

ETF Continuity of Operations (COOP)

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Office of the Secretary



Agenda

Defining COOP

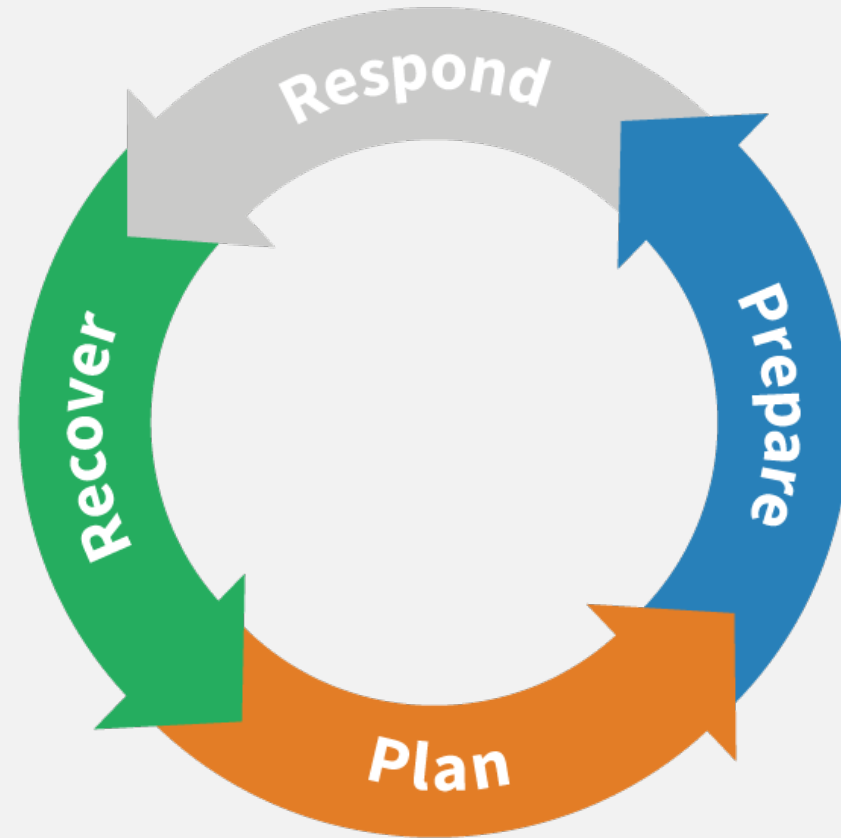
COOP Structure and Governance

COOP Planning

COOP Preparedness

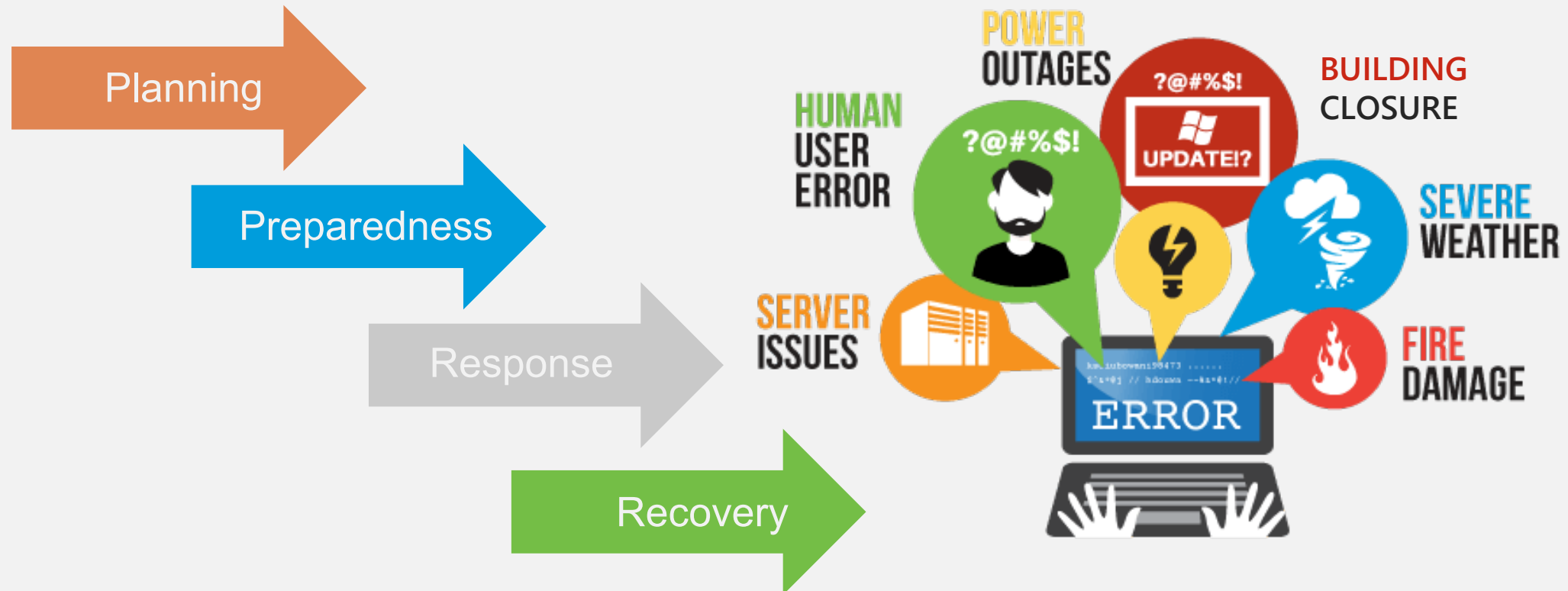
COOP Controls: Internal Audit

COOP Next Steps

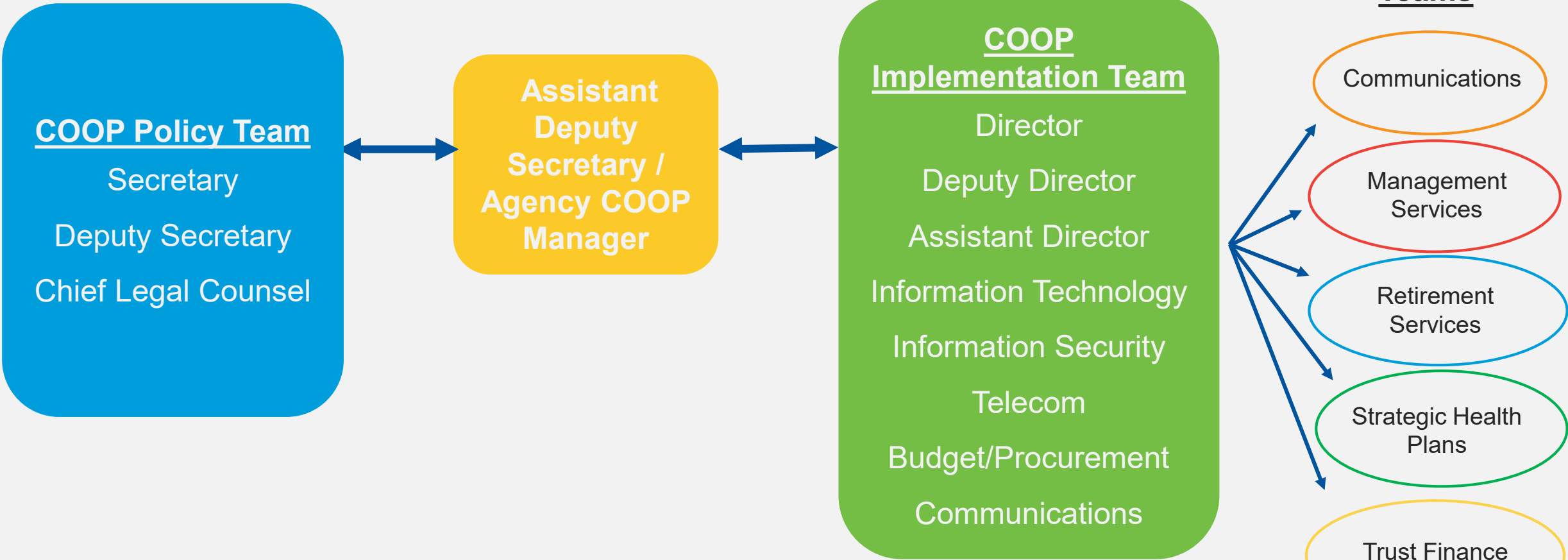


What is COOP?

Continuity of Operations (COOP) = a methodology used by both public and private sector organizations to ensure all essential business services are operational following a wide range of potential disruptions.



ETF COOP: Governance and Structure



ETF COOP: Recovery Teams

Communications

Internal - Staff
External – Media & WRS Members
Government & Board Relations

Strategic Health Plans

Manage Health Insurance Contracts
Manage Programs
Continue Contract Development & Compliance
Continue Rate Setting

Management Services

Establish IT and Telecom Services
HR Advising and Support
Emergency Procurement
Continue Records and Imaging
Continue Mail Services

Retirement Services

Coordinate Benefits
Support WRS Employers
Process Insurance Enrollments
Continue Call Center Operations
Member Outreach & Appointments

Trust Finance

Pay Annuitants
Pay Benefits
Pay Health Insurance
Pay Contributions

ETF COOP: Planning

What's in our COOP Plan?

Communication
Plans



Response
Procedures



Alternate Site
Procedures

















ETF COOP: Planning

MY SURVEYS

MY DOCUMENTS

Total (14) [\(Expand\)](#) [\(Collapse\)](#)

Name	View	Status	Last Complete	Reports
<input type="checkbox"/> Folder: Wisconsin/WI COOP/Business Recovery/Executive/ETF - Dept of Employee Trust Funds/ETF - Communications Services				
(906) ETF - Communication Services - Internal & External Relations		In-Progress	03/02/2018	
(907) ETF - Communications Services - Govt & Boards Relations		In-Progress	05/14/2018	
<input type="checkbox"/> Folder: Wisconsin/WI COOP/Business Recovery/Executive/ETF - Dept of Employee Trust Funds/ETF - Management Services				
(904) ETF - Management Services - Human Resources & Procurement		In-Progress	03/02/2018	
(905) ETF - Management Services - I.T. Services		In-Progress	03/02/2018	
(902) ETF - Management Services - Imaging & Records		In-Progress	02/28/2018	
(903) ETF - Management Services - Mail Services		In-Progress	02/21/2018	
<input type="checkbox"/> Folder: Wisconsin/WI COOP/Business Recovery/Executive/ETF - Dept of Employee Trust Funds/ETF - Retirement Services				
(912) ETF - Retirement Services - Benefits & Disability Services		In-Progress	03/22/2018	
(909) ETF - Retirement Services - Employer Services		In-Progress	03/02/2018	
(910) ETF - Retirement Services - Insurance Enrollments & Processing		In-Progress	02/15/2018	
(908) ETF - Retirement Services - Member Contact Services		In-Progress	03/05/2018	
(911) ETF - Retirement Services - Member Services, Outreach & Appointments		In-Progress	02/28/2018	
<input type="checkbox"/> Folder: Wisconsin/WI COOP/Business Recovery/Executive/ETF - Dept of Employee Trust Funds/ETF - Strategic Health Plans				
(926) ETF - Strategic Health Plans		In-Progress	12/13/2018	
<input type="checkbox"/> Folder: Wisconsin/WI COOP/Business Recovery/Executive/ETF - Dept of Employee Trust Funds/ETF - Trust Finance Services				
(863) ETF - Trust Finance Service Plan		In-Progress	10/09/2018	
<input type="checkbox"/> Folder: Wisconsin/WI COOP/IT Disaster Recovery/Agency Managed Applications/ETF - Dept of Employee Trust Funds				
(960) ETF ITDR Template		In-Progress		



COOP (Continuity of Operations)

- Home
- Knowledge Base
- Documents
- Site Contents
- EDIT LINKS



COOP Team COOP Assigned All Staff

Admin-R	Call Trees	Response Checklists	BISM Incident Response Plan
COOP Plan & Reports	Exercises & After Action Reports	General Information	HR & Policies

News

September is National Preparedness Month
September is National Preparedness Month – a time when ...
[Read More](#)

Events

SEP National Emergency Preparedness Month
11
Wednesday
<https://www.ready.gov/september>
[Add to Calendar](#)

Quick Links

- RAVE - Purpose and Instructions
- ETF Workplace Violence Policy
- Run. Hide. Fight
- Surviving An Active Shooter
- Workplace Safety & Diversity LaDR Playlist
- Workplace Safety LaDR Training
- National Weather Service
- Pandemic Preparedness FEMA
- Personal Preparedness Tips from FEMA

ETF COOP: Preparedness

Likely Disruptions

Contingency Plans

- Power Outage
- Call Center Disruption



ETF COOP: Preparedness

Testing

Training

Exercising



ETF COOP: Preparedness



ETF COOP: Preparedness

Professional Development for COOP Team

FEMA , Department of Homeland Security, Conferences

Awareness Efforts for Agency

ETF Community Blog articles



COOP Controls: Internal Audit

2019 Findings for COOP:

- IT Disaster Recovery Plan
- Annual Review and Systematic Testing
- COOP Plan Documentation



Next Steps

TRAINING

SKILL

DEVELOP



Questions?

Thank you



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