

The Day After



**Ensuring Your GIS Department
Survives the Storm**

Q&A

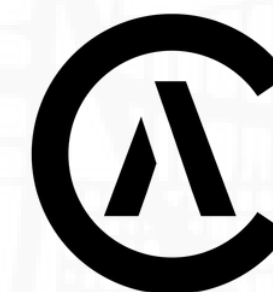




Hello, I'm

Carley Fitzgerald

Creative Thinker, Problem Solver, GIS
Manager, Solution Designer



GIS-Pro Milwaukee



#GISPro2026



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Where is home?



How today works

Q&A



1 – LEARN

Delivered piece by piece with examples.

2 – REFLECT

Polls and engagement to reflect on your organization's continuity planning.

3 – TAKE IT HOME

At the end, a QR code with worksheets to take home and begin your planning.

WHERE THE CONTENT COMES FROM

The 8 phases to be discussed follow the same outline as Continuity Atlas (CA), a planning tool I built. Nothing today requires CA. Worksheets and resources to FEMA support is agnostic of CA and free.

Eight phases, three acts

UNDERSTAND

1 Planning Basis
Mission, stakeholders, rules

2 Service Catalog
What GIS delivers

DECIDE

3 Business Processes
How the work gets done

4 Essential Functions
What cannot stop

5 Dependencies
What it needs

6 Risk Assessment
What could go wrong

PREPARE

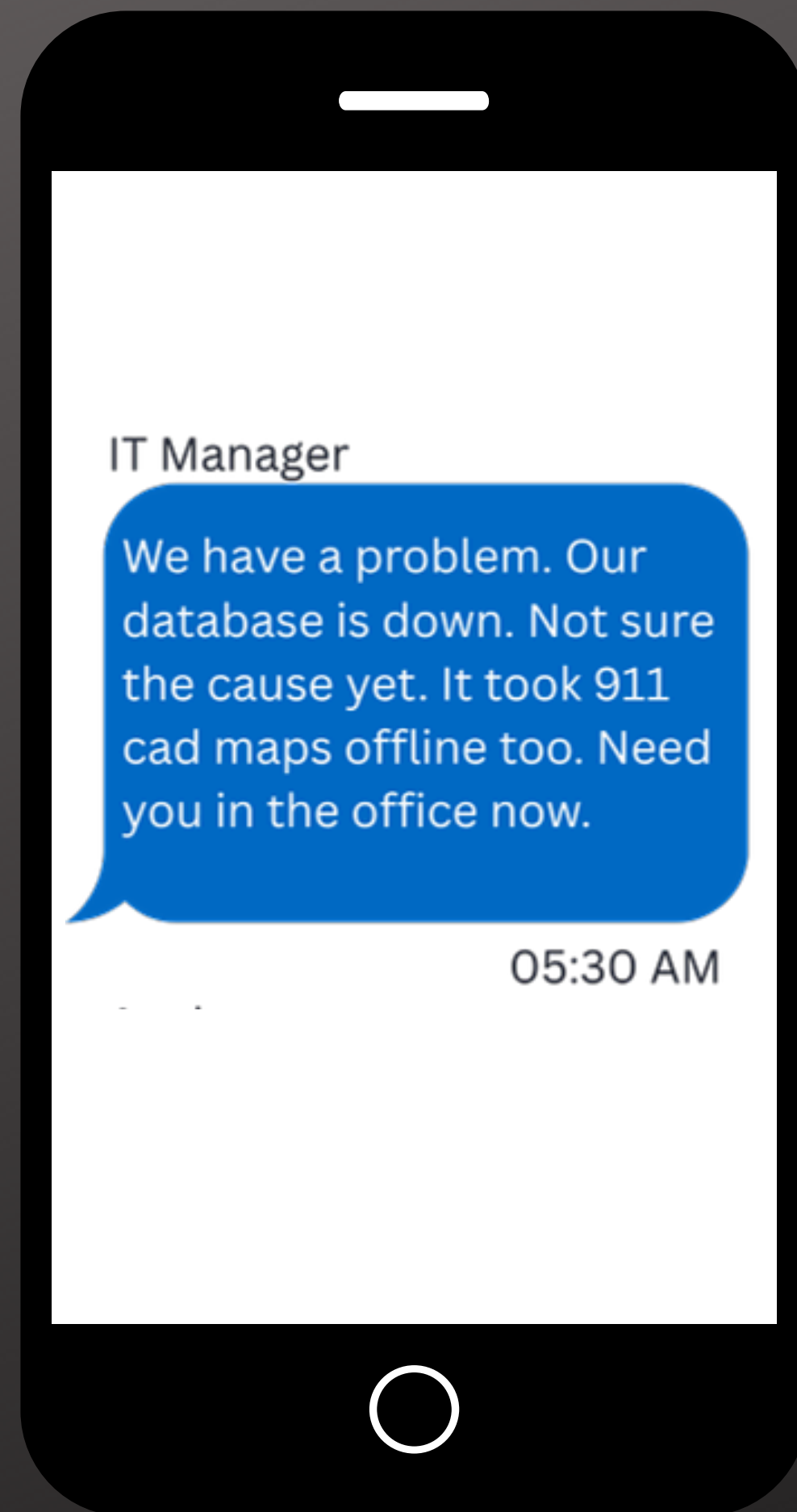
7 Continuity Strategy
Who decides, where, how

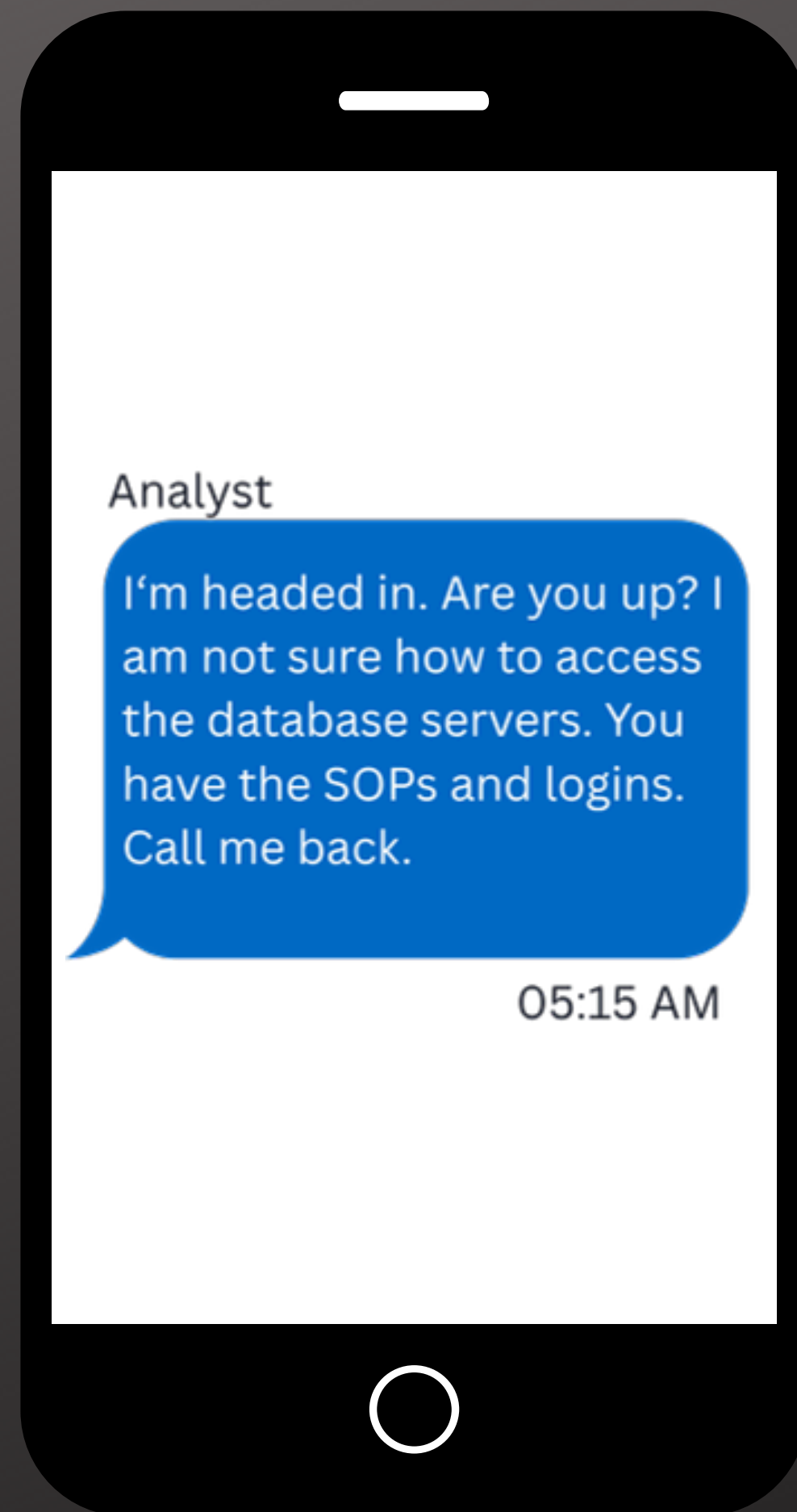
8 Sustainment
Keep it live

Does your GIS department have a written continuity plan today?





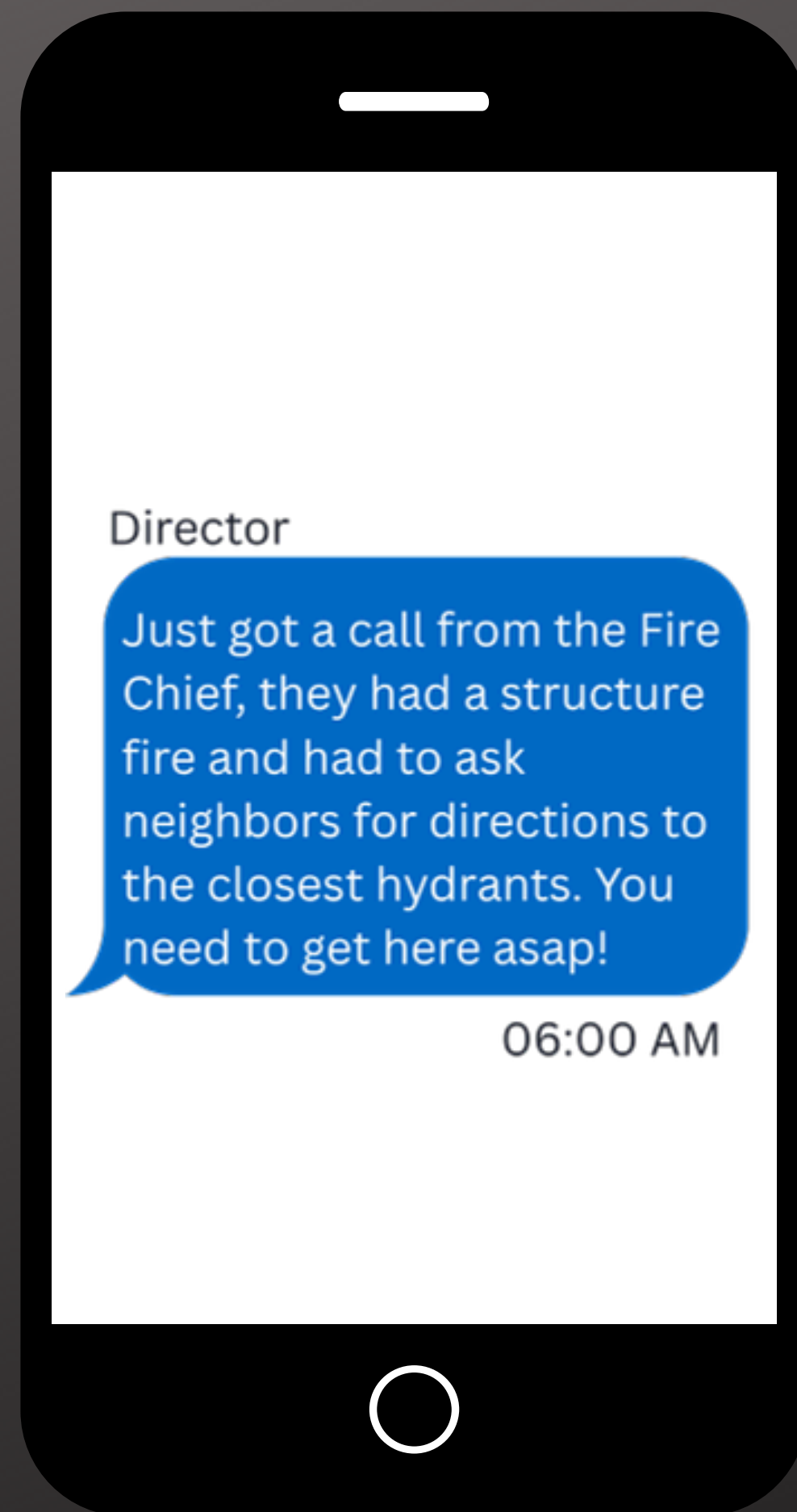




Analyst

I'm headed in. Are you up? I am not sure how to access the database servers. You have the SOPs and logins. Call me back.

05:15 AM



Director

Just got a call from the Fire Chief, they had a structure fire and had to ask neighbors for directions to the closest hydrants. You need to get here asap!

06:00 AM

**What is
your
first move?**



**Do you have
a backup
plan?**

How long can
GIS services
be
down?

This isn't fiction.

SamSam ransomware infected approximately 3,789 computers belonging to the **City of Atlanta**, including servers and workstations in 2018.

Atlanta refused to pay the ransom.

Recovery took several months, costing **\$17M** in damage and recovery efforts.

Source:

The Atlas. (2022). "Atlanta's Cyber Attack Recovery." March 22, 2022
[<https://the-atlas.com/projects/atlanta-cyberattack>]

U.S. Department of Justice. (2018). "Atlanta U.S. Attorney Charges Iranian nationals for City Of Atlanta ransomware attack." December 5, 2018.[<https://www.justice.gov/usao-ndga/pr/atlanta-us-attorney-charges-iranian-nationals-city-atlanta-ransomware-attack>]



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What a COOP actually is

“The capability of an organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident.”

Proactive

Built before
the event, not
after

Business-focused

Built around what the
department must
keep delivering

Scalable

Works for a
small outage
and a total loss

Tested

A plan nobody
has tested is a
hypothesis

What goes into a COOP



Planning Basis

Before the plan names a single system, it names the context.

MISSION

What this department exists to do, in one or two sentences.

STAKEHOLDERS

Who depends on you, and how long they can wait.

LEGAL & POLICY DRIVERS

The rules that make some work non-negotiable.

ASSUMPTIONS

What the plan takes for granted, so nobody is surprised.

Before identifying what technology needs to survive, identify what your organization exists to deliver.

Stakeholders Sample

Stakeholder / Department	What They Need from GIS	Acceptable Downtime	Impact if Unavailable
Emergency Management	Live maps showing resource locations, shelter status, and field unit positions during EOC activations	None; must be available continuously during activations	EOC loses its common operating picture; coordinators cannot track field resources or make informed decisions
Public Works	Damage assessment maps and reports after an event	4 hours after activation	Resource prioritization delayed; FEMA reimbursement documentation cannot be completed without mapped data
Planning & Zoning	Current parcel boundaries, zoning designations, and permit location maps for daily review and approvals	1 business day	Permit processing halts; legal reviews stall; fee revenue stops flowing to the organization
Public Works	Maps showing where water, sewer, and stormwater infrastructure is located so crews can find and repair it	4 hours	Field crews cannot locate buried assets; emergency repairs delayed; potential service outage extends

Legislative Background – Federal

There isn't specific federal guidance exclusively for GIS departments regarding COOP documents.

However, GIS departments should follow the same federal continuity planning principles that apply to all **critical infrastructure** support functions.

The guidance emphasizes focusing on mission-essential functions, which for GIS would include:

- *maintaining critical mapping services*
- *emergency response support*
- *data management capabilities*

FEMA's Office of National Continuity Programs guides state, local, tribal and territorial governments to continue performing essential functions and delivering critical services when typical operations are disrupted by an emergency

Emergency preparedness grants often require demonstrated continuity planning

Disaster recovery funding may be tied to having proper COOP procedures

Legislative Background - Industry

Public Safety & Critical Infrastructure → We're part of the essential response fabric

Public Records Laws → Data loss = noncompliance

Contractual & Legal Obligations → Downtime can breach agreements

Duty of Care & Liability → If we don't plan... we are the risk

Insurance & Bond Ratings → Poor continuity planning = higher premiums
& lower credit confidence

Policy & Legal Drivers Sample

LEGAL, POLICY & REGULATORY DRIVERS

Document / Authority	What It Governs or Requires	How It Applies to GIS
State GIS Data Standards Act	Establishes data format, accuracy, and metadata standards for geospatial data maintained by government agencies	All GIS datasets must meet state standards; data steward must maintain compliance documentation
Florida Public Records Law (Ch. 119)	Government records, including GIS data and maps, are public by default; requests must be fulfilled within a reasonable time	GIS staff must be able to locate and produce requested datasets even during disruptions
Interlocal Agreement: County / Municipalities	County GIS provides data sharing, address maintenance, and mapping services to member municipalities	Contractual obligation to maintain services; municipalities depend on GIS for permitting and 911
NSPD-51 / HSPD-20	Federal Continuity Directive requiring agencies that support essential functions to maintain continuity plans	GIS supports EOC operations and essential functions during declared emergencies

Name one group that would demand maps or data from you in the first 24 hours post incident.



Service Catalog

You cannot protect services you haven't identified.

GIS SERVICE INVENTORY

Service	Description	Customers	Frequency	Criticality
Enterprise GIS Platform Administration	Maintain ArcGIS Enterprise/Online, manage users, layers, apps	All departments	Continuous / daily	Critical
Emergency Mapping Support	Real-time maps, dashboards, situation reports during activations	Emergency Management, EOC	On-demand (incident-driven)	Critical
Parcel & Land Records Maintenance	Keep parcel fabric, ownership, and land use layers current	Assessor, Planning, Legal	Weekly updates	Important
Public Web Map Publishing	Maintain citizen-facing maps on website	General public	As needed	Standard
Field Data Collection Support	Configure Survey123/Collector apps for field crews	Public Works, Utilities, Inspections	Project-based	Important



Service Catalog

SERVICE GAPS & KNOWN WEAKNESSES

Emergency mapping support currently relies entirely on one staff member who holds all platform admin credentials. Our public web maps have no documented failover procedure. The parcel maintenance workflow is undocumented and tribal knowledge resides with one long-tenured employee approaching retirement.



Which of these GIS services or workflows are NOT currently addressed in your organization's continuity planning? Select all that apply.



Business Process Analysis

A business process analysis follows one piece of work from trigger to result: the steps, the inputs, the outputs, the people and the tools, and what breaks if any one is missing.

WHY IT MATTERS IN GIS

Our work is technical, multi-step and shared across departments.

WHAT IT EXPOSES

One-person knowledge. Hidden data dependencies. Steps nobody wrote down.

Start with your own work. Interview the people who do it. Do not forget the back-end steps: data prep, QA, publishing, permissions.

What is a Business Process Analysis?

Business Process Analysis (BPA) is a method of examining the steps, inputs, outputs, dependencies, and resources involved in how your department performs its core functions. It's more than just listing what you do. It's about understanding how you do it, what you need to do it, and what could break down if any piece is missing.

Tips to Conduct a BPA

- Interview staff (what do they do? how? with what?)
- Observe workflows or conduct screen-recording walkthroughs
- Use process mapping tools (e.g., Lucidchart, Visio, or even sticky notes)
- Start with your own functions, then expand
- Document daily, emergency, and activation-specific processes separately
- Consider automated scripts or models as part of the workflow
- Don't forget backend steps: data prep, QA/QC, publishing, permissions
- Tie each step back to what resource or person is critical

Sample BPA

Inputs	WebEOC incident data, field reports, NWS feeds, utility outage data, address data
Outputs	Situational awareness maps, printed map products, dashboard links, GIS data layers
Systems	ArcGIS Online, ArcGIS Pro, WebEOC, county address geocoder, shared network drive
Data	Parcel layer, road centerlines, shelter locations, critical facilities, utility infrastructure
Partners	State GIS clearinghouse, FEMA GeoPlatform, neighboring county GIS departments
RTO	2 hours
MTO	30 days (incident duration)
Degraded Mode	If ArcGIS Online is unavailable: use pre-downloaded offline maps in ArcGIS Pro with local file geodatabase. If primary workstation fails: use backup laptop with ArcGIS Pro license. If internet is down: use cellular hotspot; if cellular also fails, use pre-printed reference maps and coordinate with State for cloud access.
Reconstitution	Verify all data layers are current, reconcile any offline edits, archive incident data package to standard folder structure, conduct after-action review within 5 business days.

How confident are you that someone else could perform your department's most critical GIS workflow if its primary owner were unavailable tomorrow?



Essential Functions

An essential function is one where the downtime itself becomes the emergency: the gap puts people at risk, breaks a legal duty, or stalls others who depend on it.

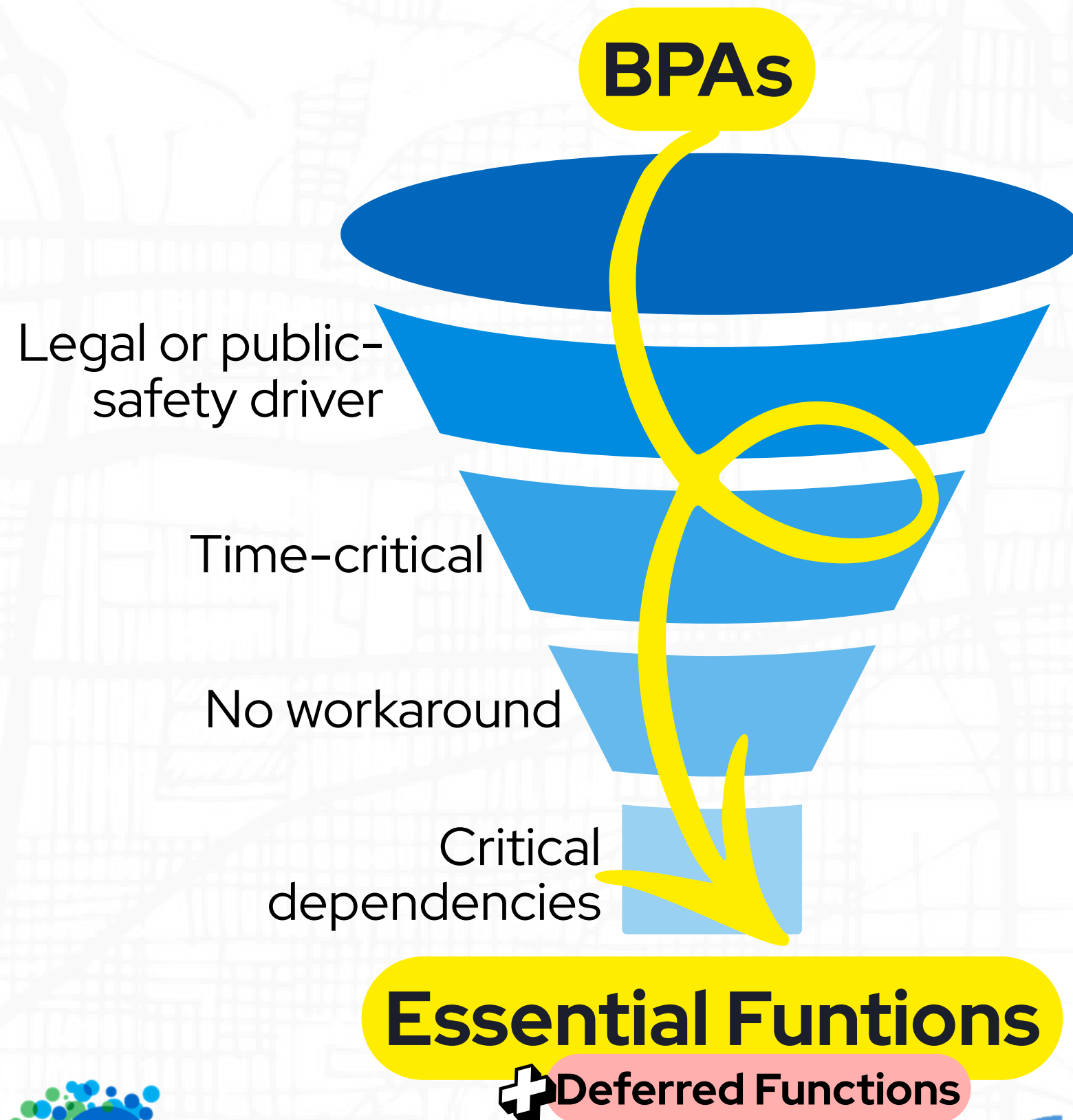
LIKELY ESSENTIAL

Keep the 911 address layer current. Serve evacuation and shelter maps to the EOC.

IMPORTANT, BUT IT CAN WAIT

The annual map book. Cleaning up the imagery archive.

BPA > Essential Function



What do we do that, if disrupted, would have major operational, legal, or public safety consequences?

What will break if you don't provide that function, i.e. lost time, legal issues, unsafe response, or public confusion.

To ensure GIS continuity during disruptions, we must define what absolutely must keep running. That's where essential functions come in.

Not everything is essential at once. Identify what must be operational in:

- First 24–72 hours
- First 2 weeks
- Long-term continuity and recovery

Sample Essential Functions

ESSENTIAL FUNCTIONS

Function	Driver	Type	Timeframe	Owner	RTO	MTD
Emergency Mapping Support	Life safety / EOC support	Emergency Response	Immediate (0-2 hours)	GIS Analyst II	2 hours	30 days
Enterprise GIS Platform Administration	Supports all other GIS services	Infrastructure	Immediate (0-2 hours)	GIS Manager	4 hours	14 days
Parcel Data Maintenance	Legal/statutory requirement	Regulatory Compliance	Medium-term (1-3 days)	GIS Analyst I	3 days	7 days
911 Addressing Support	Public safety / FCC mandate	Life Safety Support	Immediate (0-2 hours)	GIS Coordinator	4 hours	90 days

Sample Essential Functions

DEFERRED FUNCTIONS

Function	Why Deferred	Max Deferral
Public web map updates	Existing content remains valid; no life safety impact	30 days
New data layer development	Project work; no operational dependency	Duration of event
Training and onboarding	Non-critical; personnel needed for essential functions	Duration of event





Planning Horizons

24 – 72 HOURS

What must be running or restored first.

FIRST 2 WEEKS

What returns once the essentials are stable.

LONG TERM

Recovery and normal operations.



A widespread incident has disrupted all GIS operations. Emergency response is active, your IT team is overwhelmed, and you have limited staff. In what order would you prioritize restoring these GIS services?





Dependencies

Your essential functions are only as resilient as the resources they depend on.

DEPENDENCY ANALYSIS APPROACH

We identified dependencies by walking through each essential function and asking: what must be true for this to work? We then validated the list with each GIS staff member and cross-checked against our system inventories. Dependencies were categorized as blue-sky (normal operations) vs. gray-sky (degraded/continuity mode) to identify gaps.



Dependencies Sample

Category	Item	Normal Ops	Continuity Ops	Gap	Mitigation
People	GIS Analyst II (primary emergency mapper)	On-site or remote via VPN	May be personally affected by disaster	Single point of failure for emergency mapping	Cross-train GIS Analyst I; maintain written job aids
Software	ArcGIS Online organizational account	Always available, cloud-hosted	Requires internet; may be degraded during widespread outage	No offline fallback configured	Pre-stage offline maps in ArcGIS Pro; download critical layers monthly
Hardware	Primary GIS workstation	Dedicated workstation in GIS office	Office may be inaccessible	ArcGIS Pro license tied to specific machine	Maintain backup laptop with floating ArcGIS Pro license
Data	Parcel layer (authoritative)	Accessed from network drive	Network drive may be unavailable	No offline copy maintained by GIS	Weekly automated backup to OneDrive and external drive
Facilities	GIS office (primary)	Primary	May be uninhabitable	No alternate	Designate EOC as



Resources

PEOPLE

Roles, skills, cross-training, remote capability

SOFTWARE

Applications, licenses, versions, support contacts

HARDWARE

Servers, workstations, network gear, age and warranty

DATA

Critical datasets, update frequency, storage, backups

PARTNERS

Vendors, contractors, mutual aid agreements

DOCUMENTS

Procedures, configurations, contact lists



Resources

People

Item	Current State	Continuity Need	Notes
GIS Manager	On-site; full admin access to all platforms	Remote access capability; successor identified	Primary plan activator
GIS Analyst II	Primary emergency mapping staff	Must be reachable within 2 hours of activation	Cross-train with GIS Analyst I
GIS Analyst I	Secondary analyst; limited platform admin	Complete cross-training on emergency mapping workflow	Designated first alternate for emergency mapping





Resources

Software

Item	Current State	Continuity Need	Notes
ArcGIS Online (org account)	Cloud-hosted; always available with internet	Offline maps pre-staged in ArcGIS Pro quarterly	Annual subscription; contact Esri for emergency support
ArcGIS Pro 3.x	Installed on 2 GIS workstations	Floating license on backup laptop	License managed by IT
Microsoft 365 / Teams	Cloud-hosted; all staff accounts	Cell phones as backup for calls/SMS if M365 is down	Used for internal GIS coordination and file sharing





Resources

Hardware

Item	Current State	Continuity Need	Notes
GIS Workstation (primary)	Dedicated in GIS office; ArcGIS Pro installed	Backup laptop with ArcGIS Pro floating license	IT tag #GIS-001; contact IT for 4-hour replacement SLA
Backup laptop	Stored in GIS office; ArcGIS Pro installed	Deploy to EOC or alternate worksite on activation	Tested quarterly; kept charged
External hard drive	In GIS office fire safe	Contains weekly GIS data backup	Rotate monthly; store one copy off-site





Resources

Data

Item	Current State	Continuity Need	Notes
Parcel layer (authoritative)	Network drive: \server\GIS\Parcels	Weekly backup to OneDrive + external USB	Critical for 911 addressing, planning, and assessor
Road centerlines	Network drive and ArcGIS Online feature layer	Offline copy downloaded monthly to ArcGIS Pro	Maintained by Public Works; GIS holds read-only copy
Critical facilities layer	ArcGIS Online hosted feature layer	Local copy in file geodatabase; updated monthly	Used for emergency routing and shelter mapping



Resources

Partners

Item	Current State	Continuity Need	Notes
State GIS Clearinghouse	Online downloads and WFS feeds available	Cache critical state layers quarterly	Free access; state GIS coordinator contact on file
Neighboring county GIS	Informal mutual aid relationship	Formalize with MOU; exchange emergency contacts	Activated for large regional incidents
Esri Technical Support	Gold support contract via annual subscription	Have support contract # and emergency line ready	Emergency line available 24/7 for disaster response





Resources

Documents

Item	Current State	Continuity Need	Notes
This GIS COOP Plan	SharePoint and network shared drive	Printed copy in go-bag; staff personal copies emailed	Review and update annually or after any activation
Platform admin credentials	IT password manager (LastPass/1Password)	Sealed envelope in fire safe with IT; updated annually	Include ArcGIS Online, server admin, VPN credentials
Emergency contact list	Shared Teams folder and printed copy in GIS office	Staff carry laminated card; update on any personnel change	Includes all GIS staff, IT helpdesk, EOC liaison, key partners



Which is most likely the biggest single point of failure in your GIS shop?



Risk Assessment

IMPACT

Minor

Moderate

Severe

LIKELIHOOD

Likely

Possible

Unlikely

*moderate risk**high risk**severe risk**low risk**moderate risk**high risk**low risk**low risk**moderate risk*

Risk = likelihood x impact

Score each threat from 1 to 3 on both. Multiply. Work on the high scores first.

Risk Register Sample

Threat	Vulnerability	Likelihood	Impact	Risk Level	Mitigation	Owner
Hurricane / Major storm	Office flooding, power loss, staff evacuation	3	3	Severe	Pre-position mobile workstation at EOC; activate remote work protocols 48 hours before landfall; pre-download critical data layers	GIS Manager
Staff loss / turnover	Single GIS staff member holds all platform knowledge	2	3	High	Cross-train second staff member; maintain written SOPs for all critical processes; document all credentials in sealed envelope with IT	GIS Manager

Risk Register Sample

Ransomware / cyberattack	GIS servers on same network as compromised endpoints	2	3	High	Maintain offline data backups; coordinate with IT on GIS-specific incident response playbook	IT Security (GIS coordination)
Internet / cloud service outage	ArcGIS Online dependency for most web services	2	2	Moderate	Maintain local ArcGIS Pro copies of all critical layers; configure offline map packages quarterly	GIS Analyst II
Hardware failure (primary workstation)	ArcGIS Pro license tied to one machine	2	2	Moderate	Maintain spare laptop with ArcGIS Pro floating license; IT agrees to 4-hour hardware replacement SLA	GIS Analyst I

For your organization, what level of risk would you assign the following identified threat?



Continuity Strategy

In a continuity event, normal job titles get fuzzy. Writing it down in advance keeps the chain of command unbroken.

ACTIVATION AUTHORITY

Who can say “go”,
and what triggers it.

ORDER OF SUCCESSION

Who steps in, in
order, if the lead is
out.

DELEGATION OF AUTHORITY

What the person
stepping in is
allowed to decide.

DEVOLUTION

Where authority
moves if your whole
team is unavailable.

A continuity plan must work even when the person responsible for it is unavailable.

Continuity Strategy Sample

ACTIVATION AUTHORITY & TRIGGERS

This plan may be activated by the GIS Manager or, in their absence, the senior GIS Analyst on duty. Activation triggers include: (1) EOC activation at Level 2 or higher; (2) any event that renders the primary GIS office inaccessible for more than 4 hours; (3) loss of access to the enterprise GIS platform for more than 2 hours during business hours. Staff are notified via phone tree (primary), mass notification system (secondary), and posted to the shared Teams channel.

ORDERS OF SUCCESSION

Position	Primary	First Alternate	Second Alternate	Authority Delegated
GIS Manager	Jane Smith (555-0101)	John Doe (555-0102)	Director of IT (555-0103)	Full plan activation, resource requests, inter-agency coordination
Emergency Mapping Lead	John Doe (555-0102)	Maria Garcia (555-0104)	GIS Manager	EOC map product approval, data layer publication
Platform Administrator	Maria Garcia (555-0104)	John Doe (555-0102)	IT Help Desk (emergency access)	User management, service configuration, credential changes



Continuity Strategy Sample

ALTERNATE WORKSITE

If the primary GIS office is inaccessible, GIS staff will report to the Emergency Operations Center (EOC) at [Address]. The EOC has two designated GIS workstations pre-configured with ArcGIS Pro and network access. A remote work option is also available for staff with government laptops and VPN access; all GIS staff have been issued government laptops and are pre-authorized for VPN use.

TECHNOLOGY CONTINUITY STRATEGY

System	Normal Access	Continuity Approach	RTO	Responsible
ArcGIS Online	Web browser, any device	Pre-staged offline maps in ArcGIS Pro; local file geodatabase; coordinate with Esri for extended outage	1 hour	GIS Analyst II
ArcGIS Pro	Installed on GIS workstations	Backup laptop with floating license; QGIS as last-resort fallback for basic analysis	2 hours	GIS Analyst I
Network shared drive (GIS data)	Mapped network drive	OneDrive sync of critical folders; weekly USB backup stored in fire safe	4 hours	GIS Manager

Continuity Strategy Sample

COMMUNICATION & NOTIFICATION PLAN

During a continuity event: (1) GIS Manager calls each staff member using the phone tree within 30 minutes of activation; (2) Status updates are posted to the GIS Teams channel every 2 hours; (3) The EOC Liaison provides situation reports to the Emergency Manager at each operational period transition; (4) Service disruption notices are published to the department intranet within 1 hour of activation. If Microsoft 365 is unavailable, staff use personal cell phones; numbers are in the phone tree document stored offline.

DEVOLUTION (WORST-CASE)

In the event that all GIS staff are simultaneously unavailable (e.g., mass casualty event affecting staff, extended evacuation), the following devolution options apply: (1) Request GIS mutual aid from [County] under the existing MOU; contact [Name] at [Phone]; (2) Contact the State GIS office for emergency support; (3) Activate the State GIS Emergency Team through Emergency Management. The GIS Manager has pre-coordinated with these partners annually and maintains current contact information in the contact list at the end of this plan.

If you were suddenly unavailable for two weeks, who would have the authority and knowledge to keep your GIS operations running?



Sustainment

A continuity plan is not a finished document. It's a capability that must be maintained and tested.

A plan nobody has exercised is still a draft, a theory. Returning back to normal is also part of the plan: reconstitution means verifying data, reconciling edits and returning to routine operations in an order you chose in advance.

TRAIN

Role-based orientation so each person knows their part.

EXERCISE

Start with a tabletop. Move to a functional drill later.

MAINTAIN

Review once a year, and again after any activation or major change.

LEARN

Hold an after-action review within 30 days. Write down what to change.

Examples of manageable, small training and exercises

An organization doesn't need a large, expensive full-scale exercise to begin testing its continuity arrangements.

BACKUP DATA RESTORATION

Can somebody other than the person who normally manages the backups locate and restore an essential GIS dataset?

STAFF SUBSTITUTION

Have an alternate employee perform a critical workflow using only the written documentation. Where do they get stuck?

ALTERNATE OPERATIONS

Can your staff produce a basic emergency map without access to the normal enterprise environment?

COMMUNICATIONS

If your email, Teams, and network access were unavailable, could you reach your GIS staff and critical partners?



Training Plan Sample

TRAINING PROGRAM

Training	Audience	Frequency	Method	Status
FEMA IS-100.c Introduction to ICS	All GIS staff	One-time (required)	FEMA online course	Complete
ArcGIS Offline Map Configuration	All GIS staff	Annual refresh	Internal hands-on workshop	Planned
EOC Operations Orientation	GIS Manager, Emergency Mapping Lead	Biennial	EOC orientation tour + tabletop	In Progress
GIS Platform Admin Procedures	All staff (cross-training)	Annual	Internal documentation review + practice	Planned



Exercise Plan Sample

EXERCISE PROGRAM

Exercise	Scenario	Participants	Target Date	Status
Tabletop: Office Inaccessibility	GIS office flooded; staff must activate from alternate worksite	All GIS staff, IT representative	Q2 FY25	Planned
Functional: Emergency Mapping	Simulated EOC activation; GIS produces map products from backup systems	GIS Analyst II, Emergency Management liaison	Q3 FY25	Planned
Drill: Phone Tree Activation	Test communication plan and staff reachability	All GIS staff	Q1 FY25 (recurring annually)	Scheduled



If your primary GIS infrastructure became unavailable today, how confident are you that your department could restore its most essential services within its required recovery time?



Plan Maintenance Schedule Sample

PLAN MAINTENANCE SCHEDULE

Trigger	Frequency	Responsible	Last Completed	Next Due
Annual comprehensive review	Annual	GIS Manager	N/A (first plan)	January 2026
After any activation or exercise	As needed	GIS Manager + participating staff	N/A	After first exercise
Major staffing change	As needed	GIS Manager	N/A	Upon next hire/departure
Major technology change	As needed	GIS Manager + IT	N/A	Upon next system upgrade



Reconstitution Plan

Restoring systems and resuming normal operations are not always the same thing.

During a disruption, GIS teams may use:

- Offline datasets
- Alternate applications
- Temporary databases
- Locally stored files
- Manual collection procedures
- Emergency accounts or permissions

When normal operations resume, those temporary changes and data must be reconciled.

For example, if field teams conduct damage assessment using offline workflows, who verifies those edits and ensures they become part of the authoritative dataset?

Reconstitution Plan Sample

RECONSTITUTION PLAN

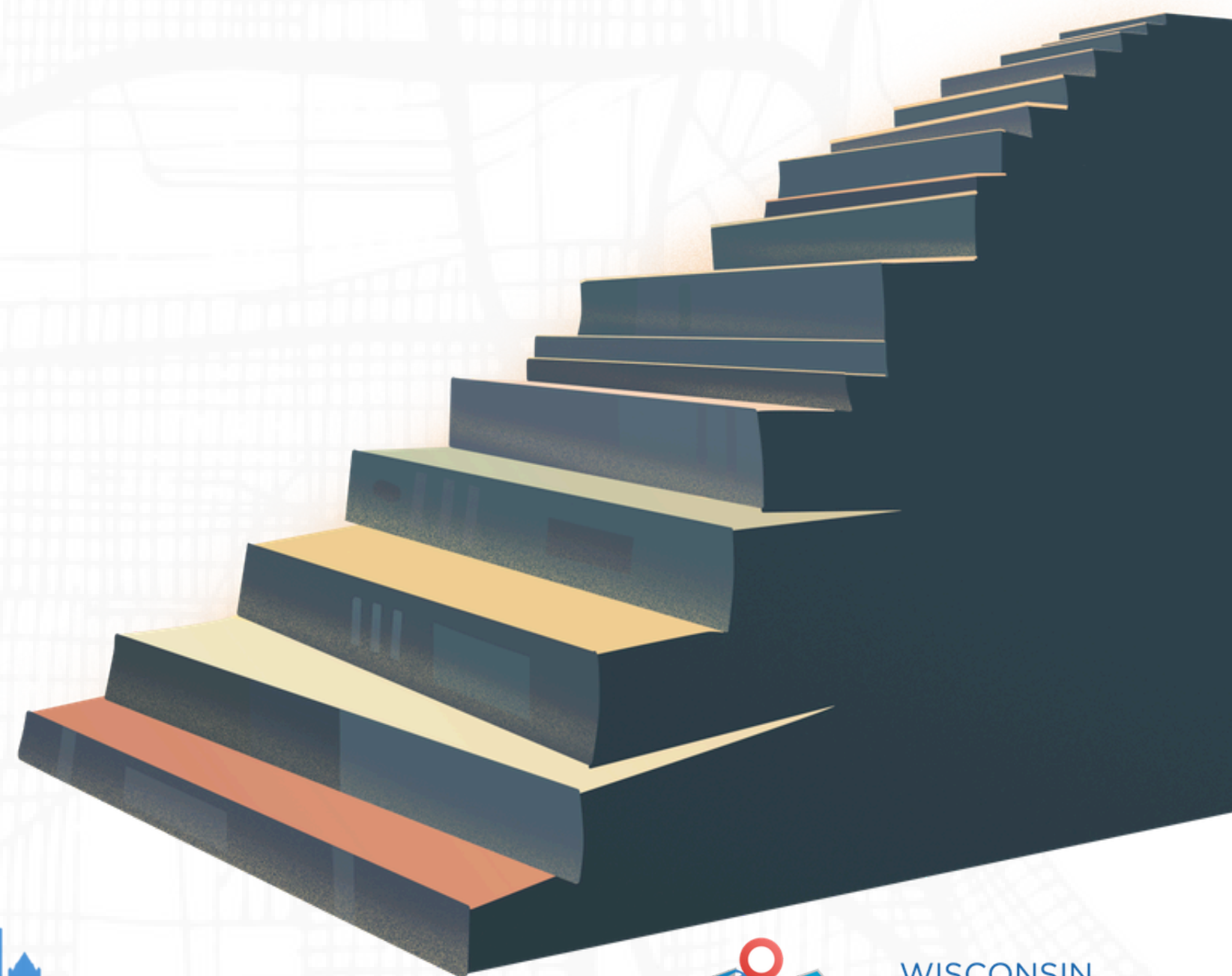
Reconstitution begins when the GIS Manager determines that primary facilities and systems are accessible and operational. Steps: (1) GIS Manager confirms office/system availability with Facilities and IT; (2) Staff return to primary worksite in priority order (emergency mapping lead first); (3) Reconcile any offline data edits with enterprise geodatabase (under IT supervision if cyber event); (4) Restore public-facing web services and verify functionality; (5) Notify all stakeholders that GIS services are fully restored; (6) Conduct AAR within 5 business days; (7) Update this plan based on lessons learned.

What is one specific action you will take in the next 30 days to improve your GIS department's continuity readiness?



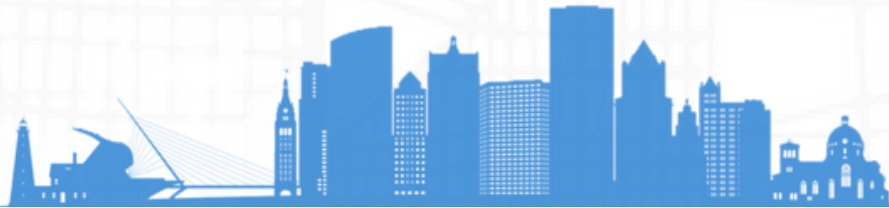
From awareness to action

You don't need to finish your continuity plan in 30 days. Becoming more resilient requires making meaningful progress toward documenting and planning for continuity of operations.

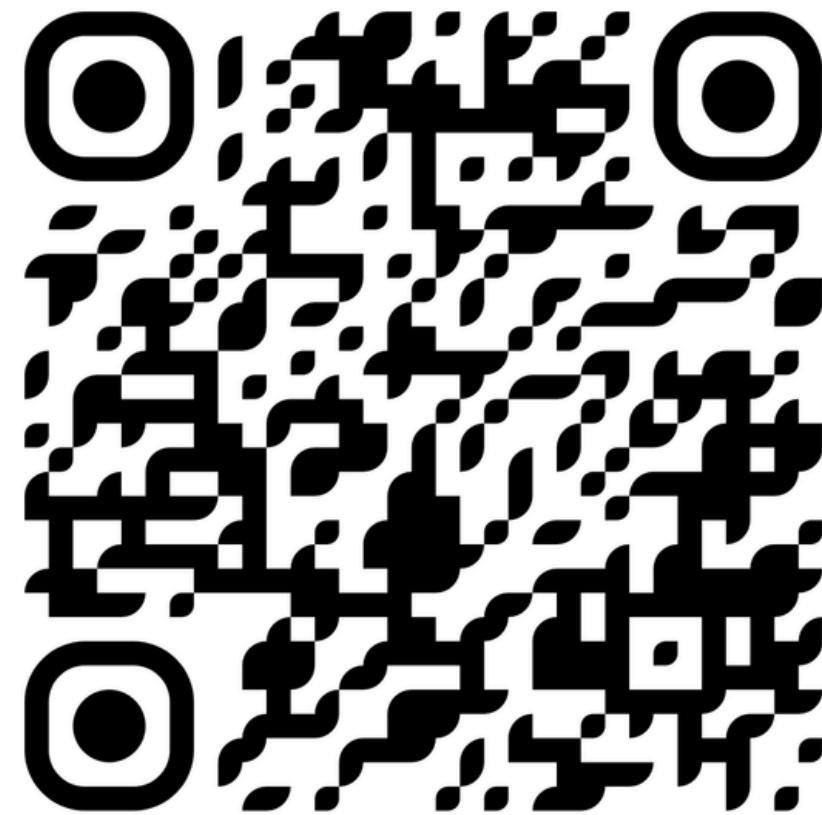


Free, vendor-neutral resources

RESOURCE	PURPOSE	DEPTH
FEMA IS-1300	Free FEMA Independent Study courses on continuity planning fundamentals	Beginner-friendly, self-paced
FEMA 1301	Free FEMA instructor led 2 day course	Beginner/Intermediate
FEMA Continuity Resource Toolkit Non-Federal Continuity Plan Template	The full-plan structure your Worksheet 3 is loosely shaped after: essential functions, records, succession, devolution, reconstitution, training & testing	Good for someone ready to go past a single page
FEMA Continuity Risk Toolkit	Deep-dive risk analysis methodologies and worksheets	Advanced, this is the "go deeper" resource for attendees already doing informal continuity work, not for the room at large



Worksheets



Questions?

Start small. Any plan beats none.

Carley Fitzgerald, GISP, FAEM

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TAKE IT WITH YOU
Worksheets

