



BRPA Chicago Newsletter

Vol. 1, No. 2, April, 2008

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Welcome

Jason Merante – Co-Editor

Welcome back to the bi-monthly BRPA Chicago newsletter! As you can see, we are still working on our new name. We plan to come to a decision during our May meeting, so thanks for bearing with us in the meantime. We have quite a bit of content in this edition of the newsletter, so I will keep the introduction short. Once again, any feedback you have about the newsletter would be much appreciated. Our goal is to make this forum a continuation of the BRPA Chicago meetings, but we need your opinions on how we can improve. Just send an email to newsletter@brpa-chicago.org.

As usual, in this edition of the newsletter we have important [Board Member Updates](#), [Summary of Last Meeting](#), and [Preview of Next Meeting](#). We also have information on the event everyone has been waiting for: the [Annual Golf Outing](#)! The [Guest Column](#) this month has been graciously contributed by John Stagl, who opines about the differences between business continuity and disaster recovery. We are still looking for contributions from our readers for the [Member Highlights](#) and [Question and Answer](#) sections. We have some more [Disaster News](#) to help keep you current. And, finally, we have an invitation to participate in the SunGard Security Breach Simulation included in the [Member Benefits](#) section. Enjoy!

Board Member Updates

Tom Dziurgot (Grainger) - President

Wow! You, the BRPA membership, have responded wonderfully to our first purely training meeting in years. We have over 45 attendee applications in less than 2 weeks since it was

announced. Those of you coming to the training are really in for a treat. Maria Vergara and John Mantsch have put together a terrific Business Continuity training workshop. Everyone who is lucky enough to make this session will be pleased with it and will really enjoy the presentation.

Dan Johnson, John Mantsch, Arnie Miller and Maria Vergara are putting the final touches on the Golf Outing. They will be bringing out some special new programs for the outing this year. See the Golf Outing info in this newsletter. If you have any questions about it please contact one of them.

Have you noticed your invoices and evites are going to the correct contact in your organizations? Janine Jenkins and Alane Watkins have been working tirelessly to make sure our contact information is current. Many of you know already because you've been contacted by one of them. If any of you have ever had to maintain a database you know how much work that is. Please help them out if you know of any BC DR professional that is not getting our information refer them to either Janine or Alane or you contact one of them with the details.

Dan Johnson sure put together a heck of a program for you in March. See the [Preview of Next Meeting](#) of this newsletter for more details. Dan really has a surprise for this meeting. Can you believe the location he got for this meeting is? Can any BC professional pass the opportunity to see that place in action?

I've mentioned Alane, Arnie, Dan, Janine, John, Maria and maybe you'd like to ask them a question or send them a comment. How will you do that? It sure has gotten easy thanks to Don Moore. He has worked on the website, <http://www.brpa-chicago.org>. Constantly adding new data and keeping it easy to navigate.

And none of this would matter if it weren't for you, BRPA members. You have really made it easy for your Board to work hard for you because you have shown interest and excitement, about our programs. You're taking advantage of what will be a super training session. You're already asking for details about the golf outing and holiday lunch. Thank you for being an involved membership.

Please let me know if you have any comments or suggestions to help make BRPA even better.

John Mantsch (R.J. O'Brien) – Vice President

I thought we had a very satisfactory response for our initial launching of our BRPA Newsletter. The committee that was setup to collect and manage the articles; create the format to be used for the newsletter and ensuring that all deadlines were met did an outstanding job. This was excellent effort by Jason Merante, to pull all of the contributors together, making sure that all of the

deadlines were being met and creating a newsletter that has a great format, was easy to read and very functional. My hat is off to Jason for supplying our members with another tool to keep them informed of current events as well as any easy means of getting their voice heard.

Since this Newsletter is being issued for the benefits of the BRPA membership, I want to ask you once again to let us know what you're interested in learning more about and we'll try to address your request. Based on your request, we'll either respond through the newsletter or through a presentation being made during one of our BRPA meetings.

I can't say this enough but this is your association and the way to get your voice heard or your questions answered is by directing them to the Board. We would love to hear from you on the things that you'd like to see or hear about and even the things that you don't like or don't want to see.

So if someone wants to learn about a specific topic, let the Board know at newsletter@brpa-chicago.org. We'll contact you to clarify any issues and the Board will determine the best method of addressing your request. This can be done through the newsletter, a presentation, a workshop or a round table discussion. The members on the Board have taken the various positions since they see the benefits of membership.

Membership offers everyone the ability to grow in their chosen field, through the presentations and readings on continuity that are available to everyone, as well as by using the networking aspect of the organization. The networking aspect that is available to all of our members is there if you want to use it. Our members have used the network to strengthen their understanding on specific topics and to help mentor others in the field.

Speaking of mentoring, BRPA is thinking of establishing a mentoring program which would be based on a program established by BRPA – Southern Wisconsin. This program would only be available to BRPA members.

If you're interested in this program, please respond to us at newsletter@brpa-chicago.org (either as a mentor or someone being mentored). Someone from the BRPA board will respond to each response to find out more about what role you'd like to take (mentor or mentored), what you would like to be mentored on, or what aspect of continuity you would like to mentor someone on. The Board will match anyone who wants to be mentored to a mentor. I'll report next time on our member's response to the mentoring program.

Dan Johnson (Lasalle Bank)- Program Director

One of the things I love most about being the BRPA Program Director is that I am able to network with so many fascinating people in the Business Continuity Industry. Coordinating the bi-monthly meetings is one of the benefits of serving on the board. I get to meet wonderful people, who want to share their experiences with our organization and they really care about what they do. Their passion for this industry is contagious and I want to be sure that I will accommodate them with their pre-meeting needs, presentation materials and meeting site logistics. Our meeting at Rentsys last month went extremely well and the program covered many areas of recovery, so there was something for everyone.

The upcoming meetings this year are coming together quite nicely. The May 20th session at the OEMC will be a really good one (see Preview section below). Our friends at AON and Blue Cross Blue Shield have offered to host our July and September sessions. I am still looking for a host site and a speaker for our November meeting. If you would be interested in hosting or presenting at the November meeting, please contact Dan Johnson at dan.johnson@brpa-chicago.org or 312-904-3982.

Alane Watkins (Kraft Foods) - Correspondence Director

We continue to validate contact information for participating member companies and vendors. Thank you for your prompt responses! If you or your company's information has changed, please let us know. You may have as many names listed for your company as you like, as membership is by company, not by individual.

All BRPA meeting notices are issued via regular email and Evite. We use Evite to confirm attendance in advance so that we can prepare adequately before each session. If you are not receiving Evite messages or your company blocks Evite, please let us know via email that you will be attending a BRPA event.

Feel free to pass along BRPA invitations to other companies or BCP/DR professionals. BRPA sessions cover a broad range of topics that are of interest to those who work in related fields such as audit, compliance, security, and risk management. We always welcome new guests!

If you have questions, comments or suggestions, please contact BRPA's communications director, Alane Watkins at awatkins@kraft.com or 847-646-2766.

Summary of Last Meeting

Don Moore (Bank of America) - Secretary

The turnout for this meeting was really good considering it was

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held at Rentsys in Pleasant Prairie Wisconsin. There were about 40 members in attendance. This is the first BRPA meeting ever held outside of Illinois, so the number of attendees was great. Rentsys was a wonderful host, offering our members breakfast, lunch and refreshments during our stay. Raul Aguilar and Walt Thomasson conducted full site tours of the facility. This brand new facility was very impressive and all of the session surveys indicated our members really liked it.

There were four presentations that were given, they were:

Lorie Alioto, BRPA Southeastern Wisconsin Program Director, shared information about her BRPA Chapter in Wisconsin. There are many similarities to our BRPA Chicago Chapter, but they also had some other neat programs such as: a mentor program, where experienced CBCP members help educate some of the newer inexperienced BRPASW members; a library where members can check out reference materials for their own use; brainstorming sessions with members to get suggestions for upcoming meetings.

Walt Thomasson, Managing Director of Rentsys, presented Recovering People: The Most Critical Part of Your Plan. This covered actual disasters, recovery requirements for various types of workers and requirements for various solutions.

Rob Moffat, Wallace Wireless, conducted a demo of Blackberry wireless BCP applications. He showed all of the many things your blackberry can do and how you can utilize it during disaster and non-disaster events. His presentation explained all of the benefits of these applications and demonstrated many of them on his laptop and blackberry.

John Jackson, Fusion Risk, gave a presentation on Achieving Risk Management Maturity. This presentation covered Risk Management Challenges, Measuring & Communicating Risk and Managing Risk. It was an excellent education session for all and his information is invaluable to those who are looking to improve their risk programs at their respective organizations.

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Preview of Next Meeting

Dan Johnson (Lasalle Bank) - Program Director

Date: May 20, 2008
Time: 9:30 a.m. – 2:30 p.m.
Location: OEMC 1411 W. Madison St.

I am really excited about this session. We will begin the program with a presentation from the Earl Zuelke of the OEMC entitled: The Office of Emergency Management & Communications: Technology & Homeland Security. Earl will educate us on the

OEMC and how his office deals with emergencies and events in the City of Chicago. Sara Alexander of ChicagoFIRST will then give an organization overview and also discuss the city-wide pandemic exercise that was held last fall. ChicagoFIRST was formed in July 2003 and has continued to grow since its inception. Sara will discuss the progress ChicagoFIRST has made since 2003 and the lessons learned from the city-wide pandemic exercise last fall. We will then begin tours of the OEMC where attendees will get a behind the scenes look and learn about the 911 Police/Fire/Ems Dispatch Operations; the Operations Center, City Incident Center and the Joint Operations Center (JOC). It's a must-see for all recovery experts and fascinating to observe. Jim Nelson of BCS will then present: Pandemic Training for Thai Banks Case Study. This is a completely different presentation on the Pandemic planning issues than you have seen in the past. This is a chance to travel and glimpse the orient and not have to sit on a plane all day to get there! It is an overview of the current efforts for Pandemic Preparedness Planning that is in process in Thailand. The government of Thailand has made significant progress on the "avian flu" preparedness over the last few years. There are long term close relationships between both the Thai and US governments. You will hear what is being done and on what schedule as part of the pandemic preparedness and organizational resilience capabilities to this major ally, tourist and business center located in Southeast Asia.

Meeting Agenda

- The Office of Emergency Management and Communications: Technology and Homeland Security
- ChicagoFirst Overview & Lessons Learned from City-Wide Pandemic Exercise
- OEMC / City Incident Center / Joint Operations Site Tour
- Pandemic Training for Thai Banks Case Study

If you are interested in taking the OEMC site tour, please accept the meeting invite quickly when you receive it. Space will be limited, so the tour will be on a first come first serve basis. We will work with the OEMC to accommodate everyone, but there will be a limit on the number of people that can participate in the tour.

Annual BRPA Golf Outing

John Mantsch (R.J. O'Brien) – Vice President

Remember, the Annual BRPA golf outing is being held on August 19, at the Bartlett Hills Golf Course. Come out and enjoy one of the best networking opportunities of the year along with a chance to win some great prizes.

This golf outing will be based on a scramble format. This is where each foursome will play the best ball from the tee box to holing out. The foursome with the lowest score for the round will

be awarded trophies. Awards will also be given for longest drive and closest to the pin.

The \$90 registration fee will include; green fee, golf cart, continental breakfast, lunch and entry into the raffle. You can sign up as a four some or if you don't have 4 players, sign up as an individual and the golf committee will fill out your foursome for you. This event is open to all BRPA members, other associations, co-workers, friends and customers.

We are still looking for sponsors for this year's event. Sponsors will be recognized by having the sponsor's name displayed on the golf course, golf notices, at the registration table and in the country club banquet room. You will be given the opportunity to give a handout to each golfer and your company will be recognized at the luncheon.

There are three options for sponsorship:

1. **Hole Sponsor:** Only \$125. Your company name will be displayed on one of the 18 holes, golf notices, registration table and the banquet room.
2. **Hole Sponsor & Foursome:** Only \$465. All hole sponsor benefits plus a foursome for golf. (*Save \$20*)
3. **Hole Sponsor & Foursome +:** Only \$580. All hole sponsor benefits, company name on two holes, plus a foursome for golf (*Save \$30*)

Registration:

You can register for this event on our web site via Pay Pal.
<http://www.brpa-chicago.org/>

If You Have Questions about the Golf Outing:

Contact John Mantsch at 312-373-5447 or Dan Johnson at 312-904-3982.

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Guest Column

John Stagl – Business Continuity Planning vs. Disaster Recovery Planning

Current educational programs in the field of Business Continuity Planning are confronted with a problem of semantics. The old school educational effort associated with "Disaster Recovery Planning" was oriented to internal processes that were going to be needed after a disaster. These internal processes were identified by a company wide survey of department management. Today, this same protocol is being used to construct Business Continuity Plans.

The problem we face is that Business Continuity is not the same as Disaster Recovery. Consequently, these two efforts require different information collected from different sources.

Continuation of the Business is a much broader and far more complex concept than recovering from a disaster. The former includes such on-going risk factors as competition, consumer confidence and investor confidence just to name a few factors that impact a business' viability. Coincidentally, these are the same issues that are dealt with on a daily basis by senior management.

It is important to note that Business Continuity Planning is strategic and tactical in nature, not operational level planning as Disaster Recovery Planning is. That means that a whole new paradigm is needed to be effective at this level. First, the planning must start at the same place as a company's business plan, with the company's revenue. What markets are profitable and what products are being consumed? How will we protect our market share and with what products? Who is our competition and what are they doing to impact our revenue?

It should be apparent by now that Business Continuity Planning is not necessarily oriented to the same trigger factors that prior disaster recovery planning models used. It is oriented to the same factors that generate tactical and strategic changes to a company's plan. In addition to these issues, Continuity Planning must be oriented to those factors that senior management has identified as paramount. We are no longer keying on what middle management thinks are "mission critical operations", we are now keying on external factors and how to deal with them during extraordinary operating conditions. Loss of market share, consumer confidence or investor confidence will put a company out of business much faster than any other form of disaster.

The key to Business Continuity Planning is its link to the company's business plan. The identification of key objectives that must be achieved in spite of changes to the company's operating systems or the competitive profile of the market place. The BCP must make provisions to recognize any change that impacts the company's ability to achieve these goals and react quickly to get them back on track before the impact is irreversible. Business Continuity Planning should not be confused with the older form of planning. It is much more complicated both at the level of recognizing change and then at the targeted reaction to that change. We are no longer targeted at mission critical systems, we are targeted to achieve company objectives for this year and future years that are the foundation for the company's success and longevity.

Further compounding the importance of an effective Business Continuity Plan is the fact that most risk factors that place the company's "continuity" at risk are seldom insurable factors. Unlike loss of power, fires or tornadoes, the emergence of a new competitor, loss of consumer confidence, a reduction in the strength of the economy or the loss of investors are not insurable risks. The key is to recognize these factors as early as possible and then mobilize the company assets to respond to them before too much damage is done to the company financially. Failure to

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do this may result in the loss of financial stability and ultimately could mean the company's collapse.

No, Business Continuity Planning is not another term for the traditional planning designed to deal with power outages and natural disasters. It is a far more complex and substantially more demanding type of planning. Our current educational programs are still oriented to the traditional subjects with little or no development of the skills necessary to be an effective strategic or tactical planner for a company. Yet it is this skill set that is necessary to develop and implement real Business Continuity Planning.

Member Highlights

This section is meant to highlight the accomplishment of our members. If you have any recently published articles, speaking engagements or significant life events and would like to share them with the group, please send us an email at newsletter@brpa-chicago.org.

Also, BRPA will be putting out a questionnaire to our members which will develop the demographics for our members.

Question and Answer

Question:

We need help from our readers!!! In the future, we will be asking and answering a member submitted question in this section. If you have any Business Continuity related questions you would like to have answered by an expert, send an email to newsletter@brpa-chicago.org.

Answer:

We will be reaching out to some of you for your expert opinions and help with answering questions that are submitted. If you are submitting a question, and would like someone specific to reply, please indicate that in your submission.

Disaster News

Major Tornado Hits Atlanta

[Click here](#) to read this article from Fox News

[Click here](#) to read this article from CNN

Record flooding leaves deadly mark across Midwest

[Click here](#) to read this article from CNN

Tornado rips through Little Rock

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Electronic Gadgets latest source of computer viruses

[Click here](#) to read this article from CNN

[Click here](#) to submit an article for the next issue

Member Benefits

Janine Jenkins (Sungard) - Membership Director

Please consult the [website](#) for a listing of member benefits.

Upcoming events- SunGard Security Breach Simulation

Dates: Thursday, April 24, 2008 or Friday, April 25, 2008

Time: 8:30 a.m. - 2:00 p.m.

Location: SunGard Availability Services - Wood Dale II Facility
341 Haynes Drive
Wood Dale, IL 60191

Register Now!

<http://www.availability.sungard.com/NewsAndEvents/Events/>

You are cordially invited to join SunGard Availability Services in a mock security breach simulation -- how it takes place and best practices in addressing the challenges your company may face during a security incident. To make the exercise as realistic as possible, SunGard has invited representatives from United States Secret Service charged with responding and investigating electronic crime.

During the event, participants will break out into teams representing various departments within a fictitious company. A scenario will unfold requiring participants to respond as effectively as they can to the situation while it occurs.

This Information Security Breach Simulation will be an interesting, engaging, and valuable workshop to help you and your business leaders understand the risks involved in a security breach. At the end of the day, the knowledge you will obtain by participating in this exercise will help you better assess your own organization's ability to respond to an attack.

SunGard Availability Services recommends that you bring managers from other departments, such as Human Resources, Sales, Finance, Legal and Compliance. In most instances, these are the type of groups that are typically part of an effective incident response plan, and they will be represented in our fictitious organization.

Register quickly and join us at this important event. Due to the large demand, we have provided two dates to

choose from for the simulation, each following the schedule detailed below.

Agenda:

8:30 am - 9:00 am: Breakfast/Registration and Networking
9:00 am - 9:45 am: SunGard & Simulation Overview
9:45 am - 10:00 am: Break
10:00 am - 12:00 pm: Breach Simulation
12:00 pm - 1:00 pm: Lunch & Review
1:00 pm - 2:00 pm: Facility and Mobile Data Center Tours

If you have questions, please contact Tricia Nytko at 847-318-7905

DOOR PRIZES WILL BE PROVIDED BUT YOU MUST BE PRESENT TO WIN

If you have any comments on this newsletter, questions, or suggestions for the editors please send an email to newsletter@brpa-chicago.org.

Thanks for reading!

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