks |
|----------------|-----|-------------|--|
| PCs | 5 | 045A | Network PCs, Uninterrupted requirement for 2 |
| Printer | 1 | 045A | Network printer, Uninterrupted requirement |
| Phones | 5 | 045A | Uninterrupted requirement for 2 |
| Copier | 1 | 045A | Within 72 hours |
| FAX | 1 | 045A | Uninterrupted requirement |

Office of Telecommunications (Location TBD)

| Equipment Name | Qty | Assigned to | Remarks |
|--------------------|-----|-------------|--|
| PCs | 6 | 045B | Network PCs, Uninterrupted requirement for 2 |
| Printer | 2 | 045B | Network printer, Uninterrupted requirement |
| Phones | 6 | 045B | Uninterrupted requirement for 2 |
| Copier | 1 | 045B | Within 72 hours |
| FAX | 1 | 045B | Uninterrupted requirement |
| IDCU Backup System | | 045B | Until transition to FTS 2001 is complete. See IDCU Contingency and System Recovery Plan, to include discussion of Network Operations Center Backup Site. |
| Sprint FTS 2001 | | 045B | Transition is underway. Details pending. |

l. Software

Table 11 Initial Software - Office of the Assistant Secretary for Information and Technology - (Team C)

Office of Policy and Program Assistance (Location TBD)

| Item | Description | Quantity | Remarks |
|--------------------------------------|-------------|----------|---------------------------------|
| E-mail software capability, Exchange | | 5 | Uninterrupted requirement for 2 |
| MS Office | | 5 | Uninterrupted requirement for 2 |
| Electronic Data Management System | | 4 | Within 5 days |

Office of Telecommunications (Location TBD)

| Item | Description | Qty | Remarks |
|--------------------------------------|-------------|-----|---------------------------------|
| E-mail software capability, Exchange | | 6 | Uninterrupted requirement for 2 |
| MS Office | | 6 | Uninterrupted requirement for 2 |
| Electronic Data Management System | | 1 | Within 5 days |

m. Communications

Table 12 Initial Communications - Office of the Assistant Secretary for Information and Technology - (Team C)

| Equipment Name | Quantity | Remarks |
|----------------------------|----------|---------------------------|
| Connectivity to e-mail WAN | 11 | Uninterrupted requirement |
| Phone lines | 11 | Uninterrupted requirement |

n. Vital Records

Table 13 Vital Records - Office of the Assistant Secretary for Information and Technology - (Team C)

| Vital Record Name | Remarks |
|------------------------|---|
| COOP | |
| EDMS | To track correspondence |
| Phone and POC listings | |
| Internet Access | Access to US Code and Federal Regulations |

o. Materiel

Table 14 Materiel - Office of the Assistant Secretary for Information and Technology - (Team C)

Office of Policy and Program Assistance (Location TBD)

| Item | Description | Quantity | |
|---------------------------|---|----------|---------------------------|
| Diskettes, boxes | HD, 3.5" | 4 | Uninterrupted requirement |
| Reference Books, each | Dictionary, GPO Style Manual, Thesaurus | 1 | Uninterrupted requirement |
| File Folders, boxes | Manila folders, standard | 2 | Uninterrupted requirement |
| Copier paper, boxes | 8 1/2 x 11, | 3 | Uninterrupted requirement |
| Pens, boxes | Black | 2 | Uninterrupted requirement |
| Highlighters, boxes | Yellow | 2 | Uninterrupted requirement |
| Post-it Notes, packs | Yellow | 4 | Uninterrupted requirement |
| Envelopes, case | Business | 1 | Uninterrupted requirement |
| Messenger Envelopes, each | | 50 | Uninterrupted requirement |
| Stapler | | 5 | Uninterrupted requirement |
| Paper Clips, boxes | | 5 | Uninterrupted requirement |
| Staples, boxes | Refills | 5 | Uninterrupted requirement |

Office of Telecommunications (Location TBD)

| Item | Description | Quantity | Remarks |
|---------------------------|---|----------|---------------------------|
| Diskettes, boxes | HD, 3.5" | 4 | Uninterrupted requirement |
| Reference Books, each | Dictionary, GPO Style Manual, Thesaurus | 1 | Uninterrupted requirement |
| File Folders, boxes | Manila folders, standard | 2 | Uninterrupted requirement |
| Copier paper, boxes | 8 1/2 x 11, | 3 | Uninterrupted requirement |
| Pens, boxes | Black | 2 | Uninterrupted requirement |
| Highlighters, boxes | Yellow | 2 | Uninterrupted requirement |
| Post-it Notes, packs | Yellow | 4 | Uninterrupted requirement |
| Envelopes, case | Business | 1 | Uninterrupted requirement |
| Messenger Envelopes, each | | 50 | Uninterrupted requirement |
| Stapler | | 5 | Uninterrupted requirement |
| Paper Clips, boxes | | 5 | Uninterrupted requirement |
| Staples, boxes | Refills | 5 | Uninterrupted requirement |

27. Deputy Assistant Secretary for Administration – (TEAM B)

a. **General Discussion.** Staff in the Office of the Deputy Assistant Secretary for Administration provides a variety of services to the Secretary, Deputy Secretary and staff offices within VACO at 810 Vermont Avenue NW. These services include; Management, Media, Travel, Property Management, Buildings Management, Space Management, Resources Management, Information Management, and Occupational Safety and Health.

b. **Essential Operations.** Staff in the Office of the Deputy Assistant Secretary for Administration is responsible for developing plans for continuity of operations in the event VACO at 810 Vermont Avenue is not usable do to a local emergency situation. These plans must include alternate work site(s). It provides support to the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations. Essential responsibilities during emergency operations involve providing essential services for all of the staff offices housed within 810 Vermont Avenue and 801 I Street NW (Tech World). Within three days of an event when 810 Vermont Avenue is uninhabitable, resulting in COOP activation, the Office of the Secretary, Deputy Secretary, Center for Women Veterans, Center for Minority Veterans, Office of Employment Discrimination Complaint Adjudication, and the Special Assistant to the Secretary for Veterans Service Organizations Liaisons will be relocated to 801 I Street NW (Tech World) to space currently occupied by the IG, Office of Small and Disadvantaged Business Utilization. The latter will be relocated within five days of such an event. The Office of Administration will time phase relocation of essential functions and positions of remaining offices based on requirements submitted for COOP planning.

Table 1 Essential Operations - Office of the Deputy Assistant Secretary for Administration

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|--------------------|--|-----------------------------|
| H | Management | Within 12 hours | DAS for Administration |
| H | Management | Within 12 hours | Director Facilities Service |
| H | Management Support | Within 12 hours | Staff Assistant |
| H | Emergency Planner | Within 12 hours | Emergency Planner. |

c. **Essential Positions.** Essential positions are the DAS for Administration, Director Facilities Service, and Emergency Planner.

Table 2 Essential Positions - Office of the Deputy Assistant Secretary for Administration

| Office | Position |
|---|-----------------------------|
| Office of the DAS for Administration (03) | DAS for Administration |
| Office of the DAS for Administration (03) | Staff Director |
| Office of Facilities Service (033) | Director Facilities Service |
| Office of Support Service (032A) | Emergency Planner |

d. Hardware

Table 3 Initial Hardware - Office of the Deputy Assistant Secretary for Administration

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|---------------------------|---|
| PC | 4 | Staff personnel | A Network PC is an uninterrupted requirement |
| Printer | 1 | Shared within the office. | Network printer. This is an uninterrupted requirement. |
| Phones | 4 | Staff | 2 phones are an uninterrupted requirement; |
| Copier | 1 | Shared within the office. | 1 is an uninterrupted requirement; 1 more copier is needed after 2 weeks. |
| Fax | 1 | Shared | This is an uninterrupted requirement. |

e. Software

Table 4 Initial Software - Office of the Deputy Assistant Secretary for Administration

| Item | Description | Qty | Remarks |
|-------------------|------------------------|-----|---------|
| MS Windows 95 | Operating system | 4 | |
| MS Office 97 | Suite of software | 4 | |
| Internet Explorer | access to the Internet | 4 | |

f. Communications

Table 5 Initial Communications - Office of the Deputy Assistant Secretary for Administration

| Equipment Name | Number of Lines | Remarks |
|----------------|-----------------|---|
| Phone lines | | 2 connections are an uninterrupted requirement; |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Office of the Deputy Assistant Secretary for Administration

| Vital Records Name | Location | Format Paper/Disk/Tape/CD | Access Required By | Remarks |
|---------------------|----------|------------------------------|-----------------------|---------|
| COOP | | | | |
| Phone and POC lists | | | | |

h. Materiel

Table 7 Materiel - Office of the Deputy Assistant Secretary for Administration

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

28. Office of the Deputy Assistant Secretary for Human Resources Management - (TEAM B) and (TEAM C)

a. **General Discussion.** Staff in the Office of the Deputy Assistant Secretary for Human Resources Management provide support to the Assistant Secretary through promulgation of human resources practices and programs which enable VA to attract, develop and retain people who provide quality services to veterans and their families and service to Administration Heads, Assistant Secretaries, Key Officials and staff in VACO and the field. Human resources advice, assistance and support is furnished to the Office of the Secretary, the Veterans Healthcare Administration, the Veterans Benefits Administration, the National Cemetery Administration, the Office of Congressional Affairs, the Office of Public and Intergovernmental Affairs, and other Departmental staff offices. Staff also responds to high level correspondence on human resources issues from congressional representatives, veterans and the public. The staff emergency operational requirements include preparing plans to mobilize VACO personnel, advising on policy and operational issues and developing procedures to share staff, services, and HR knowledge within VA and with other agencies to ensure availability of such resources in a national emergency. It provides HR support to the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations.

b. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with the Assistant Secretary, Office of the Secretary and other VA organizations listed in the above paragraph. These are Human Resources Management operations that must be resumed as soon as possible to continue to provide advice, benefits and services after the COOP plan has been activated.

Table 1 Essential Operations – Office of the Deputy Assistant Secretary for Human Resources Management - (Team B)

| Rank H.C.I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|--|---|--|
| C | Human Resources Management | Within 12 hours | DAS for Human Resources Management (05) |
| C | Provide expert advice and interpretive guidance to the field on staffing, pay, classification, employee relations, hours of duty and related compensation issues for GS, FWS and T-38 employees | Within 12 hours | Group Leader, Customer Advisory and Consulting Group (051) |
| C | Provide expert advice and interpretive guidance to VACO Administration Heads, Assistant Secretaries and Key Officials on staffing, pay, classification, employee relations, hours of duty and related compensation issues for GS, FWS and T-38 employees | Within 12 hours | Team Leader, Headquarters and Executive Resources (052) |

c. **Essential Positions.** The following positions are identified as being essential. Individuals assigned to essential positions will be prepared to report to work or relocate on short notice to a Backup Operations Site, activate the site, and carry out essential operations for the duration of a declared emergency or disaster.

Table 2 Essential Positions - Office of the Deputy Assistant Secretary for Human Resources Management - (Team B)

| Office | Position |
|--------|--|
| 05 | DAS for Human Resources Management |
| 051 | Group Leader, Customer Advisory and Consulting Group |
| 052 | Team Leader, Headquarters and Executive Resources |

d. **Hardware**

Table 3 Initial Hardware - Office of the Deputy Assistant Secretary for Human Resources Management - (Team B)

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|---------------------------|---|
| PC | 3 | Staff personnel | A Network PC is an uninterrupted requirement |
| Printer | 1 | Shared within the office. | Network printer. This is an uninterrupted requirement. |
| Phones | 3 | Staff | 2 phones are an uninterrupted requirement; |
| Copier | 1 | Shared within the office. | 1 is an uninterrupted requirement; 1 more copier is needed after 2 weeks. |
| Fax | 1 | Shared | This is an uninterrupted requirement. |

e. **Software**

Table 4 Initial Software - Office of the Deputy Assistant Secretary for Human Resources Management - (Team B)

| Item | Description | Qty | Remarks |
|-------------------|------------------------------------|-----|--------------------------------|
| MS Office Suite | Applications | 3 | |
| MS Outlook | Email Client | 3 | |
| VA HRM Directives | Agency HR Policies and Regulations | 3 | Disk back-up of Intranet Files |
| EDMS | Correspondence | 3 | |

f. **Communications**

Table 5 Initial Communications - Office of the Deputy Assistant Secretary for Human Resources Management - (Team B)

| Equipment Name | Number of Lines | Remarks |
|---|-----------------|---|
| modem; fax; video; radio; beeper; walkie-talkie; cellular phone | 1 | Connectivity to VA staff, Network & Files |
| Speaker Phones | 1 | For conference calls |
| Voice Mail | | An uninterrupted requirement. |
| Phone lines | 2 | 2 connections are an uninterrupted requirement. |

g. **Vital Records.** No documents, records, or files are essential. Office uses standard paper.

Table 6 Vital Records - Office of the Deputy Assistant Secretary for Human Resources Management - (Team B)

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|----------------------------|----------|------------------------------|--------------------------|---|
| Official Personnel Records | | √ | | Requires access to the information, either electronically or in hard copy |
| Copy of OHRM COOP Plan | | | | |
| Phone and POC lists | | | | |

h. Materiel

Table 7 Materiel - Office of the Deputy Assistant Secretary for Human Resources Management - (Team B)

| Item | Description | Qty | Remarks |
|--------------------------|---|-----|---------|
| Standard office supplies | Pens, pencils, paper, envelopes, paper clips, stapler, etc. | | |

i. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with the Assistant Secretary, Office of the Secretary and other VA organizations. These human resources operations will be resumed as soon as possible to back-up the B Team and continue to provide advice, benefits and services after the COOP plan has been activated.

Table 8 - Essential Operations - Office of the Deputy Assistant Secretary for Human Resources Management - (Team C)

| Rank H.C.I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|---|--|
| I | Responses to priority correspondence in EDMS (e.g., congressional, White House letters, etc.) | Day 6 | Program Assistant (Correspondence) DAS for Human Resources Management (05) |
| H | Control of Official Personnel Folders for all VACO employees, including SES | | Personnel Management Specialist |
| H | Life and health insurance, and other benefit programs to assist employees and/or their families as needed | | Personnel Assistant |
| C | Time and attendance records and payroll entries | | Personnel Assistant |
| | Responses to priority | | Program Assistant (Correspondence) |

| Rank H.C.I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|---|---|--------------------|
| I | Correspondence in EDMS (e.g., congressional, White House letters, etc.) | | |
| I | Budget | | |
| I | Policy Publication, Distribution & Record Mgt. | | |
| I | RIF Runner/Data Base Support | | |

j. **Essential Positions.** The following positions are identified as being essential. Individuals assigned to essential positions will be prepared to report to work or relocate on short notice to a Backup Operations Site, activate the site, and carry out essential operations for the duration of a declared emergency or disaster.

Table 9 Essential Positions - Office of the Deputy Assistant Secretary for Human Resources Management - (Team C)

| Office | Position |
|--------|---|
| 051 | Program Assistant (Correspondence) DAS for Human Resources Management (051) |
| | Personnel Management Specialist |
| | Personnel Assistant |
| | Personnel Assistant |
| 051 | Program Assistant (Correspondence) |
| 054 | IT Coordinator |
| | Communications Officer |
| | IT Technician |
| | Director |
| | Web Person |

k. **Hardware**

Table 10 Initial Hardware - Office of the Deputy Assistant Secretary for Human Resources Management - (Team C)

| Equipment Name | Qty | Assigned To | Remarks |
|------------------|-----|---------------------------|--|
| PC | 10 | Staff | A Network PC is an uninterrupted requirement |
| Printer | 2 | Shared within the office. | Network printer. This is an uninterrupted requirement. |
| Phones | 10 | Staff | 1 phone is an uninterrupted requirement; |
| Copier | 1 | Shared within the office. | 1 is an uninterrupted requirement; |
| Fax | 1 | Shared | This is an uninterrupted requirement. |
| ZIP drive 100 MB | 1 | | |

I. Software

Table 11 Initial Software - Office of the Deputy Assistant Secretary for Human Resources Management - (Team C)

| Item | Description | Qty | Remarks |
|-------------------|------------------------------------|-----|--------------------------------|
| MS Office Suite | Applications | 10 | |
| FrontPage 2000 | Web Authoring Tool | 2 | |
| MS Outlook | Email Client | 10 | |
| VA HRM Directives | Agency HR Policies and Regulations | 1 | Disk back-up of Intranet Files |
| EDMS | Correspondence | 1 | |

m. Communications

Table 12 Initial Communications - Office of the Deputy Assistant Secretary for Human Resources Management - (Team C)

| Equipment Name | Number of Lines | Remarks |
|---|-----------------|---|
| modem; fax; video; radio; beeper; walkie-talkie; cellular phone | 10 | Connectivity to VA staff, Network & Files Network access for PAID/OLDE system |
| Speaker Phones | 1 | For conference calls |
| Voice Mail | 10 | An uninterrupted requirement. |
| Phone lines | 10 | 10 connections are an uninterrupted requirement. |

n. Vital Records

No documents, records, or files are essential. Office uses standard paper.

Table 13 Vital Records - Office of the Deputy Assistant Secretary for Human Resources Management - (Team C)

| Vital Records Name | Location | Format | | Access Required By | Remarks |
|----------------------------|----------|--------|--------------|--------------------|---|
| | | Paper | Disk/Tape/CD | | |
| Official Personnel Records | | ✓ | | | Requires access to the information, either electronically or in hard copy |
| Copy of OHRM COOP Plan | | | | | |
| Phone and POC lists | | | | | |
| Web site files | | | | | |

o. Materiel

Table 14 Materiel - Office of the Deputy Assistant Secretary for Human Resources Management - (Team C)

| Item | Description | Qty | Remarks |
|--|--|-----|---------------------------------------|
| Standard office supplies Computer disks | Pens, pencils, paper, envelopes, paper clips, stapler, etc. | 1 | dozen |
| Paper for copiers, FAX and printers | duplication | 5 | reams |
| Forms | Retirement, insurance claims, TSP withdrawal | 1 | pkg. Meet emergency employee needs |

29. Office of the DAS for Security and Law Enforcement – (TEAM B) and (TEAM C)

a. **General Discussion.** The Deputy Assistant Secretary (DAS) for Security and Law Enforcement (S&LE) serves as the Emergency Preparedness Officer and develops procedures relative to the duties of the Secretary who, as a cabinet officer of the United States is line of succession to the presidency (Title 3 USC § Chapter 19). In addition, the staff of the DAS S&LE directs VA emergency preparedness activities. In lieu of the Secretary serves as the Department's representative to senior Federal emergency preparedness councils, and committees regarding national security emergency preparedness and continuity of government. Further, staff of the DAS S&LE serves as the Department's point of contact for all mobilization, responses, or informational emergency alerts or notifications. It prepares plans to achieve full staffing and operational capability of VA's emergency relocation sites including transfer of designees under specified conditions.

b. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with the White House NSC staff, FEMA and the Secretary.

Table 1 Essential Operations - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team B)

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|--|---|---|
| H | Interface with the White House, FEMA & Secretary | Uninterrupted Requirement | DAS for Security and Law Enforcement |
| H | POC for all mobilization, Responses of information relating to emergency alerts or notifications. | Uninterrupted Requirement | DAS for Security and Law Enforcement |
| H | Interface with VA EMSHG Martinsburg, West Virginia | Uninterrupted Requirement | Director of Emergency Preparedness and Administration |
| H | Protection for Secretary until deployment | Uninterrupted Requirement | Security Specialist |
| I | Provide physical security for VACO in conjunction with Office of Administration (03) | Uninterrupted Requirement | Director Police and Security Service |
| I | Maintenance of Departmentwide Police Program | Uninterrupted | Director Police and Security Service |

c. **Essential Positions.** Essential positions are the DAS for Security and Law Enforcement, Director of Emergency Preparedness and Administration, Director Police and Security Service, Director Law Enforcement Training Center, Security Officer, and Security Specialist.

Table 2 Essential Positions - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team B)

| Office | Position |
|---|---|
| DAS for Security and Law Enforcement | DAS for Security and Law Enforcement |
| Director of Emergency Preparedness and Administration | Director of Emergency Preparedness and Administration |
| Director Police and Security Service | Director Police and Security Service |
| Security Office | Security Officer |
| Director Police and Security Service | Security Specialist |
| Director Police and Security Service | Physical Security Specialist |

d. Hardware

Table 3 Initial Hardware - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team B)

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|---------------------------|---|
| PC | 5 | Staff personnel | A Network PC is an uninterrupted requirement |
| Printer | 3 | Shared within the office. | Network printer. This is an uninterrupted requirement. |
| Phones | 5 | Staff | 5 phones are an uninterrupted requirement; |
| Copier | 1 | Shared within the office. | 1 is an uninterrupted requirement; 1 more copier is needed after 2 weeks. |
| SECURE Fax | 1 | Shared | This is an uninterrupted requirement. |
| STU III | 1 | Shared | This is an uninterrupted requirement. |

e. Software

Table 4 Initial Software - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team B)

| Item | Description | Qty | Remarks |
|-------------------------|---------------|-----|------------------------------|
| e-mail software | | 5 | an uninterrupted requirement |
| Std VA MS software | MS Office Pro | 5 | an uninterrupted requirement |
| Security off. Databases | | 4 | an uninterrupted requirement |
| IFCAP | | 2 | an uninterrupted requirement |
| WINPAK | | 2 | an uninterrupted requirement |
| FMS AUSTIN | | 5 | an uninterrupted requirement |

f. Communications

Table 5 Initial Communications - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team B)

| Equipment Name | Number of Lines | Remarks |
|------------------------|-----------------|---|
| Interface to the VANTS | 1 | This is an uninterrupted requirement. |
| STU III | 1 | This is an uninterrupted requirement. |
| Connectivity to e-mail | 5 | This is an uninterrupted requirement. |
| Phone lines | 7 | Connections are an uninterrupted requirement. |

g. **Vital Records.** The Security Office and Police Officer databases are essential.

Table 6 Vital Records - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team B)

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|--------------------------|----------|------------------------------|-----------------------|---------|
| COOP | | Disk | Staff personnel | |
| Security office database | | Disk | Staff personnel | |
| Police officer database | | Disk | Staff personnel | |
| Phone and POC lists | | Disk | Staff personnel | |

h. **Materiel.** The office uses standard paper.

Table 7 Materiel - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team B)

| Item | Description | Qty | Remarks |
|-----------------------------|----------------------|-----|--|
| Protection detail equipment | Firearms, microphone | | To be used for protection of the Secretary |

i. **Essential Operations.** To support S&LE COOP responsibilities, interface with Team B, VA EMSHG, Martinsburg, West Virginia and oversight of field resources for the S&LE Law Enforcement Program.

Table 8 Essential Operations - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team C)

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|--|---|-------------------------------------|
| H | Interface with Team B, VA EMSHG | Uninterrupted | Director, Police & Security Service |
| C | Maintenance of Department wide Police Program | Uninterrupted | Director, Police & Security Service |
| I | Provide Physical Security for Team C in conjunction with Office of Admin. (03) | Uninterrupted | Physical Security Specialist |
| I | Administrative Support | Uninterrupted | Program Assistant |

| | | | |
|---|---|---------------|---------------------|
| C | Safeguard and Store Classified Information received from Team B | Uninterrupted | Security Specialist |
|---|---|---------------|---------------------|

j. **Essential Positions.** The following positions are identified as being essential. Individuals assigned to essential positions will be prepared to report to work or relocate on short notice to a Backup Operations Site, activate the site, and carry out essential operations for the duration of a declared emergency or disaster.

Table 9 Essential Positions - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team C)

| Office | Position |
|-------------------------------------|-------------------------------------|
| Director, Police & Security Service | Director, Police & Security Service |
| (07B) | Inspector |
| (07B) | Inspector |
| (07B) | Physical Security Specialist |
| (07B) | Physical Security Specialist |
| (07C) | Security Specialist |
| (07C) | Security Specialist |
| (07A) | Program Assistant |
| (07A) | Program Assistant |

k. **Hardware**

Table 10 Initial Hardware - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team C)

| Equipment Name | Qty | Assigned To | Remarks |
|-------------------------|-----|-----------------|--|
| PC's | 9 | Staff Personnel | Network PC's 9 are an uninterrupted requirement. |
| Printers | 3 | Staff Personnel | Network Printer. This is an uninterrupted requirement. |
| Phones | 9 | Staff Personnel | 9 Phones are an uninterrupted requirement |
| Secure Fax | 1 | Staff Personnel | This is an uninterrupted requirement |
| 4 Drawer Mosler Safe | 1 | Staff Personnel | This is an uninterrupted requirement. |
| 4 Drawer Filing Cabinet | 1 | Staff Personnel | This is an uninterrupted requirement. |
| STU Phone | 2 | Staff Personnel | This is an uninterrupted requirement. |

l. **Software**

Table 11 Initial Software - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team C)

| Item | Description | Quantity | Remarks |
|--------------------------|-------------|----------|-------------------------------|
| E-mail software | | 9 | An uninterrupted requirement |
| FMS (Austin) | | 2 | An uninterrupted requirement |
| IFCAP | | 2 | An uninterrupted requirement |
| WINPAK Access Database | | 2 | An uninterrupted requirement. |
| Security Office Database | | 2 | An uninterrupted requirement. |
| Windows/MS Office | | 9 | An uninterrupted requirement. |

m. **Communications**

Table 12 Initial Communications - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team C)

| Equipment | Number of Lines | Remarks |
|--------------------------|-----------------|---------------------------------------|
| Interface to | 9 | This is an uninterrupted requirement. |
| Communications interface | 9 | This is an uninterrupted requirement. |
| Connectivity to e-mail | 9 | This is an uninterrupted requirement |
| Phone Lines | 9 | This is an uninterrupted requirement. |

n. **Vital Records**

Security Office, and Police Officer database are essential. The office uses standard paper. The office will require (5) packs of Department letterhead and Memorandum Paper, 3 boxes of Xerox paper.

Table 13 Vital Records - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team C)

| Vital Records Name | Location | Format, Paper Disk/Tape/CD | Access Required by | Remarks |
|--------------------------------|----------|----------------------------|--------------------|---------|
| VA Directive and Handbook 0320 | | Disk | Staff Personnel | |
| Phone and POC Lists | | Disk | Staff Personnel | |
| Security Office Database | | Disk | Staff Personnel | |
| Police Officer Database | | Disk | Staff Personnel | |

o. **Materiel**

Table 6 Materiel - Office of the Deputy Assistant Secretary for Security and Law Enforcement - (Team C)

| Item | Description | Qty | Remarks |
|-----------------------|-------------|-----|---------|
| Department Letterhead | Pack | 5 | |
| Memorandum Paper | Pack | 5 | |
| Copier Paper | Box | 5 | |

30. Office of the Assistant Secretary for Congressional Affairs - (TEAM B)

a. **General Discussion.** The Office of the Assistant Secretary for Congressional Affairs (OCA) is responsible for the coordination of VA policies and programs with the Congress. OCA is the main point of contact between the Department and Congress. Staff also manages the processing of high level correspondence and documents.

b. **Essential Operations.** Essential responsibilities during emergency operations involve interfacing with members of Congress, their staff, key congressional committees, as well as the Office of the Secretary and other VA organizations. During an emergency, OCA will provide information to members of Congress, their staff, and key congressional committees about VA programs, services and responsibilities under emergency conditions.

Table 1 Essential Operations - Office of the Assistant Secretary for Congressional Affairs

| Rank H.C.I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|------------|--|---|---|
| H | Support and interface with Secretary, members of Congress and their staff, and key congressional committees, public affairs personnel, and other VA personnel. | Within 12 hours | PDAS for Congressional Affairs and DAS for Congressional Operations |
| H | Processing information for members of Congress | Within 12 hours | Director, Congressional Affairs |
| H | Provide updates to congressional offices as needed | Within 12 hours | Director, Congressional Affairs |

c. **Essential Positions**

Essential positions are the Assistant Secretary for Congressional Affairs, Principal Deputy Assistant Secretary for Congressional Affairs, and the DAS for Congressional Operations.

Table 2 Essential Positions - Office of the Assistant Secretary for Congressional Affairs

| Office | Position |
|---------------------------------|----------------------------------|
| Office of Congressional Affairs | PDAS for Congressional Affairs |
| Office of Congressional Affairs | DAS for Congressional Operations |
| Office of Congressional Affairs | Director, Congressional Affairs |

d. Hardware

Table 3 Hardware - Office of the Assistant Secretary for Congressional Affairs

| Equipment Name | Qty | Assigned To | Remarks |
|----------------|-----|---------------------------|---|
| PCs | 5 | Staff personnel | Network PCs. 2 PCs are an uninterrupted requirement; 3 additional PCs are needed after 2 weeks. |
| Printer | 1 | Shared within the office. | Network printer. This is an uninterrupted requirement. |
| Phones | 5 | Staff | 2 telephones are an uninterrupted requirement. |
| Copier | 1 | | 1 is an uninterrupted requirement; |
| Fax | 2 | | This is an uninterrupted requirement. |

e. Software

Table 4 Software - Office of the Assistant Secretary for Congressional Affairs

| Item | Description | Qty | Remarks |
|--------------------|-------------|-----|-----------------------------|
| Email software | | 5 | A uninterrupted requirement |
| Std VA MS software | | 5 | |

f. Communications

Table 5 Communications - Office of the Assistant Secretary for Congressional Affairs

| Equipment Name | Number of Lines | Remarks |
|------------------------|-----------------|--|
| Connectivity to e-mail | 3 | A uninterrupted requirement |
| Phone lines | 5 | 2 connections are an uninterrupted requirement |

g. Vital Records

No documents, records, or files are essential. The program offices will provide those documents, records, and files necessary. Office uses standard paper.

Table 6 Vital Records - Office of the Assistant Secretary for Congressional Affairs

| Vital Records Name | Location | Format Paper Disk/Tape/CD | Access Required By | Remarks |
|--------------------|----------|---------------------------------|--------------------------|---------|
| None required | | √ | | |

h. Materiel

Table 7 Materiel - Office of the Assistant Secretary for Congressional Affairs

| Item | Description | Qty | Remarks |
|----------------|-------------|-----|---------|
| None required. | | | |

Continuity of Operations Plan (COOP)

Questionnaire

Purpose of the COOP Plan:

1. To ensure that Department of Veterans Affairs personnel are able to carry out VA's mission to provide benefits and services to the veterans and their families in a responsive, timely, and compassionate manner in the event of an emergency.
2. To continue essential operations during the full range of man-made, natural, technological, and national security emergencies.
3. To ensure a smooth and effective transition from normal to backup operations.
4. To ensure a smooth and effective transition from backup to normal operations when the emergency has ended.

Assumptions:

1. The Department of Veterans Affairs has certain essential operations, which must continue to be performed despite adverse conditions.
2. A variety of adverse conditions may be serious enough to limit (either partially or entirely) the operations of any Federal department or agency in its normal operating location. These conditions may include localized acts of nature, accidents, and technological and/or attack-related emergencies (including acts of sabotage or terrorism using explosives, weapons of mass destruction or electronic means). These may take the form of major power, utility, or communications disruptions, threats or actual occurrences of terrorist incidents, severe weather events, earthquake, fire, flood, or civil disorder.
3. Adverse conditions may warrant the relocation of department or agency personnel and or operations.
4. A backup site with the required backup resources will be available and accessible, if needed.
5. Adverse conditions may occur with or without warning and may last for a lengthy period of time.

Recommendations:

1. All VA Directors of Central, Regional, or Field offices should appoint an Emergency Coordinator to assist in developing COOP plans and procedures for their essential operations and functions.
2. All VA Directors of Central, Regional, or Field offices should provide personnel for training, exercising, and participation to support their COOP.

3. All VA Directors of Central, Regional, or Field offices should identify vital records, systems and equipment necessary to carry out essential operations if the COOP plan is activated. These materials will be pre-positioned at Backup Operations Site(s).
4. All COOP participants should prepare small individual flyaway kits containing specialized items for their professional use (in addition to the items listed above).
5. VA Directors of Central, Regional, or Field offices must ensure that their designated COOP participants have the ability to perform their divisions' essential operations during a major crisis while operating from a Backup Operations Site.

Warning Conditions:

The COOP may be implemented under the following warning conditions:

1. Advance Warning: There are certain threats to DVA operations which afford advance warning and as such, permit the orderly alert, notification, evacuation, and if necessary, relocation of employees. Situations, which provide such warning indicators, include a hurricane, a transportation accident with a potential of hazardous material release or the threat of a terrorist incident.
2. No Warning-during duty hours: Incidents may occur with no warning during normal office hours, e.g., fire, bomb threat, power outage.
3. No Warning-during non-duty hours: warning may not precede Incidents, e.g., earthquakes, tornadoes, arson, or HAZMAT incidents.

What the Emergency Coordinators Need From COOP Planners:

We would like you to fill out the attached questionnaire, for your service's operations at Central Office telling us the following:

1. Essential Operations
2. Essential Positions
3. Vital Records for Backup Site Operations
4. Hardware Components for Backup Site Operations
5. Software for Backup Site Operations
6. Communication Components for Backup Site Operations
7. Material for Backup Site Operations
8. Existing non-VA assets, which in your opinion may be available to support operations or restoration of operations. (e.g., inter-hospital agreements)

Essential Operations

These are operations in your Service that must be resumed as soon as possible to continue to provide benefits and services after the COOP plan has been activated. Rank each operation as: Highly Critical (H), must continue uninterrupted or be re-established in the first 12 hours; Critical (C), must be restored within the first five (5) days; and Important (I), must be restored within day six (6) to day thirty (30).

| <u>RANKING</u> H, C, I | <u>OPERATION</u> | <u>PERSON RESPONSIBLE</u> |
|---------------------------|------------------|---------------------------|
| | | Name WP: HP: |
| | | Name WP: HP: |
| | | Name WP: HP: |

Essential Positions

The following positions are identified as being essential. Individuals assigned to essential positions will be prepared to report to work or relocate on short notice to a Backup Operations Site, activate the site, and carry out essential operations for the duration of a declared emergency or disaster.

| <u>OFFICE</u> | <u>POSITION</u> | <u>INCUMBENT</u> |
|---------------|-----------------|--------------------|
| | | Name WP: HP: |

Hardware Components for Backup Site Operations

| Equipment Name | Remarks |
|----------------|---------|
| | |
| | |

Software for Backup Site Operations

| Item | Description | Qty | Remarks |
|------|-------------|-----|---------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Communication Components for Backup Site Operations

| Equipment Name | Remarks |
|----------------|---------|
| | |
| | |
| | |
| | |
| | |
| | |

Vital Records for Backup Site Operations

| Vital Record Name | Remarks |
|-------------------|---------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Material for Backup Site Operations

Documentation, Supplies and Forms

| Item | Description | Quantity | Remarks |
|------|-------------|----------|---------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

SAMPLE TABLES

These sample tables were developed from information gathered in response to the questionnaire in Appendix B. They list an organization's essential operations, essential positions, essential equipment (hardware, software, materiel), essential communications, and vital records required in the event of relocation.

ESSENTIAL OPERATIONS

Office of the Assistant Secretary for Information and Technology – (TEAM B)

General Discussion

The Office of the Assistant Secretary for Information and Technology works with VA organizations to provide adequate national security emergency preparedness telecommunications in support of their emergency functions and activities. It assists in requests for access to critical/essential automated records from VA relocation sites. It assists Administration Heads, Assistant Secretaries, and Other Key Officials in the retrieval of vital "rights and interests" records, during or after emergency situations. It provides support for the Secretary, Under Secretaries and Deputy Secretaries in performing their duties during emergency operations.

Essential Operations

Essential responsibilities during emergency operations involve interfacing with the Office of the Secretary and all VA organizations. It works with all VA organizations to provide adequate communications and access to emergency operating records and data.

Table 1 Essential Operations - Assistant Secretary's Office

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|--|---|
| H | Coordinates, integrates, and oversees information resources management, telecommunication and certain automation activities within VA | Required within the first 12 hours following an emergency or disaster. | Chief Information Officer (Team A) Principal DAS for Information and Technology (Team B) |
| H | Advises and assists the CIO on matters pertaining to IRM planning, security, acquisition review, data administration, systems integration, policy, procedures, standards, oversight, and the assessment of new developments in technology | Required within the first 12 hours following an emergency or disaster. | ADAS, Office of Policy and Program Assistance (045A) |
| C | Makes EDMS (Electronic Document Management System) resources available to its existing customer base | Can be deferred from 24 to 72 hours. | Director, Technology Integration Service (045A2) |

| Rank H,C,I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|--|--|
| I | Coordinates and oversees the VA Directives Management System | Can be deferred from 72 hours to a period of 30 days | Director, Policy and Standards Service (045A3) |
| After 30 days | Oversees the VA-wide IRM acquisition process; develops effective acquisition strategies for the implementation of VA-wide IRM programs; conducts pre and post-implementation reviews of requests for proposals and task orders | After 30 days | Director, IRM Planning, Acquisition and Security Service (045A1) |
| After 30 days | Serves as Records Officer, FOIA/Privacy Act Officer and Publications Control Officer for the Department; System Manager for the Automated Management Information System | After 30 days | Director, Information Management Service (045A4) |
| After 30 days | Provides direct assistance in IRM planning, acquisition, and implementation in VA; coordinates with OMB and GSA; provides IRM expertise and assistance to customer/stakeholder organization; coordinates cross-cutting IRM activities and solutions within VA | After 30 days | Director, Program Coordination Staff (045A PC) |
| H | Advises and assists the CIO on matters pertaining to wide area data and local area network management and telecommunications services | Required within the first 12 hours following an emergency or disaster. | ADAS, Office of Telecommunications (045B) |
| H | The Department of Veterans Affairs Wide Area Data Communications Network. | Required within the first 12 hours following an emergency or disaster. | Director, Wide Area Network Service (045B1) |
| H | Coordinates and oversees telecommunications support for VA | Required within the first 12 hours following an emergency or disaster. | Director, Telecommunications Support Service (045B2) |
| H | Information technology support to VACO: VA Central Office corporate office automation (COCOA) platform support (Microsoft Office software suite; electronic mail; shared network drives and printers; daily incremental and periodic full backups stored off-site; and network authentication)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |

| Rank H:C:I | Operation | Crisis response or Action To Be Taken and Timeframe | Person Responsible |
|---------------|---|--|--|
| H | Information technology support to VACO: LAN connectivity to specialized VA platforms (such as EDMS, IFCAP, ETA and PerDiemAmazing)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: LAN connectivity to customer-operated servers* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: External e-mail connectivity to other VA locations, government organizations, commercial or research partners and the veteran service community* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: WAN connectivity to centralized VA automated resources (generally located in Austin, but could be other VA locations)* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |
| H | Information technology support to VACO: WAN connectivity to Internet/Intranet services* | Required within the first 12 hours following an emergency or disaster. | Director, Office of Information Technology and Administration (0451) |

*These capabilities are automatically provided if OIT organizations relocate to other VA facilities. ITSS personnel do not have to be present to provide these capabilities.

Essential Positions

Essential positions are the Assistant Secretary for Information and Technology (Team A), Principal Deputy Assistant Secretary for Information and Technology DAS for Information Resource Management.

Table 2 Essential Positions - Assistant Secretary's Office
Identified for relocation to Martinsburg, WV VAMC in support of VA's National Emergency Management Team (NEMT)

| Office | Position |
|--------|---|
| 005 | Principal DAS for Information and Technology |
| 005 | Staff Assistant (H) |
| 005 | Staff Assistant/Program Assistant (H) |
| 045A2 | PDD 63/PDD 67 Information Security Staff Rep. (Emergency Planning Coordination) (H) |
| 045A | ADAS, Office of Policy and Program Assistance (H) |
| 045B | ADAS, Office of Telecommunications (H) |

Hardware

Table 3 Initial Hardware - Assistant Secretary's Office

Chief Information Officer (Martinsburg Location)

| Equipment Name | Qty | Assigned To | Remarks |
|-------------------------------|-----|-------------|--|
| PCs | 6 | 005 | Network PCs, Uninterrupted requirement for 3 |
| Printer | 1 | 005 | Network printer, Uninterrupted requirement |
| Phones | 6 | 005 | Uninterrupted requirement |
| Copier | 1 | 005 | Uninterrupted requirement |
| FAX | 1 | 005 | Uninterrupted requirement |
| Satellite Broadcasting System | 1 | 005 | Uninterrupted requirement |

Software

Table 4 Initial Software - Assistant Secretary's Office

Chief Information Officer (Martinsburg Location)

| Item | Description | Qty | Remarks |
|--------------------------------------|-------------|-----|---------------------------|
| E-mail software capability, Exchange | | 6 | Uninterrupted requirement |
| MS Office | | 6 | Uninterrupted requirement |
| Electronic Data Management System | | 1 | Within 5 days |
| Satellite Broadcasting Software | | 1 | Uninterrupted requirement |

Communications

Table 5 Initial Communications - Assistant Secretary's Office

| Equipment Name | Qty | Remarks |
|--|-------------------------|---------------------------|
| Connectivity to e-mail WAN | 6 Martinsburg 11 TBD | Uninterrupted requirement |
| Phone lines | 6 Martinsburg 11 TBD | Uninterrupted requirement |
| Interface to the satellite broadcasting system | 1 Martinsburg | Uninterrupted requirement |

Vital Records

Table 6 Vital Records - Assistant Secretary's Office

| Vital Record Name | Remarks |
|------------------------|---|
| COOP | |
| EDMS | To track correspondence |
| Phone and POC listings | |
| Internet Access | Access to US Code and Federal Regulations |

Materiel

**Table 7 Materiel - Assistant Secretary's Office
Chief Information Officer (Martinsburg Location)**

| Item | Description | Qty | Remarks |
|---------------------|--|-----|---------|
| Diskettes | HD, 3.5" | 3 | Boxes |
| Reference Books | Dictionary, GPO Style Manual, Thesaurus | 1 | each |
| File Folders | Manila folders, standard | 2 | Boxes |
| Copier paper | 8 1/2 x 11, | 2 | Boxes |
| Pens | Black | 1 | Boxes |
| Highlighters | Yellow | 1 | Boxes |
| Post-it Notes | Yellow | 3 | packs |
| Envelopes | Business | 1 | case |
| Messenger Envelopes | | 25 | each |
| Stapler | | 6 | each |
| Paper Clips | | 2 | Boxes |
| Staples | Refills | 6 | boxes |

SAMPLE

LIST OF ACRONYMS/ABBREVIATIONS

| | |
|-----------|---|
| CDRG | Catastrophic Disaster Response Group |
| CFR | Code of Federal Regulations |
| CIO | Chief Information Officer |
| COG | Continuity of Government |
| COOP | Continuity of Operations |
| COOP Plan | Continuity of Operations Plan |
| DFO | Disaster Field Office |
| EMSHG | Emergency Management Strategic Healthcare Group |
| EO | Executive Order |
| ERT | Emergency Response Team |
| FAX | Facsimile |
| FCO | Federal Coordinating Officer |
| FEMA | Federal Emergency Management Agency |
| FEMA/EICC | Emergency Information & Coordination Center |
| FEMA/NECC | National Emergency Coordinating Center |
| FEMA/SLPS | State & Local Programs & Support |
| FRP | Federal Response Plan |
| FTS | Federal Telecommunications System |
| GETS | Government Emergency Telecommunications Service |
| GSA | General Services Administration |
| HF | High Frequency |
| IAG | Inter-Agency Group |
| MERRT | Medical Emergency Radiological Response Team |
| NCA | National Cemetery Administration |
| NCS | National Communications System |
| NEMT | National Emergency Management Team |
| NP | National Preparedness |
| NRT | National Response Team |
| NSC | National Security Council |
| NSEP | National Security Emergency Preparedness |
| PA | Public Affairs |
| PAO | Public Affairs Officer |
| PDD | Presidential Decision Directive |
| PHS | Public Health Service |
| PIO | Public Information Officer |

| | |
|---------|---------------------------------------|
| P.L. | Public Law |
| VACO CC | VA Central Office Command Center |
| VANTS | VA Nationwide Teleconferencing System |
| WMD | Weapons of Mass Destruction |

DEFINITIONS

ADDENDUM

Additions to a basic emergency plan which provide more specific information regarding policies, responsibilities and procedures within a given functional area.

APPENDIX

A collection of supplementary material at the end of a plan, or at the end of an addendum. These materials clarify or elaborate information or concepts referred to in a plan or annex.

CASCADE

A telephone recall roster of personnel which flows organizationally downward.

CATASTROPHIC DISASTER RESPONSE GROUP (CDRG)

The CDRG, composed of representatives from all FRP signatory departments and agencies, operates at the national level to provide guidance and policy direction on response coordination and operational issues arising from the Federal Coordinating Officer (FCO) and Emergency Support Function (ESF) response activities. CDRG members are authorized to speak for their agencies at the national policy level. During a disaster the CDRG convenes as necessary, normally at FEMA Headquarters; the Emergency Support Team (EST) provides any needed support.

COLD SITE

A relocation site that is reserved for emergency use, but which requires the installation of equipment and supplies before it can support operations.

CONTINUITY OF GOVERNMENT (COG)

An emergency preparedness program developed to ensure the continuity of the Federal Government under all emergency conditions including an attack on the United States. It provides for the continuation of governmental authority and executive capability both at headquarters and a number of separate geographic locations.

CONTINUITY OF OPERATIONS (COOP)

The capability of an organization to continue to operate, or rapidly restore operations, in an emergency or threat of an emergency. Activities may include crisis management, evacuation of personnel from their normal work locations, and relocation of essential functions to a relocation site.

CONTINUITY OF OPERATIONS (COOP) PLAN

An activity or site-specific plan, that takes into consideration all hazards, in order to ensure the safety of on-site personnel including patients, customers, clients, visitors, or guests during an emergency. It is designed to reduce disruption of operations, protect essential equipment, records, and other assets, and minimize damage and loss. It provides organizational and operational stability, facilitates decision-making, and achieves an orderly recovery from emergency operations.

DESIGNATED/SENIOR OFFICIAL

The highest ranking VA official of any VA facility, or in a shared Federal facility, the highest ranking official of the primary occupant agency of a Federal facility; or alternatively, a designee selected by mutual agreement of occupant agency officials.

DISASTER

An occurrence of a severity and magnitude that normally results in deaths, injuries, and property damage and that cannot be managed through the routine procedures and resources of government. It usually develops suddenly and unexpectedly and requires immediate, coordinated, and effective response by multiple government and private sector organizations to meet human needs and speed recovery.

DISASTER CONTROL COORDINATOR

During a natural or technological disaster involving a field facility, Team B may be activated in VACO. The Disaster Control Coordinator is a designated senior official appointed by the Administration Head, Assistant Secretary, or Other Key Official whose field activity is principally affected. EXPLANATION OF USE OF TEAM B. Prior to COOP Plan, VA had a Disaster Control Team appointed to coordinate field station disasters or emergencies. Its membership mirrored Team B.

DISASTER FIELD OFFICE (DFO)

The DFO is the primary field location in each affected state for the coordination of Federal response and recovery operations. It operates 24 hours per day, as needed, or under a schedule sufficient to sustain Federal operations. The FCO and the State Coordinating Officer (SCO) co-locate at the DFO, along with Federal agency regional representatives and state and local liaison officers, when possible.

DISASTER INFORMATION SYSTEMS CLEARINGHOUSE (DISC)

An organization of FEMA that provides centralized control, deployment, and accountability of disaster information systems, which are basically comprised of communications assets. The DISC is located at FEMA's Mount Weather Emergency Assistance Center.

DISASTER RESPONSE TEAM

Any VA Teams specifically formed to respond to a disaster area during an emergency. Not necessarily medical response teams. As opposed to Emergency Response Teams (ERT) which are interagency teams.

EMERGENCY

A sudden, usually unexpected event, that does or could cause harm to people, resources, property, or the environment. Emergencies can range from localized events that affect a single office in a building, to human, natural, or technological events that damage or threaten to damage, local, regional or, national operations.

EMERGENCY BROADCASTING SYSTEM (EBS)

A communications system that enables the President, Federal, state, and local officials to rapidly disseminate emergency information intended to reduce loss of life and property, and to promote rapid recovery in the event of a natural disaster, a manmade disaster, or an attack on the Nation.

EMERGENCY COORDINATOR

VA field personnel who are assigned emergency preparedness planning responsibilities at a facility or regional level, for example VHA area emergency managers.

EMERGENCY OPERATIONS CENTER (EOC)

A single, pre-selected location where disaster information is gathered, public information is disseminated, and coordination of disaster response activity is carried out. The EOC acts as a resource center for on-site response organizations in the field.

EMERGENCY OPERATIONS CENTER (EOC) VS. CONTROL CENTER OR VS. COMMAND CENTER

Some Federal, state, or local agencies use the terms interchangeably. Generally though, an EOC is jointly staffed and coordinates response and recovery operations. Command and/or Control Centers are usually organization - specific and have authority over response or recovery units and the authority to deploy or withhold their own assets.

EMERGENCY PLANNER

The official appointed by an Under Secretary, Assistant Secretary, Other Key Official, or Deputy Assistant Secretary to represent and commit that organization on COOP Planning and emergency preparedness related matters.

EMERGENCY PUBLIC INFORMATION (EPI)

The spectrum of information gathered, coordinated, and produced by the Public Information Officer (PIO) Team to inform the public and the media of incident status, and other precautionary and advisory statements to help the public protect themselves and their property from suffering harm.

EMERGENCY RESPONSE TEAM (ERT)

The ERT is the principal interagency group that supports the FCO in coordinating the overall Federal disaster operation. Located at the DFO, the ERT ensures that Federal resources are made available to meet state requirements identified by the SCO. The size and composition of the ERT can range from FEMA regional office staff who are primarily conducting recovery operations to an interagency team having representation from all ESF primary and support agencies undertaking full response and recovery activities.

EMERGENCY RESPONSE TEAM ADVANCE ELEMENT (ERT-A)

The ERT-A is the initial Federal group that responds to an incident in the field. It is headed by a team leader from FEMA and is composed of FEMA program and support staff and

representatives from selected ESF primary and support agencies dependant upon the type of emergency or disaster and required assistance.

EMERGENCY SUPPORT FUNCTIONS (ESF)

The FRP employs a functional approach that groups under 12 ESFs the types of direct Federal assistance that a state is most likely to need (e.g., mass care, health and medical services), as well as the kinds of Federal operations support necessary to sustain Federal response actions (e.g., transportation, communications). ESFs are expected to support one another in carrying out their respective missions. Each ESF is headed by a primary agency designated on the basis of its authorities, resources, and capabilities in the particular functional area.

EMERGENCY SUPPORT TEAM (EST)

The EST is the Federal interagency group that provides general coordination support to the Regional Operations Center (ROC) staff, Emergency Response Team - Advance Element (ERT-A), and the Emergency Response Team (ERT) response activities in the field. Operating from the FEMA Emergency Information and Coordination Center (EICC) in Washington, DC, the EST is responsible for coordinating and tracking the deployment of Initial Response Resources, DFO kits, Disaster Information Systems Clearinghouse (DISC) packages, and other responder support items to the field. The EST serves as the central source of information at the headquarters level regarding the status of ongoing and planned Federal disaster operations. The EST attempts to resolve policy issues and resource support conflicts forwarded from the ERT. Conflicts that cannot be resolved by the EST are referred to the CDRG.

ESSENTIAL FUNCTIONS

Those functions stated or implied that are required to be performed by statute or Executive Order, or other functions deemed essential by the heads of principal organizations. Examples would be functions identified by a program office manager as essential to the organization's mission, or those derived from Executive Order 12656, Assignment of Emergency Preparedness Responsibilities, November 18, 1988, which describes Department or agency responsibilities for ensuring Federal continuity of government.

FEDERAL COORDINATING OFFICER (FCO)

If the President declares an "Emergency" or "Major Disaster", a Federal Coordinating Officer will be assigned to coordinate Federal assistance. The Governor will appoint a State Coordinating Officer (SCO). The SCO is the main liaison between the FCO and state and local officials. Once on scene, the FCO is responsible for an initial appraisal of needed assistance. The FCO is also responsible for coordinating all Federal agencies and programs involved in assistance plus, in most cases; the private relief efforts of the American Red Cross, the Salvation Army, The Mennonite Disaster Service, and others.

FEDERAL RESPONSE PLAN (FRP)

A plan designed to address the consequences of any disaster or emergency situation in which there is need for Federal response assistance under the authorities of the Stafford Act. It is

applicable to natural disasters such as earthquakes, hurricanes, typhoons, tornadoes, and volcanic eruptions; technological emergencies involving radiological or hazardous material releases; and other incidents requiring Federal assistance under the Act.

FIELD FACILITY

For the purpose of the VA COOP Plan or VA Emergency Preparedness Plan, when we speak of response of field facilities we mean any VA asset outside of VACO that would include Medical Centers, Regional Offices, Cemeteries, and Supply Depots.

FLYAWAY KIT/BUG OUT BAG/DRIVEAWAY KIT

Each organization has a relatively small number of references, databases, procedures, guides and the like, that are used repetitively. Assembling these documents in a briefcase(s) or box(es) so that they may be carried out of the facility to a new site "on the way out" would assist in resuming operations. Identifying such documents would also help in focusing on essential records and operations.

HAZARD VULNERABILITY ANALYSIS

A systematic investigation of the history of regional disasters and their potential to cause damage to the local community's vulnerability, and the probability of recurrence.

HOT SITE

Relocation site available for immediate occupancy and equipped to permit rapid resumption of essential functions.

INITIAL RESPONSE RESOURCE

Any resource (human, equipment or supplies) that may be deployed immediately dependent on the type of emergency at hand.

MAJOR EMERGENCY

A disaster occurrence or a situation that seriously threatens loss of life and damage to property. It usually develops suddenly and unexpectedly and demands immediate, coordinated, and effective response by government and private sector organizations to protect lives and limit damage to property.

MANAGEMENT CADRE

A nucleus of trained personnel around whom a larger organization can be built and trained, specifically the Department's emergency relocation team(s).

MEDICAL EMERGENCY RADIOLOGICAL RESPONSE TEAM (MERRT)

A specialized VA medical team formed for disaster response, currently one radiological team exists. Others are planned.

NORMAL DUTY HOURS

The hours between 7 a.m. and 6 p.m. Monday through Friday.

PRIMARY HAZARDS

A primary hazard is one that occurs at the site. (See also Secondary Hazard)

PRIME VENDOR

Prime Vendor is a business concern that functions as the purchasers' source of distribution for a wide array of products as identified by the customer.

A prime vendor is responsible for the maintenance of adequate inventory levels and for just in time delivery of goods, produced by various suppliers, to the VA and OGA customer upon order. VA prime vendor contracts cover pharmaceutical, subsistence and medical & surgical supplies.

REGIONAL RESPONSE ELEMENT

Regional Response Elements are any VA field personnel requested and sent to staff DFO's, ERT-A's, ERT's or any interagency response teams.

REGIONAL RESPONSE ORGANIZATION

The VA organization of the VA liaison representative, in any of the 10 Federal regions, that is tasked to respond to an emergency that may not necessarily be within his/her particular Federal region.

SECONDARY HAZARDS

A secondary hazard is one that arises from the impact of a primary hazard. As an example a site may be well protected from fire due to type of construction, Halon or sprinkler systems, close proximity to trained fire fighting resources. However, a large explosion a few blocks away ruptures water lines, cuts power cables, and blocks traffic, then that site which relies on paper files, or uses other flammable materials otherwise carefully protected could make the fire a serious secondary hazard.

TEAM

A group organized to work together: in this case, specific to emergency relocation purposes team of VA employees.

TEAM A

Also known as the Secretary's Cadre consists of the Under Secretaries, Assistant Secretaries, and certain Key Officials. Prescribes policy and directs Team B.

TEAM B

The Team that is led by the Deputy Secretary, it commands and controls operations and is comprised of the Deputy Under Secretaries, Deputy Assistant Secretaries and their top management teams and are assigned to the Martinsburg Relocation Site at the direction of the Secretary.

TEAM C

Consists of associated policy, direction, and oversight functions in direct support of Team B. The team members may be located at various field facilities that are in direct communication with Team B.

VA ELEMENT

VA personnel assigned to staff any interagency response team or unit.

VA REGIONAL OFFICE (VARO)

Veterans Benefits Administration Regional Office.

**EMERGENCY PREPAREDNESS PLANNING
VA CENTRAL OFFICE COMMAND CENTER
STANDARD OPERATING PROCEDURES (SOP)**

1. INTRODUCTION. This Appendix establishes the Standard Operating Procedure (SOP) the Department of Veterans Affairs (VA) will use to activate the VA Central Office Command Center (VACO CC) in response to any emergency condition requiring VA support, short of COOP activation. It prescribes operational procedures, delineates the command and control architecture, and addresses the national and field disaster response mechanisms to ensure that VA's Emergency Planners respond in accordance with the Department's Emergency Preparedness Planning Program.

2. GENERAL

a. **The Federal Response Plan (FRP).** The FRP was developed by 26 Federal departments and agencies and the American National Red Cross (ARC) working closely with and coordinated by the Federal Emergency Management Agency (FEMA). The FRP was signed by the heads of these departments and agencies and released in April 1992, revised and endorsed again in April 1999.

(1) The FRP implements the Robert T. Stafford Disaster Relief and Emergency Assistance Act. The FRP assumes that catastrophic disasters such as earthquakes, hurricanes, major sabotage/terrorism attacks on major energy systems, and nuclear/conventional war will overwhelm the capabilities of state and local governments to respond to the disaster. The Federal Government will assist the affected state and local governments in order to save lives and protect health and property.

(2) The FRP divides the potential Federal response into 12 categories called Emergency Support Functions (ESFs) and assigns responsibilities to Federal agencies, as appropriate, for the execution of each ESF. A single Federal agency or the ARC is designated the lead, or "primary" agency, for each ESF with other Federal agencies designated as "support" agencies.

(3) VA has a support role in four of the 12 ESFs. They include ESF #3, Public Works and Engineering; ESF #6, Mass Care; ESF #7, Resource Support; and ESF #8, Health and Medical Services.

(4) When directed, VA will supplement state and local efforts to save lives, protect property and public health, and maintain public safety. VA will provide support to the primary agencies in support of the Federal efforts in response, recovery, and mitigation efforts. When an ESF is activated, VA, as a support agency, has operational responsibility for:

(a) Supporting the ESF primary agency when requested by conducting operations using its authorities, expertise, capabilities, or resources;

- (b) Supporting the primary agency mission assignments;
- (c) Providing status and resource information to the primary agency;
- (d) Following established financial and property accountability procedures; and
- (e) Supporting planning for short and long-term disaster operations.

b. **Primary Agency.** At the national level, primary agencies are responsible for planning and coordinating the delivery of all ESF-related assistance, including all necessary coordination with their supporting agencies. The primary agencies will prepare and maintain the necessary annexes/appendices to the FRP. As specified in the FRP, each primary agency will:

- (1) Designate an official to serve as a Catastrophic Disaster Response Group (CDRG) representative.
- (2) Designate staff to serve as a point-of-contact on the Emergency Support Team (EST) for ESF activities and provide support for other activities as required.
- (3) Provide direction and assistance to national and regional elements tasked to assist with planning and response operations.
- (4) Participate in the processes of developing and exercising the FRP.
- (5) Coordinate the development of supplemental material to the FRP, including national and regional plan annexes, appendices and other supplements describing specific policies and procedures for response operations.

c. **Support Agencies.** Support agencies will assist the primary agencies in preparing and maintaining ESF annexes to the FRP and appendices, developing national and regional operating procedures, and providing support for ESF operations. The Director, FEMA, may activate all or part of the response support structure and the procedures delineated in the FRP. As specified in the FRP, each support agency will:

- (1) The Office of Emergency Preparedness and Administration will serve as the primary point of contact for all actions relating to the FRP.
- (2) Participate in the process of exercising, reviewing, maintaining, and implementing the FRP.
- (3) Designate representatives to serve on the CDRG and to staff ESF field operations at the Disaster Field Office (DFO) and at other operational locations.

3. SCOPE. VA Directive 0320 and VA Handbook 0320 prescribe the Department's response activities for all hazards including activation of the Federal Response Plan. They establish the Department's policy and assign responsibilities to ensure sufficient and timely support to the field as well as state and local governments in the disaster area. They confirm VA's support agency role in ensuring successful execution of ESFs #3, #6, #7, and #8, if they are activated in response to the disaster/emergency condition. In doing so, they guide the use of VA resources in working with other agencies, and state and local governments in managing response, recovery, and mitigation in the disaster area. This appendix assists the VACO CC's Emergency Planners in the performance of their mission.

4. INTERGOVERNMENTAL RESPONSIBILITIES IN EMERGENCY PREPAREDNESS

a. **General.** Preparedness for emergencies is required at all levels – local, state, regional, national – as a basis for immediate response when an emergency threatens or occurs. Local preparedness to respond to emergencies, across the spectrum from natural disasters to nuclear attack requires a variety of plans and operational capabilities. Emergency plans need to provide the basis for effective operations by specifying who is in charge and what their responsibilities are under specified emergency conditions. Law enforcement officials, fire personnel, news media, and other emergency services must be marshaled and coordinated within the community.

b. **Federal Emergency Management Agency (FEMA).** FEMA is responsible for the coordination of Federal activities with regard to civil emergency preparedness. FEMA's authorities are cited in Executive Orders 12127, Federal Emergency Management Agency, March 31, 1979; 12148, Federal Emergency Management, July 20, 1979; and 12673, Delegation of Disaster Relief and Emergency Assistance Functions, March 23, 1989. FEMA is responsible for many different disaster-related activities, embracing the full spectrum of mitigation, preparedness, response, and recovery. These include emergency national planning and preparedness functions that complement the military readiness planning responsibilities of the Department of Defense. FEMA is also involved with national security, civil defense, continuity of government and the development of plans and systems to manage resources and stabilize the economy in times of emergency, including policy guidance for stockpiling strategic materials. Additional responsibilities, relating principally to peacetime emergencies, include:

- (1) Coordinating Federal efforts to reduce human suffering and hardship in Presidential declared emergencies and major disasters;
- (2) Mobilizing Federal, state, and local resources to prevent and reduce the tragic losses caused by fires; and
- (3) Ensuring that insurance is available, at affordable prices, in the following vital areas: flood insurance, crime insurance, urban property insurance and riot reinsurance.

c. FEMA and State and Local Responsibilities

(1) FEMA provides preparedness planning assistance to state and local governments in developing a capability to respond to all types of emergencies and disasters. FEMA's fundamental approach in this area is to place primary reliance for operations on the existing assets of local government, plus other non-governmental assets that are available at the local level. In an attack emergency, outside help may be unavailable for a long period of time. In lesser emergencies, outside state or Federal help would be available, but the responsibility, and the means, for immediate action remain with the community itself.

(2) FEMA's programs aim at improving the ability of local governments to save lives and protect property when the community is threatened by or experiences any kind of emergency or disaster. This requires effective, coordinated use of all resources available to the community, to include the executive skills of top officials; police, fire, and other forces; ambulances, hospitals, and medical professionals; the news media, which can provide emergency information and instructions to its citizens; shelters in case of attack; and any voluntary agencies.

(3) In the event that state and local assets are overwhelmed, the governor can request supplemental Federal assistance as outlined in the FRP.

d. FEMA Alerting System

(1) FEMA will alert Departments and agencies through designated Department and agency points of contact. VA's point of contact and alternate are designated by VA senior management. A list of Department and agency points of contact is maintained and updated by FEMA.

(2) Classified emergency messages are dispatched via secure facsimile to the Office of the Deputy Assistant Secretary for Security and Law Enforcement. Procedures are in place to communicate messages on a 24-hour basis. The National Emergency Alerting Network (Cascade) System for the Secretary and the cadre will be initiated through this office.

5. VA RESPONSIBILITIES. The following internal VA responsibilities and authorities are supplemental to those listed in VA Directive 0320 and VA Handbook 0320, although some are repeated for emphasis and are specific to the operation of the VACO CC.

a. Assistant Secretary for Human Resources and Administration. The Assistant Secretary for Human Resources and Administration is the senior official responsible for the overall management and oversight of VA's Emergency Preparedness Planning program.

b. **Deputy Assistant Secretary for Security and Law Enforcement.** The Deputy Assistant Secretary for Security and Law Enforcement is delegated the authority to act on behalf of the Assistant Secretary as the senior program policy official. General responsibilities are to:

(1) Develop, maintain, implement, and operate the VA Emergency Preparedness Plan for disaster mitigation and response. This includes the management and administration of the VACO CC.

(2) Ensure that necessary resources and required capabilities are budgeted, funded, acquired, and maintained to activate and operate the VACO CC.

(3) Oversee the appropriate staffing of the VACO CC.

(4) Exercise the activation of the VACO CC at least annually.

c. **Director Emergency Preparedness and Administration**

(1) Develops, in conjunction with the Office of the Secretary of Veterans Affairs, the required notification procedures for activating the VA Emergency Preparedness Plan.

(2) Ensures that procedures are in place to notify the Administration Heads, Assistant Secretaries, Other Key Officials, and Deputy Assistant Secretaries of the VA Emergency Preparedness Plan, the FRP, and/or VACO CC activation, including the dissemination to appropriate field organizations.

(3) Specifies the appropriate requirements for communications and information processing systems that link the VACO CC and the VHA Emergency Management Strategic Health Group (EMSHG) Emergency Operations (EO) and appropriate field organizations.

(4) Activates the VACO CC and coordinates staffing and support requirements with the Disaster Control Coordinator and the Chief Consultant, EMSHG or VHA Emergency Planner as appropriate.

(5) Administration Heads, Assistant Secretaries, and Other Key Officials shall designate Emergency Planners and alternates who can effectively represent them.

d. **Emergency Planners**

(1) Plan and develop emergency procedures. They ensure that plans and resources are maintained in a constant state of readiness to include the selection, shipment and maintenance of emergency operating records at relocation sites. They provide counsel to the Administration Heads, Assistant Secretaries, Other Key Officials, Deputy Assistant Secretaries, and field organizations regarding emergency procedures,

authorities, and recommended actions. This responsibility requires that they have direct access to their respective office heads.

(2) Report to the VACO CC upon activation. Initial staffing of the VACO CC will be selected from the Emergency Planners based on the nature and initial requirements of the disaster response.

(3) Develop plans or communicate emergency messages pertaining to national security emergency preparedness. Emergency Planners are to interact directly with the Deputy Assistant Secretary for Security and Law Enforcement. They will inform that Office of any emergencies originating at the field level and provide appropriate status reports to ensure intra-agency and interagency coordination.

(4) Develop plans or communicate emergency messages pertaining to the VA Emergency Preparedness Plan such as natural and technological hazards and/or radiological emergencies. Emergency Planners are to interact directly with VHA's Emergency Planner.

(5) Ensure that personnel appointed to staff the VACO CC are appropriate to perform the assigned tasks.

6. VACO CC CONCEPT OF OPERATIONS

a. **Purpose.** These procedures establish the guidelines for a uniform VA response to national emergencies requiring VA to carry out its ESFs #3, #6, #7, and/or #8 responsibilities under the FRP; to ensure that VA adequately supports other Federal agency actions under the FRP; and to respond to emergencies affecting VA's facilities, whether or not the FRP is activated. Overall, the procedures ensure that VA emergency actions are consistent with the responsibilities assigned in the FRP.

b. Planning Assumptions

(1) A major disaster or emergency will cause numerous fatalities and injuries, property loss, and disruption of normal life support systems, and will have an impact on the regional economic, physical, and social infrastructures.

(2) The extent of casualties and damage will reflect factors such as the time of occurrence, severity of impact, weather conditions, population density, building construction, and the possible triggering of secondary events such as fires and floods.

(3) The large number of casualties, heavy damage to buildings and basic infrastructure, and disruption of essential public services will overwhelm the capabilities of the state and its local governments to meet the needs of the situation, and the President will declare a major disaster or emergency.

(4) Federal departments and agencies will need to respond on short notice to provide timely and effective assistance.

(5) The Federal Government will execute the FRP under the authority of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

(6) Based on the severity of the event, the Governor(s) will request Presidential declaration of an emergency for the state(s), and the President will so declare.

(7) The degree of Federal involvement will be related to the severity and magnitude of the event as well as the state and local need for external support. The most devastating disasters may require the full range of Federal response and recovery assistance. Less damaging disasters may require only partial Federal response and recovery assistance. Some disasters may require only Federal recovery assistance.

c. **Response Concept.** The VA concept for response upon the FRP activation has two primary components. The first component is a command and control architecture aligned regionally rather than functionally, as is the VA norm. The second component is an emergency response team organization to handle the crisis both nationally and regionally. For clarity, these two components are discussed separately.

(1) This SOP designates a regionally oriented command and control architecture to streamline response to any disaster that results in the FRP activation. The 10 FEMA regions are the basis for the regional alignment. Adopting this structure will simplify coordination by maintaining a consistent Federal approach to the designation of regional boundaries.

(2) There will be an operations center at each field office involved in response or recovery efforts to ensure necessary coordination with the VACO CC, EMSHG EO, the FEMA Regional Operations Center (ROC), the state EOCs, and the DFOs. The EMSHG EO SOP will be published separately.

(3) Field facilities will carry out all necessary planning for its assigned region consistent with guidance from the Deputy Assistant Secretary for Security and Law Enforcement; and direction from the VHA Emergency Planner. The any designated primary VA facility will coordinate with the FEMA ROC, state EOCs, critical VA field facilities, and others as necessary, during regional plan development and coordination to facilitate operations in the crisis environment.

(a) If activated for a disaster, the VACO CC oversees EMSHG's coordination of all VA responsibilities relative to ESFs #3, #6, #7, and #8. A designated primary VA field facility will have direct tasking authority over all VA field facilities within their region/area of responsibility. To request assets from outside the region/area of responsibility, VA primary field elements will coordinate with EMSHG EO, which will coordinate the tasking of those assets through the VACO CC.

(b) Primary VA field facilities not activated for a disaster will monitor the situation; establish 24-hour capability at their crisis operations center; and stand by to provide assistance to affected regions, as necessary.

(4) All other VA field facilities not involved in the command and control structure specified above will be prepared to respond to requests to aid the disaster mitigation.

(5) Field facilities will coordinate with EMSHG EO, which will coordinate the tasking of those assets. Primary VA Disaster Response Teams (DRT) not activated for a disaster will monitor the situation; establish 24-hour capability at their crisis operations center; and stand by to provide assistance to affected regions.

7. VA/FEDERAL RESPONSE STRUCTURE INTERFACES. The FRP provides for both national and regional organizations, depicted in Figure 1 below, along with VA interaction, to ensure common understanding by all the Department's organizations. Subsequent paragraphs will discuss both the national and the regional response structure.

a. National Response Structure. The national response structure includes the CDRG and the EST.

(1) Catastrophic Disaster Response Group (CDRG)

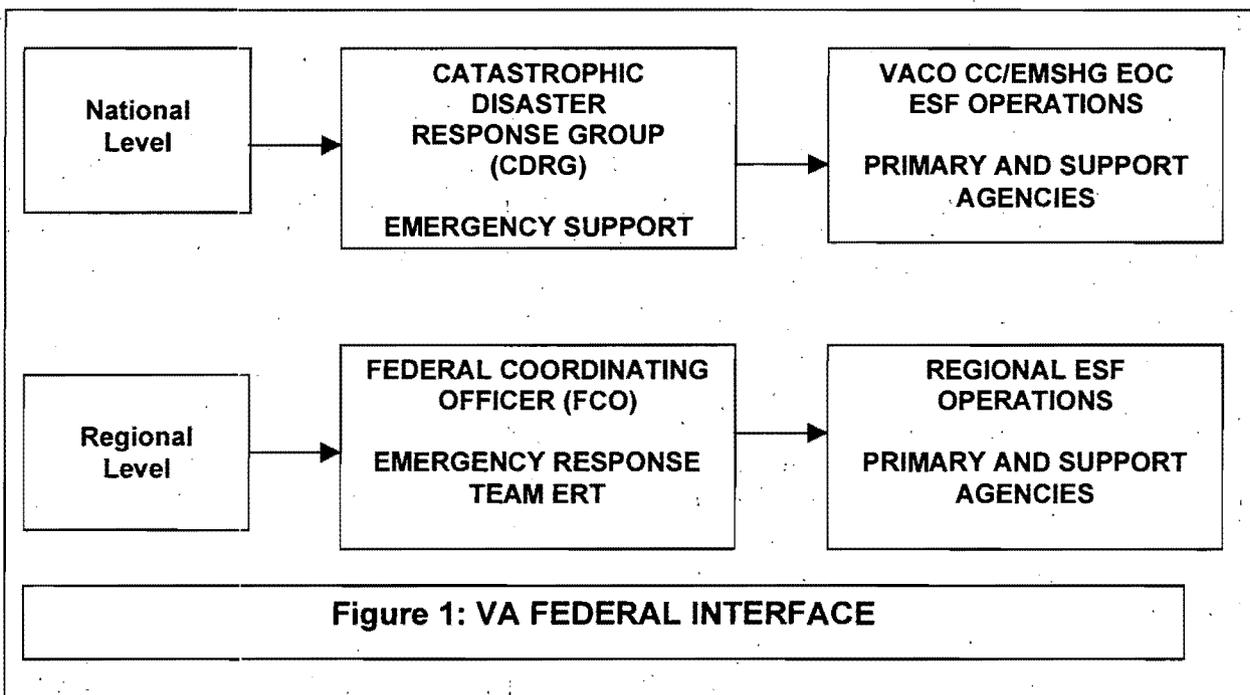
(a) The CDRG, composed of representatives from all FRP signatory departments and agencies, operates at the national level to provide guidance and policy direction on response coordination and operational issues arising from the Federal Coordinating Officer (FCO) and ESF response activities. CDRG members are authorized to speak for their agencies at the national policy level. During a disaster, the CDRG convenes as necessary, normally at FEMA Headquarters; and the EST provides any needed support.

(b) The VA CDRG primary representative is the Deputy Assistant Secretary for Security and Law Enforcement. The Director, Emergency Preparedness and Administration, in VACO and the VHA Emergency Planner, serve as the alternates.

(2) Emergency Support Team (EST)

(a) The EST is the interagency group that provides general coordination support to the ROC staff, Emergency Response Team-Advanced (ERT-A), and Emergency Response Team (ERT) response activities in the field. Operating from the FEMA Emergency Information and Coordination Center (EICC) in Washington, DC, the EST is responsible for coordinating and tracking the deployment of Initial Response Resources, DFO kits, Disaster Information Systems Clearinghouse (DISC) packages, and other responder support items to the field. The EST serves as the central source of information at the headquarters level regarding the status of ongoing and planned

Federal disaster operations. The EST attempts to resolve policy issues and resource support conflicts forwarded from the ERT. Conflicts that cannot be resolved by the EST are referred to the CDRG. The EST also provides overall resource coordination for concurrent multi-state disaster response activities. ESF primary agencies send staff to the EST or opt to coordinate response support activities from their own agency CCs and/or EOCs.



(b) The VA representatives to the EST will come from VHA EMSHG. They will coordinate the Department's disaster mitigation response. The VA EST representatives will keep the Director, Emergency Preparedness and Administration, and the Director, EMSHG EO apprised of ongoing coordination and activities at the EST.

b. Regional Response Structure

(1) The regional structure centers around the DFOs established near the disaster site(s) soon after the disaster occurs. The FCO, supported by an interagency ERT, will locate at the DFO. Initial disaster response coordination for the affected region(s) will come from the FEMA ROC. The resident FEMA staff will coordinate required actions and may require the presence of an Emergency Response Team Advance Element (ERT-A).

(2) Requirements for ERT-A representatives may include the following locations simultaneously:

- (a) The FEMA ROC: to coordinate initial response.
 - (b) State(s) EOCs: to work directly with the state(s) to begin assessing damage and identifying requirements for assistance.
 - (c) Disaster site(s): to begin on-scene assessments, to identify a location for the DFO, and begin set-up operations.
- (3) The Director, EMSHG EO, shall ensure that designated Area Emergency Managers address potential ERT-A requirements in regional plans.

8. ACTIVATION PROCEDURES. This paragraph details the procedures that VA will follow in accordance with the FRP. The activation procedures include the actions of the Deputy Assistant Secretary for Security and Law Enforcement (VACO CC), who will receive the national notification, and the VHA EMSHG headquarters at Martinsburg, West Virginia. Both national and regional procedures will be discussed.

a. National

(1) The FEMA Director will direct the full or partial FRP activation and advise Federal departments/agencies of known requirements, designate the affected area(s), name the FCO(s), state the FEMA regions activated in response, and specify times of any national response group initial meetings such as CDRG or EST. FEMA dispatches unclassified emergency messages to VA via its telephone or facsimile. VA has identified three transmission stations to receive and send unclassified emergency messages. The first is located in Central Office and is managed during normal duty hours by the Deputy Assistant Secretary for Security and Law Enforcement. The second is located at the VA Medical Center in Martinsburg, West Virginia, and is managed around the clock by the VHA Emergency Planner. The third unit is at VA Medical Center in Washington, D.C., and is accessible around the clock by the Medical Administration Officer.

(2) Any classified emergency messages are dispatched via secure facsimile to the Office of the Deputy Assistant Secretary for Security and Law Enforcement. Procedures are in place to communicate messages on a 24-hour basis. The National Emergency Alerting Network (Cascade) System for the Secretary and the cadre will be initiated through this office.

(3) The Deputy Assistant Secretary for Security and Law Enforcement will advise the Secretary and all VACO organizations about the FRP activation, and activate the VACO CC and the EMSHG EO at Martinsburg, as appropriate.

(4) VACO CC, assisted by EMSHG EO, will activate the appropriate VA response elements. EMSHG will have the primary responsibility for providing staff for the VA element of the Regional Response as well as the EST at FEMA and the National

Disaster Medical System (NDMS) Operations Support Center at Public Health Service Headquarters in Rockville, Maryland. EMSHG may be called upon to provide staff in support of other VA elements to the three remaining ESFs.

(5) VACO CC and EMSHG EO will confirm communications with the VA Regional Response Organizations.

(6) VACO CC will establish 24-hour operations for at least the first 48 hours of the emergency. EMSHG EO will establish 24-hour operations for the duration of the emergency. To the extent feasible, tours of duty will be 8 hours per day (80 hours per pay period). In no case will tours of duty exceed 12-hour shifts.

b. Regional

(1) The Director, EMSHG EO, in coordination with VACO CC, will notify appropriate VA organizations, including all field facilities, about the disaster and implementation of the FRP. EMSHG EO, in coordination with VACO CC, will activate appropriate VA response elements and inform them about known requirements.

(2) All primary VA response elements will be prepared to establish 24-hour capability in their EOCs. Activated VA response elements will notify emergency response personnel.

(3) Activated VA response elements will establish contact with the FEMA ROC to coordinate requirements and advise EMSHG EO and VACO CC of coordination results.

9. VACO CC LAYOUT. The VACO CC is physically located on Level A of the Central Office building, Room A-1. The CC has a cadre of full-time staff responsible for performing routine daily operations and ensuring the facility is prepared for emergency use. Once the VACO CC is activated in response to an emergency, the Department's Emergency Planners will assemble at the CC and begin performing their Emergency Planner roles from the CC. Once an emergency is declared resulting in the activation of the VACO CC, and regardless of how long the VACO CC stays functional on a 24-hour basis, a daily briefing for all assigned Emergency Planners will take place at 8 a.m. in the CC conference room under the direction of the Director, Emergency Preparedness and Administration.

10. COMMAND, CONTROL, AND COMMUNICATIONS. This paragraph delineates the Department's command, control, communications and reporting relationships for the VA Emergency Preparedness Plan execution.

a. Command and Control. This SOP establishes a VA regionally oriented command and control structure for disaster mitigation planning and execution. The Regional Organization structure helps streamline dissemination of resources to cope with disaster preparedness and response.

(1) The Secretary of Veterans Affairs will exercise command and control of the structure through the VACO CC and the EMSHG EO. Each designated Primary Regional Organization or the designated alternate, will respond to the EMSHG EO.

(2) Within each region, the Primary Regional Organization is responsible for VA mission accomplishment. If activated, the Primary Regional Organization can directly task regional assets/resources. VACO, through the VACO CC, will control requirements for assets outside the region's boundaries.

b. Reporting Relationships. VA field organizations shall observe the following communication protocols to report all response actions to the VACO CC as follows:

(1) From field/area offices to the VA ERT at the DFO.

(2) From the VA ERT at the DFO to the Regional Organization: The Regional Organization will consolidate, as appropriate, and follow the prescribed situation report (SITREP) format, a sample of which is included at the end of this appendix.

(3) From the Regional Organization through EMSHG EO to VACO CC.

(4) VA Central Office will use the same process, in reverse. The VACO CC will provide information and guidance through EMSHG EO to the Regional Organizations. The Regional Organizations will subsequently provide information and direction to their VA ERT members at the DFO or other locations.

c. Communication Channels. Communication requirements among VACO CCs to deployed locales such as the DFO will use the Secure Telephone Unit (STU-III) voice (secure/non-secure), facsimile, and data. Regional Organizations will ensure that deploying elements have portable devices. These devices use the public switched network (PSN). Regional planning will include backup (radio frequency) means to ensure communication with deployed elements.

d. Authorities and Use Procedures. Upon receipt, these VACO CC procedures are effective for use in planning. Execution is on order of the Secretary, through the VACO CC. Activation of the FRP authorizes the ESF support agency to accept response missions for the ESF concerned.

11. STAND-DOWN. When a centralized Federal coordination presence is no longer required in the affected area, the ERT implements the demobilization plan to transfer responsibilities and close out the DFO. Recovery assistance program oversight and monitoring then shifts back to the individual agencies' regional offices or headquarters. At this point, the VACO CC may cease operations and the Deputy Assistant Secretary for Security and Law Enforcement will continue coordination and oversight of the

EMSHG EO. As soon as all VA deployed assets return from the field, EMSHG EO may cease operations.

12. AFTER-ACTION REPORT

Following a disaster, the Director, Emergency Preparedness and Administration, and the Director, EMSHG EO, prepare and submit a joint after-action report detailing problems encountered and key issues uncovered at the VACO CC and the EMSHG EO that may have affected VA performance. Data from these issues and targeted reviews are analyzed and used to prepare a lessons-learned report that will be provided to appropriate VA management for consideration of recommended solutions.

SITUATION REPORT FORMAT

FROM:

1. Name of VA element reporting: i.e., Emergency Support Team, or any VA field personnel requested and sent to staff DFO's, ERT-A's, ERT's or any interagency response teams.
2. Situation report number, date and time.
3. Name of person initiating report, telephone and fax number.

TO:

1. Name of VA element report addressee, telephone number, fax number and point of contact if known.

FROM DAY ONE OF THE EMERGENCY, ALL DEPARTMENT OF VETERANS AFFAIRS SITUATION REPORTS WILL BEGIN WITH A REPORT OF VA FACILITIES

2. Status of VA facilities in the designated disaster area:
 - a. Facilities Fully Operational
 - b. Facilities Operational with Damage
 - c. Facilities Not Operational
- d. Assessment (include criticality, resources being employed, and resource shortfall).
3. Other VA facilities not in the designated disaster area, affected by the disaster (list, describe status, resources employed/needed etc.).
4. VA Mission assignments in designated area, (list in sequence A, B, C, etc., stating mission, resources applied, and the projected completion).

SITUATION. Provide a brief description of the situation. On day one, provide a detailed and complete description. In daily SITREP update the status from last report, unless crucial to the understanding or if reporting NO CHANGE IN STATUS, do not repeat the previous day's report.

Exhibit 1 SITREP Format