

April 2005

NEWSWIRE

ASSOCIATION OF CONTINGENCY PLANNERS

SOUTH TEXAS CHAPTER

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Quote of the Week:

"What I wanted to be when I grew up was-in charge."

~ Wilma Vaught ~

March 8th Monthly Meeting

By Jim Nowak



Those in attendance on March 8th, were treated to an excellent presentation by Richard Cocchiara, Chief Technology Officer for Business Resilience at IBM. For those who didn't make it, you not only missed an excellent presentation but a free lunch provided by our good friends at IBM. A standing room only crowd of 41 listened to Richard discuss the evolution of business continuity from the traditional disaster recovery program of the 70's and 80's, to the future that is "business resilience". Business resilience is a shift from a short-term reaction to a long-term commitment to business. His presentation focused on seeing business continuity trends distilled down to a core set of requirements. Those trends are: Continuity of business operations, Regulatory compliance, Security, privacy and data protection, Integrated risk management, Knowledge, expertise and skills, and Market readiness. Richard stressed the need for

businesses to understand risks and develop an integrated business continuity program that will help your company become more “resilient”. Richard’s presentation was enlightening and insightful. For those who couldn’t attend, a copy of his presentation has been posted on our web site in the “Resources” page under the title of 03/08/2005 – Beyond Disaster Recovery. I highly recommend you look it over. And once again thanks to all those who attended and to IBM and Amergy Bank who provided the refreshments and the facilities.

ACP Membership Renewal

A reminder to all ACP members to be sure to renew your membership in the South Texas Chapter as soon as you are notified. Your membership fees go to supporting the efforts of our national and local chapters. The renewal fee is only \$86 for the year, which is cheap at twice the price. Also be sure to go to the ACP National Web Site to update your personal information if you haven’t done so already. National (as well as our local chapter) needs to ensure we have your current contact information so you may receive the chapter publications and notifications.

Business Continuity Guideline from ASIS

American Society for Industrial Security, the preeminent international organization for professionals responsible for security, has released a 48-page document entitled: Business Continuity Guideline: A Practical Approach for Emergency Preparedness, Crisis Management, and Disaster Recovery. It outlines a series of interrelated processes and activities, including readiness, prevention, response, recovery/resumption, testing and training, and evaluation and maintenance, that will assist in creating, assessing, and sustaining a comprehensive plan for use in the event of a crisis that threatens the viability and continuity of an organization. For more details, Click

<http://www.asisonline.org/guidelines/guidelinesbc.pdf>

Bank of America Loses Tapes with Customer Data

Nearly 1.2 million federal employees, including some Senators, had their personal information compromised as Bank of America admits to losing data tapes in an airport shuffle.

<http://disaster-resource.com/newsletter/subpages/v73/newsclip3v73.htm>

Tips For Evaluating Backup Companies

When selecting a partner to protect your most valuable assets, it’s important to do your homework, says Bud Stoddard, president and CEO of AmeriVault.

<http://www.computerworld.com/newsletter/0,4902,100586,00.html?nlid=SU>

Business insurance – what you may not have thought about...

Insurance has great relevance in a business continuity context but is an area which is often greatly misunderstood. Ron Miller highlights aspects which all BC managers should be aware of, but often aren't.

<http://www.continuitycentral.com/feature0181.htm>

Mastering exercise delivery and development

Automata has launched a new course aimed at the business continuity professional with responsibility for testing and exercising

<http://www.continuitycentral.com/news01776.htm>

Guidelines for protecting Federal computer systems issued

New NIST document covers 17 key security focus areas, including risk assessment, contingency planning and incident response.

<http://www.continuitycentral.com/news01768.htm>

Data protection = Your Success:

Learn 5 steps that will help you meet business goals for data protection services by setting SLAs, improving data restorability, slashing costs, achieving compliance, and proving SLA performance in the "Tools for Change" whitepaper from Bocada.

<http://www.accelacomm.com/jlp/cwnl/0/10002993/>

Before Your BCP

Even without a BCP, your company can prepare for emergencies. Although business & government attention have increased to continuity of operations, budgets remain small. What can an organization do to prepare for disasters? Nathaniel Forbes tells us.

<http://pizzazemail.com/t?ct=BEDAB4:22ED146>

Gartner: Customer-service outsourcing often fails

Research firm Gartner Inc. predicted today that by the end of 2007, some 80% of organizations that outsource customer-service projects to cut costs will fail.

<http://www.computerworld.com/newsletter/0,4902,100203,00.html?nlid=PM>

[Business] ACP: Survey Participation

NYU and the Grad School USA ask for your participation in a brief survey designed to benchmark continuity planning practices as part of a doctoral research program. The results will be used in classes at NYU and the Grad School USDA, as well as presented at the Continuity Insights Conference this May.

At your option, they will also send you results of the survey. There is no access to responses until all respondents reply and analysis is complete. There are only sixteen yes/no and multiple choice questions at the Continuity Planning Survey

<http://www.mycoopsoftware.com/bcpdemo/research/Lists/Survey/overview.asp>

Operational Governance: The Practical Counterpart to Corporate Governance

In CPM's ongoing efforts to encourage the recognition and acceptance of business continuity as a key part of governance, we are pleased to offer insights from Jim Burtles, FBCI, a UK-based business continuity consultant, on the concept of "operational governance," a natural place for the use of business continuity practices.

The concept of corporate governance has become well established and is generally accepted as the embodiment of best practice in the boardroom. It provides the framework for directing and running a company in the same way as the motor vehicle laws provide a framework for driving a car. Both explain how we can move towards our destination without endangering others while keeping within the bounds of the law and other regulations. In the case of the company our destination is success.

<http://www.contingencyplanning.com/archives/2005/mar/1.aspx?ebid=360>

Developing A Resilient Workforce

Since 9/11 there's been a dramatic increase in workplace security. Survival is top priority but learning to thrive following a disruptive incident requires planning most businesses don't have. Rick Allen and Francine Toder explain.

<http://pizzazemail.com/t?ctl=C156C4:22ED146>

Practice makes almost perfect

The exercising of a business continuity plan is what separates successful recovery from disastrous failure. Dr. Jim Kennedy, MRP, MBCI explores the subject.

<http://www.continuitycentral.com/feature0182.htm>

The perils of scenario-based planning

Linda Pahkim points out the weaknesses of relying too heavily on scenarios when developing a BCP.

<http://www.continuitycentral.com/feature0175.htm>

BCP Program Health Check.

Is it time for yours? What business forces dictate the needs of your BCP program? How do you define those forces and their impacts? Howard Mannella, Eagle Rock, says there are 9 areas to investigate and 42 questions to ask. For more,

<http://pizzazzemail.com/t?ct=C3E18F:22ED146>

Houston hotel association rolls out emergency guide

Allison Wollam
Houston Business Journal

The [Hotel and Motel Association of Greater Houston](#) has created a guide to help consumers find hotel and motel lodging during mass evacuations.

In the fall of 2004, as a hurricane threatened the coastline of Louisiana, thousands of people made their way to Houston to escape the possible devastation of a flood.

<http://www.bizjournals.com/houston/stories/2005/03/14/daily5.html?f=et63>

Penn State University Announces Research Results

Penn State University's (University Park, PA) Outreach Market Research recently released results of a study to assess needs in risk management programs. In the study, risk management was defined as including business continuity, information security, and emergency management.

<http://www.contingencyplanning.com/news/22.aspx?ebid=374>

BCI Offers Awareness Week Tools

The Business Continuity Institute (BCI) has released a number of resources on its website which will help firms make the most of Business Continuity Awareness Week. The North American event will be held September 18-24; the UK/EMEA event just occurred on March 13-19.

<http://www.contingencyplanning.com/news/17.aspx?ebid=374>

The threats to effective risk management

There are many different approaches to managing risk, according to business risk and performance management specialist Perspective Solutions. But, according to market development manager, David Heaps, risk management itself is fraught with risk as a process in itself.

<http://www.continuitycentral.com/news01809.htm>

Tips For Evaluating Backup Companies

When selecting a partner to protect your most valuable assets, it's important to do your homework, says Bud Stoddard, president and CEO of AmeriVault.

<http://www.computerworld.com/newsletter/0,4902,100586,00.html?nlid=SU>

NIST Publishes New Guidelines (03/04/2005)

The document covers 17 key security focus areas, including risk assessment, contingency planning, and incident response, for protecting Federal computer systems.

<http://csrc.nist.gov/publications/nistpubs/800-53/SP800-53.pdf>

IT Execs Must Fight For Disaster Recovery Money

Attendees at a business continuity conference in New York said their jobs often require them to convince different operating units at their companies to work together toward the common goal of ensuring that data will remain available if disaster strikes.

<http://www.computerworld.com/newsletter/0,4902,100659,00.html?nlid=DIS>

Treasurer's Report

As of Feb. 28, 2005 the ending balance for the South Texas ACP Chapter is \$4,788.00.

Current Membership Numbers

As of March 2005, we have 41 active ACP members. The South Texas Chapter thanks you for your participation, time, and commitment to continual growth.

Remember, every visitor is a potential member, so BRING a friend or two!!

New / Renewed Members

Iris Patton
Barbara Davila

David Lowell
Barry Burt

Jim Nowak

Next Meeting

When: Tuesday, April 12, 2004
Subject: **The Role of Internal Audit in Business Continuity Planning**
Speaker: Dan Bailey, MBCP
Affiliation: Protiviti Inc.
Location: IBM Building, 2 Riverway, Houston, TX - Room 1553
Time: 11:30 am to 1:00 pm

Presentation Synopsis:

The relationship between Internal Audit and Business Continuity is becoming more critical as organizations strive to implement and maintain specific controls necessary for regulatory compliance. This presentation demonstrates the importance of this relationship and how to develop the preverbal "win-win" for both parties.

About the Speaker:

Dan is currently a Senior Manager in the Dallas office of Protiviti Inc. He has been actively involved in the business continuity field since 1991 and in the Information Technology field since 1984. Dan received his CBCP and MBCP certifications from DRI International in 1999 and 2002 respectively. He is the co-founder of the Arkansas chapter of the Association of Contingency Planners and was the President of the North Texas Chapter of the Association of Contingency Planners in 2002. He currently serves as Vice-Chair on DRI International's Education Commission.

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

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

Upcoming Conferences / Major Events

April 4-6, 2005 - Orlando INFOSEC WORLD™ 2005 MIS Training Institute http://www.misti.com/northamerica.asp?type=RegInfo&nav1=5&page=4&subpage=2&region=1&disp=showconf&id=OS05	Coronado Springs Resort Lake Buena Vista, FL
April 24-28, 2005 North America CACS Computer Audit, Control and Security www.isaca.org/nacacs	Flamingo Las Vegas Las Vegas, Nevada USA
April 27-29, 2005 SuperStrategies 2005 MIS Training Institute http://www.misti.com/northamerica.asp?page=0&subpage=0&region=1&disp=showconf&type=&id=SS05	JW Marriott Las Vegas, NV
May 16-18, 2005 Continuity Insights www.continuityinsights.com	Sharaton New Orleans New Orleans, LA
May 24-26, 2005 CPM 2005 West Contingency Planning Management http://www.contingencyplanningexpo.com/	Mirage Hotel & Conference Center Las Vegas, NV
June 13-15, 2005 NetSec 2005: The Fine Art of Security Computer Security Institute (CSI) http://www.gocsi.com/netsec/	The Phoenician Scottsdale, AZ
July 10-13, 2005 15th World Conference on Disaster Management (WCDM) The Canadian Centre for Emergency Preparedness (CCEP) http://www.wcdm.org/main.html/	Metro Toronto Convention Centre, Toronto, Canada
July 26-28, 2005 CIO Decisions Conference Search CIO http://ciodecisionsconference.techtarget.com	The Inn at Spanish Bay Pebble Beach, CA 93953
September 18-22 DRJ's Fall World 2005 Disaster Recovery Journal http://www.drj.com/conferences/sd2005/DRJ-SD2005-8pg.pdf	Sheraton San Diego Hotel & Marina San Diego, CA
November 2-4, 2005 CPM 2005 East Contingency Planning Management http://www.contingencyplanning.com/events/east/	Gaylord Palms Hotel Orlando, FL

Upcoming Training/Workshops

Affiliate Discount for 15th World Conference on Disaster Management
July 10-13, 2004
Toronto, Canada

The 15th WCDM (www.wcdm.org) is pleased to extend to the membership of ACP the Early Affiliate Discount rate of \$790 Canadian. This represents a saving of \$260 (25%). This rate will be applicable up to April 30, 2005.

Thereafter the rate will increase to \$840 until the conference date. The PRIORITY CODE - GPQW7498 is required on the registration form to ensure granting of these rates.

FOR IMMEDIATE RELEASE: 3-2-2005

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The Association of Contingency Planners Announces New Jersey Chapter Princeton, NJ - The Association of Contingency Planners (ACP), the nation's premiere organization for professionals in the field of Business Continuity Planning, announces the chartering of its newest chapter in New Jersey. The Garden State Chapter will immediately begin providing networking, educational, and professional development services to the rapidly growing number of business continuity professionals in central and northern New Jersey.

Al Rennick, newly elected Garden State Chapter President and charter member, "I am very pleased with the outpouring of support from our charter members. I intend to capitalize on our expertise to support our membership in their growth as well as reach out to our local communities to provide emergency response and business continuity planning assistance."

"We are excited to have a chapter that strengthens our presence in the northeast and provides service to professionals in the New Jersey, New York City and lower Connecticut areas," said Jim Crosson, ACP Corporate Chapter Services Director.

The Board of Directors approved the new chapter at its annual face to face board and chapter President meeting held in Phoenix, AZ February 25 through 27.

Founded in 1983, ACP is a non-profit trade association dedicated to fostering continued professional growth and development in effective contingency and business resumption planning. With 25 chapters and over 1,300 members, ACP is the largest networking and information exchange organization in North America for business continuity and disaster recovery professionals. ACP membership is open to anyone with an interest in or responsibility for the varied aspects of contingency planning. For more information about ACP, please visit the Association's web site at www.acp-international.com.

Learn About Best Practices in Business Continuity Compliance

Regulatory compliance has become a huge challenge for business continuity professionals in ensuring their companies meet increasingly complex laws and regulations. Join business continuity expert and best-selling author Dorian Cougias for a three-hour interactive workshop on how you can develop high availability and continuous protection strategies to meet these difficult regulatory requirements.

Learn the best ways to solve these pressing issues:

- Standards in Regulatory Framework
- Integrity and Availability for Power
- Audit Preparation Guidelines
- Power and Cooling Readiness
- Infrastructure Policies and Procedures

SELECT YOUR LOCATION

CLEVELAND - April 11th [click here to register](#)

BOSTON - April 12th [click here to register](#)

NEW JERSEY - April 13th [click here to register](#)

BALTIMORE - April 14th [click here to register](#)

COLUMBUS- April 15th [click here to register](#)

See a live demo of the new Liebert Availability Assessment.

Presented by Liebert Corporation, a division of Emerson Network Power and your local Liebert representative.

<http://www.repevents.com/index.aspx>

The Institute for Business Continuity Training (www.IBCT.com) offers a wide range of BCP and COOP courses. ACP members always receive at least a 10% discount off all courses.

IBCT has begun a new program in 2005, where members receive a 40% discount when a course is offered in their chapter's home city. For details, please contact Michael Bittle at mbittle@ibct.com

For upcoming courses, visit:

<http://www.ibct.com/index.php?option=content&task=view&id=1&Itemid=>

BCP Media produces and distributes informative materials on Business Continuity Planning for both the public and private sectors. As a not-for-profit company, we encourage industry experts to share their knowledge and expertise with less experienced planners in the early stages of developing their contingency plans. Read more:

<http://www.bcpmedia.com/about.html>



Announcing CPM CANADA!

Announcing CPM CANADA!

Great news! CPM, the premier training event for business continuity/COOP, emergency management and security professionals, is coming to Canada! Expect the same outstanding conference sessions, innovative exhibit hall, and fun, successful networking events you've experienced at other [CPM events](#). CPM CANADA will take place December 6-8 at the Sheraton Wall Centre Hotel in Vancouver.

CPM's search for speakers has begun! Are you a dynamic industry expert? Share your knowledge with CPM's influential, professional audience! Give a fresh perspective on an issue affecting the business continuity/COOP, emergency management or security industries. Submit your proposal now!

Simply email [Kristie O'Keefe](#) and attach your proposal in a Word document.

To be considered, your proposal must include:

Name
Title
Company
Address
Phone Number
Email
Session Title
Brief Abstract (100 words)
Where and When Presentation was Given Before
Recap of Your Industry Experience

[Send](#) your proposal by April 4!

Be a part of the 1st Annual CPM CANADA Conference and Exhibition! Stay tuned for more details.

www.ContingencyPlanningExpo.com

USG BCP Certification Class

USG University, a division of USG, Inc., is offering their BCP Certification Class in concert with The CPM 2005 WEST Conference being held at The Mirage Hotel in Las Vegas May 21-26, 2005.

Consider registering for this valuable pre-conference BCP Certification Class. USG's modules are designed for all levels of Business Continuity Planning for those involved in designing, developing, testing, maintaining, and executing business continuity plans. USG enjoys 100% client satisfaction and all USG clients have agreed to be a reference. An example of USG's clients include: Best Buy, RJR Nabisco, Motorola, Lawson Software, General Mills, Blue Cross Blue Shield, Wyeth Pharmaceuticals, Great River Energy, Connexus Energy, MSP International Airport, Minnesota State Colleges & Universities, City of Minneapolis, St Paul - Travelers, State of North Dakota and more!

USG has set a new, cutting-edge standard for Business Continuity Planning and Training with its patent-pending process. After completing USG's Business Continuity Planning and Training program, an individual will be able to:

1. Identify and interview essential personnel
2. Identify and cluster core departmental functions
3. Identify recovery requirements for core operations
4. Track information flow through departmental units
5. Create and train recovery teams
6. Identify and document key recovery team responsibilities
7. Identify and document key recovery team tasks
8. Understand various regulations and compliance requirements
9. Develop an actual recovery team training exercise
10. Conduct a disaster event team training exercise
11. Create an actual compliant BCP document
12. Complete certification testing

Upon successfully passing the appropriate BCP competency testing and work related authentication review, the Education Committee of USG University will confer either the CERTIFIED PROFESSIONAL BUSINESS CONTINUITY PLANNER or THE MASTER PROFESSIONAL BUSINESS CONTINUITY PLANNER certification.

Date: Saturday May 21, Sunday May 22, and Monday May 23

Time: Saturday and Sunday 8:30 AM - 5:00 PM; Monday 8:30 AM - 12:00 PM

Fee: \$995 (Government rates and group discounts available.)

Register: www.usg-inc.com/certprogram.htm

Questions: Contact training@usg-inc.com or call 952.582.2955

DRI International Course Schedule – March 2005 – December 2005

Location	Dates	Course /Exam	Sponsor
Atlanta, GA	Apr. 4-8 & 11-14	BCLE 1000	DRII
Atlanta, GA	Apr. 15	CBCP Exam	DRII
Sacramento, CA	Apr. 18-21	BCLE 2000	DRII
Sacramento, CA	Apr. 22	CBCP Exam	DRII
Pittsburgh, PA	Apr. 27-28	BCP 501	Tri Rivers ACP
Pittsburgh, PA	Apr. 27-28	BCP 601	Tri Rivers ACP
Pittsburgh, PA	Apr. 29	CBCP Exam	Tri Rivers ACP
Pittsburgh, PA	Apr. 29	MBCP Exam	Tri Rivers ACP
Los Angeles, CA	May 4-6	BCP 501	Protiviti
Los Angeles, CA	May 6	CBCP Exam	Protiviti
New Orleans, LA	May 18-20	BCP 501	Continuity Insight
New Orleans, LA	May 20	CBCP Exam	Continuity Insight
King of Prussia, PA	May 23-26	BCLE 2000	Strohl Systems
King of Prussia, PA	May 27	CBCP Exam	Strohl Systems
Las Vegas, NV	May 26-28	BCP 501	CPM
Las Vegas, NV	May 28	CBCP Exam	CPM
Falls Church, VA	June 1-2	BCP 501	DRII
Falls Church, VA	June 3	CBCP Exam	DRII
Boston, MA	June 13-16	BCLE 1000	
Boston, MA	June 17	CBCP Exam	
King of Prussia, PA	July 25-28	BCLE 2000	Strohl Systems
King of Prussia, PA	July 29	CBCP Exam	Strohl Systems
King of Prussia, PA	Sept. 19-22	BCLE 2000	Strohl Systems
King of Prussia, PA	Sept. 23	CBCP Exam	Strohl Systems
Newport, RI	Oct. 26-27	BCP 501	NEDRIX
Newport, RI	Oct. 28	CBCP Exam	NEDRIX
King of Prussia, PA	Nov. 28-Dec. 1	BCLE 2000	Strohl Systems
King of Prussia, PA	Dec. 2	CBCP Exam	Strohl Systems

To register or for further class schedules, visit www.drii.org

“Silly, Bizarre and Unknown” Monthly, Weekly & Daily April Observances

Here are some of the crazy things you can celebrate during the month of April!!

Monthly Observances

Alcohol Awareness Month
International Customer Loyalty Month
Keep America Beautiful Month
National Humor Month
Stress Awareness Month
Workplace Conflict Awareness Month

Weekly Observances

Laugh At Work Week: 1-7
Electronic Communications Week: 10-16
Explore Your Career Options Week: 11-16
National Coin Week: 17-23
National Volunteers Week: 17-23
Administrative Professionals Week: 24-30

Daily Observances

April Fools or All Fools Day: 1
National Fun At Work Day: 1
National Workplace Napping Day: 4
No Housework Day: 7
National D.A.R.E. Day: 14
International Moment of Laughter Day: 14
National Stress Awareness Day: 16

Source: <http://www.brownielocks.com>