



Continuity of Operations Continuity of Government Business Continuity



The terrorist attacks of September 11, 2001, and the aftermath of Hurricane Katrina have drawn attention to the critical need for comprehensive, tested plans for continuity of mission-essential operations for all levels of government and the private sector during emergencies. The threat of a major disaster or public health emergency that could disable or isolate crucial government agencies, functions, or staff—and pose similar risks to the private sector—provides additional impetus for action. However, past incidents have proven that far less than a major disaster can test, and sometimes break, an organization's ability to provide services and products. More common incidents such as building renovations, infrastructure failures and outages, and information technology malfunctions have proven equally devastating for organizations. The need for continuity of operations (COOP) and continuity of government (COG) in the public sector and business continuity (BC) in the private sector has been proven time and again, regardless of the organization's size or mission. Because comprehensive continuity planning is not simple, ICF International is poised to support organizations throughout the continuity lifecycle—including advising, implementing, and improving.

ICF Approach

ICF International has developed hundreds of COOP, COG, and BC plans for federal, state, and local governments and private-sector clients over the past several years. We have applied the lessons learned and best practices derived from those efforts and developed a standard continuity approach that fits the needs of most organizations and can be adapted to meet specific or unique organizational needs.

ICF's continuity support is built on the concept of partnership and the goal of increasing clients' continuity capabilities by providing options through guidance, recommendations, and realistic examples and scenarios. We collaborate with continuity planners over the course of assignments to enhance the client's continuity capabilities—across all continuity elements and beyond the client's boundaries by addressing interdependencies across organizations. We strive to be the process facilitator so clients may focus on institutionalizing a sustainable, in-house continuity capability. Our support includes a proven tool kit; easy-to-use forms to facilitate identification of continuity elements; plan writing; and one-on-one guidance, support, and feedback from our experienced professionals.

Decision makers, continuity team members, and support staff need to understand the purpose, policy, principles, plans, and procedures that will ensure the organization's continued operation in an emergency. Therefore, training and exercising are essential components of a successful continuity program. ICF provides a full spectrum of training, drills and exercises, and evaluations to validate and reinforce program effectiveness.

Our systematic continuity approach helps clients to protect employees' safety and health; minimize damages and losses; protect essential facilities, equipment, records, and other assets; reduce or mitigate disruptions in service; and efficiently recover in a timely manner.

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Featured Solutions

Minerals Management Service COOP/COG Development

ICF supported the U.S. Department of the Interior's Minerals Management Service in strengthening its COOP plans and programs using lessons learned from its COOP/COG implementation following hurricanes Katrina and Rita.

City of Los Angeles COOP/COG Development

ICF aided the City of Los Angeles in development of its overall COOP plan, as well as separate plans for the mayor's office, police department, Department of Water and Power, and 17 other major municipal departments.

COOP/COG for Nebraska

ICF assisted the Nebraska Department of Administrative Services in developing a COOP plan. The project focused on training department personnel so they could continue to develop and institutionalize their COOP program. ICF also trained personnel for their responsibilities during COOP activation and conducted a tabletop exercise to test personnel's familiarity with the COOP plan and to identify areas for improvement.

COOP/COG for North Carolina

ICF developed a comprehensive statewide COOP plan for North Carolina, incorporating COOP plans from each of the 26 executive branch agencies. As part of the process, ICF met with each executive branch agency to review individual COOP plans for consistency with the other agencies to identify common and conflicting policies and procedures, as well as which resources were needed and areas where the demand for a particular resource was duplicated.

Ensuring National Security/Emergency Preparedness Functions at the Environmental Protection Agency (EPA)

ICF provided analytical, technical, and on-site operational support to the EPA Emergency Operations Center in Washington, DC. Specific tasks included a complete revision of the center's continuity plans and implementation efforts to ensure the EPA's ability to respond to national incidents even if an incident were simultaneously affecting its own facilities or staff.

COOP/COG Training for Federal Officials

In partnership with The Potomac Forum, ICF provided training to senior federal officials on current continuity of services issues,

including local linkages to federal homeland security initiatives. More than 200 federal, state, and local officials have participated in the trainings to date.

Pro Bono COOP for The Children's Inn (TCI) at National Institutes of Health (NIH)

ICF provided its traditional first-rate service to TCI at NIH by developing, facilitating, and evaluating a continuity tabletop exercise for its entire staff. The exercise demonstrated the capabilities of TCI's newly developed COOP plan, identify areas for improvement, and strengthen the response relationship between TCI and NIH.

Business Continuity Plan Development

Through a contract with the District of Columbia Emergency Management Agency, ICF developed a model business and industry continuity plan and conducted business and industry training to educate private-sector leaders on comprehensive emergency management and BC planning. Participants were trained in risk and vulnerability assessment, emergency communications, and standard operating procedures.

COOP/COG Plan Development for Florida Counties and Cities

ICF developed all-hazards COOP/COG plans for six critical services (fire/rescue, law enforcement, emergency management, 911 communications, emergency medical services, and public works/engineering) for 12 Florida counties and 4 metropolitan areas.

COOP Program for National Oceanic and Atmospheric Administration

ICF supported the National Oceanic and Atmospheric Administration's Office of Coast Survey in developing a new, comprehensive, and systematic approach to continuity, resulting in a newly developed continuity plan. In addition, ICF developed an organization-wide training program specifically tailored to each level of the organization. The entire planning and training effort culminated in a full-scale exercise that put the new strategy to the test.

About ICF International

ICF International (NASDAQ: ICFI) partners with government and commercial clients to deliver consulting services and technology solutions in the energy, climate change, environment, transportation, social programs, health, defense, and emergency management markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program lifecycle, from analysis and design through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 2,500 employees serve these clients worldwide. ICF's Web site is www.icfi.com.

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