

**Table 1 COOP Program Management Team**

**Department of the Attorney General**

<b>COOP PROGRAM MANAGEMENT TEAM</b>	
<b>Name and Designated Position</b>	<b>General Responsibilities</b>
Director: ██████████	Approving authority of COOP Program.
Deputy Director: ██████████	Back-up approving authority of the COOP Program and direction as needed.
Department COOP Representatives: ██████████, Administrative Services Manager, and ██████████, Supervising Deputy Attorney General	Serves as task manager for plan components and procedure development. Also serves as a liaison for team members preparing/writing COOP Plan components and procedures. Primary POC for the department's and other department's/agency's/office's COOP Program. POC will coordinate COOP Plan document design and development; will be liaison for departments/agencies/offices that are dependent on, or are dependencies for the department/agency/office.
COOP Program Manager / Training, Testing and Plan Maintenance Coordinator: ██████████, Supervising Deputy Attorney General, and ██████████, Administrative Services Manager.	Develops and coordinates a comprehensive series of activities that will enable a department/agency/office to perform essential functions during any emergency or act of terrorism; solicits "buy-in" and markets the COOP Program to Senior Management; develops the Multi-Year Strategy and Program for Plan Maintenance. Schedules and coordinates training of all key essential personnel identified as "first responders" for the department/agency/office. Schedules, coordinates, and documents the results (and lessons learned) of the exercising and testing of the COOP Plan to maintain viability. Establishes a review cycle for the COOP Plan to maintain readiness and currency.
Public Information Officer: ██████████, Special Assistant to the Attorney General	Responsible for disseminating accurate and precise information to the public, managing media contacts, and preparing press releases.
COOP Administration / Logistics Support (Facilities): ██████████	Based on essential functions identified, assembles and pre-positions necessary resources, documents, and equipment. Orders supplies; coordinates with facility management to ready emergency operations site.

## 5.0 ESSENTIAL FUNCTIONS

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The department/agency/office has identified the essential functions that enable it to provide vital services, exercise civil authority, maintain the safety and well-being of the general population, and sustain the industrial and economic base in an emergency. Essential functions provide the basis for COOP planning.

The essential functions are prioritized according to those activities that are pivotal to resuming operations when a catastrophic event occurs. Prioritization is determined by the following:

- Time criticality of each essential function
- Sequence for recovery of essential functions and their critical processes

Note: An essential function's time criticality is related to the amount of time that function can be suspended before it adversely affects the department's/agency's/office's core mission. Time criticality can be measured by either recovery time or recovery point objectives. The Recovery Point Objective (RPO) is more specific to information systems. It is the amount of data that can be lost measured by a time index. Not all processes have RPOs, and some processes can have both a RPO and an RTO.

Essential functions and their supporting processes and services are intricately connected. Each essential function has unique characteristics and resource requirements, without which the function could not be sustained. Those processes and services that are necessary to assure continuance of an essential function are considered critical. Often, the processes and services deemed critical vary depending upon the emergency or if they have a time or calendar component.

Table 3 is a prioritized order of the essential functions within the department/agency/office. For each essential function listed, their critical dependencies (supportive processes or services) and their RTO are provided.

**Table 2 Essential Functions, Dependencies and Recovery Time Objective**

<b>ESSENTIAL FUNCTIONS, DEPENDENCIES AND RECOVERY TIME OBJECTIVES</b>				
<b>Priority</b>	<b>Essential Function</b>	<b>Supportive Processes or Services / COOP Strategy</b>	<b>Supporting Departments/Agencies/Offices</b>	<b>Recovery Time Objective (RTO)</b>
1.	Legal Advice & Counsel	If courts are operating, essential legal services are: Criminal prosecutors; family law deputies; Department of Human Services/Adult Protective Services - deputy responsible for imminent harm proceedings; Hawaii Youth Correctional Facility – deputy responsible for imminent harm proceedings; Department of Public Safety – deputy responsible for involuntary medical treatment proceedings; Hawaii State Hospital deputy; Department of Health – deputy responsible for youths with intensive mental health issues. If courts are not operating, the above listed deputies would not be essential.	Department of the Attorney General/Deputy Attorneys General/Criminal Justice Division, Family Law Division, Human Services Division, Health Division, and Public Safety Division.	ASAP
2.	Investigative Services & Security	Emergency support functions and investigations of serious crimes.		
3.	Administrative Services	payroll	Department of the Attorney General/Administrative Services Division	ASAP

## 6.0 KEY PERSONNEL

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Each essential function has associated key personnel and positions that are necessary to the COOP. They represent strategically vital points in the department's/agency's/office's management and authority, and underscore the essential functions of the department/agency/office that must be carried out. If these positions are left unattended, the department/agency/office will not be able to meet customer needs or fulfill its essential functions.

Table 4 lists the key personnel, and their contact information, that perform essential functions, including supporting process and procedures. Also provided are the key personnel's current title and their role once operating under the COOP Plan.

**Table 3 Key Personnel**

<b>KEY POSITION / PERSONNEL</b>			
<b>Essential Function</b>	<b>Name, Title, Address</b>	<b>COOP Role</b>	<b>Contact Information</b>
Legal Advice & Counsel	██████████ Attorney General	Primary position responsible for Essential Function.	Work: 586-1281 Home: Cell: ██████████ Alt. phone or email: ██████████
	██████████, First Deputy Attorney General	Primary position Responsible for Essential Function	Work: 586-1294 Home: Cell: ██████████ Alt. phone or email ██████████
	██████████, Special Assistant to the Attorney General	Primary position Responsible for Essential Function	Work: 586-1279 Home: Cell: Alt. phone or email:
	██████████ Supervising Deputy Attorney General		Work: 586- Home: Cell: Alt. phone or email ██████████

## 7.0 ORDERS OF SUCCESSION

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Succession planning ensures the continued effective performance of the department/agency/office by making provisions for the replacement of people in key positions. Succession orders should be of sufficient depth to ensure the department's/agency's/office's ability to manage, direct, and perform essential functions through any emergency. Geographical dispersion is encouraged, consistent with the principle of providing succession to department/agency/office in emergencies of all types.

Table 5 lists the key positions by essential function, the successors for the position, and the conditions for succession.

**Table 5 Orders of Succession**

<b>ORDERS OF SUCCESSION</b>					
<b>Essential Function</b>	<b>Key Position / Personnel</b>	<b>Successor 1 (By position)</b>	<b>Successor 2 (By position)</b>	<b>Successor 3 (By position)</b>	<b>Condition for Succession</b>
Legal Advice & Counsel	Attorney General	First Deputy AG	Special Assistant to the AG	Supervising Deputy AG	Incapacitation or absence of key position/personnel
Investigative Services	Chief Investigator	Deputy Chief – Paul Jones	Deputy Chief – Aaron Correia	Deputy Chief – John Thompson	Incapacitation or absence of key position/personnel
Facilities Management	Administrative Services Mgr.	First Deputy AG	Info. Technology Spec. VI	Personnel Officer	Incapacitation or absence of key position/personnel

## 8.0 DELEGATION OF AUTHORITY

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Delegation of Authority in COOP planning ensures rapid response to an emergency that requires COOP Plan activation.

The types of authority that are addressed are emergency authority and administrative authority.

**Emergency Authority** refers to the ability to make decisions related to an emergency, such as deciding whether to activate a COOP Plan, deciding whether to evacuate a building, or determining which personnel should report for their duties.

**Administrative Authority** refers to the ability to make decisions that have effects beyond the duration of the emergency. Unlike emergency authority, administrative authority does not have a built-in expiration date. Such decisions involve policy determinations and include hiring and dismissal of employees and allocation of fiscal and non-monetary resources.

A successor's authority is either full or limited.

**Full** – Successor will assume full responsibility for essential function(s) during a COOP event.

**Limited** – Successor will assume limited responsibility for essential function(s) during a COOP event. If a successor's responsibility is limited the limitations need to be defined.

### 8.1 *Rules and Procedures for Delegating Authority*

This delegation of authority component requires a list of conditions or events that will trigger the delegation of authority for each key position. Activation of any delegation of authority is tied to the level of threat or the category of emergency. How the designee will assume authority and how staff will be notified of the delegation are included in Table 6.

### 8.2 *Limitations of Authority and Accountability of the Delegation*

Limitations on the delegation are often restrictions on the duration, extent, or scope of the authority. Officials who may be expected to assume authority in an emergency are trained to perform their emergency duties.

Delegation of Authority outlines the breadth and depth of responsibility of the successor for the following:

- Each essential function
- Each key position

Table 6 lists the position(s) being delegated and the specific authority or task(s) to be performed along with the types of authority being granted. Also listed in the table are:

- The activities or actions that would trigger a delegation of authority
- Rules governing the successor's ability to exercise authority
- Procedures that must be followed before successors exercise authority
- Any limitations of authority



**Table 6 Delegation of Authority**

<b>DELEGATION OF AUTHORITY – SUCCESSOR 1</b>							
<b>Essential Function</b>	<b>Successor Position 1</b>	<b>Type of Authority</b>	<b>Authority</b>	<b>Triggering Conditions</b>	<b>Rules</b>	<b>Procedures</b>	<b>Limitations</b>
Legal Advice & Counsel	First Deputy AG	Full	§26-32	Incapacitation or absence of key position/personnel		Notice	None, except as indicated by the Governor
Investigative Services	Deputy Chief – Paul Jones	Full		Incapacitation or absence of key position/personnel		Notice	As dictated by AG or Acting AG
Facilities Mgmt.	First Deputy AG	Full		Incapacitation or absence of key position/personnel	FDAG may delegate authority as needed.	Notice	None.

**Table 6 Delegation of Authority**

<b>DELEGATION OF AUTHORITY – SUCCESSOR 2</b>							
<b>Essential Function</b>	<b>Successor Position 2</b>	<b>Type of Authority</b>	<b>Authority</b>	<b>Triggering Conditions</b>	<b>Rules</b>	<b>Procedures</b>	<b>Limitations</b>
Legal Advice & Counsel	Senior Deputy Counsel	Full, subject to approval by Governor	§26-32	Incapacitation or absence of 1 <sup>st</sup> successor position/personnel			None, except as indicated by the Governor
Investigative Services	Deputy Chief – [REDACTED]	Full, subject to approval by AG		Incapacitation or absence of key position/personnel			None, except as indicated by the AG.
Facilities Mgmt.	Info. Technology Spec. VI	Full, subject to approval by AG		Incapacitation or absence of key position/personnel			None, except as indicated by the AG.

**Table 6 Delegation of Authority**

<b>DELEGATION OF AUTHORITY – SUCCESSOR 3</b>							
<b>Essential Function</b>	<b>Successor Position 3</b>	<b>Type of Authority</b>	<b>Authority</b>	<b>Triggering Conditions</b>	<b>Rules</b>	<b>Procedures</b>	<b>Limitations</b>
Legal Advice & Counsel	Supervising Deputy – Land/Trans Division	Full, subject to approval by Governor	§26-32	Incapacitation or absence of 1 <sup>st</sup> & 2 <sup>nd</sup> successor position/personnel			None, except as indicated by the Governor
Investigative Services	Deputy chief – [REDACTED]	Full, subject to approval by AG		Incapacitation or absence of 1 <sup>st</sup> & 2 <sup>nd</sup> successor position/personnel			None, except as indicated by the AG.
Facilities Mgmt.	Personnel Officer	Full, subject to approval by AG		Incapacitation or absence of 1 <sup>st</sup> & 2 <sup>nd</sup> successor position/personnel			None, except as indicated by the AG.

## 9.0 DEVOLUTION OF DIRECTION AND CONTROL

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Devolution planning supports overall COOP planning and addresses catastrophic and other disasters or events that render leadership and staff unavailable to, or incapable of, supporting the execution of its essential functions from either its primary or continuity location(s).

In Table 7, the department/agency/office that each essential function will be transferred to is identified.

In addition, the following information is also provided:

- Specifically trained staff within the department/agency/office to which the essential function was transferred, if feasible
- Trigger points for each essential function that are used to define a devolution event
- Equipment and supplies that will be needed for a specific essential function, if feasible and/or applicable
- Procedures for acquiring supplies that will be needed to maintain essential functions, if feasible and/or applicable
- Triggering events that will signal reconstitution of essential functions back to their originating department/agency/office

**Table 7 Devolution of Direction and Control**

<b>DEVOLUTION OF DIRECTION AND CONTROL</b>						
<b>Essential Function</b>	<b>Department/Agency/Office to Transfer Essential Function</b>	<b>Roster of Trained Staff</b>	<b>Trigger for Devolution</b>	<b>Equipment and Supplies Needed</b>	<b>Procedures for Acquiring Supplies</b>	<b>Trigger for Reconstitution</b>
Legal Services	To be determined		Division is demolished	Computers w/ online connectivity, printers, telephones, tables & chairs	Emergency Pcard	Recovery or rehire of trained staff.

## 10.0 VITAL RECORDS AND DATABASES

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COOP Plans account for identification and protection of vital records and databases (including classified or sensitive data) that are needed to perform essential functions and activities and to reconstitute normal operations following an emergency. Table 8 identifies vital records and/or databases that are needed to support the maintenance of the essential functions. In addition, the following information is also provided:

- Current status of the vital record(s) or database
- Whether the vital record(s) or database is pre-positioned at or is to be hand carried to the continuity facility
- The specific current location of the vital record(s) or database

Note: Table 10, Critical Vendors, is for capturing all vendor information related to vital records and databases.

**Table 8 Vital Records and Databases**

<b>VITAL RECORDS AND DATABASES</b>				
<b>Essential Function</b>	<b>Vital Records and Databases</b>	<b>Form of Record (e.g., hard copy, electronic)</b>	<b>Pre-Positioned or Hand Carried</b>	<b>Storage Location(s)</b>
Legal Advice & Counsel	ProLaw	electronic	Hand Carried	[REDACTED]
	iManage	electronic	Hand Carried	[REDACTED]
	Division folders "P" & Personal folders "Z"	electronic	Hand Carried	[REDACTED]

## 11.0 SYSTEM AND EQUIPMENT

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A system or equipment is vital if it is essential to emergency operations and/or to the department's/agency's/office's continuance of essential functions during a crisis for a minimum of thirty days. COOP planning for vital systems and equipment proceeds in the same way as planning for vital records, (i.e., to the greatest extent possible, back-up electronic systems, pre-position duplicate systems and equipment at a separate facility, and update vital systems and equipment on a regular basis.)

Table 9 identifies the system and equipment that are essential to the continued function of the department/agency/office and its mission, as well as:

- Current status of the system and equipment (stand-alone or stored on the network)
- Whether the system and equipment is pre-positioned at the continuity facility
- Whether the system and equipment will be hand carried to the continuity facility
- The specific current location of the system and equipment

Note: Table 10, Critical Vendors, is for capturing all vendor information related to systems and equipment.



**Table 9 System and Equipment**

<b>SYSTEM AND EQUIPMENT</b>				
<b>Essential Function</b>	<b>System and Equipment</b>	<b>Type of System and Equipment</b>	<b>Pre-Positioned or Hand Carried</b>	<b>Storage Location(s)</b>
Legal Advice & Counsel	Word Processing Software on PCs	MS Office 365	Hand Carried	[REDACTED]
	Case Management on Servers	ProLaw	Hand Carried	
	Document Management on Servers	iManage	Hand Carried	
	Print Servers			
	WestLaw thru Internet	Legal Research		

## 12.0 CRITICAL VENDORS

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Each essential function and its supporting dependencies, processes, and services that are necessary to assure continuance may have critical vendors.

In Table 10 are the critical vendors in support of this department/agency/office.

**Table 10 Critical Vendors**

<b>CRITICAL VENDORS</b>			
<b>Essential Function</b>	<b>Vendor (Name &amp; Address)</b>	<b>Contact Information (Point of Contact Phone &amp; Email)</b>	<b>Services Provided</b>
ProLaw – Case Management	[REDACTED]	[REDACTED]	Application Maintenance & Support
iManage – Document Management	[REDACTED]	[REDACTED]	Application Maintenance & Support
Communication/Network Support	[REDACTED]	[REDACTED]	Communication hardware maintenance

## **13.0 CONTINUITY FACILITIES**

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Emergencies or potential emergencies, whether anticipated or unanticipated, may affect the ability to perform mission-essential functions from the primary locations.

The identification and preparation of facilities that can be used to accomplish essential functions if the department's/agency's/office's primary facilities become unusable is critical. In selecting a continuity facility, it is essential to have a thorough understanding of the department's/agency's/office's mission, essential functions, concept for deployment and operations at a continuity facility, communications connectivity requirements, and resources allotted. These factors can vary widely from one department/agency/office to another. An acceptable facility for one department/agency/office might be provided in a borrowed conference room for use by a few key people on a temporary basis. A more complex department/agency/office might require a complete turn-key facility able to house the entire department/office for an extended period.

### **13.1 Continuity Facilities – Logistics Transportation, Lodging, and Food**

In the event that the department/agency/office has to move to a continuity facility, the needs of staff operating at the facility must be met. This includes provision for logistical support and lodging through arrangement with vendors for transportation, hotels, catering, etc.

#### **Security and Access**

Not only does the continuity work site need to be identified and the care of staff arranged, but the security of and access to both the primary and continuity facilities during emergency and non-emergency situations also need to be arranged. The security procedures should accommodate all hazards and include provisions for identifying access restrictions.

### **13.2 Continuity Facilities and Work Sites**

The continuity facility & work site allows the department's key personnel to perform essential functions when an emergency renders the primary facility unusable.

Provide directions to continuity facilities/work sites for COOP and layouts if possible. Where feasible, layouts could include room assignments, equipment location, etc.

### **13.3 Continuity Facilities Information**

Table 11 lists the requirements for each essential function at the continuity facility and work site. In addition, the following information is also provided:

- Essential functions to be performed at each continuity facility and work site
- Number of employees needed at the continuity facility
- Logistical support requirements
- Resource and infrastructure requirements

### **13.4 Continuity Facilities and Work Sites Layout**

As applicable, insert directions to, and images of, continuity facilities and work sites.

**Table 11 Continuity Facility**

<b>CONTINUITY FACILITY</b>				
<b>Essential Function</b>	<b>Continuity Facility (Name &amp; Address)</b>	<b>Number of Employees Required</b>	<b>Logistical Supports Required</b>	<b>Resources and Infrastructure Required</b>
Advice and Counsel	[REDACTED]	Varies		Work surfaces, computers, telephones, system access

## 14.0 INTEROPERABLE COMMUNICATIONS

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The communications component of a COOP Plan requires well-defined chains of communication with alternative means of communicating should the primary radio communications and/or telecommunications systems (i.e., telephones, faxes, Internet) not be functioning.

Departments/agencies/offices strive to maintain communications capabilities commensurate with the department's/agency's/office's essential functions at all times. The COOP Plan facilitates communication between the department's/agency's/office's Point of Contact/COOP Program Management Team, management, and department/agency/office staff and provides for communication with other departments/agencies/offices, as well as emergency personnel. The plan also provides a means for notifying the community of the department/agency/office relocation and procedures for contacting the department/agency/office and conduction of business in an emergency.

Interoperable communications provide the following:

- Communications capability that adequately supports the department's/agency's/office's essential functions and activities
- Ability to communicate with COOP contingency staff, management, and other organizational components
- Ability to communicate with other departments/agencies/offices and with emergency personnel
- Access to other data and systems necessary to conduct essential activities and functions

Table 12 lists:

- The current service's provider along with the representative's name and contact information
- An alternate service provider if primary source becomes unavailable
- Alternate methods or modes of communication if primary and alternate sources are unavailable

**Table 12 Interoperable Communications**

<b>INTEROPERABLE COMMUNICATIONS</b>				
<b>Communication System Needed in Continuity Facilities</b>	<b>Current Provider</b>	<b>Alternative Provider</b>	<b>Alternative Mode 1</b>	<b>Alternative Mode 2</b>
Landlines	Hawaiian Telcom		Personal Cell Phones	Text Messaging
Personal Cell Phones	Various	Various	Text Messaging	
Internet	ETS			
Department Email	Microsoft Office 365		Personal Emails	Text Messaging
Department Website	ETS			

Note: Notifications to the community pertaining to the emergency situation and/or each department/agency/office during an emergency will be conducted via the appropriate medium, (e.g., PIO) announcements and/or when instructed, answering machine message at the department/agency/office level).