

IV. Implementation

During the implementation phase the COOP plan is put into practical effect. This requires publishing the plan, presenting it to the entire agency and educating all employees on their responsibilities and roles associated with COOP plan execution. After the initial introduction to the agency, the COOP plan will ideally become a part of normal operations.

To ensure the support of all employees, the implementation phase of the COOP planning process needs to address Human Capital Management and Family Planning.

A. Human Capital Management

People make up an organization. These individuals and their unique characteristics are human capital and can be identified as real assets and valuable resources. Human capital management is the process of acquiring, optimizing and retaining the best talent by implementing processes and systems matched to an organization's underlying mission. Effective Human Capital Management:

- Places the right people in the right jobs to perform most effectively the agency's essential functions.
- Ensures all employees have clear understanding of what they are to do in an emergency.
- Includes specific protocols for identifying and assisting special-needs employees.

During COOP activation, agencies will need to perform with reduced staffing. Human capital management is critical in ensuring the flexibility required of key personnel during these times of crisis. Agencies must ensure all key personnel are adequately trained and cross-trained to enable performance of all essential functions.

B. Family Planning

During a COOP situation, employees will need to focus on maintaining essential functions. This focus will be disrupted if the employees are also concerned about their families' safety and security. Agency leaders must encourage all personnel to plan for their families' well being before a disaster strikes.

The COOP program should include:

- Processes for activating emergency information call-in number for employees to get information about agency operations, pay, benefits, and other items of interest.