

Glossary of COOP-Related Terms

Much of this glossary is from the Maryland Emergency Management Agency (MEMA) Continuity of Operations Planning Manual.

Action Officer—A designated individual with responsibility to ensure all actions required of his/her department/office are executed according to the COOP Plan.

After-Action Report (AAR)—A narrative report that presents issues found during an incident and recommendations on how those issues can be resolved.

Alternate Database/Records Access—The safekeeping of vital resources, facilities, and records, and the ability to access such resources in the event that the COOP plan is put into effect.

Alternate Facilities/Work Site—A location, other than the normal facility, used to conduct critical functions/and or process data in the event that access to the primary facility is denied or the primary facility is damaged. The alternate site provides the capability to perform minimum essential department or office functions until normal operations can be resumed.

Alternative Communications—A Communication methods that provide capability to perform minimum essential department or office functions until normal operations can be resumed.

Application Recovery—The component of IT Disaster Recovery which deals specifically with the restoration of business system software and data, after the processing platform has been restored or replaced.

Assessment--The act of assessing; appraisal.

Backup—The practice of copying information, regardless of the media (paper, microfilm, audio or video tape, computer disks, etc.) to provide a duplicate copy.

Business Continuity Plan (BCP)—A plan to provide procedures to resume or restore critical business processes following a disruption. This plan must be coordinated with IT Disaster Recovery Plan to ensure the recovery time objective (RTO) is addressed and is consistent in each document, and that recovery strategies and supporting resources neither negate each other nor duplicate efforts. The program or business owners typically develop this plan as they are most familiar with their business processes. **A BCP is essentially the same as a COOP plan.** BCP is a term from private industry, and COOP is a government term. In North Carolina state government, we use the term COOP after that used by the Federal Government (specifically DHS).

Business Impact Analysis (BIA)--An evaluation of the strengths and weaknesses of an agency's disaster preparedness and the impact an interruption would have on agency business. This is a management level analysis by which an organization assesses the quantitative (financial) and qualitative (non-financial) impact and loss.