



# Advancing Continuity of Operations and Government

## WHO IS HAGERTY?

Hagerty Consulting, Inc. (Hagerty) is a full-service consulting firm that helps clients prepare for, respond to, and recover from disasters.

Since our founding in 2001, we have supported some of the nation's most impactful disaster recovery efforts, bringing expertise in federal grants management, crisis response, and preparedness strategies.

By blending deep programmatic knowledge with practical, results-driven solutions, we deliver lasting impacts that strengthen resilience for those we serve.

To learn more about the innovative solutions we can provide to your business or organization, contact:

[development@hagertyconsulting.com](mailto:development@hagertyconsulting.com)

## Building Resilient Operations

The ability to continue essential functions during disruptions is critical for every organization. Hagerty provides continuity support across industries, including energy, transportation, healthcare, education, and all levels of government. With extensive experience designing and testing continuity programs nationwide, our team helps clients at every stage of the planning cycle, regardless of the maturity of their program.

Hagerty delivers a comprehensive range of services, including continuity of operations (COOP) and continuity of government (COG) planning. Our professionals also provide functional training and exercises to strengthen institutional capacity and resilience.

## Hagerty's All-Hazards Approach

Our team takes a unique all-hazards approach to continuity projects. By focusing on essential functions and the resources that sustain them, we build programs that remain resilient to both expected and unexpected hazards—including low-probability, high-impact hazards.

Our plans also account for non-disaster disruptions that can significantly impact operations, such as the closure of a critical facility.

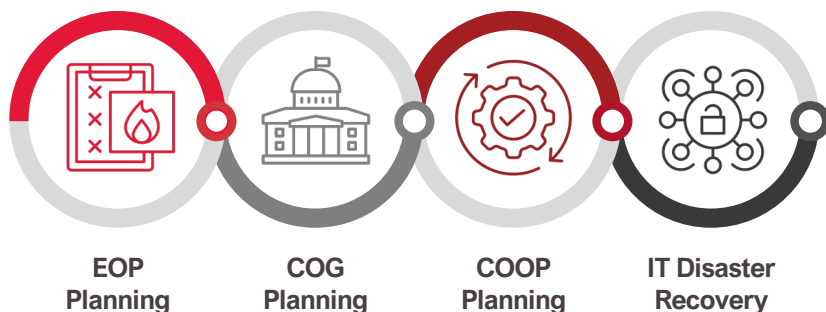
A keystone of Hagerty's approach is developing process flows that map each step of an essential function and how departments work together.

### Process flows simplify continuity response by helping teams:

- Identify disruption points, chokepoints, and single points of failure.
- Adjust processes in real time to minimize operational impact.
- Strengthen risk assessments by linking operational steps to resilience measures.

## Integrating Partners Into Continuity

For maximum effectiveness, continuity plans must align with both emergency preparedness and information technology (IT) disaster recovery. In today's increasingly technology-dependent environment, Emergency Operations Plans (EOP), continuity plans, recovery plans, and IT disaster recovery plans may activate simultaneously during the same incident.



By streamlining interdependencies and aligning leadership, structures, and operational concepts across all plans, our team helps enable organizations to deliver a more coordinated and effective response.

## Our Continuity Capabilities

Hagerty offers a comprehensive suite of continuity services, including:

- **Program Assessments:** In-depth evaluations guided by the Federal Emergency Management Agency's (FEMA) Continuity Assessment Tool and the Planning, Organizing, Equipping, Training, and Exercising (POETE) model, offering actionable recommendations for improvement.
- **Programmatic Design:** Collaborative development of programs that engage diverse stakeholders, set clear objectives, and align leadership structures with existing response capabilities, plans, and policies.
- **COOP Planning:** Facilitation of planning through structured information gathering and data collection, including in-person or virtual meetings, surveys, and reviews to produce actionable continuity plans.
- **COG Planning:** Development of operational plans that protect critical governance functions, built through inclusive stakeholder engagement to ensure buy-in and long-term sustainability.
- **Training:** Flexible training delivered in-person or virtually through workshops, recorded seminars, web-based modules, or training-in-a-box materials to build lasting institutional capability.
- **Exercises:** Design and facilitation of continuity exercises at all scales, from discussion-based tabletops to relocation and communications drills, focused on participant engagement and plan validation.

## OUR EXPERIENCE

### Program Assessment

Hagerty developed a detailed Findings Report for a large state university to evaluate its response and continuity programs. Our team reviewed over 400 documents and conducted a week of in-person interviews across departments, synthesizing insights into key improvement areas and an implementation roadmap to guide prioritization.

### Process Flows and Risk Assessments

For a county transit authority, we analyzed the operational impact of losing its headquarters facility. Through interviews, process flows, and data analysis, we identified essential functions tied to the site, evaluated restoration goals, and recommended actions to address capability gaps. The resulting risk assessment became a practical tool for planning, budgeting, and exercise design.

### Plan and Program Design

Hagerty helped a newly formed state agency develop its first continuity plan and program. To accommodate evolving staffing, we adjusted stakeholder engagement to ensure accurate information gathering and build consensus. The final plan established a new continuity steering committee and clear guidance for ongoing updates.