



# Board of Retirement Regular Meeting

## Sacramento County Employees' Retirement System

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### Agenda Item 16

**MEETING DATE:** June 17 , 2026

**SUBJECT:** Business Continuity Report

**SUBMITTED FOR:**  Action  Information

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#### **RECOMMENDATION**

Receive and file Business Continuity Report regarding temporary building closure at 980 9<sup>th</sup> Street during April-June 2026.

#### **PURPOSE/STRATEGIC PRIORITY**

This item supports the Strategic Management Plan objective to equip SCERS staff with the knowledge, skills, tools, and facilities needed to perform effectively today and in the future.

#### **DISCUSSION**

On April 8, 2026, SCERS transitioned to full remote operations due to a building access disruption and closure. SCERS's core business functions remained operational throughout the event; however, the transition required rapid adaptation of processes, systems access, and service delivery models.

Overall, SCERS demonstrated strong business continuity capabilities, particularly in maintaining critical business operations and member services. At the same time, the business resumption assessment identified minor operational, technological, and physical dependency-related gaps that could have potentially impacted efficiency and recovery timelines.

The attached presentation provides key observations to strengthen SCERS' operational resilience and align future-state processes with ongoing modernization efforts. Additionally, Staff is seeking Board input regarding planned Board Room technology upgrades versus satellite Board meeting locations.

#### **ATTACHMENTS**

- Board Order
- Business Continuity Presentation

Prepared by:

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Margo Allen  
Chief Operations Officer

Reviewed by:

/S/

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Eric Stern  
Chief Executive Officer



# Retirement Board Order

## Sacramento County Employees' Retirement System

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Before the Board of Retirement  
June 17, 2026

AGENDA ITEM:

### Business Continuity Report

THE BOARD OF RETIREMENT hereby approves the Staff recommendation to receive and file Business Continuity Report regarding temporary building closure at 980 9<sup>th</sup> Street during April-June 2026.

I HEREBY CERTIFY that the above order was passed and adopted on June 17, 2026 by the following vote of the Board of Retirement, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

ALTERNATES (Present but not voting):

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Chris Giboney  
Board President

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Eric Stern  
Chief Executive Officer and  
Board Secretary



# **Business Continuity**

Emergency Closure – Debrief and Lessons Learned

June 17, 2026

# Incident Overview

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- On April 8, 2026, a water leak on the 26<sup>th</sup> floor caused an electrical fire in the 7<sup>th</sup>-floor electrical room.
- The incident resulted in a complete loss of power, water, and critical systems. The building was immediately placed under full lockdown with no staff access permitted.
- SCERS enacted its emergency response plan and transitioned to remote operations immediately.

# Immediate Response Actions

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- Utilized the Preparis alert system, directed staff to work from home
- Completed assessment of previously determined business impacts and Recovery Time Objective/Return to Operations (RTO) requirements:
  - IT access and equipment gaps
  - Staff availability and communication readiness
- Leadership communication and alignment:
  - Operations coordinating logistics
  - Supervisors ensuring staff accountability

# Business Continuity Activation

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- SCERS transitioned to full remote operations immediately and seamlessly despite not having full access to all staff resource support
  - Within 3 hours - 90% of business operations were active
  - Within 6 hours - Preparing arrangements for offsite locations operations
  - Within 24 hours - Coordinating mail pickup and processing
  - Within 48 hours - Setting up satellite operating location
- Critical functions were relocated and a satellite office set up:
  - Established an interim structure and location for mail operations staged through BOS Clerk's Office (6th Floor)
  - Centralized coordination for mail pickup from post office
  - Re-assigned staff to scanning and document processing roles

# Board Meeting Continuity

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- Within 48 hours, the April Board meeting was relocated to BOS Chambers to maintain governance continuity
- Subsequent meetings held at CalPERS, Sacramento Metro Fire board rooms
- Alternate locations allowed for consideration and assessment of other meeting venues

# Challenges & Disruptions

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- Uncertainty in reopening timeline creates planning challenges
- Inconsistent responsiveness to Prepara alerts required manual follow-up with staff
- IT and equipment gaps slowed initial transition to full productivity
- Mail processing created operational bottlenecks due to physical handling requirements
- Face-to-face interaction with members suspended
- Increased coordination burden across teams managing interdependent workflows remotely

# Successes & Strengths

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- Operational Strengths
  - Rapid transition to remote operations within 3 hours, despite limited initial access
  - Strong emergency response coordination enabled quick decision-making and alignment
  - Availability and access to County resources:
    - BOS Chambers for Board meeting continuity
    - BOS Clerk's Office for mail staging and processing
- Team Performance
  - High staff adaptability in shifting to WFH model and to new workflows
  - Good cross-functional staff support
  - Maintained continuity of critical services despite infrastructure shortfalls

# Key Gaps Identified & Lessons Learned

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- **Key Gaps Identified**

- Inconsistent staff response to Preparis alerts → need enforced accountability
- Lack of pre-staged remote readiness (equipment, system access)
- No formalized backup process for mail and other physical dependencies

- **Lessons Learned**

- Business continuity depends on execution readiness, not just planning
- Physical operations require predefined alternate workflows and locations
- Clear communication protocols are critical in uncertain, evolving situations

# Next Steps

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- Update Business Continuity Plan (BCP) to include:
  - Revise business impact analyses (BIAs)
  - Refined Recover Time Objectives (RTOs) and escalation triggers
  - Pre-approved/arranged satellite work locations and mail processing plans
  - Mandatory staff training and response compliance standards
- Implement ongoing continuity testing (tabletop exercises) to validate readiness

# Next Steps

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- Consider pros/cons of future Board meeting locations
  - Cable Metro 14 provided AV support at BOS Chambers and Metro Fire (approx. \$1,000/meeting)
  - SCERS has budgeted \$200,000-\$300,000 to upgrade end-of-life Board Room AV equipment
  - SCERS lease expires in 2031
  - Potential conversion of SCERS Board Room for project/training space
  - Less control of regular Board meeting dates at other locations