

NEWSWIRE

Issue: May 2010

2010 Chapter Officers**President****Mike Thomson**thomson.mike@yahoo.com

Phone: 281-652-1011

Secretary**Ed Schlichtenmyer**ed_schlichtenmyer@yahoo.com

Phone: 832-289-5063

Treasurer**Dianna Peterson**Dianna.Peterson@BWPMLP.com

Phone: 713-479-8153

Program Director**Philip Moore**Philip.Moore@amegybank.com

Phone: 713-232-2100

Director of Information**Darcy A Riley**DarcyaRiley@aol.com

Phone: 713-852-7557

Director of Membership**Toby Sledge**toby.sledge@rentsysrecovery.com

Phone: 979-219-1792

Director of Education**Angela Mestre**awmetre@epco.com

Phone: 713-381-6430

PRESIDENTS PEN

This is the time of the year when all of us along the Gulf coast start thinking and talking about hurricanes and tropical storms. With our current focus on technology and systems recovery, many companies forget that their employees and people are their business's most important and valuable asset. Without people, even the best company response and recovery plan will not work. Given that challenge, a recent Red Cross survey found that only 7% of people have taken even the most basic preparedness steps at home. That means that 93% of our workforce is unprepared for a disaster either at home or at work.

Despite that startling data, Gartner found that only 25% of businesses consider personal preparedness as part of their contingency planning. There are some procedures any company can put in place before a disaster, but those companies should also learn about what people need to recover after a disaster. It is possible that staff will need time to ensure the well-being of their family members, but getting back to work is important to the personal recovery of people who have experienced disasters. It is important to re-establish routines, when possible. Here are some basic steps every business should take to ensure their people are best position to respond:

- **Two-way communication is central** before, during and after a disaster.
 - Include emergency preparedness information in **newsletters, on company intranet, periodic employee emails** and other **internal communications** tools.
 - Consider setting up a telephone calling tree, a **password-protected page** on the company website, an email alert or a **call-in voice recording** to communicate with employees in an emergency.
 - Designate an out-of-town phone number where employees can leave an **"I'm Okay"** message in a catastrophic disaster.
 - Provide all co-workers with **wallet cards** detailing instructions on how to get company information in an emergency situation. Include telephone numbers or Internet passwords for easy reference.
 - **Maintain** open communications where co-workers are free to bring questions and concerns to company leadership.
 - Ensure you have established **staff members who are responsible for communicating** regularly to employees.
- **Talk to co-workers with disabilities.** If you have employees with disabilities ask about **what assistance is needed.** People with disabilities typically know what assistance they will need in an emergency.
 - **Identify** co-workers in your organization with **special needs.**
 - Engage **people with disabilities in emergency planning.**
 - Ask about communications difficulties, physical limitations, equipment instructions and medication procedures.
 - Identify people willing to help co-workers with disabilities and be sure they are able to handle the job. This is particularly important if someone needs to be lifted or carried.
 - Plan **how you will alert people who cannot hear** an alarm or instructions.
- **Frequently review and practice** what you intend to do during and after an emergency with **drills and exercises.**

Our May 10 chapter meeting (probably the most attended in the chapter's history) dealt about hurricane preparedness at work and at home. If you missed it, consider attending a similar event in the local area – there are many this month. Now is the time we all need to start focusing at home and at work on the tropical storm season that began June 1st and do what we can to help decrease the large majority of people who are not prepared.

Mike Thomson

Quote of the Month

“At the onset of an emergency, everyone's IQ goes immediately to '0'.”

Winston Scott, Director of Florida Space Port.

Announcements and Discounts

Call for Articles to be published on ACP corporate website!

Call for Articles to be published on ACP corporate website!

The continued publication on the ACP website will feature monthly articles relating to a relevant and timely topic. Articles from ACP members are encouraged. Please contact our Education Director Angela Mestre if you are interested in having an article published.

- June: Regional stability and ACP partnerships
- July: BCP/DR Return on Investment
- August: Aligning BCP/DR to business processes such as enterprise risk management, privacy and security

ACP Survey May 17th – June 30th

The ACP is conducting a national survey designed to provide insight into “actual” continuity practices versus the principles documented in the DRIL Best Practices material and we greatly need your help. In order to provide insight into the maturity of our profession and the implementation of relevant, tactical procedures or capabilities, please commit 30 – 40 minutes and complete our online survey. Surveys are anonymous.

http://www.surveymonkey.com/s/ACP_Best_Practice

ISSA South Texas Chapter Meetings

Reminder - The ISSA South Texas chapter meets the 2nd Thursday of each month. For more information, including the **topics and speakers** click see the website at http://issasouthtexas.sharepointspace.com/Shared%20Documents/monthly_meetings.aspx

BC Management Compensation Study complete

The 2008 Compensation Study is available

For your free copy see http://www.bcmanagement.com/uploads/3/7/5/2/3752086/compensation_benchmarking-usa.pdf

Also see the 2010 survey currently underway in the Survey section at the end of the newsletter

Business Continuity Courses in Houston

Locations set for the BCM-BIA and BCM-Audit courses in Houston in June. See <http://www.continuitylink.com/logistics/Houston.htm>.

For more information see the training opportunities section further down in this newsletter.

Website Page Counter added to the website

We are now tracking the hits on the individual pages of our websites. It is clear already that the home page, newsletter page and chapter meetings page are currently getting the most hits.

Next Month's Meeting Recap – July 2010 – Tour the Houston Emergency Center

July's seminar will define Emergency Management at the local level and will focus on:

- Mission
- Scope
- How to engage your Local Emergency Management

Disaster Preparedness and Recovery resources available

Following this presentation given by Jim Palmer of the City of Houston's Office of Emergency Management (OEM), the group will take a tour of the Houston Emergency Center (HEC) which houses the City's 911, Police Dispatch, Fire and EMS Dispatch, and Emergency Operations Center (EOC),

Full details will shortly be posted on the ACP South Texas website.

Treasurer's Report

Treasurer's report for month ending April , 2010 – The May report is pending and will be included in next months newsletter

Beginning balance	\$ 8,380.05
Receipts	\$ 200.00
Expenditures	\$ 30.00
Ending balance	\$ 8,550.05

Membership Numbers

As of May 2010 – 85 Active 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.

Welcome New Members!!!



Welcome to the following new members. Please reach out to them at meetings to say 'welcome' to our South Texas Chapter.

Peter Cirrone

Harvey Grodjesk

Fernando Vallejo

Chapter Meeting

June Meeting

2010 – June Monthly Meeting

Date: Tuesday June 8th, 2010

Subject: Hurricane Contingency Housing

Speaker: Michelle Lowther, Global Account Executive & Disaster Recovery Housing Expert

Location: IBM Riverway, 15th floor

Time: 11:30 – 1:00

For driving directions see the ACP website Chapter Meeting section at <http://www.acp-international.com/southtx/>

Synopsis:

You've identified your recovery site. You've run your tests. You've communicated the plan within your organization. So you're ready for hurricane season, right? Well, that depends... If a storm comes and you haven't secured housing for your mission critical personnel, you could not only face a daunting task, but you could also encounter business interruptions as a result. Housing is a small but crucial part of any hurricane plan. This presentation will help you navigate the often murky waters of hotel contracts and provide ways to secure guaranteed accommodations on a "just in case" basis.

- Why hotels do what they do, and how to get what you need from them
- Things to look for in a hotel contract
- How to guarantee your organization will be a priority for hotels
- Ways you can be proactive to make securing housing a smooth, efficient process during an event

Please join us for this interactive presentation of housing best practices for hurricane season. If you're like most people, and you've been frustrated, price gauged or unable to secure appropriate housing in the past, you won't want to miss this one!

Moderator Bio:

Michelle joined ConferenceDirect in June 2006 and has been recognized for booking record-breaking revenue as well as creating and implementing an innovative contract for corporate disaster recovery programs. In February 2007, she was honored as the 2007 Rookie of the Year at ConferenceDirect's Annual Partner Meeting in Chicago.

Michelle's hospitality career began at the Embassy Suites Downtown Austin in 1990 while attending the University of Texas at Austin. She quickly advanced through hotel operations as a Front Desk Agent, Reservations Manager, Front Office Manager and Revenue Manager. She then moved to Corporate Sales Manager, Senior Sales Manager and Director of Sales & Marketing. She was an active member of the Austin Business Travel Association, serving as the Membership Chair and subsequently on the Board of Directors.

As a native Houstonian, Michelle was delighted to return home in 2003. She spent a year as a Group Sales Manager at the DoubleTree Downtown followed by two years covering the Western and Southern US for Hotel Derek.

Michelle is an active member of Meeting Professionals International. In 2005-06, she chaired the Houston Area Chapter's inaugural Supplier Special Interest Group and in 2006-07 she served on the Board as the Director of Special Events/Fundraising, chairing two Texas-wide receptions, the chapter's annual golf tournament and their annual awards gala.

Her efforts earned record profits for the association.

In 2008, Michelle was invited to join the PEC-NA and WEC 2008 Peer Review Committees for MPI Headquarters in Dallas, Texas. She served on those committees as well as on the Special Events/Fundraising committee and the Leadership Development committee for the Houston Area chapter.

In 2009, Michelle relocated to Fort Worth, Texas where she currently serves on the Communications Committee for the MPI-D/FW chapter. She is also an active community volunteer through the Junior League of Fort Worth.

Michelle's expertise in business continuance housing, fundraising, conference planning and hotel contracting have made her a sought after resource and popular speaker.

Meeting Schedule

Unless otherwise announced, the chapter meets regularly on the second Tuesday of each month at 11:30 a.m. at IBM, 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).

For directions to our meeting location, see the Chapter Meeting Section of the website or click here:

<http://www.acp-international.com/southtx/meet.htm>

Training and Seminar Opportunities

CONFERENCES

6/13 – 6/16	Baltimore, MD	ASSE (American Society of Safety Engineers) Safety 2010 Expo http://www.asse.org/
6/20 – 6/23	Toronto, Canada	20th World Conference on Disaster Management (WCDM) http://www.wcdm.org/
6/21 – 6/23	Washington, DC	Gartner Security & Risk Management Summit 2010 http://www.gartner.com/technology/summits/na/security/index.jsp
6/28 – 6/29	Austin, TX	Hurricane Risk Mitigation Leadership Forum Series http://www.mitigationleadership.com/
7/19 – 7/20	Grapevine, TX	Texas Regional Infrastructure Security Conference (TRISC) http://www.trisc.org
7/22	Houston, TX	Disaster Preparedness Summit http://www.nationaldisastersummit.org
9/13 – 9/15	Las Vegas, NV	ISACA Information Security and Risk Management Conference http://www.isaca.org/isrmc
9/19 – 9/27	San Diego, CA	Fall World 2010 http://www.drj.com/index.php?option=com_content&task=view&id=4085&Itemid=1039
9/28 – 9/30	Online	ContinuityInsights E-Conference http://www.continuityinsights.com/Resources/Events.html \$100 off registration fee for ACP members (code: ACP)
10/29- 11/4	San Antonio, TX	International Association of Emergency managers (IAEM) Annual Conference http://www.iaem.com/events/annual/intro.htm
11/3 – 11/4	Dallas, TX	SecureWorld Expo http://www.secureworldexpo.com/

EXERCISES, TRAINING AND SEMINARS

6/19	Houston, TX	2010 Hurricane Workshop by Houston/Galveston National Weather Service http://www.HurricaneWorkshop.com FREE
6/21 - 6/22	Houston, TX	Comprehensive BIA process – Methodology http://www.continuitylink.com/En/Description-BCM-BIA.htm 10% off registration fee for ACP members (Discount code: ACP-SouthTexas)
6/23 - 6/24	Houston, TX	Auditing a Business Continuity Program http://www.continuitylink.com/En/Description-BCM-AUD.htm 10% off registration fee for ACP members (Discount code: ACP-SouthTexas)
7/12 – 7/16	Dallas, TX	BCLE 2000 - Business Continuity Planning with Q-Exam https://www.drii.org/education/uscoursesch.php?showall=yes
9/22 – 9/24	San Diego, CA	BCP 501 Business Continuity Planning with Q- Exam (Post-DRJ Fall World) https://www.drii.org/education/course_desc.php?courseeventid=288&courseid=12
9/22 – 9/26	San Diego, CA	BCLE 2000 Business Continuity Planning with Q- Exam (Post-DRJ Fall World) https://www.drii.org/education/course_desc.php?courseeventid=290&courseid=4
10/25 – 10/26	Online	BCP 601 Web-based Masters Case Study Review https://www.drii.org/education/course_desc.php?courseeventid=298&courseid=52

CERTIFICATIONS

CBCP	DRI	https://www.drii.org/certification/index.php
CBCI	BCI	http://www.thebcicertificate.org/bci_5daystraining.html
CBRM	BRCCI	http://www.sentryx.com/disaster-recovery-calendar.html
CEM	IAEM	http://www.iaem.com/certification/generalinfo/intro.htm
CHS	ABCHS	http://www.abchs.com/

DEGREE PROGRAMS

M.S.	Norwich University	Masters of Science in Business Continuity Management Online degree, 15-18 months. Special offers to ACP members. http://businesscontinuity.norwich.edu/admissions.php
M.S.	Boston University	Master of Science in Business Continuity, Security & Risk Management (MSBCSRM) Online degree. Special offers to ACP members (Wave application fee, max transfer of credits, etc). http://www.bu.edu/
M.S.	New Jersey's Science and Technology University	Master of Science in Business and Information Systems (MSBIS) Online Option. http://is.njit.edu/academics/graduate/msbis/online_msbis.php

For more Colleges, Universities and Institutions offering Emergency Management, Disaster Relief, and Business Continuity courses, visit <http://training.fema.gov/emiweb/edu/collegelist/>.

ARTICLES and Surveys

2010 Free Family Hurricane Workshop - Houston

June 19th George R Brown – Open to the Public 10a.m. – 3 p.m.
<http://hurricaneworkshop.com/default.asp>

Ready Houston – Regional Disaster Preparedness
<http://www.readyhouston.tx.gov/>



This site is designed to provide quick access to a variety of local and national information on disaster preparedness.

Hide from the Wind

<http://www.houstonhidefromthewind.org/>

Disaster Preparedness for People with Disabilities:

<http://www.disability911.com/>

SURVEYS: See the announcements section for the current ACP survey and the call for articles for ACP

BC Management News – 9TH Annual BCM Study Now Available

How do Organizations Measure their Program's Effectiveness? What is a competitive compensation for business continuity professionals? - We're polling thousands of continuity professionals internationally and we want to hear from you!

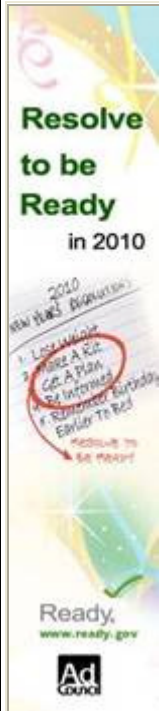
All ACP Chapters with 50+ study respondents will receive an exclusive, complimentary report customized for their local geography.

Participate in Study:

<http://www.keysurvey.com/survey/287817/2b2a/> – Please feel free to share this Master URL Study Link with others

Resources ACP Members Can Use

Resources ACP Members Can Use - Please note the monthly themes courtesy of ACP E-News:



2010 Themes & Events

Jun:

[National Lightning Safety Awareness Week](#)
[National Safety Month](#)

Sep:

[National Preparedness Month](#)

Oct:

[National Cyber Security Awareness Month](#)
[National Fire Prevention Week](#)
[National Animal Safety and Protection Month](#)