

Personnel Manual  
Appendix

CONTINUITY OF OPERATIONS (COOP) PLAN

**Title: Incident Response and Planning Policy**

The purpose of this policy is to establish guidelines and procedures to effectively plan for, respond to, and address incidents before, during, and after they occur within our organization. This policy aims to ensure the safety of personnel, protect organizational assets, minimize disruption to operations, and mitigate potential damages to the city's reputation and stakeholders.

1) **Scope:** This policy applies to all employees, contractors, vendors, and any other individuals associated with our organization who may be involved in incident response and planning activities.

2) **Before an Occurrence: Risk Assessment:**

- a) Conduct regular risk assessments to identify potential threats, vulnerabilities, and risks to our organization's assets, infrastructure, and operations.
- b) More specifically:
  - i) Quarterly review of departmental staff and ensure contact information is correct.
  - ii) Bi-annual review of departmental procedures to include practical drills if needed.
  - iii) Bi-annual inspection of primary facility and any alternate facilities to ensure facilities are equipped with items needed for operational duties.
  - iv) Bi-annual inspection of Drive Away Kits to ensure kits are current and fully operable.
  - v) Bi-annual review of vendor information to ensure vendors are in place and adjust any fees due to contract renewals or inflation.
  - vi) Evaluate the likelihood and potential impact of identified risks to prioritize response efforts.
  - vii) Submit all changes via email to [pcalloway@cityofpowdersprings.org](mailto:pcalloway@cityofpowdersprings.org)

c) **Incident Response Planning:**

- i) Develop and maintain comprehensive incident response plans tailored to diverse types of incidents, including but not limited to cybersecurity breaches, natural disasters, physical security breaches, and operational disruptions.
- ii) Assign roles, responsibilities and train individuals or teams responsible for executing incident response plans.
- iii) Ensure clear communication channels and contact information are established and readily accessible.
- iv) c. Training and Awareness:
  - (1) You will receive regular training and awareness programs on incident response procedures, including roles and responsibilities during an incident.
  - (2) Conduct drills and exercises to assess the effectiveness of incident response plans and improve response capabilities.
- v) Training sessions will be scheduled and changes, if applicable will be discussed and forwarded via email to [pcalloway@cityofpowdersprings.org](mailto:pcalloway@cityofpowdersprings.org).

3) **During an Occurrence: Immediate Response:**

**Note: The City Manager will activate occurrences when needed.**

- a) Activate the appropriate incident response plan promptly upon detection or notification of an incident.
- b) Follow predefined procedures and protocols outlined in the COOP preparation plan.
- c) Prioritize the safety of personnel and the containment of the incident to prevent further damage or escalation.
  - i) Ensure all lines of communications are open and available as planned.
  - ii) Maintain open and transparent communication channels with relevant stakeholders, including employees, management, customers, partners, vendors, regulatory authorities, and the public, as necessary.
  - iii) Provide timely updates on the incident, including the current status, impact assessment, and remediation efforts.

4) ***After an occurrence complete an Incident Analysis and document as follows:***

- a) Conduct a post-incident analysis to assess the effectiveness of the response and identify areas for improvement.
- b) Document lessons learned, including successes, challenges, and recommendations for future incident response planning and mitigation strategies.
- c) Update incident response plans and procedures based on the findings of the post-incident analysis.
  - i) Identify any Remediation and Recovery procedures needed.
- d) Implement corrective actions and remediation measures to address any vulnerabilities or weaknesses identified during the incident response process.
- e) Restore affected systems, services, and operations to normalcy as quickly as possible while ensuring the integrity and security of organizational assets.
- f) Monitor systems and networks for any residual effects or signs of recurrence.
- g) Submit post analysis via email to [pcalloway@cityofpowdersprings.org](mailto:pcalloway@cityofpowdersprings.org).

5) ***Compliance:*** All employees are required to adhere to this policy and comply with its provisions to and including but not limited to attending training sessions as requested.

6) ***Policy Review:*** This policy shall be reviewed bi-annually and updated as necessary to reflect changes in organizational structure, technology, regulations, or best practices in incident response and planning.

I, \_\_\_\_\_ (employee's full name) hereby confirm that I have read and understand the policy and guidelines.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date