



## Exercise Overview

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|------------------------------------|---|
| <b>Exercise Name</b>               | 2022 MFA Information Technology Interruption Functional Exercise  |
| <b>Exercise Dates</b>              | Tuesday, February 22, 2022   10:00am-12:00pm  |
| <b>Scope</b>                       | This is a functional exercise, planned for 2 hours across the Commonwealth of Virginia and some neighboring States. Exercise play is limited to participating Organizations within the Medical Facilities of America Corporation and a handful of community partners.   |
| <b>Focus Area(s)</b>               | Mitigation, Response & Recovery   |
| <b>Capabilities</b>                | <b>ASPR:</b> Healthcare & Medical Response Coordination; Continuity of Healthcare Service Delivery<br><b>FEMA:</b> Cybersecurity, Long-Term Vulnerability Reduction, and Risk & Disaster Resilience Assessment  |
| <b>Objectives</b>                  | <ol style="list-style-type: none"> <li>1. Identify potential process disruptions from information systems hazards</li> <li>2. Evaluate or construct emergency operation plan (EOP) annexes to address short- and long-term information systems</li> <li>3. Evaluate current continuity of operations (COOP) plan with respect to an information systems interruption</li> </ol> |
| <b>Threat/Hazard</b>               | Short to long-term information system interruption to participating healthcare facilities.  |
| <b>Scenario</b>                    | Healthcare facilities are encountering disruptions in various information technology systems requiring them to alter normal operations.   |
| <b>Sponsor</b>                     | <b>The Virginia Healthcare Emergency Management Program (VHEMP)</b>   |
| <b>Participating Organizations</b> | This functional exercise is designed for participating Medical Facilities of America organizations and additional partners to include local emergency management, regional healthcare coalitions, and Department of Homeland Security. See Appendix B for full list of participants   |
| <b>Point of Contact</b>            | Robert Hawkins, Executive Director, Near Southwest Preparedness Alliance, 540-562-3482, <a href="mailto:rhawkins@vaems.org">rhawkins@vaems.org</a>  |

## **Exercise Step-By-Step**

The exercise begins with facilities receiving a text-based or email based alerting notification alerting all participating facilities an event is happening.

Upon notification, each facility will be asked specific details such as command status, operational status and resource needs. Facilities will need to provide this specific information including sharing if they are activating their emergency operations plans in the Virginia Healthcare Alerting and Status System (VHASS).

Full details of the scenario and essential elements of information including the specific information that is being requested in the event can be found in the VHASS Event Log & Event Details document below and on the active VHASS event under Events & Notifications on the main screen. *(Please note: if the event time has ended you will not be able to access the Event Log or Details).*

Facilities are to report their status in VHASS, respond to the specific requests being asked, and report that information in VHASS or to their corporate command team.

Throughout the Event a WebEx will be running for participating facilities to ask questions and gain additional insights if needed. Specific webinar details are below.

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## **Webex Details**

### **Computer:**

<https://nspa1.webex.com/nspa1/j.php?MTID=m66bd6d5ce0e08875103332c529dc8f87>

Tuesday, Feb 22, 2022 10:00 am | 2 hours | **Meeting number:** 2310 843 9666

**Password:** dcRpPhMh265

### **Join by phone:**

+1-415-655-0002 US Toll | **Access code:** 231 084 39666

## VHASS Event Details

**Event Name:** 2022 MFA I.T. Interruption Exercise

**Event Type:** EXERCISE

**Public Health Category:** Facility Impact

**Distribution Category:** Distribute on a need to know basis

**Situation:** It's 10:00am EST and participating organizations are finishing up their morning meetings. A staff member working on the floor starts to notice that they are unable to submit or save their work in the computer. After repeated tries and a system reboot they are still not able to access any information. The employee then tries to make a phone call to notify someone of the situation and realizes the voice over internet protocol (voip) phone system is also not accessible. For the past several hours your facility has experienced intermittent outages in networked systems and connection with your internet service provider. Normal operations within your facility have become strained to include difficulty in receiving or treating patients.

**Facility Impacted:** this issue is impacting all participating long term care organizations that are a part of the Medical Facilities of America Corporation, including additional facilities that are not located in Virginia.

**Active Regions:** Near Southwest, Far Southwest, Central Region, Northwest Region, Northern Region, and Eastern Region

**Immediate Impact and/or Required Action:** all participating facilities answer the following prompts:

- 1. What is your first step in your response according to your emergency operations plan (EOP)?*
- 2. Does this scenario require you to activate your EOP?*
- 3. Which departments are assisting in your response?*
- 4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).*
- 5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.*
- 6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.*
- 7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.*
- 8. Do you have any resource needs at this time as a result of interruption to your IT systems?*

**Background:** This exercise is intended to be completed by participating Organizations within the Medical Facilities of America Corporation. All other facilities are welcome but not obligated to participate.

**Discussion:** Answer the questions under the immediate impact and/or required action section. These questions will also be copied into the Event Log as a reference.

**Recommended Action:** As strongly encouraged throughout this series, this specific risk should be identified in your facilities hazard vulnerability assessment (HVA). Successful participation will require an activation of your emergency operations plan (EOP). Remember that when you are coordinating with your community partners to ensure all communications begin with EXERCISE.

**Action Taken:** VHASS Event, VHASS Activation, Event Logs Monitored , WebEx Operational

**Points of Contact:**

*Mary K Alley, MVP NSPA*  
*(540) 541-0315*

*Robert Hawkins, Director NSPA*  
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