

**Continuity of Operations  
Knox County Health Department  
Air Quality Management  
9/14/2018 revised**

**Scenario 1: Loss of KCHD Computers** All AQM employees utilize computers on the AQM server and the KCHD server, allowing them to continue operations as usual.

The following operations would continue using the AQM servers, telephones, i-pads and paper:

- A. Issuance of open burning permits, both on-line (IT uptown and by phone)
- B. Issuance of industrial source operating permits
- C. Complaint inspections
- D. Compliance Inspections
- E. Enforcement activities
- F. Operations of all air monitoring, QA and associated reporting
- G. Operation of all EPA, State and local requirements, including air monitoring
- H. Answering telephones
- I. Purchasing/approvals via AQM credit card

The following activities would cease:

- A. All purchasing and approvals utilizing the MUNIS system
- B. E-Codes database entries and usage (data would continue on paper with entries updated at a later date)
- C. Ability to file timesheets electronically

No need to work remotely or from home.

All staff would be working as normal

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**Scenario 2: Pandemic**, assuming that staff would either be working the event or home sick, the following activities/services would not be provided:

- A. Issuance of open burning permits
- B. Issuance of industrial source operating permits
- C. Complaint inspections (non-emergency)
- D. Compliance Inspections (non-emergency)

**Critical Functions, Requirements and Parameters**

**Priority Level: High**

**Critical Function: Operation of air monitoring stations**

**RTO: 24 hours**

**Resources Required: Laptop, software, data records, ambient air monitors, replacement parts, blank filters and cassettes**

**Responsible Personnel: Director of Air Quality Management**

**Successors: (1) Air Monitoring Program Manager, (2) Environmental Program Manager**

**Employees Needed: 2**

**Limitations: Access to items listed under resources required\*\***

**\*\* In the event of lost personnel and/or equipment, AQM would contact TDEC in Nashville, who in turn would contact EPA Region 4. EPA would provide all needed equipment and supplies, including portable air monitors and work force to continue the air monitoring. No MOU is required, per EPA. As long as data continues to be collected, it can be processed at a later date, as long as 6 months later.**

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**Scenario 3: Loss of power, telephones and internet**, assuming that loss existed in both KCHD and Air Monitoring Building, the following activities/services would not be initially provided:

- A. Issuance of open burning permits
- B. Issuance of industrial source operating permits
- C. Complaint inspections (non-emergency)
- D. Compliance Inspections (non-emergency)

**Critical Functions, Requirements and Parameters**

**Priority Level: High**

**Critical Function: Operation of air monitoring stations**

**RTO: 24 hours**

**Resources Required: Laptop, software, data records, ambient air monitors, replacement parts, blank filters and cassettes**

**Responsible Personnel: Director of Air Quality Management**

**Successors: (1) Air Monitoring Program Manager, (2) Environmental Program Manager**

**Employees Needed: 2**

**Limitations: Access to items listed under resources required\*\***

**\*\* In the event of lost filters and/or equipment, AQM would contact TDEC in Nashville, who in turn would contact EPA Region 4. EPA would provide all needed equipment and supplies, including portable air monitors and work force to continue the air monitoring. No MOU is required, per EPA.**

**For lesser events, such as lost software, backups are available onsite and can be accessed remotely.**

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**Scenario 4: Loss of building**, assuming that both KCHD and Air Monitoring Building are rendered unusable, the following activities/services would not be initially provided:

- A. Issuance of open burning permits
- B. Issuance of industrial source operating permits
- C. Complaint inspections (non-emergency)
- D. Compliance Inspections (non-emergency)

**Critical Functions, Requirements and Parameters**

**Priority Level: High**

**Critical Function: Operation of air monitoring stations**

**RTO: 24 hours**

**Resources Required: Laptop, software, data records, ambient air monitors, replacement parts, blank filters and cassettes**

**Responsible Personnel: Director of Air Quality Management**

**Successors: (1) Air Monitoring Program Manager, (2) Environmental Program Manager**

**Employees Needed: 2**

**Limitations: Access to items listed under resources required\*\***

**\*\* In the event of lost filters and/or equipment, AQM would contact TDEC in Nashville, who in turn would contact EPA Region 4. EPA would provide all needed equipment and supplies, including portable air monitors and work force to continue the air monitoring. No MOU is required, per EPA.**

**For lesser events, such as lost software, backups are available onsite and can be accessed remotely.**