



BRPA - In The Loop

Vol. 1, No. 3, June 2008

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Welcome

Jason Merante – Co-Editor

It's official... "BRPA – In The Loop" is the new name for our bi-monthly newsletter. Thanks to the many suggestions of our readers, we conducted a vote at the May meeting, at OEMC, to determine the winner. All present were eligible to vote, although we bucked Chicago tradition by only counting one vote per person. The winning suggestion was submitted by Alane Watkins, narrowly defeating some other interesting choices, such as: "BRPA Buzz," submitted by Zooney Dillman and Ed Gregory, as well an eerily similar entry to the winning name, "In the Loop," submitted by John Mantsch. Thank you to everyone who participated in the newsletter naming contest.

We have a variety of articles this month, including [Board Member Updates](#), [Summary of Last Meeting](#), and [Preview of Next Meeting](#). We also have updated information on the [Annual Golf Outing](#). The [Guest Column](#) this month has been written by Marcia Kittler, who shares her perspective on BS25999. We are still looking for contributions from our readers for the [Member Highlights](#) and [Question and Answer](#) sections. Please [send us](#) your suggestions. Finally, we have some [Disaster News](#) to keep you "In The Loop."

As always, we encourage any suggestions you have for improving the newsletter. Drop us a line sometime by emailing: newsletter@brpa-chicago.org.

Board Member Updates

Tom Dziurgot (Grainger) - President

Auditing Business Continuity

Our department was recently audited. I thought about how many of you have gone through or will go through the process so I decided to take a minute and talk about the attributes I was asked about.

Let's start with the obvious ones: Are BC plans written? Where are they stored? What's their security and availability? When were they last updated? How are they communicated to the staff that would use them?

Then the plans themselves were reviewed. What attributes does each plan have: owner, writer, triggers, detailed task list, required resources, dependency notifications and plan user call trees?

Testing was reviewed. Tabletop? Sure, but at what level? Individual plan level, team level (all the finance plans reviewed at once), then all departments level. The next level: are the plans reviewed in accordance with hot site testing? Are teams brought in during hot site testing to validate that systems meet their requirements? Are systems and networks load tested? Are work areas stress tested for noise and space for coats, supplies, and room to work? Do we have enough parking places?

Simple things were reviewed: emergency phone numbers for all areas including business management, outage communication plans, escalation plans, and declaration communication plans. Did we have pocket cards with all this info available?

Anyway, the payoff was we were able to take the audit attributes to our BC partners and help them with their plans so when their departments were audited they could be prepared.

Dan Johnson (Lasalle Bank)- Program Director

Summer is finally here! After the very long winter, it's nice to have this hot weather upon us. We will be spending more time outside with our families and friends to enjoy all that this wonderful weather has to offer: BBQ grilling, our children's sporting events, a Cubs or Sox game and GOLF! Our Annual BRPA golf outing will take place on Aug. 19th. If you are interested in sponsoring the event or playing, you can read John's update in this newsletter or visit the BRPA web site to get more information.

As Program Director, I am always looking for educational opportunities that will benefit our members. Most of those opportunities entail scheduling speakers at our bi-monthly meetings, who provide relevant and topical information about Business Continuity and Disaster Recovery. However, sometimes these educational opportunities exist outside of our BRPA meetings.

An example of this is the new exhibit at the [Field Museum](#), Nature Unleashed: Inside Natural Disasters. Nature Unleashed investigates what we know and are still learning about nature's terrifying power by focusing on four types of disasters—earthquakes, volcanoes, hurricanes, and tornadoes. These phenomena are the spectacular results of forces that drive our ever-changing planet and dramatically affect the lives of everyone around the world. From Pompeii to Papua New Guinea, from New Orleans to Greenburg, Kansas, Nature Unleashed examines the science behind the history and the headlines.

Our responsibility as Business Continuity Professionals is to plan and prepare for any business disruption, which, in many cases, can be natural disasters. Chicago experienced the effects of an earthquake last April and tornadoes are always a concern here in the Midwest. If you have the chance, check out this exhibit which runs through Jan. 4th 2009. If you're like me, you'll bring your kids to teach them a little bit about why your job in this industry is so important!

Alane Watkins (Kraft Foods) - Communications Director

We have been sharing BRPA related communications with other organizations in the Chicagoland area that deal with Disaster Recovery & Business Continuity Planning. These include the Association of Contingency Planners, ChicagoFIRST, BRPA Southern Wisconsin, and SunGard Availability Midwest Client Connection. If you know of other organizations who may find BRPA's events of interest, feel free to have them contact Alane Watkins and we will add them to our distribution. Let's expand our professional community! Also, 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 DR/BCP 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 Johnson (Bank of America) – Program Director

There was an excellent turnout for the May meeting, which was held at the Office of Emergency Management Center (OEMC) in downtown Chicago. There were about 60 members in attendance. This is the first BRPA meeting ever held at the OEMC, so the number of attendees was higher than usual. Earl Zuelke, Deputy Director, worked with his team and the BRPA board members to ensure all of the program's logistics were in place. The four site tours given were very well received by our members, the multi-purpose room where the meeting was held was spacious and very comfortable for the attendees to network and the breakfast, lunch and drinks were also a hit with our members. The OEMC staff went above and beyond their responsibilities to ensure a smooth running meeting. All of the session surveys indicated our members really enjoyed this experience.

There were four presentations that were given, they were:

Earl Zuelke, Deputy Director OEMC, presented Office of Emergency Management and Communications. This was an overview of the OEMC including: 9-1-1 Operations, Operations Center, City Incident Center, Joint Operations Center and various OEMC coordination initiatives. Earl gave some great insight into how the OEMC is prepared for any city-wide recovery event and the responsibilities for each area located in the facility. He also had some nice giveaways for our members, which included brochures, flyers and a DVD on Mass Evacuation.

Steve Gore, CNA, discussed Lessons Learned from Mobile Recovery. Steve gave a brief synopsis of his Mobile Recovery experience and his presentation will soon be available on the BRPA web site. All BRPA members are invited to share some of their DR / BC experiences with our BRPA audience at any of our upcoming meetings. Please contact [Dan Johnson](#), BRPA Program Director, if you would be interested in a 5-10 minute overview on something you've experienced that you think our members would be interested in hearing more about.

Sara Alexander, Deputy Director ChicagoFIRST, presented ChicagoFIRST: A Public and Private Partnership & 2007 Financial Sector Industry-Wide Pandemic Exercise which took place last fall. Sara first talked about the benefits of ChicagoFIRST and how that organization has grown since it's inception almost 5 years ago. She also shared some Pandemic Exercise Findings and Lessons Learned for future large scale pandemic exercises. This presentation was a perfect fit for the overall meeting theme of City-Wide Recovery.

Jim Nelson, President - Business Continuity Services, Inc., presented Pandemic Training in Recovering Nations. This covered

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the cultural differences between the U.S. and Thailand, lessons learned for an actual pandemic event and the recovery approach for such and occurrence. Jim's real life experiences from these developing nations was a real eye-opener to how far we have come with pandemic planning and how far we still must go.

Preview of Next Meeting

Dan Johnson (Bank of America) - Program Director

Date: July 15th, 2008

Time: 9am-12pm

Location: Aon Building
200 E. Randolph
3rd floor Aon Center Conference Center
Chicago, IL 60601

This meeting will be a ½ day meeting in the morning. We are looking for someone to sponsor the continental breakfast, which will cost no more than \$200. If you would like to sponsor the breakfast please contact Dan Johnson at dan.johnson@brpa-chicago.org.

The theme for this meeting is Desktop Recovery Solutions. The first presentation from Ken Groh, Vice President of Aon Consulting, will cover preparation and management of Pandemic Planning. One of the cornerstones of Pandemic Planning is employees working remotely. Ken will educate us on the Pandemic Planning program at Aon and some of the things you should be aware of when developing your own program. Tonya Jennings of IBM will then give a presentation on the Pro's and Con's of remote computing. Tonya's experience in the infrastructure and technology areas will make this presentation a must-see for anyone interested in how remote computing can benefit or impact your company's recovery solution. Donald Moore, BRPA Secretary & Webmaster / Pepsi, will wrap it up with a presentation on Desktop Virtualization. Don will give everyone a little insight into some of the new desktop recovery solutions that are available today and how they can benefit your organization.

Meeting Agenda

- Preparation and Management of Pandemic Planning
- Pros and Cons of Working Remotely
- Desktop Virtualization

Parking:

Parking is available in the Aon Center parking garage, accessible from lower Columbus Drive. On average, parking at Aon Center will run \$25 for the time frame of 9 am - 12 n. Other parking options include the garage in Prudential Plaza or the Grant Park

underground north garage.

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 foursome, 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.

Since we initially issued our first notice on the golf outing, we've secured some great prizes that we'll be giving away during the outing. Some of the items that will be given away will include:

- Taylor Made Burner driver
- Big Bertha ladies 3-wood
- Rescue club
- Travel golf bag
- Taylor Made putter
- Ladies wedge

This is just a short list of what we'll have to give away during the outing, so come on out, have fun, talk to your friends, and make new acquaintances.

A few of our members have expressed an interest in joining us for lunch but they didn't want to play golf. This is a new request but one with a lot of merit. It seems that some of our members don't want to play golf but they do want to take advantage of the networking opportunity that such an event would offer. So to meet our members' request, we are offering, for the first time, a lunch only option.

The lunch only option will be \$25 and the BRPA website has already been setup to accept this option. So if you want to play, be a hole sponsor or just join us for lunch, you can do all of that through our [website](#).

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*)

Special: *Golf and half price Membership dues for new members*

This offer is targeting anyone who is not yet a member of BRPA but would like to join. Yearly dues are \$100, but, for anyone who pays for a round of golf, they will have the option of joining BRPA for the rest of 2008 at a 50% discount. For your \$50 membership, you will receive invitations to the BRPA meetings being held in September and November as well as the holiday luncheon in December. The website has already been set up to support anyone who would like to register using this option.

Registration:

You can register for this event on our web site via Pay Pal.

<http://www.brpa-chicago.org/>

If You Have Questions:

If you have questions about this event, contact John Mantsch at 312-373-5447 or Dan Johnson at 312-904-3982.

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Guest Column

BS 25999 is not 'just another' BC standard

– Marcia Kittler, MK Business Solutions, Inc.

Many BC program offices are finding the relatively new BS 25999 standard can open exceptional doors of opportunity. For organizations that provide critical goods and services to customers, have vendors/suppliers that support essential functions, or want their continuity management processes to become part of their culture, BS 25999 is on the horizon. This internationally recognized business continuity (BC) standard published by the British Standards Institution (BSI) and written by a consortium of 33 experts following best practices, provides new ways for achieving cohesive, persistent resilience that can be leveraged to enhance the bottom line.

BS 25999 raises the bar in unique ways, according to one of BSI's BS 25999 Associate Consultant companies, The Radian Group, LLC.

- BS 25999 is currently the only BC standard that will allow businesses to achieve certification, allowing firms to demonstrate resilience, distinguish themselves from competition, and cut costs
- BS 25999 enhances vendor and supply management to reduce risk, by including scalable specifications designed for a variety of organizations -- large and small, service and manufacturing, in public and private sectors
- BS 25999 demonstrates how to embed BC deeply within organizational culture and align with operational goals; it does this by utilizing a proven management system incorporated in other widely used international standards

Today, many organizations point to their experienced, accredited BC staff as evidence of their commitment to continuity. For the first time, the company itself can enhance this evidence by having its BC management program registered by the recognized and respected global certification body, BSI Management Systems. BSI's certification audits address BC program weaknesses and non-conformities; their regular recertification audits support persistent resilience by ensuring the organization's BC management system remains viable despite its evolving objectives, structural modifications, and market challenges.

Regularly, companies are approached by prospects, customers, regulators, insurance carriers and investors seeking to assess the quality of their BC programs. Sometimes their stakeholders request copies of BC plans; other times they ask the organizations to participate in complex requests for information or BC surveys. Such methods are fraught with problems. BC plans cannot be shared without revealing protected information. Simply having a plan does not prove an organization is prepared. And the regular stream of BC RFIs and surveys, each unique and therefore time-consuming to fulfill, significantly taps resources and impacts operations across the globe.

However, the organization that achieves BS 25999 certification will find itself uniquely positioned to efficiently and effectively prove its resilience ... without always needing to reveal proprietary information or tapping into the same level of financial and operational resources demanded by BC surveys. Plus, the very act of working toward certification positions the company to provide tangible, auditable evidence of its dedication to resilience and recovery and positions the company more competitively in the marketplace.

On the flip side, BS 25999 allows a company to streamline its supply chain risk management processes. Companies increasingly replace their inventories with flexible 'just-in-time' manufacturing strategies, and outsource their key operations to distributed business partners of all sizes. As supply chains become longer, they become increasingly complex and risky; correspondingly, the

need for a scalable, international, consistent and auditable BC standard like BS 25999 becomes crucial. The value of the BS 25999 standard will scale upward with the growing pool of certified vendors and suppliers that are better prepared to reduce the impact of emergencies and disasters, political instabilities, threats of terrorism, and exchange rate fluctuations that affect the flow of goods and services.

From a management perspective, the BS 25999 methodology supports cohesive resilience by enabling the organization to incorporate its BC practices deeply into its management system and culture. The standard incorporates the proven and widely used lifecycle management system called “Plan-Do-Check-Act” (PDCA) which, for more than 20 years, has been utilized by business communities in hundreds of countries. In the world of management systems, BSI is not only the dominant and internationally recognized registrar; BSI is also the developer of many management system standards formally adopted by the International Organization for Standardization (ISO). These include ISO 9000 (Quality Management Systems), ISO 14000 (Environmental Management Systems), ISO 270001 (Information Security Management Systems) and ISO 20000 (IT Service Management). The PDCA is a proven management system. For organizations already utilizing PDCA, their BS 25999-based BC management system will dovetail continuity with their risk management, key business goals and routine operations.

To learn more about your organization’s BS 25999 opportunities, visit www.BSI-Global.com or www.BSI-Americas.com. To obtain the whitepaper “Raising the Bar with BS 25999” contact me at Marcia@MKBusinessSolutions.com or download a copy from www.TheRadianGroup.com

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Member Highlights

- BPRAs members (and BRPA – In the Loop contributors) **Geary Sikich** and **John Stagl** presented at the **World Conference on Disaster Management** in Toronto this month. They covered Avian Flu and BCP Effectiveness in the 21st Century. Both were big hits with the conference audience!
- 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.

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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.

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Disaster News

Major Flooding in Iowa

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

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

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

[Click here](#) for a timeline of the Iowa floods

Powerful Earthquake Strikes Japan

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

Crane falls in New York City

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

CA Fires Threaten Nearly 5000 Homes

[Click here](#) to read this article from the Disaster News Network

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Member Benefits

Janine Jenkins (Sungard) - Membership Director

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

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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