

Who is Hagerty?

Hagerty Consulting is a full-service consulting firm that helps clients prepare for, respond to, and recover from disasters. Established in 2001, Hagerty has supported local, tribal, state, government, and private-sector clients through every major disaster (and more!) since our founding.

We have highly qualified and expert professionals all over the nation and US territories with offices located in Evanston, Illinois (corporate headquarters); Austin, Texas; New York City, New York; Sacramento, California, Washington, D.C., Hickory, North Carolina, and San Juan, Puerto Rico.

Hagerty's professionals offer a wide variety of preparedness services to our clients, focused on a cycle of planning, training, and exercises to support comprehensive capability development. Our services include capabilities assessments, development of plans customized to the specific needs of our clients, and support for implementation of those plans in times of disaster or emergency. Hagerty's work is informed through our professionals with real world experience in response and recovery, ensuring preparedness programs are grounded in the best practices associated with response and recovery.

To learn more about the innovative and customized solutions Hagerty can provide to your entity, jurisdiction, business, or organization, please contact:

development@hagertyconsulting.com
Main Office: 847-492-8454



www.hagertyconsulting.com
© 2019 Hagerty Consulting, Inc.

Hagerty Keeps Clients Operating When Disaster Strikes

When a crisis hits, it is vital for businesses and governments, big and small, to be prepared with plans for continuing operations. From staff reductions due to emergencies to facility loss, whether private-sector or public, Hagerty can help your business with Continuity of Operations (COOP) Planning.

Hagerty Understands Continuity of Operations

Essential Functions must remain operable in the face of disaster. Clean water and public transportation must be readily available, important data must remain protected, emergency responders, and governments need to continue operations, and so on. Threats to essential functions are various in the forms they take. Disruptions may be caused by:



Public Health Emergencies



Natural Disasters



IT Failures



Cyber Attacks



Terrorism



Economic Disruption

Regardless of the breed of threat, COOP Planning is essential. **This is where Hagerty comes in.** Our Preparedness Division has more than 15 years of COOP experience and extensive knowledge of planning, training, and exercises. To guarantee the best plans, Hagerty professionals base COOP planning on the essential elements of continuity as outlined in the Federal Emergency Management Agency (FEMA) *Continuity Guidance Circular 1 (CGC 1)*, incorporating:

Essential Functions:

Critical activities used to identify resources and support tasks that are required to be included in agency continuity planning;

Orders of Succession:

A necessary aspect of an agency's continuity planning that identifies and makes clear to all the personnel who are to assume responsibility and authority if a disaster incapacitates agency leadership;

Delegations of Authority:

Essential part of a COOP plan that identifies who has the authority to make key decisions during a disruption event;

Continuity Facilities:

Hazard-free facilities for agencies to continue its Essential Functions should their original base of operations be compromised;

Continuity Communications:

Critical communications systems must operate to keep connectivity to internal and external organizations, customers, and the public to guarantee continued agency functionality;

Essential Records Management:

Documents, records, information systems, and data management items that support Essential Functions need to be identified, preserved, and readily available always;

Human Resources:

Essential employees who guide and support Mission Essential Employees and emergency personnel who perform response duties during a disruption event;

Test, Training, & Exercise (TT&E) Program:

Guidelines put in place to identify personnel able to relocate to continuity facilities, and provide training to said personnel for supporting Essential Functions performance; and

Reconstitution:

The means by which normal agency functions resume from the original or new primary operating facility by remaining and/or replacement personnel.

Be Prepared for Any Event

Not all causes of major disruptions to business are large. Maybe your business is in an area that does not get hit with severe weather. Perhaps you have the best cyber security programs money can buy. While these are very helpful, it is still vital to have a COOP plan in place. COOP planning can protect your business against all events, from large-scale disasters to smaller incidents caused by human error or minor power failures.

Experience Continuity of Operations Planning with Hagerty

Since Hagerty's inception, we have helped thousands of clients across both public and private sectors, from small businesses and non-profits to states and the federal government. Our professionals across the nation bring unparalleled customer service and subject matter expertise to every client on every project.



National Continuity of Operations Planning & Exercise Support

Hagerty provided COOP plan analysis and development to the Office of National Security Coordination (ONSC) for FEMA Regions II, IV, IX, and X. For each Region, Hagerty researched and analyzed agency Essential Functions in order to develop a tailored COOP plan. In addition, Hagerty also provided tabletop and functional exercises, guides, templates, and a detailed after-action report informing COOP plan maintenance.



State of Rhode Island & Rhode Island Emergency Management Agency Continuity of Operations and Continuity of Government Planning

On behalf of the State of Rhode Island, Hagerty developed a large-scale COOP program, assisting a sizeable variety of public- and private-sector partners in developing interconnected and unique COOP plans, including the Rhode Island State Police. In conjunction with the Rhode Island Emergency Management Agency (RIEMA), Hagerty also aided in developing a state-wide COOP and Continuity of Government (COG) plan.

In total, Hagerty aided in the creation of 22 concurrent COOP plans for different state agencies through technical assistance, conducting targeted outreach, and support through subject matter expertise, issue troubleshooting, and identifying Essential Functions. Our plans were also compliant with the Emergency Management Accreditation Program (EMAP), helping Rhode Island attain EMAP accreditation.



Bank Succession Planning & Continuity of Operations Planning

Most recently, Hagerty worked with a nation-wide banking corporation to develop several COOP playbooks. These included a Contingency Succession Incident Response Plan to address succession of leadership and provide direction for operations during that time, a COOP Playbook guiding COOP activities to be carried out by bank emergency management teams, and a Technology Center Business Continuity Plan (BCP).



Morgridge Institute for Research Business Continuity Plan

Morgridge Institute for Research, a biomedical research institute, is vulnerable to a variety of natural, man-made, and technological threats. With this consideration in mind, Hagerty conducted a Baseline Assessment and Compliance Review and, working with the institute and their stakeholders, formed an Emergency Planning Team as well as a BCP compliant with national and federal standards that embodies current best practices in emergency preparedness.

To learn more about the innovative and customized solutions Hagerty Consulting can provide to your entity, jurisdiction, business, or organization, please contact:

development@hagertyconsulting.com

Main Office: 847-492-8454



www.hagertyconsulting.com

© 2019 Hagerty Consulting, Inc.