

DMPS Employee Guideline

Topic: COOP PLAN WHEN AHCCCS OR EMPLOYEE EXPERIENCES DISRUPTION TO KEY WORK COMPONENTS

Purpose: Communicate Continuity of Operations Plan (COOP) expectations and processes to be followed by all DMPS staff in the event of a disruption to key work components.

Guideline:

In the event AHCCCS or an employee experiences disruption to key work components, either in a specific office or throughout the state, the first course of action is to follow instructions from your supervisor regarding alternate work processes.

The agency has COOP coordinators who are responsible for identifying procedures for sustaining essential business operations while recovering from a significant disruption of services. Examples of disruptions to services are fire, flood, natural disasters, power outages, network/phone outages or potential threats to the agency. These types of emergencies may result in no access to office buildings or home office; network/phone; and/or some or all computer systems, such as HEAplus, APEP and Google. Every COOP event is different and how we respond may not always be the same. Some agency key objectives of any COOP event are:

- Continue critical business operations
- Minimize the duration of a serious disruption to operations and resources
- Minimize immediate damage and losses
- Identify critical lines of business and supporting functions
- Establish management succession and emergency powers
- Work with additional entities toward continuation of effective emergency response
- Facilitate effective coordination of recovery tasks
- Reduce the complexity of the recovery effort

Preparing for a COOP event.

To prepare for a COOP event, ALL DMPS employees are expected to do the following:

- Have available outside of their computer a list of phone numbers for supervisors and managers in their unit/office/region. Maintaining continued contact is critical during a COOP event.

- Familiarize yourself with how to access the TraCorp training website through YES. The direct link to the TraCorp login page is: <https://adoa.server.tracorp.com/novus/application/login/>. If you have never taken classes in TraCorp, follow the [How to Register for courses in TraCorp](#) PDF guide located under the New Users box.
- Familiarize yourself with how to access training on the agency COOP website. There is a tab on the top of the page specifically for TRAINING. The website is: <https://ahcccs.azcoop.gov>.
- Familiarize yourself with how to access LinkedIn Learning. The direct link to the LinkedIn Learning page is: <https://www.linkedin.com>
- Familiarize yourself with how to access the Google training site at <https://workspace.google.com/training>.
- Make sure you have access to your user IDs and passwords in a secure manner outside of the network.
- Bookmark the [link to download Jabber](#) to your personal computer in case MyDeskAnywhere is down. You can also use any USB headset or gaming headset on your personal computer with Jabber if needed.
- If applicable, bookmark these external HEAplus websites on your home computer's web browser:
 - <https://azahcccs.healtharizonaplus.gov/Login/Default> - this is the internal AHCCCS URL, and staff should always use this one if internal systems are up, but staff are working from home. This is by design to ensure traffic is limited to the URL below for public users.
 - www.healtharizonaplus.gov - this is the public URL and would be **used ONLY when internal systems are down**, and Staff would still be able to access HEAplus using a standard web browser. This has the net effect of increasing traffic to the public URL and may create performance issues so it should be a last resort.
- If applicable, bookmark the external APEP login website on your home computer's web browser: <https://idcs-56b6e9015b5b403987f3105c0544879a.identity.oraclecloud.com/ui/v1/myconsole>

To prepare for a COOP event, supervisors and managers are expected to do the following:

- Print the COOP Guideline document with the attachments and have copies available both at home and in your office, if applicable, you may also email the document to your home email address as another backup option.
- Ensure all non-VO DMPS employees (including new hires) are set up to telework from their home computer if a home computer and internet service is available.
- Have available a list of phone numbers for your unit/office/region employees outside of your computer. If one of your direct reports is out of the office, it becomes your responsibility to notify their direct reports so you must have an inclusive contact list.
- Ensure staff have the following links to access HEAplus:
 - <https://azahcccs.healtharizonaplus.gov/Login/Default>
 - www.healtharizonaplus.gov

NOTE: The www.healtharizonaplus.gov link is only for employee access to HEAplus when the AHCCCS network is down.

- If applicable, ensure staff have the following link to access APEP: <https://idcs-56b6e9015b5b403987f3105c0544879a.identity.oraclecloud.com/ui/v1/myconsole>

What to do during a COOP event.

During a COOP event, **ALL DMPS employees** are required to do the following:

- Regularly visit the COOP website: <http://ahcccs.azcoop.gov> for updates and to follow any posted instructions.
- Visit the COOP website <http://ahcccs.azcoop.gov> for access to self-study and instructor led training. See TRAINING section of this document.
- Report to your normal duty post and follow instructions given by your supervisor or manager unless alternative arrangements have been arranged and confirmed with your supervisor after the start of the COOP event.
 - If necessary, VO employees or employees who are teleworking may be required to travel into an office and participate in activities as identified by the Assistant Director (or designee) or their respective region/office or unit management.

To remain productive during a COOP event, following are some potential opportunities that can take place to maintain an efficient use of time:

- A. One on one meetings with individual staff members to discuss work performance, AMS, career goals, etc.
- B. Unit meetings to identify opportunities for improvement and best practices. Sharing experiences is a great way to get discussions going and often find resolutions to problems.
- C. Peer to peer mentoring
- D. E. AMS process discussion to include current goals, status of goals, lead measures, ideas for changes/improvements, ideas for future projects
- F. Discuss AMS processes with other offices to identify different ways the various offices are working towards our DMPS common goals. Collaborative meetings between units/offices/regions to discuss workflow and ideas for new ways to meet common goals by working together.
- G. Group discussion of best practices
- H. Group discussion to identify opportunities for changes/improvements
 - I. Access LinkedIn Learning courses, TraCorp or Google for training opportunities. Instructions for accessing these sites are included in this document

J. Schedule and hold meetings with teams/offices/regions using Google Meet.

Possible agenda items:

- a. Top financial QA citations
- b. PAS error trends
- c. Financial case procedural refreshers
- d. PAS Assessment procedural refreshers
- e. Provider Enrollment procedural refreshers
- f. AMS goals, lead measures, progress, ideas

- g. Brainstorm Healthy Living ideas for your unit/office/region
- h. Non ALTCS or MA-SP offices can discuss their error trends and/or challenges they face while completing day to day tasks or projects
- i. Document work processes for analysis for AMS process improvements
- j. Employee survey responses and action items in progress
- k. Use this as an opportunity to become more proficient with creating and holding Google Meet meetings with your teams. Learn about the functionality available and how this tool can make your meetings with VO/telework staff more productive, engaging, and meaningful
- l. Create, review or update SWPs

During a COOP event, **ALL DMPS employees** are required to:

- Promptly acknowledge communications from leadership related to the COOP event.
- Regularly visit the COOP website: <http://ahcccs.azcoop.gov> for updates and to follow any posted instructions.
- Promptly communicate with your supervisor about any changes in your work status or location.
- Adjust work hours to meet business needs or system availability, some situations may involve discussing, with your supervisor, the option to flex time later in the pay week, or the option of electing to take annual leave.
- If working VO or telecommuting, and a secure internet connection is not available, you may be required to travel into an office to complete your workday.

During a COOP event, **ALL DMPS supervisors and managers** are required to do the following:

- Communicate to respective teams continually throughout the COOP event.
- If staff are unable to access the COOP website, they need to let their supervisor/manager know and it will be the supervisor/manager's responsibility to communicate website information in a timely manner.
- It is never appropriate to tell staff to stay home and be "on call" unless specifically instructed to do so by our Assistant Director (or designee).

NOTE: Administrative leave is a very specific designation and cannot be utilized unless instructed to do so by the Agency Director or designee.

Tech Tips – Common IT issues you can fix yourself

Password Resets

- To change your *network* and *Office365* sign-on use this link: <https://aka.ms/sspr> (self-service password reset).

- To reset your OKTA password, follow this link: <https://az.okta.com>
- Submit a service ticket by going to servicedesk.azahcccs.gov.

You are working from home and your work issued PC/laptop goes down:

- If you have a personal PC/laptop you can log on to My Desk Anywhere (MDA). <https://ahcccs.sharepoint.com/sites/ISD-InfoTech/SitePages/How-To-Log-into-MyDesk-AnyWhere.aspx>
- Through MDA, you can get to the network to read email, use Google Workspace, access O365, and many other network-based tools.

You are locked out of the AHCCCS network, but you have a PC/laptop with an internet connection:

- Go to <https://workspace.google.com/dashboard> and sign into your work email account using your Okta credentials. This will get you into all the workspace tools. Remember not to save anything work related to your personal PC.
- Go to <https://www.office.com> and sign in to O365 using your network credentials and you will be able to access all of your O365 files and the browser versions of all the tools.