

Pre-Conference Courses

Pre-conferences courses provide an extended chance to explore BC subjects. Separate registration and fees apply.

PRC-1: Everything You Need To Know to Design The Successful Exercise

Saturday, March 25, 8:00 a.m.- 5:00 p.m.
Sunday, March 26, 8:00 a.m.- 11:30 a.m.
\$695 per person
Presenter: Regina Phelps

Learn from the exercise master – Regina Phelps conducts 50+ exercises a year! Do you have a plan but have not yet tested it? You might discover that your document is less than sufficient. There is really only two ways to find that out. One is to have an actual disaster; the other is to do an exercise. The latter is usually a better learning experience and certainly a lot less stressful! The workshop details everything you need to do to design a successful exercise from the ground up. You will walk out of this workshop with your next exercise planned and under your arm!

- Five types of exercises
- Exercise Design Team
- The development of the Exercise Plan
- Selecting & Training a Sim Team
- Rules of exercise facilitation
- Participate in two advanced tabletop exercises
- Develop the outline for your own tabletop exercise

Regina Phelps, CEM, RN, BSN, MPA is founder of Emergency Management & Safety Solutions a consulting and training firm. Phelps' niche includes crisis management team development, emergency operations center design and the development of emergency exercises for large global companies.



PRC-2: FASTpractice to Build Your BCP

Saturday, March 25, 8:00 a.m.- 5:00 p.m.
Sunday, March 26, 8:00 a.m.- 11:30 a.m.
\$645 per person
Presenters: Barry Pruitt
Michael Herrera, CBCP

Don't be caught in a disaster **waiting for perfect** when you can attend this session and **start with progress!** BCP is vital to keeping your organization operating after an unplanned disruption. Yet many organizations have untested/out of date or no plans. Why? Worldwide, the trend is better, cheaper, and faster— even in the BCP process. Gain best practices for BCP at today's fast pace. If you're an expert, learn how to speed up the process; if you're new to the profession, get your program in place quicker through FASTpractice! You'll:

- Discover how to be a FASTpractice planner
- Quickly define key roles/responsibilities
- Map the fastest route to implement a "best practice" BCP program
- Raise your program's maturity level at a faster pace

- Gain the fastest approach to completing the Business Impact Analysis (BIA) and Risk Assessment
- Outline how to quickly design/develop/ implement recovery strategies and plans based on requirements
- Get the FASTpractice approach to maintenance/testing and continuous improvement
- Reduce exposures and ensure continued operation of your organization in the event of an unplanned disruption

Learn strategies and procedures to maintain/resume/recover critical business functions and processes, and how to include procedures to execute critical priorities vs. non-critical functions/services/processes. **Workshop includes:** workbook, disk of presentation materials, forms, and bonus CDs.

Barry Pruitt has 22 years experience managing major projects, teaches at USC school of business, and has experienced a major business interruption.



Michael Herrera, CBCP, is the president/CEO of MHA Consulting Inc., has more than 16 years BCP consulting and training experience, and has first hand experience dealing with four major disasters.



PRC-3: NIMS ICS for Business and Industry

Wed., March 25, 8:00 a.m. - 5:00 p.m.
Thurs., March 26, 8:00 a.m. - 11:30 a.m.
\$595 per person
Presenters: Dr. Tom Phelan
Deidrich Towne, Jr. CBCP

PPBI has combined the NFPA 1600 Standard with NIMS Incident Command principles to create an easy to adapt ICS model for business and industry. Compliance with the Department of Homeland Security's National Incident Management System (NIMS), and the categories of the National Fire Protection Association 1600 Standard as revised in 2004 serve as the basis for this simplified critical incident management course. PPBI's instructors have experience in both public and private sector disaster recovery. The course is highly interactive and easily adaptable to your organization's needs. Learn to use ICS to improve incident management.

Dr. Thomas D. Phelan, President, Strategic Teaching Associates, Inc., is a founding member of the U.S. Department of Homeland Security.



Deidrich Towne, CBCP, is a senior technical analyst in Information Technology for National Grid. He serves as Chairman of the Board for Private and Public Businesses, Inc.



PRC-4: BC Planning Made Simple

Saturday, March 25, 8:00 a.m. - 5:00 p.m.
Sunday, March 26, 8:00 a.m. - 11:30 a.m.
\$595 per person
Presenters: Norman Harris, CBCP
Tracy Cowan, CBCP

Since 9/11 what are we most worried about? Network Security? Physical Security? Terrorist Threats? Loss of Critical Staff? Power Outages? Natural Disasters? This interactive class will teach the student everything he/she needs to know to get started on their DR/BCP. Bring your laptop to this class and we will provide you with a CD full of resources, forms and questionnaires to utilize.

Harris will cover the following:

- Risk Assessments Questionnaires
- Network Security Questionnaires
- Development of Business Processes
- Recovery Time Objectives
- Time Lines for Recovery
- Development of DR/BCP Teams
- Impact on Operations

This unique class is taught by Norm Harris and during the class he will personally assist you with your DR/BCP Plan and insure that you have all the tools you need. All participants receive a complete four-DVD set of BCP Planning Made Simple at the conclusion of the class. Come to this class for one on one training, but register early. Space is limited.

Norm Harris, CBCP, Certified Recovery Planner, chairman, president and CEO of Norman L. Harris & Assc., is recognized as a leader in information technology management and disaster recovery.



Tracy Lee Cowan, CBCP, CRP is business continuity/disaster recovery consultant for ICSI Consulting Services, Inc.



PRC-5: Everything You Wanted To Know About Selling BC Throughout Your Organization (And Have Been Waiting To Ask)

Saturday, March 25, 8:00 a.m.- 5:00 p.m.
\$495 per person
Presenter: Michael W. Janko, CBCP

Hear an incredible story of how persistence paid off in the selling of the business continuity process through a major global organization. Included are easy to follow details on organizing, developing, implementing and maintaining an effective business continuity process. Learn why you may not be getting the message across to the right decision-makers. Learn how to "work it through proper channels" while "playing in everyone else's sandbox"! Specific details of this valuable course include:

- Why many plans fail
- Developing the entire process
- Design for what will occur, not for what has occurred
- Take advantage of resources available - no matter how much or how little they may be
- Benchmarking techniques
- Use and application of critical "soft skills"
- Developing Policy/Organizational Charters/Steering and Tactical Committees
- Developing and sticking to your "Forward Plan"
- There are no negatives - only varying degrees of positives - how to use all of them to your program's advantage

Michael W. Janko, CBCP is manager, global business continuity and fire protection, The Goodyear Tire & Rubber Company. He has more than 20 years experience in all phases of the BC process.



PRC-6: Proven Practices in Business Continuity Planning

Saturday, March 25, 8:00 a.m. - 5:00 p.m.
 Sunday, March 26, 8:00 a.m. - 11:30 a.m.
 \$695 per person
 Presenter: Randy Till, CBCP

This class will provide the attendees with a comprehensive review of the components, processes and practices required to implement a successful BCP Program. Till will provide examples, solutions to roadblocks and

proven techniques for improving business continuity planning within your organization. Some of the topics included will be:

- Gaining management commitment and participation as a key success factor
- Assessing risks and defining business impacts associated with disruptions
- Defining processes and practices for effective emergency response and crisis management
- Reviewing strong practices and techniques associated with successful business continuity and disaster recovery plans
- Presenting advanced recovery techniques and strategies
- Exercising recovery plans and capabilities
- Evaluating recovery readiness and effectively reporting results to management.

This class promises to provide immediately useful and applicable strategies and techniques through class interaction and instructor feedback. Both experienced and new business continuity planners will benefit. In addition, each student will receive a free copy of the educational film Best Practices in BCP.

Randy Till, CBCP, is vice president, global business continuity management for MasterCard International. He has been implementing BC programs within several organizations during his 18-year career.



PRC-7: Total Integrated Maintenance

Saturday, March 25, 8:00 a.m. - 5:00 p.m.
 Sunday, March 26, 8:00 a.m. - 11:30 a.m.
 \$695 per person
 Presenter: Jeffrey Williams

There are three aspects to the evergreen process that business continuity planners must know and practice. These are:

TRAINING: Tasks for response and recovery can only be carried out by people who are trained on how to do this. To cover this aspect of your plan protection, you must design, develop and conduct training to ensure that your team members and all other staff know what to do.

This session will cover the rationale for training, and how to develop, manage and deliver training. The highlighting of deficiencies that will be discovered through training will also be discussed.

EXERCISING: Business Continuity Plans are only as good as the results of the last exercise. This session will develop and conduct structured walk-throughs, and explain real-time tests. Feedback from testing will be introduced.

MAINTENANCE: This is an ongoing process in which the team tasks, personnel assignments, systems, applications, functions and databases are continually monitored and updated.

*In this seminar, one-half day will be spent on each of these topics.

Jeffrey Williams is president and chief strategist for Binomial International Inc. and DisasterRecovery.com Inc.



Pre-Conference Course Registration Form

Complete this form and mail to: Systems Support Inc., PO Box 510110, St. Louis, MO 63151 or fax to (314) 894-7474. Make check payable to Systems Support Inc. or provide credit card information.

<input type="checkbox"/> PRC-1: Successful Exercise (\$695)	Check enclosed for \$ _____	Check # _____
<input type="checkbox"/> PRC-2: FASTpractice to Build Your BCP (\$645)	<input type="checkbox"/> Bill my Visa	<input type="checkbox"/> Bill my American Express
<input type="checkbox"/> PRC-3: NIMS ICS for Business & Industry (\$595)	<input type="checkbox"/> Bill my MasterCard	<input type="checkbox"/> Bill my Discover
<input type="checkbox"/> PRC-4: BC Planning Made Simple (\$595)	Account # _____	
<input type="checkbox"/> PRC-5: Everything You Wanted To Know (\$495)	Exp. Date _____	
<input type="checkbox"/> PRC-6: Proven Practices in BCP (\$695)	Signature _____	
<input type="checkbox"/> PRC-7: Total Integrated Maintenance (\$695)		

First Name _____ Last Name _____
 Company _____
 Address _____ Mail Stop _____
 City _____ State _____ Zip _____
 Telephone _____ Fax _____ Email _____

Cancellation Policy (Must be in writing): Course enrollment may be cancelled through Feb. 26, 2006 without penalty. No refunds or credits will be given for cancellations received after Feb. 26, 2006. All no shows will be charged the full amount. All cancellations must be received in writing.

Registration in a class is non-transferable to a different course. Students must remain in the course in which they are enrolled.

Post-Conference Courses

POC-1: Emergency Operations Centers: The Critical Tool for Event Management

Wed., March 29, 1:30 p.m. - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
\$695 per person
Presenters: Regina Phelps

An Emergency Operations Center (EOC) is critical for effective management of an event. It allows for command, control and communication and also helps to prevent the formation of "silos" that so commonly develop in an emergency environment. This workshop covers everything you need to know to design both the center and the management concept.

- Physical design factors
- Incident Command System
- Equipment and tools
- Who should be involved?
- Sustained Operations
- Communication concerns and solutions
- Role of Senior Management
- Forms and Processes
- Virtual EOC's

Regina Phelps, CEM, RN, BSN, MPA is founder of Emergency Management & Safety Solutions a consulting and training firm. Phelps' niche includes crisis management team development, emergency operations center design and the development of emergency exercises for large global companies.



POC-2: Best Practices and the BIA

Wed., March 29, 1:30 p.m. - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
Friday, March 31, 8:00 a.m. - 12:00 p.m.
(private consultations)
\$695 per person
Presenters: Barry Pruitt
Michael Herrera, CBCP

This technical workshop is a hands-on consultative approach of leading participants through the BIA process. You'll gain cutting edge material including best practices from around the world. Learn:

- Through BIA interview, data collection, & executive summary exercises
- How to complete a BIA – start to finish!
- Tips, traps, and pitfalls in a BIA

- Suggested BIA tools and approaches
- How to identify risks and leverage results
- Advice on how to best "sell" the BIA
- How to identify your audience
- Where the BIA "fits" in the BCP process

Take home participant workbook, BIA sample questionnaire, sample executive summary, and all presentation materials on disk. Participants also get consultation on their personal BIA – and each participant gets a free DVD copy of Interview Samples for the BIA.

The workshop concludes Thursday at 5:00 p.m. Bring your personal BIA and/or questions to schedule a FREE private consultation on Friday morning. You'll receive personal and specific feedback and advice on your BIA.

Barry Pruitt has 22 years experience managing major projects, teaches at USC school of business, and has experienced a major business interruption.



Michael Herrera, CBCP, is the president/CEO of MHA Consulting Inc., has more than 16 years BCP consulting and training experience, and has first hand experience dealing with four major disasters.



POC-3: Train the Trainer: Fundamentals of BCP and Emergency Mgmt. Practices

Wed., March 29, 1:30 - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
\$595 per person
Presenter: Peter Laz, CBCP
Dr. Tom Phelan

This is the ultimate "take home" course for new or experienced BCP professionals. With the tools and expert instruction PPBI will provide, you will be able to train other members of your organization. PPBI will provide take home Power Point slides, handouts, and reference material for you to conduct a BCP/EM orientation course back home.

The course will include basic plan design, vulnerability and capability assessment, exercise design, training principles, and an easy to follow workshop outline. This is the ultimate "keeper" for adding value to your DRJ conference investment.

Dr. Thomas D. Phelan, President, Strategic Teaching Associates, Inc., is a founding member of the U.S. Department of Homeland Security. He has recently consulted for USDA, FDIC, I.B.M., the American Institutes for Research, and several counties.



Peter Laz, CBCP, is employed by Forsythe Solutions Group as a business continuity consultant with more than 21 years experience in Information Technology and more than 16 years experience in the field of contingency planning.



POC-4: Outrageously Easy Recovery Planning

Wed., March 29, 1:30 p.m. - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
Friday, March 31, 8:00 a.m. - 11:30 a.m.
\$795 per person
Presenter: Jeffrey Williams

This workshop is a special presentation of the very popular seminar that normally costs \$2,091 and has been given around the world. Topics include the reasons for planning; the parameters of recovery planning; security; how to do a TRA, a BIA and a Risk Analysis; how to determine critical processes; what alternate methods are available; how to select recovery strategies; the importance of records management; offsite storage; and much more.

Included is a fully-registered copy of the Phoenix Disaster Recovery Planning System. At this workshop, you will develop the first draft of a recovery plan for your own company. This is a seminar for those who must develop the skills to manage their disaster recovery plan.

You will learn how to prepare an in-depth emergency response plan and by the end of the seminar, you will have a draft of your first plan to take back to your office.

Jeffrey Williams is president and chief strategist for Binomial International Inc. and DisasterRecovery.com Inc.



Post-conferences courses provide an extended chance to explore timely topics. Separate registration and fees apply.

POC-5: How to Benchmark and Sustain Your Program

Wed., March 29, 1:30 p.m. - 5:00 p.m.
 Thursday, March 30, 8:00 a.m. - 5:00 p.m.
 \$695 per person
 Presenters: Judy Bell, CEM
 Paul Klier

Once a business continuity plan is implemented, what is the coordinator's role? Keep the plan current? Extend its reach? Find gaps and eliminate them? All of these priorities are valid, but in order to make rapid and steady progress, a coordinator is wise to find leverage points to aid the maturity process. This session will examine emerging standards and best practices for maturing various aspects of your program. The following topics will be addressed:

- Using NFPA 1600 to extend your program to the enterprise
- Organizing for ongoing program management
- Continuous hazard reduction
- Best practices in resource management
- Creating more mature action plans
- Improving communications and warning plans
- Standardizing operations and procedures
- Improving logistics and facilities

- Developing a training and exercise program
- Adapting ICS to improve crisis communications
- Best practices for finance and administration

Judy Bell, CEM, is the founder and CEO of Disaster Survival Planning Network (DSPN) and author of the first book on business continuity for the private sector.



Paul Klier, formerly with Hewlett Packard, is vice president of DSPN.



- Where to begin
- Types of Exercises
- Getting Management support
- The Exercise Planning Checklist
- The Exercise Design Dream Team
- Scope, objectives, and extent of play
- Developing your Exercise Manual
- Resources, data, and props
- Controllers, evaluators, observers and players
- How to conduct and critique the Exercise
- Leveraging for your next exercise
- Includes CD of all forms and templates presented in class.

POC-6: Ready, Set, Exercise: The Full Monty!

Wed., March 29, 1:30 - 5:00 p.m.
 Thurs., March 30, 8:00 a.m. - 5:00 p.m.
 \$695 per person
 Presenter: Steven B. Goldman

This course is the comprehensive version of Steve Goldman's "Ready, Set, Exercise!" workshop. During this hands-on class, you will learn the details of how to set up and conduct a successful crisis plan exercise.

The class will become skilled at the exercise development process; we will also develop a basic exercise scenario. Then we will practice what you learned as we participate in a table top drill and a simulated exercise.

Steven Goldman, Goldman Mgmt. Consultants, LLC, is a leading crisis management, business continuity, and crisis communications consultant. He has developed, conducted, and evaluated more than 100 drills and exercises.



Post-Conference Course Registration Form

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- ____ POC-1: Emergency Operations Centers (\$695)
- ____ POC-2: Best Practices and the BIA (\$695)
- ____ POC-3: Train The Trainer (\$595)
- ____ POC-4: Outrageously Easy Recovery Planning (\$795)
- ____ POC-5: How to Benchmark (\$695)
- ____ POC-6: Ready, Set, Exercise (\$695)

Check enclosed for \$ _____ Check # _____

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First Name _____ Last Name _____

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