



Third Discussion Session with Emergency and Security Systems of the Americas

The importance of Continuity-of-Operations Plans

Tuesday, July 28th, 2020

Agenda

- 11:00 – 11:05 Welcome remarks by Guillermo Moncayo, Acting Director, OAS' Department of Public Security (DPS)
- 11:05 – 11:15 Introduction to the panel's topic and structure, by Karen Bozicovich, Public Safety Information and Knowledge Section Chief (DSP/OEA)
- 11:15 – 11:25 Presentation of Mission Critical Partners (MCP) and panelists by Jackie Mines, Senior Consultant at MCP
- 11:25 – 12:05 Continuity of Operations and Disaster Recovery Presentation by Richard Gaston, Public Safety Consultant at MCP, with comments by Heather McGaffin, Project Manager at MCP
- 12:05 – 12:20 Presentation of the COVID-19 Pandemic Continuity of Operations Response Plan for Resurgence of Pandemic by Laurie Flaherty, Coordinator of the National 911 Program, with comments by Jackie Mines, Senior Consultant at MCP
- 12:20 – 12:50 Interventions by Emergency and Security Systems of the Americas, and Q&A
- 12:50 – 1:00 Closing remarks

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