



**NC Department of Health and Human Services**  
**Information Technology Division**  
**Privacy and Security Office**

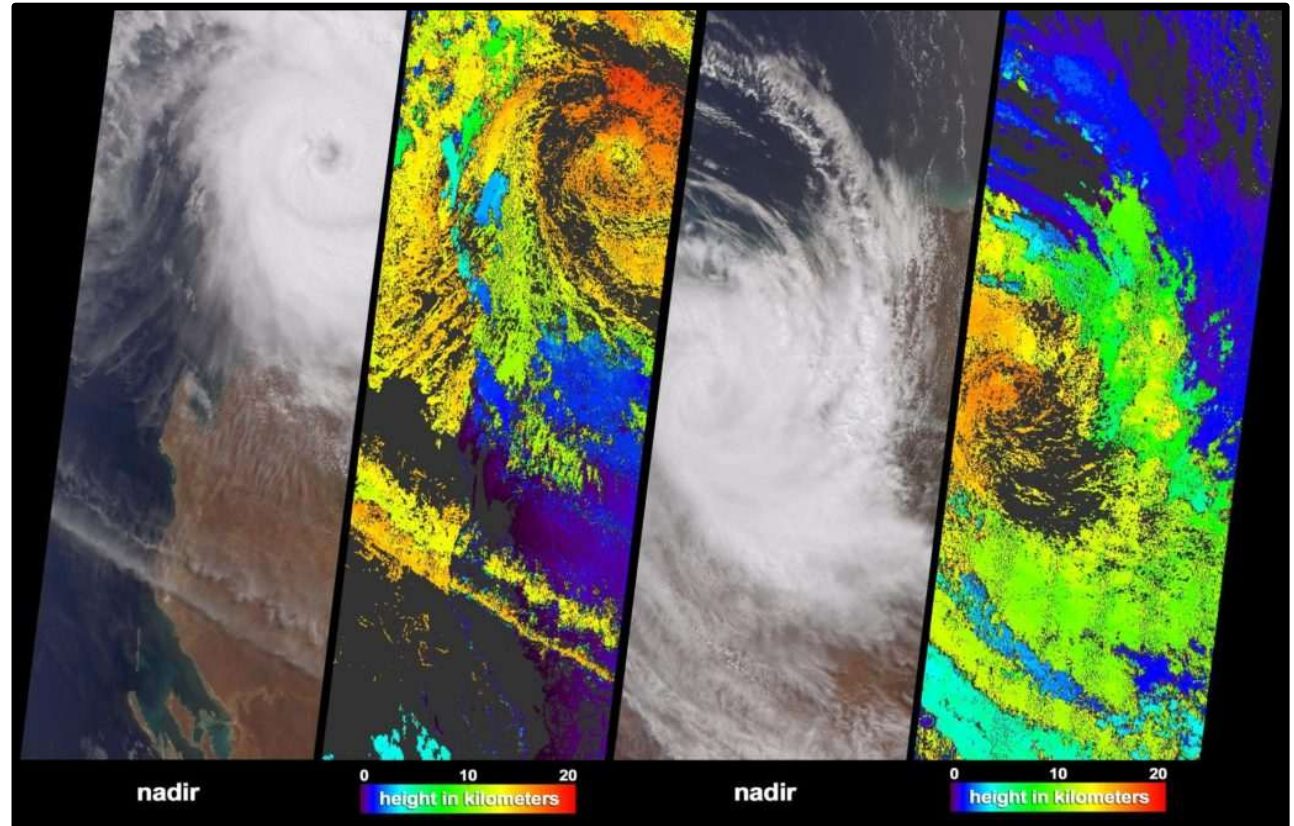
June 12, 2025

## **The DHHS Privacy and Security Office**

- The Privacy and Security Office (PSO) provides privacy and security information for the Department of Health and Human Services (DHHS). The PSO safeguards information from unauthorized use, disclosure, modification, damage or loss.
- The PSO provides consulting services around Privacy and Security, Business Continuity Planning (BCP), Continuity of Operations (COO), Disaster Recovery (DR), Forensic Investigations, Privacy and Security Policies, Incident Management, Risk and Threat Management.
- The PSO serves as the liaison between various Federal and State Agencies.
- The PSO is responsible for conducting annual reviews based on Federal and State requirements.

# Hurricane Season

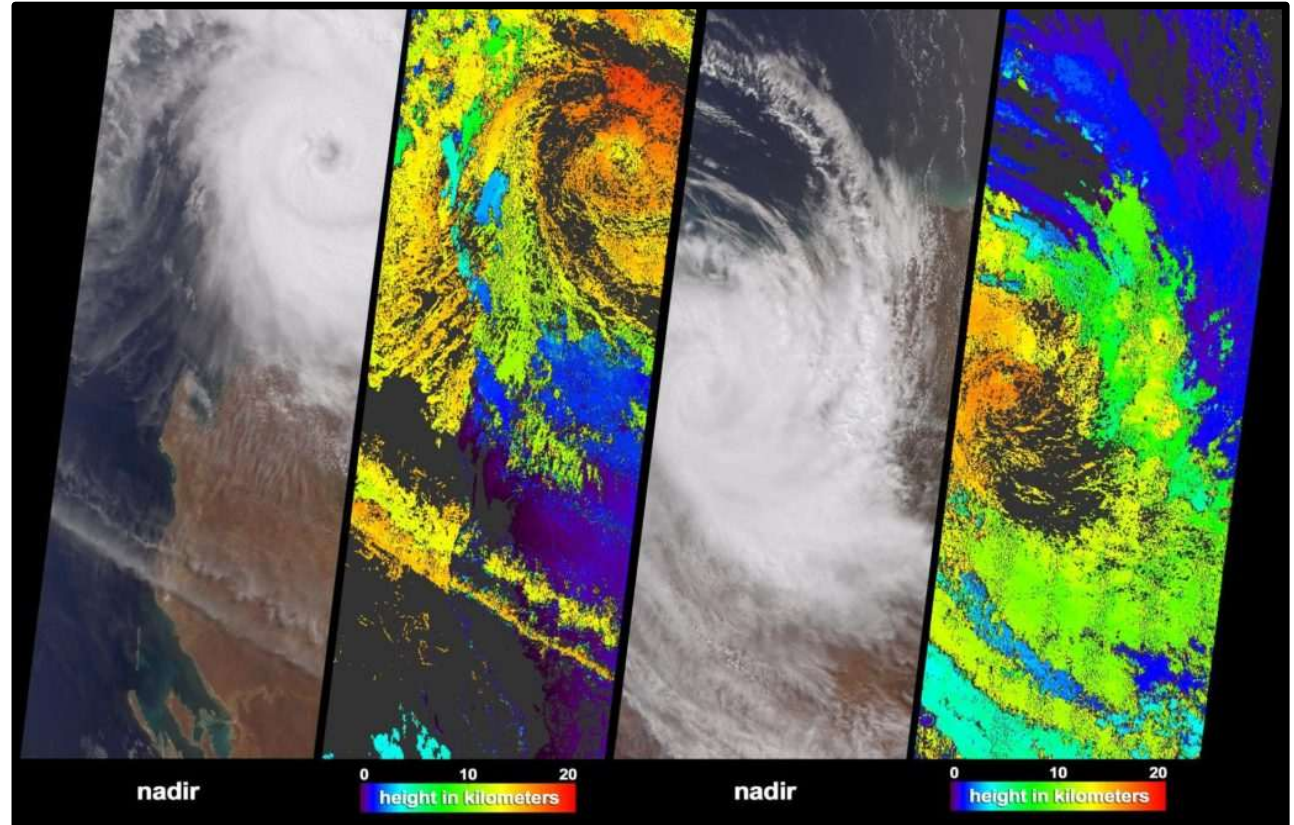
- Sun, Jun 1 marked the start of the 2025 Hurricane season
- The season runs through Sun, Nov 30, 2025



# 2025 Hurricane Season Forecast

- 17 named storms
- 9 hurricanes
- 4 major hurricanes

The risk of a major hurricane, with winds of more than 111 mph, making landfall is about 51%





# Hurricanes and North Carolina

- Since 1980 NC has been impacted 120 Tropical Storms/Hurricanes
- Hurricanes have impacted every part of North Carolina, from the coast to the mountains
- **List of costliest North Carolina hurricanes**
  - Helene (2024) \$59.6 billion
  - Florence (2018) \$22 billion
  - Matthew (2016) \$4.8 billion
  - Floyd (1999) \$3 billion
  - Fran (1996) \$2.4 billion

# Emergency Preparation

## Assemble a Home Emergency Kit:

- **Water:** Store at least one gallon of water per person, per day for several days.
- **Food:** Include a supply of non-perishable food items, especially if you may need to evacuate.
- **First Aid Kit:** Ensure it contains bandages, antiseptic wipes, pain relievers, and any necessary medications.
- **Communication Devices:** Include a battery-powered or hand-crank radio, a cell phone with chargers, and a whistle.
- **Flashlight:** Keep flashlights with extra batteries readily available.
- **Hygiene Items:** Include items like hand sanitizer, moist towelettes, and toilet paper.
- **Important Documents:** Keep copies of important documents like insurance policies and medical records in a waterproof container.
- **Additional Items:** Consider adding items like a manual can opener, extra batteries, a sleeping bag, and a dust mask.

# Emergency Preparation

## Develop a Family Communication Plan:

- Designate a meeting point outside the immediate area where family members can gather if separated.
- Identify an out-of-town contact who can coordinate information and check on family members.
- Establish a clear communication protocol, including how to contact each other and stay informed about the emergency.

# Emergency Preparation

## Stay Informed:

- **Monitor local weather and emergency alerts:** Pay attention to news broadcasts and local emergency announcements.
- **Learn about potential hazards in your area:** Understand the risks of earthquakes, floods, hurricanes, and other natural disasters.
- **Know what to do during different types of emergencies:** Familiarize yourself with safety procedures for earthquakes, fires, and other emergencies.



# BCP & COOP and You

- Designed to help minimize the impact of disruptions. They do this through enabling:
  - Insurance of business operations
  - Protecting critical functions
  - Rapid recovery facilitation
  - Enhanced organizational resilience
- Not all emergencies will require a plan to be activated.
- Communication and understanding relationships is key.
- We plan for the worst and hope for the best.

## **BCP & COOP Driving Force**

- § NCGS 143B-1331. Business continuity planning.
- Governor Roy Cooper – Executive Order 298 Continuity of Operations Planning.
- Contingency Planning Policy (State CIO) SCIO-SEC-306.
- Risk Assessment Policy (State CIO) SCIO-SEC-314.
- DHHS Information Security Manual, Chapter 8.

# Terminology

- BCP – Business Continuity Plan
  - This plan is for the technological side of the recovery efforts after a disaster.
- COOP – Continuity of Operations
  - This plan is concerning the human capital of your business. The COOP should outline your order of succession in the event of a major disaster.

## Terminology (cont.)

- DR or DRP – Disaster Recovery or Disaster Recovery Plan
  - This is in reference to the Disaster Recovery of either an application or business function.
  - All state-owned applications require a DRP that must be attached to your Business Continuity Plan.
- BIA – Business Impact Analysis
  - A systematic process that assesses the potential consequences of disruptions to critical business functions and processes. It helps organizations understand the impact of disruptions on service delivery, financial standing, and reputation, ultimately informing recovery strategies and resource allocation.

# DRP Application Criticality

- **Criticality level determines the application's Disaster Recovery Plan (DRP) testing requirement.**
- **Four (4) levels of criticality:**
  - 1 – Non-Critical      Tests as required (*recommend every 4 years*)
  - 2 – Program Critical      Tests as required (*recommend every 2 years*)
  - 3 – Agency Critical      Tests **annually**
  - 4 – Statewide Critical      Tests **annually**
- **After Action Report**
  - Must be done once testing of your “owned” applications have been completed.

# Business Impact Analysis (BIA)

- **Each organization must conduct BIA activities that include the following:**
  - Define the critical functions and services.
  - Define the resources (technology, staff, and facilities) that support each critical function or service.
  - Identify key relationships and interdependencies among the critical resources, functions, and services.
  - Estimate the maximum elapsed time that a critical function or service can be inoperable without a catastrophic impact. (See also Statewide Glossary for Recovery Time Objective).
  - Estimate the maximum amount of information or data that can be lost without a catastrophic impact to a critical function or service. (See also Statewide Glossary for Recovery Point Objective).
  - Document any critical events or services that are time-sensitive or predictable and require a higher-than-normal priority (for example, tax filing dates, reporting deadlines, etc.). Identify any critical non-electronic media required to support the critical functions or services.
  - Identify any interim or workaround procedures that exist for the critical functions or services.



## **What is Continuity of Operations (COOP)**

Continuity of Operations (COOP), as defined in the National Continuity Policy Implementation Plan (NCPIP) and the National Security Presidential Directive 51/Homeland Security Presidential Directive 20 (NSPD-51/HSPD-20), is an effort within individual executive departments and agencies to ensure that Primary Mission Essential Functions (PMEFs) continue to be performed during a wide range of emergencies, including localized acts of nature, accidents and technological or attack-related emergencies.

## **What is the Goal of COOP?**

The goal of continuity in the executive branch is the continuation of National Essential Functions (NEFs). To achieve that goal, the objective for organizations is to identify their Essential Functions (EFs) and ensure that those functions can be continued throughout, or resumed rapidly after a disruption of normal activities. The Federal Government has an important partnership with other non-federal government entities and with private sector owners and operators who play integral roles in ensuring our homeland security.

# Elements of COOP

The Continuity of Operations Plan (COOP) includes several key elements that are essential for ensuring the continued performance of essential functions during emergencies. These elements are designed to help organizations identify their essential functions, develop plans, and implement procedures to maintain continuity of operations. Here are the key elements of a COOP Plan:

- **Essential Functions/Services:** Activities and tasks that must be performed continuously or resumed quickly following a disruption, such as vital services, civil authority, and public safety.
- **Orders of Succession:** Provide for orderly assumption of leadership roles during an emergency if officials are unavailable.

## Elements of COOP (cont.)

- **Delegation of Authority:** Formal documents that specify the activities that can be performed by those authorized to act on behalf of key officials during a continuity event.
- **Continuity Facilities:** Alternate or backup facilities that sustain essential functions or services.
- **Continuity Communications:** The capability to communicate critical information with staff, external stakeholders, and media, including redundancy and operational within 12 hours.
- **Vital Records Management:** The ability to identify, protect, and access electronic and hardcopy documents required for the sustainment of essential services.
- **Human Capital:** The people required to sustain essential services.

## Additional Elements of COOP (cont.)

- **Test, Training, and Exercises (TT&E):** Measures to ensure that an organization's continuity plan can support the continued execution of the organization's essential functions throughout the duration of a continuity event.
- **Devolution of Control and Direction:** capability to transfer statutory authority and responsibility for essential functions from an organization's primary operating staff and facilities to other organization employees and facilities

## Additional Elements of Continuity (cont.)

- **Reconstitution:** The process by which surviving and/or replacement organization's personnel resume normal agency operations from the original or replacement primary operating facility.

These elements are crucial for organizations to be operationally prepared to continue operations during any type of threat or emergency, and to effectively resume essential operations if they are interrupted. The COOP Plan should be tailored to meet the specific needs and requirements of the organization, ensuring that it can effectively manage the continuity of operations during emergencies.



# Elements of the Business Continuity Plan (BCP)

To provide a foundation for which an organization can continue to provide a quality of service to our state's residents and partners; while safeguarding the interests of our clients and customers in the event of an emergency or significant business disruption.

*Note: Many elements are replicated between the BCP and COOP.*

- Essential Functions/Services
  - Dependencies
    - Application
    - Hardware
    - Locations
    - Vendor / Customers

## Elements of the BCP (cont.)

- Orders of Succession / Delegation of Authority
- Essential Records
- Documents
- Dependencies
  - Software / Tools
  - Equipment
  - Supplies
  - Vendor / Customers
- Special Teams
- Task / Playbooks

# Questions



# Informational Slides

NC DHHS Privacy and Security Policies :

<https://policies.ncdhhs.gov/departamental/policies-manuals/section-viii-privacy-and-security/>

NC State Security Standards:

<https://it.nc.gov/programs/cybersecurity-risk-management/esrmo-initiatives/statewide-information-security-policies>

The DHHS Privacy and Security Awareness Hub ( Information and Training):

<https://www.ncdhhs.gov/about/administrative-offices/privacy-and-security/dhhs-privacy-and-security-awareness-hub>

DIT Artificial Intelligence Resource Page:

<https://it.nc.gov/resources/artificial-intelligence>

Next Meeting Planned for July 10, 2025