

# Role: OPERATIONS

## Details:

**Operations** is responsible for the Organization's operations, which promote business development, employee productivity, and physical safety.

Responsibilities include:

- Building Automation Systems (Heating, Ventilation, and Air Conditioning (HVAC) systems; elevators, fire systems, etc.)
- Buildings and Property Maintenance, including:
  - Access (Physical Security)
  - Landscaping
  - Parking
- Operations is the final approver of all contracts with 3rd-party service providers.

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## Things to consider in the Operations Role:

- What is the Organization's legal responsibility in the event of a security incident?
- What Roles should be involved in discussions about security incidents? Are they different roles when discussing cybersecurity incidents?
- Which of the Organization's contracts are affected/enforced during a cybersecurity incident?

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**Also Known As: CHIEF OPERATING OFFICER  
(COO) – CHIEF OF STAFF –  
DEPARTMENT OF PUBLIC WORKS (DPW)**