



## Continuity of Operations/Continuity of Government (COOP/COG)

**When disaster strikes, government services and business operations become vulnerable to disruption—at a time when service recipients and customers may be in their hour of greatest need.**

**A Continuity of Operations (COOP)/Continuity of Government (COG) plan** allows agencies to operate under the most adverse conditions. It ensures they can continue to provide essential services to the public and maintain the public's trust and confidence. IEM helps public agencies and private industry identify risks to their organizations in order to **implement strategies for protecting, maintaining, and restoring** operations and critical infrastructure in the event of a disruption, whether natural or manmade.

### In-Depth Experience

IEM has provided COOP/COG planning and support to jurisdictions and agencies throughout the United States, including **ten years** of support developing a FEMA technical assistance program that provides COOP/COG training and assistance to state, local, tribal, and territorial jurisdictions.

**COVID-19 highlighted the need to continue to improve continuity planning** to meet the unique sustained challenges of the pandemic, particularly as organizations expand remote work capabilities and require easy-to-use and apply strategies to disruptions in normal operations. The focus on alternate facilities and employee availability also shifted as a result of the pandemic. IEM's refined processes create more intuitive and focused COOP plans and facilitate training efforts.

**We have conducted 250+ COOP workshops, written 500+ COOP plans, and conducted 150+ COOP assessments and exercises** for federal, state, local, and territorial jurisdictions, major U.S. cities, and mass transit agencies.

### IEM COOP/COG services include:

- Business Impact Analysis (BIA)
- Risk Analysis and Capability Assessment
- Development of full-scale COOP plans
- COOP plan assessments with understandable/actionable recommendations
- Baseline tabletop exercises
- Planning workshops
- Plan testing, training, and exercises
- After-action reports
- Plan maintenance, with multi-year strategies

### QUICK FACTS

#### Founded

1985  
Woman- and Minority-Founded  
and Owned

#### Headquarters

Research Triangle Park, NC

#### Physical Offices

Washington, D.C. • Baton Rouge, LA •  
Tallahassee, FL • Bel Air, MD •  
Richmond, KY • Guaynabo, PR •  
Aguadilla, PR

#### Our Experts

The expansive IEM team includes emergency management, homeland security, disaster recovery, national security, and digital service professionals, former executives, and senior leaders from FEMA, DHS, HUD, DoD, as well as senior state and local officials from across the country.

#### Key Service Areas

- Disaster Recovery and Management
- Emergency Management and Homeland Security
- Grants and Public Benefits Management
- Public Health Response and Policy
- Defense and National Security
- Information and Emerging Technologies

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## Demonstrated Success

From Connecticut to Hawaii and from Washington to Florida, IEM has assisted UASIs (Urban Area Security Initiatives), state, local, tribal and territorial governments, and other organizations with COOP/COG planning. Some sample projects include:

- IEM **provided COOP planning technical assistance to several high-risk metropolitan areas** under the FEMA/National Preparedness Directorate's Regional Catastrophic Preparedness Grant Program, including:
  - New York/New Jersey;
  - Honolulu;
  - Houston; and
  - National Capital Region/Wmata.
- IEM supported multiple transit agencies including **Amtrak, New York/New Jersey Port Authority, LA Metro, Chicago Metra, Golden Gate Bridge Highway and Transportation District, Southeastern Pennsylvania Transportation Authority**, and the **Orange County Transportation Authority** in the development of agency-wide COOP plans.
- IEM assisted numerous large municipalities in developing comprehensive COOP plans using a hands-on approach through the entire design, planning and implementation process. Representative customers include:

### States:

- Alabama
- Arkansas
- California
- Florida
- Hawaii

### Territories:

- Guam
- U.S. Virgin Islands

### Counties:

- Sarasota County, FL
- Prince William County, VA
- Wake County, NC
- Cobb County, GA
- Hamilton County, IN
- King County, WA
- Kern County, CA

### Cities:

- Sandy Springs, GA
- Santa Cruz, CA
- San Jose, CA
- Brunswick, NC
- Clearwater, FL

- IEM provided COOP/Business Continuity Planning services to the U.S. Department of Commerce and the Association of State and Territorial Health Officials (ASTHO).
- IEM uses CPG 101, FEMA's Continuity Guidance Circular (CGC), International Organization for Standardization (ISO) 22301, National Fire Protection Association (NFPA) 1600, and DRII best practices to guide COOP development.

## CONTRACT VEHICLES

Through existing contract vehicles and rapid procurement, IEM is prepared to address your critical emergency and healthcare preparedness and response needs for any event.

### **MAS - General Purpose Commercial Information Technology Equipment, Software, and Services Rescue**

Contract Number: GS-35F-679GA  
Contract Period: Sept. 14, 2017 – Sept. 13, 2027

### **HHS Aviation Ground Support and Airfield Operations and Maintenance**

Contract Number: 75A50120D00003  
Contract Period: Feb. 10, 2020-Feb. 9, 2025

### **California Multiple Award Schedules**

Contract Number: 4-22-07-1003  
Contract Period: July 6, 2022-Sept. 13, 2027

Contract Number: 3-20-70-2296C  
Contract Period: Aug. 11, 2020-Sept. 13, 2027

### **HGACBuy Cooperative**

Contract Number: HP08-21  
Contract Period: Aug. 1, 2021-July 31, 2024

### **Florida Department of Management Services**

Contract Number: 80101500-20-1  
Contract Period: March 1, 2021-Aug. 31, 2024

### **TXShare**

Contract Number: 2023-028  
Contract Period: Oct. 1, 2023-Sept. 30, 2024

### **Missouri Statewide Management Consulting Services**

Contract Number: CS201311024  
Contract Period: Apr. 1, 2020-Mar. 31, 2024

### **Massachusetts Statewide Contract**

Contract number: PRF76  
Contract Period: Oct. 27, 2022-Sept. 30, 2027