

City of Wilmington 2025 Continuity of Operations Plan Update

The City of Wilmington, Delaware

CONTINUITY PLANNING



PROJECT DETAILS

DIFFICULTY: Medium

COST: \$36,000

TIMEFRAME: (4) Months

DELIVERABLES: An updated Continuity of Operation Plan with accompanying Department Annexes

CORE COMPETENCIES:

- Continuity of Operations
- Project Management
- Disaster Preparedness
- Inter-Departmental Cooperation
- Stakeholder Engagement

PROJECT TEAM

Vision Planning and Consulting

CLIENT CONTACT

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PROJECT OVERVIEW

Vision Planning and Consulting (VPC) was contracted by the City of Wilmington, Delaware to update the City's Continuity of Operations Plan (COOP) to ensure the continued delivery of Mission Essential Functions (MEFs) across City government during emergencies, disruptions, or other continuity events. The 2025 COOP Update supports the City's ongoing efforts to strengthen operational resilience, clarify departmental roles, and align continuity planning with current best practices, federal guidance, and the City's evolving organizational structure.

PROJECT SUMMARY

VPC employed a structured, five-step continuity planning methodology to guide the Wilmington 2025 COOP Update, emphasizing stakeholder engagement, department-level detail, and practical implementation. This approach focused on identifying critical business functions and supporting resources, assessing recovery requirements and gaps, organizing continuity leadership, documenting clear activation and resumption procedures, and establishing a framework for ongoing training, testing, and plan maintenance.

The project began with a virtual kickoff process designed to establish a shared baseline understanding of continuity planning objectives, confirm project goals and schedules, and secure leadership buy-in. VPC worked closely with the City's designated points of contact to establish a Steering Committee comprised of Department leadership to guide decision-making and review plan development throughout the process.

To support a comprehensive and department-driven update, VPC conducted targeted information-gathering activities with sixteen (16) City departments. These efforts included the distribution of tailored information worksheets and the facilitation of individual, one-hour virtual work sessions with each department. Through these sessions, VPC reviewed and updated department-specific continuity information, including Mission Essential Functions, interdependencies, lines of succession, critical

personnel, alternate facilities, vital records, technology and software dependencies, vendors and suppliers, notification procedures, and physical inventories.

A core component of the COOP Update was the identification, validation, and prioritization of Essential Functions across City departments. VPC worked collaboratively with departmental staff and City leadership to define and refine Essential Functions, document Recovery Time Objectives (RTOs), map critical interdependencies, and link information technology systems and applications to the functions they support. Essential Function data were presented in clear, user-friendly tables to support operational decision-making during a disruption and to improve coordination across departments.

Using the information collected through departmental workshops and Essential Function analyses, VPC developed a comprehensive draft COOP document for City review. The draft Plan included a clearly defined structure addressing purpose and scope, planning assumptions, COOP activation procedures, lines of succession, mission essential functions, resumption strategies, and plan maintenance, supported by detailed annexes and department-specific appendices. Following a formal City review period, VPC incorporated all relevant feedback and produced a final, consolidated COOP document, along with editable Microsoft Word