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POLICY TRANSMITTAL NO. 07-52	DATE: SEPTEMBER 10, 2007
INFORMATION SECURITY OFFICE	DEPARTMENT OF HUMAN SERVICES OFFICE OF LEGISLATIVE RELATIONS AND POLICY

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TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OKDHS:2-45, Table of Contents; and OKDHS:2-45-1 through 2-45-5.

EXPLANATION: OKDHS:2-45 is issued to establish Information Security Office (ISO) regulations for providing emergency procedures and plans in the event of disaster. These regulations replace Sections 44 through 51 of Subchapter 15, Risk and Safety Management.

Original signed on 9-7-07

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Mark Gower, Information Security Officer  
Information Security Office

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Sharon Neuwald, Coordinator  
Office of Legislative Relations and Policy

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WF # 07-P (NAP)

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**INSTRUCTIONS FOR FILING MANUAL MATERIAL**

OAC is the acronym for Oklahoma Administrative Code. If OAC appears before a number on an Appendix or before a Section in text, it means the Appendix or text contains rules or administrative law. Lengthy internal policies and procedures have the same Chapter number as the OAC Chapter to which they pertain following an "OKDHS" number, such as personnel policy at OKDHS:2-1 and personnel rules at OAC 340:2-1. The "340" is the Title number that designates OKDHS as the rulemaking agency; the "2" specifies the Chapter number; and the "1" specifies the Subchapter number.

The chronological order for filing manual material is: (1) OAC 340 by designated Chapter and Subchapter number; (2) if applicable, OKDHS numbered text for the designated Chapter and Subchapter; and (3) all OAC Appendices with the designated Chapter number. For example, the order for filing personnel policy is OAC 340:2-1, OKDHS:2-1, and OAC 340:2 Appendices behind all Chapter 2 manual material. Any questions or assistance with filing manual material will be addressed by contacting Policy Management Unit staff at 405-521-4326.

**REMOVE**

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**INSERT**

OKDHS:2-45, Table of Contents, 1 page only, issued 9-15-07

OKDHS:2-45-1, 1 page only, issued 9-15-07

OKDHS:2-45-2, 1 page only, issued 9-15-07

OKDHS:2-45-3, 1 page only, issued 9-15-07

OKDHS:2-45-4, pages 1-2, issued 9-15-07

OKDHS:2-45-5, 1 page only, issued 9-15-07

**SUBCHAPTER 45. INFORMATION SECURITY**

**PART I. SCOPE**

<u>OKDHS:2-45-1.</u>	<u>Purpose and authority</u>
<u>OKDHS:2-45-2.</u>	<u>Definitions</u>
<u>OKDHS:2-45-3.</u>	<u>ISO requirements</u>
<u>OKDHS:2-45-4.</u>	<u>Emergency operating plan</u>
<u>OKDHS:2-45-5.</u>	<u>Business recovery and resumption</u>



**PART 1. SCOPE****OKDHS:2-45-1. Purpose and authority**

Issued 9-15-07

(a) **Purpose.** The Information Security Office (ISO) is charged with managing, overseeing, and auditing Oklahoma Department of Human Services (OKDHS) divisions and business units to:

(1) evaluate, mitigate, and reduce risks to OKDHS data and information systems, in coordination with the OKDHS risk manager, as appropriate. Assessments are conducted in conjunction with the OKDHS risk manager;

(2) identify, assess, and appropriately manage information security risks to OKDHS business processes, assets, and information systems;

(3) assist OKDHS divisions and business units to determine and implement controls that appropriately and proactively respond to information security risks;

(4) develop, implement, and monitor divisional emergency operating plans agencywide; and

(5) coordinate with OKDHS divisions and business units to manage, respond to, and mitigate identified information security risks.

(b) **Authority.** Authority is granted to ISO by OKDHS executive management and officers to fulfill the requirements of Section 41.5a of Title 62 and Section 683.2(C) of Title 63 of the Oklahoma Statutes.



**OKDHS:2-45-2. Definitions**

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The following words and terms, when used in this Subchapter, shall have the following meaning, unless the context clearly indicates otherwise:

"**Emergency operating plan**" means the written plan and procedures established to protect employees and visitors of an office or facility in the event of a natural or man-made disaster or emergency.

"**Response**" means providing services to reduce casualties and damage and speed recovery during and after an emergency. Response activities include:

(A) warning;

(B) evacuation;

(C) rescue; and

(D) business recovery and resumption.



**OKDHS:2-45-3. ISO requirements**

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Every Oklahoma Department of Human Services (OKDHS) office or facility must develop an emergency operating plan that is followed in the event of tornado, fire, bomb threat, hostage situation, or other emergency. The emergency operating plan:

(1) is written to accommodate the needs of the specific office or facility;

(2) uses the document template and structure provided by the Information Security Office (ISO);

(3) is submitted to ISO for approval;

(4) is posted at the office or facility and a copy is maintained by ISO;

(5) is made available upon request;

(6) is submitted annually to ISO for review, and updated per ISO recommendations; and

(7) is discussed with local staff by local management a minimum of twice each calendar year to enhance awareness of the plan and plan activities.



**OKDHS:2-45-4. Emergency operating plan**

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The Information Security Office (ISO) establishes requirements for the emergency operating plan submitted by the office or facility, per OKDHS:2-45-3, that includes the items in (1) through (7).

**(1) Emergency notification and contact list, including:**

(A) primary and alternate contacts and phone numbers for responsible personnel;

(B) local emergency contacts and phone numbers;

(C) Oklahoma Department of Human Services (OKDHS) incident command phone number, 1-800-789-0752; and

(D) OKDHS direct management contact information, including Office of Communications and area and division management.

**(2) Emergency incident procedures for separate evacuation and sheltering in-place plans, including:**

(A) posted evacuation routes;

(B) assembly areas and procedures;

(C) floor and employee monitor responsibilities;

(D) employee accounting procedures;

(E) procedures to determine all clear; and

(F) designation of an alternate site(s) for operations, requiring local planning for use of another facility in the event the primary facility is damaged.

**(3) Bomb threat procedures, including:**

(A) a checklist for the person receiving the call, per instructions provided on Form 23RS121E, Bomb Threat Aid;

(B) response and reporting procedures in accordance with paragraph (1) of this Section; and

(C) evacuation procedures in accordance with paragraph (2) of this Section, with the addition of procedures listed in (i) through (iii) of this subparagraph. Employees:

(i) visually inspect their work areas and report any unfamiliar or suspicious objects;

(ii) do not move or touch any suspicious item or object; and

(iii) leave the area as directed.

**(4) Vulnerable clients list, including:**

(A) contact information for vulnerable client;

(B) physical address of vulnerable client; and

(C) methods to contact the vulnerable client.

**(5) Vital records list, including:**

(A) type and location of paper vital records that are onsite;

(B) copies for backups; and

(C) system and method for re-creating vital records from other documents.

**(6) Warning system description.** The warning system used by the office or facility to notify employees and visitors of procedures for outside evacuation, sheltering in-place, and all clear is described. The warning system is tested according to ISO requirements, and any deficiency is corrected immediately upon discovery.

**(7) Special assistance procedures, including:**

(A) a list of employees and clients requiring special assistance during an evacuation; and

(B) a designated OKDHS employee to direct special assistance procedures for persons not familiar with the evacuation process.

**OKDHS:2-45-5. Business recovery and resumption**

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The Information Security Office (ISO) provides assistance at the time of an emergency to develop business recovery and resumption action plans with short and long-term scopes.

(1) The local office provides the needed resources to develop and implement business recovery and resumption action plans. Planning sessions are led by ISO or designee.

(2) The local office maintains and submits to ISO required logs, journals, and history of the incident, according to the schedules provided by ISO.

(3) The ISO or designee conducts a review of the incident and reports to the chief information officer and chief administrative officer within established time frames the action plans, results, and impacts.

(4) When deviation from the action plans is required, the local office consults ISO for approval.