



Contingency Operations Plan of Action (COPOA)

A key success factor for a rapid response deployment in a crisis scenario is the assurance of anytime; anywhere notification to response personnel and management. *COPOA is a Blackberry application and serves as part of the standard process for contingency operations. The application provides response instructions and plans, and facilitates the communication of a single message stating the facts and current actions associated with a situation, disseminated by the responsible party. Staff and management will know what crisis has occurred, the status of the situation, what actions need to be taken, and who is in charge.*

About COPOA

COPOA resides on your Blackberry identified by a distinctive ICON. It supports three folders to store your contingency documents and lists, all managed using the Blackberry MDS capability:

- COOP Folder – (Contingency Operations Plan) To store one or more Contingency Plans or related documents.
- EOP Folder – (Emergency Operation Procedure) to store one or more procedural documents or checklists for quick access.
- POC Folder – (Point of Contact) to store the contact list, by organization, complete with several contact identifiers including: Email, Telephone, Blackberry Pin.

The required folders can be established on the Blackberry Enterprise Server (BES) or on a standard Microsoft Windows server that is on the same network as the BES.

Password Protected

The COPOA application is password protected, and the COPOA password is distinct from the Blackberry password. A default password is issued when the application is initially downloaded onto the Blackberry and the user is forced to change the password when the application is initially accessed. COPOA also utilizes the encryption feature of the Blackberry, if content encryption is enabled.



Documents are Editable

Documents stored in any of the COPOA folders can be updated to reflect any change in the handling of the emergency event. Just click on the Edit button and the document is immediately embedded in an Email ready for your edits. This feature does not permit the change to be stored on the Blackberry, but sent only to mail box that you set to coordinate and disseminate the change(s) to all alert team members. This feature also provides you with the ability to “cc” other team members of the change(s). The “Send To” address is established by a parameter labeled “COPOA Email” contained in the Blackberry Settings/Options folder.



Point of Contact (POC) List

Multiple POC information is captured by COPOA. These include:

- Office and Cellular numbers. The office number can also be used for the contact’s Home number.
- Email address which can be the office address or an alternate address.
- Blackberry PIN number to utilize pin-to-pin communications in the event the Email system is unavailable.
- A secondary Contact field that can contain the email address of an additional point of contact or a group list that is configured on the Blackberry.



For More information on COPOA, please contact
Robert M. Carbo
Highland Technology, Services, Inc.
Telephone: 240-683-8840 x12
Email: bob.carbo@htsi-global.com