

Continuity of Operations Plan (COOP)

United States Bankruptcy Court Northern District of Iowa

425 Second Street SE, Cedar Rapids 320 Sixth Street, Sioux City



Revised 3/10

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Foreword and Judicial Approval

Government organizations, including the Federal Judiciary, have the ethical responsibility for the safety of their employees and the legal obligation to the people of the Nation to be able to continue to operate in a prudent and efficient manner during an impending or existing threat, or following the occurrence of a major disaster.

This Continuity of Operations (COOP) Plan provides policy, responsibilities, procedures, and planning guidance for ensuring the ability of the U.S. Bankruptcy Court, Northern District of Iowa to continue its essential functions when the use of the Plaza 425, 425 Second Street S.E., Cedar Rapids, Iowa and/or the U.S. Federal Courthouse, 320 Sixth Street, Sioux City, Iowa is threatened or diminished.

Recommended changes to this document may be addressed at any time to:

Sean McAvoy Clerk of Court P.O. Box 74890 Cedar Rapids, IA 52407

This Continuity of Operations (COOP) Plan was prepared in accordance with federal guidance and recommendations promulgated by Presidential Decision Directive 67 and Federal Preparedness Circular 65. I hereby submit this plan for approval with the understanding that a number of aspects of the Plan remain to be fully developed and implemented.

Submitted by:

Sean F. McAvoy

Clerk of Court

I hereby approve this COOP Plan, which describes how the continuity of essential functions of the U.S. Bankruptcy Court, Northern District of Iowa will be performed in the event of an emergency that prevents normal operations at the Court.

Date: 3/31/2010

Approved by: All Approved by: Thad J. Collins

Chief Bankruptcy Judge

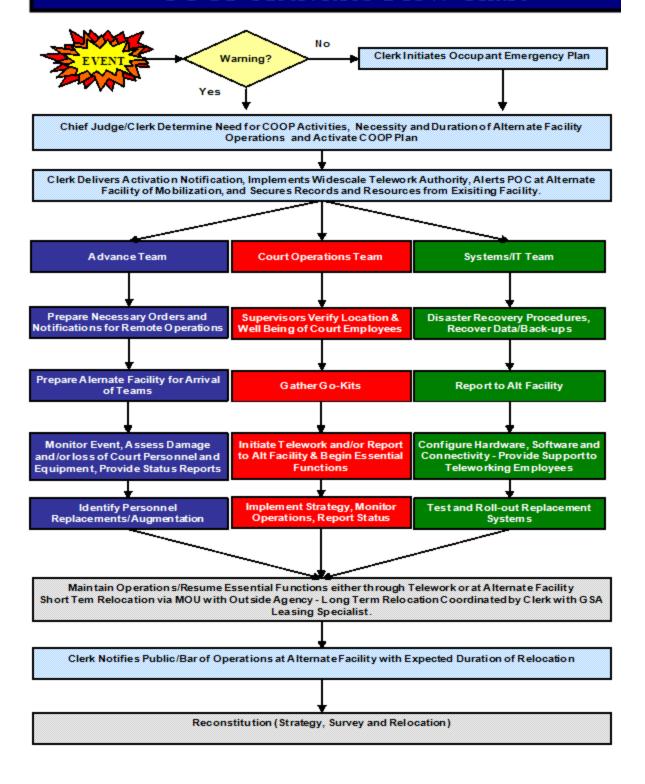
Introduction/Purpose

The Continuity of Operations (COOP) Plan for the U.S. Bankruptcy Court, Northern District of Iowa (Court) is a viable and executable contingency plan for the continuation of essential operations in the event of a human-caused, natural, or technological catastrophe. This COOP plan is employed if normal operations at 425 Second Street S.E., Cedar Rapids, Iowa and/or 320 Sixth Street, Sioux City, Iowa are no longer feasible.

The Iowa Northern COOP Plan is structured as a quick reference guide to the assignments, responsibilities and the plans of action necessary to sustain the Court's essential functions and guide the relocation/restoration of those functions. This Plan addresses the following components:

- Activation of the COOP Phases of Implementation
- Notification
- Court Relocation Group (CRG) Assignments and Activities
- Relocation/Alternate Court Locations
- Orders of Succession
- Essential Functions of the Court
- Iowa Northern Specific "Go-Kit"

COOP Activities Flow Chart



Notification of COOP Activation

Two Scenarios Under Which COOP is Activated:

With Advanced Warning: In some cases (i.e. severe storm systems, floods, etc.), the Court will receive an advanced warning, prior to the incident. This will usually enable the full execution of this COOP Plan with a complete and orderly alert, notification, and relocation of designated Court employees.

No Warning: The ability to execute this plan following an event that occurs with little or no warning will depend on the severity of its impact on physical and personnel resources, and on whether Court personnel are present in the building at the time. This plan will work in coordination with the Court's Occupant Emergency Plan (OEP), which assists Court employees in the evacuation of the building in the event of a catastrophe.

If the operational capability of a key member of the Court is seriously degraded, his/her emergency responsibilities will pass automatically to the designated successor.

Notification:

The Clerk of Court is responsible for ensuring that Court personnel are given emergency warnings and guidance to enable a smooth transition of essential functions to one or more alternate facilities. Emergency notification may be in the form of a warning order based on advance information concerning a possible or expected event, an announcement of immediate COOP Plan activation that directs designated essential Court personnel to move to an alternate location, and the anticipated duration of the court's relocation. Announcement of immediate COOP Plan activation will be accompanied by enactment/enforcement of the Court's Occupant Emergency Plan (OEP).

During an emergency, the Clerk of Court will continue to keep Court personnel informed through the use of the following communication systems (depending upon availability):

- In-person communication
- Telephonic (land line or cellular telephones)
- Electronic Mail (e-mail)
- Public Announcement Systems (local media)
- ARMA
- ENS

COOP Activation

Non-Office Hours: In the event of a catastrophe during non-office hours, Court personnel will be located at home and/or some distance from the Court. Based upon their removal from the affected site, it is expected that the majority of court personnel will be able to comply with this Plan, initiate telework operations immediately, and relocate (if required) when directed by the Clerk of Court. Court personnel will be contacted directly by the Clerk/Chief Deputy/Deputy-in-Charge utilizing the Emergency Notification System.

Office Hours: The COOP Plan will be activated in conjunction with the Occupant Emergency Plan (OEP) as necessary, and court personnel will be directed by the Clerk of Court/Chief Deputy/Deputy-in-Charge to move expeditiously to the designated alternate facility.

PHASE I – ACTIVATION AND RELOCATION (WITHIN 0-8 HOURS)

- Decision to activate COOP Plan (Chief Judge/Clerk);
- Coordinate with the USMS, FPS, CSOs, GSA/Building Manager and senior staff to provide preliminary information concerning which floors, organizational components and essential functions are potentially or have been affected (Clerk);
- Decision as to extent of relocation (telework-only for affected office, temporary alternate facility, permanent alternate facility) based upon event/damage (Chief Judge/Clerk);
- Implement Clerk's Directive placing all employees within the affected office on Emergency Telework Status immediately, and until further notice. Notify staff in unaffected office to ensure that essential functions are maintained as the staff from the affected office returns to/remains in their homes and initiates telework operations(Clerk);
- Verify J-Port and Telework Desktop Connectivity (IT Staff ensures that all employees have active VPN access);
- Coordinate Charge-Out of Laptops to employees with inadequate home computing resources (IT Director);
- Initiate immediate fail over of local servers to replication server farm in unaffected office (IT Director);
- Notify SDSD Replication Support to begin immediate failover of CM/ECF Internal and External sites to replication servers (IT Director);
- Notify OIT Security Office of immediate need for activation of COOP Web Site/Server and update content to COOP Site (IT Director);
- IF LONG TERM RELOCATION DOES NOT APPEAR NECESSARY Notify POC at Temporary Alternate Site of impending activation and relocation requirements, if appropriate (Clerk/Deputy-in-Charge);
- IF LONG TERM RELOCATION IS IMMINENT Notify GSA Leasing Specialist of need for secured lease of space immediately. Ensure that Lease is secured and signed within 24 hours of event (Clerk/Deputy-in-Charge);
- Continue essential operations at the existing facility (if available)/initiate telework operations if existing facility is unavailable, until alternate site is available (All Staff);

- Assemble necessary documents, equipment and supplies required for continued performance of essential operations at alternate site (Departmental Supervisors);
- Secure existing facility, non-moveable equipment and records, to the greatest extent possible (Clerk/Deputy-in-Charge);
- Decision to relocate to temporary/permanent Alternate Facility(Chief Judge/Clerk);
- Advise alternate site POC of status of assigned personnel (Clerk/Deputy-in-Charge);
- Advise 8th Circuit Executive's Office of impending move/relocation; request appropriate Order from 8th Circuit Court of Appeals if relocation is directed outside of the jurisdiction of the Northern District of Iowa (Clerk);
- Notify public, bar and stakeholders of Court's evacuation (notification provided via e-mail blast, telephonic announcement, coordination with the media and posting to Court's public web site). Advise that telephonic inquiries are to be directed to the unaffected office (Clerk, Deputy-In-Charge, IT Director)
- Coordinate transportation of personnel, documents, equipment and supplies to alternate site (Departmental Supervisors);
- Add message to ARMA line, advising employees of current court and relocation processes. (Clerk/Chief Deputy).
- Establish schedule and scripts of ENS updates to ensure staff safety, security and operational readiness. Staff must remain continuously informed. (Clerk/Chief Deputy)

PHASE II – TELEWORK OPERATIONS

- Continually refine assessments of damage to personnel, facilities, computer systems and power capabilities (Clerk and Departmental Supervisors);
- Ensure Judges are able to continue with telephonic hearings while in "telework" status (Clerk);
- Provide support to teleworking employees (IT Director);
- Ensure equal distribution of telework responsibilities/court operations (Departmental Supervisors);
- Redirect mail from Primary Facility to Post Office box, and coordinate mail pick-up, delivery and scanning (Clerk and Departmental Supervisors):
- Initiate manual receipting, funds control and security procedures (Clerk, Departmental Supervisors and Financial Administrator);
- Continually update ARMA line to ensure that staff in telework status are informed of court/operational status. (Clerk/Chief Deputy).

PHASE III- ALTERNATE FACILITY OPERATION

- Secure keys to alternate facility from GSA Regional Leasing Specialist (Clerk/Chief Deputy/Deputy-in-Charge);
- Advise AO Space and Facilities Division of relocation to permanent alternate site. Request funding and assistance in securing furniture and equipment for court operations (Clerk/Chief Deputy);
- Request Emergency Procurement Authority from AO Budget and Finance Division (Chief Judge/Clerk);
- Initiate Procurement Activity to replace/secure equipment necessary to resume court operations (Clerk/Chief Deputy/IT Director/Financial Administrator);
- Coordinate with vendors to establish voice and data connections at alternate site (permanent/long term relocation only) (IT Director);
- Coordinate with Qwest personnel to set-up and program loaner/new PBX for telecommunications; and initiate procurement of POTs, PRI lines, and voice mail system (permanent relocation/long term only), and replacement VCIS system as necessary (IT Director);
- Coordinate with AO-OIT for replacement of local CM/ECF server (IT Director);
- Coordinate with AO-NMF to establish Bankruptcy PACER Segment to alternate facility (IT Director);
- Notify court employees of date to report to alternate facility (Clerk/Chief Deputy);
- Notify stakeholders that the Court's operations have shifted to the alternate facility (Clerk/Deputy-in-Charge);
- Notify customers that the Court's operations have shifted to the alternate facility (Clerk);
- Update Court's public web site to advise public of relocation and court operations plan. (IT Team Lead/IT Director);
- If the situation is expected to persist for several days, request that the U.S. Postal Service (USPS) forwards mail for the Court to the alternate facility (Clerk);
- As appropriate, notify vendors and other service providers that the Court has been relocated. (Clerk);
- Notify USMS, District Court, Circuit Court and Administrative Office personnel of relocation (Clerk):
- Account for the safety, well-being and accessibility of all court personnel within 24 hours of catastrophe (Departmental Supervisors);
- Ensure essential staff are able to continue operations immediately upon arrival at alternate facility(s) (Clerk and Departmental Supervisors);
- Ensure Judges are able to continue with meetings, hearings, telephonic hearings and trials at alternate facility (Clerk);
- Provide guidance to relocated court employees (Clerk and Departmental Supervisors);
- Identify emergency supplemental equipment and personnel needs and generate requests to the Administrative Office (Clerk and Chief Deputy);
- Develop plans and schedules to phase down alternate facility operations and return activities, personnel, records and equipment to the primary facility when appropriate (Clerk and Departmental Supervisors);

• Coordinate efforts with GSA regional representatives to secure leased space in the event that the normal operating facility is not accessible within six weeks (30 working days) (only if original move was to temporary alternate facility without GSA lease)(Clerk).

PHASE IV – RECONSTITUTION (RETURN TO NORMAL OPERATIONS)

- Notify all personnel that the actual emergency no longer exists, and provide instruction for the resumption of normal operations (Clerk/Deputy-in-Charge);
- Supervise an orderly return to normal operating facility or permanent/semi-permanent leased space, using a phased approach if conditions necessitate (Clerk and Departmental Supervisors);
- Arrange for the transfer back to the primary facility of all records, documents and files generated at the alternate facility (Chief Deputy/Deputy-in-Charge);
- Prepare necessary servers, networks, etc. for reconstitution (IT Director);
- Break down the alternate facility by returning equipment and shutting things down (IT Director with IT Staff);
- Communicate to all Operations personnel about resuming activity at the primary facility (e.g., the date of return) (Chief Deputy/Deputy-in-Charge);
- Disseminate public information regarding the return to the primary facility (Clerk);
- Report status of relocation to USMS, District Court, GSA, Building Manager and AO personnel (Clerk);
- Conduct after-action review of COOP operations and effectiveness of plans and procedures as soon as possible, identify areas for correction and develop remedial action plans (Clerk and Departmental Supervisors).

Alternate Facilities

It is anticipated that in the event of a catastrophe that disables one of the existing court locations, the secondary existing location will serve as the primary Court facility for the district. Clerk's Office employees permanently stationed at the unaffected location will resume operations and assist in managing the business of the Court until the alternate facility is accessible and functioning.

Alternate facilities must be capable of supporting operations in a threat-free environment following an unannounced relocation of essential functions and supporting staff. Alternate facilities must have sufficient space and equipment to sustain operations for a period of up to 30 days. These facilities must also have the appropriate physical security and access controls. The Court's alternate facilities are listed below.

U.S. Bankruptcy Court, Northern District of Iowa Alternate Facilities - Cedar Rapids

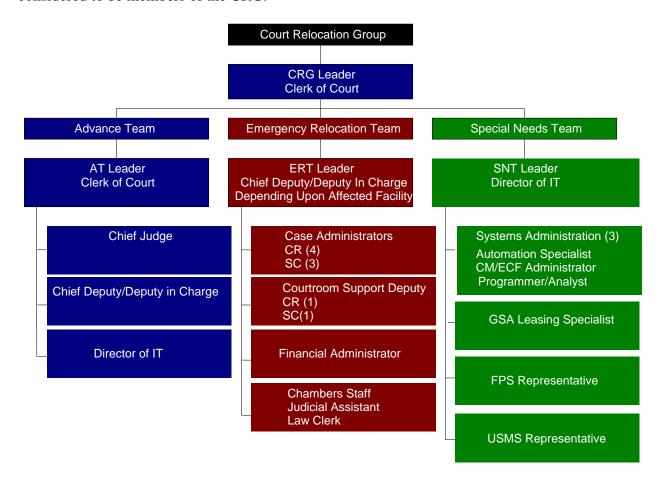
Alternate Facility	Address	POC
U.S. District Clerk's Office	4200 C Street SW	Robert Phelps
	Cedar Rapids, IA	Clerk of Court
		(319) 286-2321
U.S. Bankruptcy Clerk's	300 U.S. Courthouse Annex	Mary Weibel
Office	110 East Court Ave	Bankruptcy Clerk of Court
Southern District of Iowa	Des Moines, Iowa	(515) 284-6230

U.S. Bankruptcy Court, Northern District of Iowa Alternate Facilities - Sioux City

Alternate Facility	Address	POC
State of Iowa Correctional	515 Water Street	Linn Hall
Services		Director
		(712) 252-0590
Western Iowa Tech	4647 Stone Avenue	Jill Sullivan
University		Office Supervisor
		(712) 274-6400, ext. 1479
U.S. Bankruptcy Clerk's	111 South 18th Plaza, Suite	Diane Zech
Office	1152	Bankruptcy Clerk of Court
	Omaha, NE	(402) 661-7444

Court Relocation Group

The Court Relocation Group (CRG) consists of all Court personnel who will relocate to an alternate facility. The CRG consists of the Advance Team, Emergency Relocation Team and Special Needs Team. Court Staff that may be relocated independently of any team are considered to be members of the CRG.



Advance Team

The Advance Team will be the first group to arrive at the alternate facility, and will therefore be involved with setup and activation procedures for COOP Plan operations. Advance Team members must work closely with members of the Special Needs Team in order to identify technical and support issues needed for the follow-on Emergency Relocation Team to sustain the essential functions. Primary responsibilities of the Advance Team include:

- Coordination with Alternate Facility POC(s) to ensure facility preparation;
- Coordination with Emergency Relocation Team for essential function operations;
- Coordination with the Special Needs Team for setting up equipment and computer systems;
- Coordination with USMS, FPS, GSA/Building Manager, District Court and Administrative Office;
- Continuous monitoring, evaluation and development of status reports regarding the situation

Advance Team Roster

Division/ Office	Individual	Office Number	Cell Phone Number	Home Number
Cedar Rapids	Judge Collins	319-286-2235		
	Sean McAvoy	319-286-2208		
	Jean Hekel	319-286-2206		
	Michael Schmidt	319-286-2222		
	Toby Michael	319-362-4411		
	John Maddock III	319-364-3280		
	FPS Inspector			

Division/ Office	Individual	Office Number	Cell Phone Number	Home Number
Sioux City	Judge Edmonds	712-233-3892		
	Tina Hall	712-233-3883		
	John Sanders	712-258-4701		
	John Maddock III	319-364-3280		
	FPS Inspector			

Emergency Relocation Team

The Emergency Relocation Team (ERT) is comprised of support staff needed to facilitate the continuation of essential functions. During a disaster event, the ERT performs the core COOP mission – sustaining the Court's essential functions. ERT members must be knowledgeable about their mission, and be capable of efficiently interacting with personnel and the public. The team members must know their essential functions, critical systems, vital records, orders of succession, delegations of authority, and overall strategy to perform their tasks. Primary responsibilities of the Emergency Relocation Team include:

- Sustaining essential functions
- Coordination with the Advance Team and Special Needs Team prior to arrival.

Division/ Office	Individual	Office Number	Home /Cell Number	E-mail
Cedar Raj	oids – Area Code 319	unless other	rwise specified	
	Becky Hoefer	286-2214		
	Jean Hekel	286-2206		
	Nicole Becker	286-2209		
	Rhonda Hansen	286-2204		
	Kent Boese	286-2217		
	Julie Hubbell	286-2202		
	Sherrie Waite	286-2216		
	Stacy Stief	286-2236		
	Gail Jones	286-2231		
	Amy Kilpatrick	286-2232		
	Elizabeth Johnson	286-2234		
	Tim Mielke	286-2215		
	Karen Hanover	286-2203		
	Shane Deam	286-2213		
	Sharon Mullin	286-2211		
	Ronald Meyer, SLCSO Doug Vannoy, LCSO (Alternate)	286-2277 286-2279		

Division/ Office	Individual	Office Number	Home /Cell Number	E-mail
Sioux City	- Area Code 712 unl	ess otherwis	e specified	
	Ruth Dean	233-3885		
	Theresa Stapelman	233-3886		
	Tina Hall	233-3883		
	Nancy South	233-3887		
	Som Many Greigg	233-3884		
	Jannette Domayer	233-3894		

Special Needs Team

Emergency Relocation Team Roster

The Special Needs Team (SNT) is responsible for critical logistical support for the alternate facility and setup and support of computer systems and communications needed to support the COOP Plan at the alternate facility. The Team is composed of select members who have specialized skills. The Special Needs Teams responsibilities consist of:

- Coordinating with the Information Technology personnel for setting up computer systems and LAN lines
- Supporting telecommunications required for activation and operations.
- Initial setup and configuration of personal computers
- Ensuring that each room has the necessary number of telephones, printers, faxes, copiers, etc.
- The IT Director (Special Needs Team Lead) ensures critical systems are operational
 - Scheduled back-ups of information are completed
 - Hardware and software systems are operational to conduct essential functions
 - Configure hardware and software
 - Retrieve Back-up
 - Recover Data
 - Test System Vulnerabilities and Integrity
 - · Rollout system

Also assigned to the Special Needs teams are those individuals who will be directly responsible for a timely and orderly return to the existing court facility (or for the arrangement/securing of a lease for on-going operations if the existing court facility is no longer accessible).

Table C-4: Special Needs Team Roster

Division/ Office	POC	Office Number	Cell Phone Number	Home Number
Cedar Rapids	Michael	319-286-2222		
Area Code (319)	Schmidt			
	Tim Mielke	319-286-2215		
	Karen	319-286-2203		
	Hanover			
	Shane Deam	319-286-2213		
	John Maddock	319-364-3280		
	III			
	FPS Inspector			
	Bernie			
	Wingerter			
	Sue Heeren			
	Toby Michael	319-362-4411		
	U.S. Trustee	319-364-2211		

Orders of Succession

Working in conjunction with the Chief Bankruptcy Judge, the Clerk of Court has developed orders of succession of sufficient depth to facilitate the Court's ability to perform essential functions while remaining a viable part of the government. Orders of succession to all positions in the Clerks Office and Chief Judge have been established. Positions or titles, rather than names of individuals, have been used in the order of succession. These orders are included in the vital records of the Court, as well as conditions under which succession will take place, method of notification, and any limitations of authorities.

Position	Successor
Chief Judge	Recall Judge
Bankruptcy Judge (If all are incapacitated)	District Court Chief Judge
Clerk of Court	Chief Deputy
Chief Deputy	Deputy In Charge (Sioux City)
Deputy In Charge (Sioux City)	Chief Deputy
Financial Administrator	Chief Deputy
Director, Information Technology	Automation Specialist
Automation Specialists	CM/ECF Administrator

Essential Functions of the Court

The purpose of the U.S. Bankruptcy Court, Northern District of Iowa is to economically provide a fair, consistent and effective forum for the protection and marshaling of estate assets, the discharge or adjustment of debts, and the timely distribution of property or securities, in accordance with applicable law. Listed below are a series of representative duties required to maintain the essential functions of the court.

- Accept Documents
- Collect and Receipt Fees
- Deposit Funds
- Maintain Electronic and Paper Record Integrity
- Docket Orders and Other Documents
- Accept, Scan and Process Pro Se Filings and Other Documents
- Issue Discharges
- Prepare and Distribute External Notifications (Case Related and Court Administration Related)
- Hear & Resolve Disputes

- Set/Manage Judicial Calendars
- Sign Orders
- Issue Opinions
- Accounting Ledger Entries
- Deposit Funds
- Administer Budget
- Electronic Filing
- Quality Control for Electronically Filed Documents

Vital Records

The Court's vital records are stored and maintained in the Cedar Rapids location. Three Vital Records Managers (VRM) have been assigned within that location, the **Financial Administrator**, **IT Director**, and **Chief Deputy**. In the event of an activation of the COOP plan, each of these VRMs will be responsible for the collection, safeguarding and relocation of the following vital records:

Record	Description
Financial Administrator	
Cash Register Receipts	Summary of daily receipts
Cash Receipts Journal	Summary of receipts by fund number
Trustee Ledgers	Summary of trustee fee
Deposit Control Ledger for a/c 6855TT	Summary of receipts and payments
CRIS* Registry	Summary of monies held in escrow
CRIS* Control Ledger for a/c 604700	Summary of receipts and payments
Unclaimed Funds Ledgers	Summary of unclaimed monies
Control Ledgers for 6047 & 6133bk	Summary of receipts and payments
Status of Funds Report – B08IANC	Summary of allocations and obligations for
	the current fiscal year
Monies in Safe	Funds received and /or receipted for by court
Open PO Files	All open purchase orders (with supporting
	documentation
IT Director	
Automation Disaster Recovery Plan	Disaster recovery plan for systems
Back-up Tapes	Back-up tapes sent to District Court (all local
	programs/records)
ECF Database and Back-up	Database and back-up of ECF
Chief Deputy	
Court Internal Contacts	Names, phone numbers, email
Occupant Emergency Plan	Emergency procedures for occupants
Administrative Orders	Judicial Guidance
Emergency Contact Listing	POCs both within and outside of the court
	unit
Orders of Succession	List of successors to key positions
COOP Plan	This document
Vault Documents/Sealed Records	Record of employee time & attendance
FRC Records	Federal Record Center Notebooks
Personnel Contact Lists	Court personnel contact information
Time & Attendance	

^{*} CRIS: Court Registry Investment System

COOP Go-Kit

The COOP "Go-Kit" contains an inventory of supplies and documents necessary for continued operations. This inventory supports the acceptance of pleadings/papers, the administration of cases, the administration of court hearings and the support of courtroom activities, and IT system restoration in the event of relocation. The Chief Deputy is to ensure that all items in the "Go-Kit" are present and accounted for prior to relocation of the Cedar Rapids office. The Deputy-in-Charge is to ensure that all items in the "Go-Kit" are present and accounted for prior to relocation of the Sioux City office. A combination of the contents of this "Go-Kit" and the Vital Records listed earlier in this plan would allow start-up operations at the alternate facility to occur unhindered.

IANB Go-Kit

	Logistics	
File Stamp "Date"	Certification Stamp	"Received" Stamp
Endorsement/Signature	Local Rules	Mini Code and Rules
Stamp		
Pens	Laptops (Telecommuting)	Cellular Phones/Phones
Paper	Postage Stamps and/or	Iowa Legal Directory
	Postage Machine	
Emergency Receipts	Envelopes	Paper Clips
Deposit Tickets	Stapler and Staples	Security Notebook
Scanner/Copier	Lock Box for fees	Address of Federal Reserve
IT Director Specific Items		
USB Drives		

Pandemic Flu Response

A pandemic flu is a virulent human flu that causes a global outbreak of serious illness, and has the potential of limiting travel, food and water supplies in the affected area. FEMA advises that all citizens should plan for a situation in which they will not be able to get to work, school, healthcare facilities, banks, stores, restaurants, post offices and government offices.

This Pandemic Flu Response Plan employs the three phases of operations restoration outlined in the Iowa Northern Continuity of Operations (COOP) Plan, modified to address the potential for limited mobility and resources resulting from a pandemic flu outbreak, but begins with a "Preparatory Phase" that ensures the Court's readiness to respond to such an outbreak.

PHASE I – PREPARATION PRIOR TO ACTIVATION

At present, all of the Bankruptcy Court's employees have the technical means to telecommute and to participate in a work plan dependent on telecommuting, to wit:

- 1) In-home high-speed internet access, and
- 2) Access to a personal computer or access to laptop checked out by the court.

The Court's First Response Team will be selected/notified based upon existing telecommuting capabilities and current health status at the time of plan activation.

- The Chief Judge, Judge and Clerk of Court have been issued laptops to allow remote connectivity and continuity of operations. The Court maintains a "Telework Laptop Farm" of 4 laptop computers (2 in each location). These laptops or other Court computer equipment will be "charged-out" to employees who do not have a personal computer in their private residence capable of performing the functions involved in telecommuting.
- Memoranda of Understanding have been established with two out-of-district "Sister Court Units", contemplating that a designated Sister Court Unit would be the receiving point for paper filings and accompanying funds for the Court for the duration of a pandemic flu plan activation affecting both of the Court's staffed locations, and detailing the reciprocal obligations of the Court and the Sister Court Unit regarding receipt of paper filings and accompanying funds, scanning and transmission to the Court of filed documents, and deposit of funds received.
- The Court will establish and maintain a web portal, email mailbox, or other electronic means to receive transmissions of scanned documents from a designated Sister Court Unit.
- The current telephone system in each location may be programmed to:
 - o provide an outgoing message with filing instructions and court closure updates to the public;
 - o forward specific incoming calls to an alternate destination (home or cell phone);
 - o dedicate one extension to the collection of "sick calls" from court employees;
 - o capture all incoming messages for later retrieval.

- The Court's Public Web Site will be updated from a remote location throughout the course of a pandemic outbreak to provide:
 - o status updates on the operations and/or closure of the Court's staffed locations;
 - o guidance concerning scheduled Court hearings; and
 - o links/access to the Northern District of Iowa's U.S. Trustee Website for updated 341 Meeting Schedule/Location information.
 - o Deposits made on a daily basis if Pandemic COOP activation possible.

PHASE II – ACTIVATION AND RELOCATION (WITHIN 0-8 HOURS)

- Decision to activate Pandemic Flu Response Plan (Chief Judge/Clerk of Court)
 The Chief Judge and Clerk will monitor the following websites to determine if a pandemic
 flu outbreak has been announced in the Northern District of Iowa, and will activate this
 plan immediately upon such an announcement:
 - Iowa Department of Public Health (IDPH) (http://www.idph.state.ia.us/)
 - U.S. Department of Health & Human Services' Pandemic Flu Site (http://www.pandemicflu.gov/)
- Officially close one or both Court offices/staffed locations (Chief Judge/Clerk of Court);
- Issue laptop computers to staff capable of telecommuting, if necessary (Clerk of Court/Deputy-In-Charge/IT Director);
- Assemble necessary documents, equipment and supplies required for continued performance of essential operations at residential sites (Departmental Supervisors);
- Notify initial COOP contingency staff to relocate to their residences (Departmental Supervisors);
- Coordinate transportation of personnel, documents, equipment and supplies to employee residences (Departmental Supervisors);
- If necessary, contact one or more of the designated Sister Court Units to ascertain their status vis-à-vis the pandemic event, and to activate the Memorandum of Understanding with a viable Unit, designating it as the receiving point for paper filings and accompanying funds for the Court (Clerk/Deputy-in-Charge).
- Coordinate with Judge and litigants involved in any hearing/trials set during estimated duration of pandemic event determine whether hearings can be conducted telephonically and prepare/serve appropriate notices (Judge/Clerk/Courtroom Deputy);
- Entry of Emergency Standing Order Temporarily Suspending All Case Processing Deadlines, Indefinitely Continuing All Scheduled Hearings (that are not suitable to be conducted telephonically), and designating the selected Sister Court Unit as the receiving point for paper filings and accompanying funds (Chief Judge/Clerk of Court);
- Establish communications with the United States Trustee's office to determine 341 meeting scheduling and update of the court 341 meeting calendars;
- Filing of Emergency Standing Order in all active bankruptcy and adversary proceedings, and noticing to parties in interest in those proceedings (Department Supervisors and Staff);
- Coordination with the USMS, FPS, GSA/Building Manager and senior staff to provide preliminary information concerning closure of affected court facility/location(s) (Clerk/Deputy-In-Charge);

- Program phones with advisory messages, dedicated "sick lines" and clear voice mail inboxes (IT Director);
- Secure existing facility, non-moveable equipment and records, to the greatest extent possible (Clerk/Deputy-in-Charge);
- Continually refine assessments of personnel health and ability to telecommute (Clerk and Departmental Supervisors);
- Advise 8th Circuit Executive's Office of implementation of Pandemic Flu response Plan (Clerk);
- Notify stakeholders that the Court's operations have shifted to alternate/residential
 facilities, and of the activation of a Sister Court Unit to receive paper filings
 (Clerk/Deputy-in-Charge)
 - Stakeholders include: Bankruptcy Bar, US Trustee, Panel Trustees, US Attorneys, BAP, BNC, Transcriber.
- Notify customers that the Court's operations have shifted to the alternate/residential facility and of the activation of a Sister Court Unit to receive paper filings (Clerk);
- Request that the U.S. Postal Service (USPS), Fed Ex, DHL and UPS forwards mail for the Court's affected staffed location(s) to either the other staffed location or the designated address of the designated Sister Court Unit, as appropriate. (Clerk);
- As appropriate, notifies vendors and other service providers that the Court has been relocated. (Clerk);

PHASE III – RESIDENTIAL COURT OPERATION

- Notify USMS, District Court and Administrative Office personnel of relocation (Clerk);
- Account for the safety, well-being and accessibility of all court personnel within 24 hours of office closure (Departmental Supervisors);
- Ensure essential staff are able to continue operations almost immediately upon return to their respective residences (Clerk and Departmental Supervisors);
- Provide guidance to relocated court employees (Clerk and Departmental Supervisors);
- Identify emergency supplemental equipment and personnel needs and request from the Administrative Office (Clerk and Chief Deputy);
- Monitor Pandemic Flu websites to determine when outbreak is contained and court may reopen in its primary facility (Clerk and Departmental Supervisors);
- Daily check-in via telephone or email with each staff member regarding current personal and family health status, and update available staff roster accordingly (Clerk and Departmental Supervisors)
- Coordinate daily mail pick-up until mail forwarding kicks in. Mail to be picked up by first person listed. If person unable to do so, mail pick-up responsibility shifts to the next person listed.

Cedar Rapids	Sioux City
Sean McAvoy	Tina Hall
Jean Hekel	Ruth Dean
Sharon Mullin	Nancy South
Michael Schmidt	Som Many Greigg
Rebecca Hoefer	

 Coordinate on a daily basis receipt of paper filings and funds, scanning and transmission of filings, and deposits of funds with designated Sister Court Unit (Departmental Supervisors).

PHASE IV – RECONSTITUTION (RETURN TO NORMAL OPERATIONS)

- Notify all personnel that the outbreak has been contained or run its course, and provide instruction for the resumption of normal operations at the primary operating facility/Court location(s) (Clerk/Deputy-in-Charge);
- Supervise an orderly return to primary operating facility/Court location(s) (Clerk and Departmental Supervisors);
- Entry of Standing Order discontinuing the temporary suspension of all case processing deadlines, the indefinite continuance of all scheduled hearings, and the designation of the Sister Court Unit (Chief Judge/Clerk of Court);
- Disseminate public information regarding the return to the primary facility/Court location (Clerk);
- Report status of relocation to USMS, District Court, GSA, 8th Circuit and AO personnel (Clerk);
- Notify stakeholders that the Court's operations have resumed at the primary facility/Court location(s) (Clerk/Deputy-in-Charge)
 - Stakeholders include: Bankruptcy Bar, US Trustee, Panel Trustees, US Attorneys, BAP, BNC, Transcriber.
- Conduct after-action review of COOP operations and effectiveness of plans and procedures as soon as possible, identify areas for correction and develop remedial action plans (Clerk and Departmental Supervisors).

IANB Blizzard Plan

Scenario One: Only one office affected - Anticipated Duration 1-2 days

- Clerk/Chief Deputy activates InfoWeb ENS service, notifying staff in affected office that
 physical court location is closed for the day due to inclement weather and all staff
 assigned to that office/location are placed in telework status. Additional notification of
 office/court closure due to telework status is provided by the Clerk/Chief Deputy via the
 ARMA line.
- Clerk/Chief Deputy cause posting to occur to Court's public website, advising bankruptcy community served by affected office of physical site closure, inability to process conventional mail received on that date, and providing alternate telephone number for immediate customer service.
- Clerk/Chief Deputy notify appropriate media outlets, advising of affected office physical site closure and anticipated duration.
- Chief Deputy/Operations Supervisor logs in to phone switch of affected office and forwards main line calls to the assisting court office location.
- Scheduling Deputy verifies existence/absence of court hearings on date of closure utilizing court calendar program. If court hearings are scheduled for the day, Scheduling Deputy contacts presiding judge at his/her residence to determine availability for telephonic hearings, and whether the matters may be resolved via telephonic hearings. If judge is available for telephonic hearings, and that venue is appropriate for the matter at hand, Scheduling Deputy initiates contact with litigants to advise of change in hearing location/venue and provide dial-in number for court hearings. If the matter at hand cannot be resolved via telephonic hearing, the Scheduling Deputy will advise litigants of continued court hearing and the new date/time of hearing.
- Operations Supervisor and IT Director coordinate with respective staffs to identify priorities and work assignments for the telework day.
- Conventional Filings and Funds received via US Mail by the affected office will be processed, receipted and deposited once the affected physical court site is re-opened.

Scenario Two: Both court locations affected - Anticipated Duration 1-2 days

- Clerk/Chief Deputy activates InfoWeb ENS service, notifying entire court staff that physical court locations are closed for the day due to inclement weather and all staff are placed in telework status. Additional notification of office/court closure due to telework status is provided by the Clerk/Chief Deputy via the ARMA line.
- Clerk/Chief Deputy cause posting to occur to Court's public website, advising bankruptcy community of physical site closure, inability to process conventional mail received on that date, and advising that telephonic customer service will be provided remotely, either by redirecting the main line of each office to a designated private residence number of one of the staff members assigned to that office, or by responding in a timely fashion to messages left on the main line's voice mail.
- Clerk/Chief Deputy notify appropriate media outlets, advising of court closure and anticipated duration.
- Chief Deputy/Operations Supervisor logs in to phone switch of affected office and forwards main line calls to the private residence of designated Case Administrator.
- Scheduling Deputies verify existence/absence of court hearings on date of closure utilizing court calendar program. If court hearings are scheduled for the day, Scheduling Deputy contacts presiding judge at his/her residence to determine availability for telephonic hearings, and whether the matters may be resolved via telephonic hearings. If judge is available for telephonic hearings, and that venue is appropriate for the matter at hand, Scheduling Deputy initiates contact with litigants to advise of change in hearing location/venue and provide dial-in number for court hearings. If the matter at hand cannot be resolved via telephonic hearing, the Scheduling Deputy will advise litigants of continued court hearing and the new date/time of hearing.
- Operations Supervisor and IT Director coordinate with respective staffs to identify priorities and work assignments for the telework day.
- Conventional Filings and Funds received via US Mail by the affected offices will be processed, receipted and deposited once the affected physical court site is re-opened.

Deactivation of Blizzard Plan

- Clerk/Chief Deputy activates InfoWeb ENS service, notifying staff in affected office(s) that physical court location is once again re-opened and that staff are to report to their respective offices to resume business as usual. Additional notification of office/court reopening is provided by the Clerk/Chief Deputy via the ARMA line.
- Clerk/Chief Deputy remove posting of affected location(s) closure from Court's public website.

- Chief Deputy/Operations Supervisor logs in to phone switch of affected office and removes forward of main line calls to the assisting court office location.
- Conventional Filings and Funds received via US Mail by the affected office(s) are to be processed, receipted and deposited by close of business on the date of reopening. If possible, conventional filings and funds received on the date of closure are maintained separately from those received on the date of reopening, and file stamped/date stamped accordingly.