

## State Agency Emergency Incidents

## State Agency Facility Closures

### GUIDANCE

The Enterprise Continuity Steering Team tracks state agency disruptions that have impacted the agency's services, facility, personnel, or technology. These incidents are routinely shared with the Governor and documenting them is an important tool for building a stronger continuity program in Minnesota.

#### Emergency Incidents

##### During normal business hours:

When the state agency is experiencing an emergency incident during normal business hours, they should be gathering the following information and be prepared to share this with the Enterprise COOP Steering Team when it is safe and feasible to do so:

- Incident date and time
- Name of person providing the info
- Name of agency
- Facility description and address
- Agency contacts and call-back info

##### **Agencies should be able to answer these questions for the Enterprise COOP Steering Team:**

##### **Are the agency's services impacted?**

How has the incident affected the agency's ability to provide its services to customers/clients? What services are delayed, temporarily interrupted, or will not be performed? What services are moved to an alternate location? Anticipated durations?

##### **Is the agency's facility impacted?**

What has happened to the building? Is the building safe to enter, is there power, is there heat/AC, is the water supply impacted? Are fire or law enforcement officials keeping personnel out? Anticipated duration if facility is closed.

##### **Are the agency's personnel impacted?**

How the incident has affected the employees. Are employees able to report to work? Are employees able to perform their duties? Have employees left work? Are employees experiencing trauma? How many employees are affected, displaced, or relocated? Are there any personnel injuries or fatalities?

### **Is there a major IT impact?**

Technology could be the source of the incident or the IT has been affected because of another incident. Are networks, systems inoperable, are computers/phones inoperable? Is the IT interruption impacting one or more systems that support state agency critical priority services?

## **Emergency Incidents**

### **Outside of normal business hours:**

When the state agency is experiencing an emergency incident outside of normal business hours, they should be gathering all of the above information and impacts and be prepared to provide this to the Minnesota Duty Officer.

### **Technology Incidents**

For all technology incidents during and outside of normal business hours, agencies should contact their MNIT@agency service desk, or the MNIT service desk at 651 297-1111.

### **Facility Closures**

If the emergency incident results in the need to close a facility, the agency should first consult with MMB via Enterprise Continuity Director, Cathy Hockert. If this is not feasible, the agency should contact MMB as soon as practical following the closure. MMB will use the above information about impacts to the agency in the closure discussion.

### **Emergency Paid Leave**

When an agency has experienced an emergency incident, only the MMB Commissioner can authorize paid leave for employees. State agencies should establish an internal process for requesting emergency paid leave. Requests should be made using the MMB Emergency Paid Leave Request Form and submitted to MMB via State Continuity Director Cathy Hockert.

## **STATE AGENCY RESPONSIBILITIES**

- Gather relevant information related to the emergency incident.
- Follow MMB Policy 1437 for emergency incidents that will result in a facility closure.
- Contact MMB/the Enterprise Steering Team during normal business hours.
- Call the Minnesota Duty Officer only when incident is outside of normal business hours; identify the call as a State Agency Emergency Continuity Incident.

## **MMB/ENTERPRISE STEERING TEAM RESPONSIBILITIES**

- Collect and document the incident details.
- Respond to the state agency.
- Assess the state agency incident.
- Contact all state resources applicable to the incident.
- Link the impacted agency to appropriate resources.

## REFERENCES

[BeReadyMN Website](#)

MMB Emergency Paid Leave Request [Form](#)

## CONTACTS

Minnesota Duty Officer

651 649-5451 or 800 422-0798

MNIT 24/7 service desk

651 297-1111 or 888 717-6638

[Local agency services desks](#)

### **Enterprise Continuity Steering Team:**

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