



THE FORUM ESTABLISHED TO FACILITATE THE EXCHANGE AND DISSEMINATION OF INFORMATION REGARDING ALL ASPECTS OF CONTINGENCY PLANNING IN BOTH THE PRIVATE AND PUBLIC SECTORS, INCLUDING BUSINESS INTERRUPTION AVOIDANCE, BUSINESS RESUMPTION PLANNING, CONTINGENCY OPERATIONS, AND DISASTER RECOVERY PLANNING.

MINUTES
General Membership Meeting
July 21, 2005 3:00 p.m.
Savvis Communications

Attendees:

Alvord, William	Defense Enterprise Computing Center	Meier, Troy	CitiGroup
Bausch, Fred.....	Anheuser-Busch Companies	Moynihan, Matthew	Express Scripts, Inc.
Brock, Ken	Express Scripts, Inc.	O'Brien, Tamra	Michael C. Kearney & Associates
Cannon, Michael.....	A. G. Edwards & Sons, Inc.	Paddock, Milan.....	Business Continuity Planning, Inc.
Conway, George	Magellan Behavioral Health	Pearce, Ed.....	First Services / First Banks
Dolgin, Harlan	Reuters America, LLC	Pelliccione, Peggy	First Banks, Inc.
Esser, Daniel.....	Daniel J. Esser Consulting Services	Smallwood, Lisa	Ameren Services Company
Faintich, David	Anheuser-Busch Companies, Inc.	Sortland, Stephanie.....	Enterprise Rent-A-Car
Hunt, Roger.....	Concordia Publishing House	Spears, Keith.....	Enterprise Rent-A-Car
Jaeger, Ray		Thomas, Jr., Paul R.....	DRI International
Kriegshauser, Herman	The Salvation Army	Tognarelli, Gail	MasterCard International
Laney, Merlin	A. G. Edwards & Sons, Inc.	Whittenberg, Michelle.....	CitiMortgage

The regular General Membership Meeting of the MidAmerica Contingency Planning Forum was held on Thursday, July 21, 2005, at Savvis Communications offices, beginning at 3:00 p.m.

President Harlan Dolgin welcomed everyone to the meeting, thanked Savvis Communications for hosting the meeting, and introductions by all were made around the room.

06/16/05 Meeting Minutes

Minutes of the June meeting were not available for distribution.

Featured Presentation

The meeting proceeded to the featured presentation, **Best Practices in Business Continuity, Part II**. As this was a facilitated discussion, Forum President Harlan Dolgin led the discussion. We covered three major areas, including:

1. Developing and Implementing Business Continuity Plans
2. Maintaining and Exercising Business Continuity Plans
3. Awareness and Training Programs

Highlights from the discussion included:

1. How do you develop your plans?
 - a. Use a template (either developed in-house or via package) - 50% of attendees
 - b. LDRPS – 50% of attendees use this software package (not all use the Plan Assistant template)
 - c. E-Planner – 1 company uses this package
 - d. BPSI – 1 company uses this package
 - e. Word Documents used by some of the attendees



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2. What are the advantages / disadvantages of using a vendor software product instead of Word Documents?
 - a. Can maintain employee data in dictionary / database with a People Soft (or other similar load)
 - b. Other dictionary or database loads can be imported (i.e. equipment, servers, vendors, telecom, assets)
 - c. A software planning tool acts as a central repository for all plans (audit issue). One can maintain plans for business units, disaster recovery or technical plans, emergency management plans, safety plans, corporate communications plans, etc.
 - d. Uniformity across dictionaries – administration area has access to change and the end users only need to select entries as needed
 - e. Training on usage of product could be a disadvantage due to time required
 - f. Team approach to plans can be done via software
3. What are the advantages / disadvantages of using Word?
 - a. Duplicate entries for some items
 - b. Maintenance of employee data is sometimes cumbersome (must change in multiple locations)
 - c. Maintenance of call trees cumbersome (must change in multiple locations)
 - d. Advantage to Word is a low training time and cost associated with it
 - e. Team approach to plans can be done via Word documents
4. Who supports your software planning products?
 - a. Development Human Resources group
 - b. Other IT development group
 - c. Business Continuity / Disaster Recovery Area
5. If someone other than BC / DR supports the product, how do you handle trouble calls?
 - a. Trouble call comes into the BC / DR function area first. If it turns out to be a technical issue then the technical support or development area gets involved. Either BC / DR staff or the technical support staff have the ability to call the vendor for a fix.
 - b. Calls go directly to technical rep and if it turns out to be a BC / DR issue they are referred to the BC / DR area
6. Comment: NOREX gives review on planning software. This is a good place to look when you are considering vendor planning software
7. How do you merge IT Disaster Recovery and Business Continuity Plans?
 - a. Break the plans into data center plans and MIS or Development Plans
 - b. Blend plan together so all tasks are together
 - c. Tools help track how many people are needed, when, and what resources are needed throughout the time after a disaster event
 - d. DRJ Glossary is available for usage within your plans or on your Intranet site for proper definitions to the user community



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8. Is anyone doing work from home as a recovery solution and if so, what issues have you encountered?
 - a. Need to ascertain their current situation (i.e. broadband access, dial-in access)
 - b. Assign shifts so the demand for the telecom pipeline is not overwhelming
 - c. Find out if your security policy permits people to utilize their own personal workstation or if they must use a company issued workstation
 - d. Do your laptop owners take their laptop home every day? What happens if they are in a meeting and the building where their office is has an event happen?
 - e. Challenge the information that teams put down that indicate they are working from home.
 - f. Are these folks currently set up for remote access capability? If not, why not?
 - g. Does your company use thin client where all they need is Internet access to get to the applications they utilize. (i.e. usage of Webdesk and Terminal Server)
 - h. Consider finding out information on the work from home issue when doing your BIAs.

9. Do you have 'return to normal' plans?
 - a. Yes, part of our plan
 - b. Yes, checklist of things that have to be done
 - c. No, waste of time due to the different circumstances of disasters that can occur
 - d. No, any one who has established an alternate data center has the project plan for doing that and can use it as a guidance for return to normal

10. What are your responsibilities for your company?
 - a. Business Continuity & Disaster Recovery – 10 individuals
 - b. Disaster Recovery Only – 2 individuals
 - c. Business Continuity / non-IT (or DR) – 3 individuals

11. How many folks have company owned work area recovery sites of some sort? 10 responded to the positive.

Everyone felt the discussion was very beneficial.

The attendance prize drawing was next on the agenda. Winners of this month's prizes were:

- Flashlight/Laser Level – David Faintich (Anheuser-Busch Companies)
- 6-in-1 Multi-function Tool – Mike Cannon (A. G. Edwards & Sons)
- Mini Laser Level – George Conway (Magellan)

The next Meeting will be on Thursday, August 18, 2005, at MCI, starting at 3:00 pm. The topic will be **Homeland Security Today**.

There being no additional business, the meeting adjourned at 5:00 pm.

Recorded by: **Lisa Smallwood, CBCP**
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