

NEWSWIRE

ASSOCIATION OF CONTINGENCY PLANNERS

SOUTH TEXAS CHAPTER

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July 2002

Last Month's Meeting

W.D. Koempel, President of Business Contingency Preparedness and the Program Director of the ACP South Houston Chapter, facilitated an interactive discussion on BCP "points of interest", including:

1. BCP Policy
2. Placement of BCP personnel in the corporate organization
3. Proximity of offsite data storage
4. Proximity of hot site (or company alternate technology recovery site)

For more information about the discussion, please contact W. D.

Valuable Insight, Part II

Here is a summary of Part II of the video presentation given by Thomas Russo, Vice Chairman and Chief Legal Officer at Lehman Brothers who described his first-hand experience of the attack on September 11. Hope this is as helpful to you as it was for me.

- Jim Nowak

**See Attachment "Lehmann Brothers – September 11th Experience, Part II".*

Reliability Will Save Your Bottom

- Mike Talon

About three weeks ago, I was on a shuttle flight from Washington, D.C. to New York City. There weren't many people on the flight, but I decided to check my bag rather than take it on board. Unfortunately, my bag was lost. The response I received from the carrier was, "This sort of thing happens all the time." They actually expect that I will fly with them again because the loss of my bag isn't unusual.

In the disaster recovery (DR) field, many managers have the exact same opinions about lost data and data systems after a disaster has struck. The idea that "it happens all the time" is associated with the belief that money and time spent on solid DR planning isn't necessary, because clients will eventually stop yelling over the loss of their data and almost all of them will remain active clients. As scary as that sounds, many large organizations operate under that premise.

Some organizations are so bound to paper and ink that the loss of data systems results in difficulties but doesn't completely shut down the business. Therefore, boards and

CxOs cannot justify the budget and personnel that's required to properly implement and manage DR systems for the data assets.

What many large organizations fail to realize is that this shortsighted plan can easily lead to a major disaster, since they cannot survive without digital systems, such as e-mail and document access, for long periods of time. Imagine how your clients will feel about having to use alternate methods to obtain information about their accounts and services when Web sites fail, automated voice systems go offline, and there aren't enough live operators to handle the massive influx of calls.

Other businesses--big and small--operate under the misinformed delusion that they can just take the backup tapes and start over, and that the loss of one day's data is simply not that important. Even if you do not generate a large amount of data each day, the lost data that's not committed to tape will be the very least of your worries after a large-scale disaster. It could take weeks to get the hardware that's necessary to use the data on the tapes and even longer to get everything restored--provided, of course, you can find a place to set up shop on such short notice.

In these cases, very few of your clients will be willing to wait the extraordinary amount of time it will take for you to be able to offer service again. Most of them will simply find a competitor who either wasn't affected by the disaster or who has a better DR plan in place.

Granted, there are a few businesses that won't lose clients over major service outages, but before you say that you're in that space, think very hard. Murphy's Law will make sure that your clients find a reason to desperately need your services at just the time you can't perform them, and regardless of your industry, a large number of those clients will shop elsewhere for future needs.

So, before you determine that your DR systems are adequate because data loss "happens all the time," think about the impact on your bottom line caused by every second that your systems can't be reached. Most accounting records can be used to formulate a specific number of lost revenue, which should give you a concrete reason to establish and enact a good, solid DR plan--sooner rather than later.

Mike Talon is an IT consultant and freelance journalist who has worked for both traditional businesses and dot-com startups.

[Thank You to those who have renewed their membership](#)

Forrest Carpenter (7th year)

Sherry Ramirez, Chevron Texaco (4th year)

Gregory Johnson, Cameron Division of Cooper Cameron Corp. (8th year)

Darin Dillon, Onesource Building Technologies

This update is in accordance with the monthly reports sent from the ACP/National. If you are not listed and renewed in the month of April, I apologize for not having your name.

[Treasurer's Report](#)

The South Texas ACP Chapter cash balances:

Balance 5/31/2002	\$4,187.06
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Balance 6/30/2002	\$4,619.06
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Next Meeting

When: Tuesday, July 9, 2002
Subject: Infrastructure Modeling for Business Continuity
Speaker: Mark Keener, Stevenson Information Professionals
Place: RM 1553 of the IBM Building at Two Riverway, Houston, TX
Lunch: Bring your own lunch or purchase it in IBM's cafeteria
Time: 11:30 – 1:00

Bio of Mark Keener

mkeener@houston.rr.com
(713) 503-0005

Areas of Focus

Mark Keener is a senior IT professional whose focus is the alignment of Information Technology with strategic business goals and objectives. His consulting efforts define the business value of IT within various IT Service Management disciplines. He is responsible for numerous processes and methodologies that reduce the cost of IT Service Management and increase the performance and availability of business systems.

Current Activities

Currently, Mr. Keener is continuing longstanding relationships with many of Houston's largest IT shops. As an independent consultant, he supports business/IT alignment efforts for numerous professional services firms including Stevenson Information Professionals, Align Consulting Group, and META Group. He is the Co-Founder of ClearLake Software, a company focused on building Enterprise Business Alignment solutions.

Experience

Mr. Keener has over 23 years of IT experience holding various management and consulting positions. His consulting experience spans Oil & Gas, Banking, Insurance, Finance, Engineering, Architectural, Healthcare, and Manufacturing. Working with many large IT organizations, he has developed business centric methodologies for the delivery of IT services including Disaster Recovery/Business Continuity Planning, Change/Problem/Configuration Management, Service Level Management, and Enterprise Systems Management. His processes and methodologies define the roles and responsibilities of the IT organization, improving IT effectiveness in executing the business strategy and leading to IT process improvements.

Mark is a member of the IT Service Management Forum. He holds engineering certifications from Microsoft, Novell, and Pine Mountain Group.

The chapter meets regularly on the second Tuesday of each month at 11:30 a.m. in RM 1553 of the IBM Building at Two Riverway in Houston. Please feel free to bring a guest. We would love the opportunity to make them members.

Future Meetings

Remember that attendance at ACP chapter meetings count toward your continuing education credits (CEUs).

The planned program schedule for 2002 is:

August 13 – Community Infrastructure Support in your BCP by Jim White, Harris County OEM (tentative)

Further meetings have not yet been confirmed. The schedule will be updated as confirmations are received. If you have any suggestions for future meetings, please contact the WD Koempel, Program Director (email address listed below).

Upcoming Conferences/Major Events

July 7 – 10, 2002 Toronto, Canada
12th World Conference on Disaster Management
www.wcdm.org

July 25-26, 2002 Washington, D.C.
Global Knowledge Economics Council (GKEC) Training WorkShop
Applying Knowledge Management to Homeland Defense & Emergency Management
http://www.metainnovation.com/reg_pages/KM_HS_EM.asp

August 4 – 7, 2002 Dallas, Texas
ASSE Region III 29th Annual Professional Development Conference
www.assegulfcoast.org

August 19 – 21, 2002 Sydney, Australia
7th Annual Information Security World Conference
www.isec-worldwide.com/isw_aus_2002/

New Feature

With all our travels, business dealings, etc., we always run across funny “happenings” that are worthy of a shared laugh. So, please forward me your stories, jokes, pictures, etc. (because eventually I will run out of them!). Thanks!!

Comic's Corner

Technician's Nightmare

After an hour on the phone trying to get a user's laptop to boot, tech support is stumped. "Bring it into the shop Monday morning," he sighs. Ok, user says, then has an afterthought, asking, "Does it matter if I might have stepped on it?"

2002 Chapter Officers

President	Iris Patton, CPA, CBCP	ilpatton@shellus.com
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