



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
February 16, 2006 3:00 p.m.
Verizon Business

Attendees:

Alvord, William	Defense Enterprise Computing Center	Kreklow, Dave	Iron Mountain
Arnold, Richard	Disaster Recovery Journal	Laney, Merlin	A. G. Edwards & Sons, Inc.
Bathon, Anna	Bank of America	McDonald, Pat	Fundamentals, Inc.
Carnaghi, Karla	WorkSafe Tech	Montella, Jerry	Mail-Gard
Chesson, Jehu	MasterCard International	Seals, Jon	Disaster Recovery Journal
Collins, Bridgette	Jefferson County Health Dept.	Smallwood, Lisa	Charter Communications
Detchman, Carolyn	The Bank of Edwardsville	Sortland, Stephanie	Enterprise Rent-A-Car
Dolgin, Harlan	Reuters America, LLC	Spears, Keith	Enterprise Rent-A-Car
Fagyal, Robert	Wells Fargo Home Mortgage	Stevenson, Kathy	A. G. Edwards & Sons, Inc.
Flanigan, Susan		Thomas, Jr., Paul R.	DRI International
Jaeger, Ray	Verizon Business	Tognarelli, Gail	MasterCard International
Jordan, Pat	A. G. Edwards & Sons, Inc.	van Zanten, Helena	MasterCard International

The regular General Membership Meeting of the MidAmerica Contingency Planning Forum was held on Thursday, February 16, 2006, at Verizon Business, beginning at 3:00 p.m.

President Harlan Dolgin welcomed everyone to the meeting, thanked Ray Jaeger and Verizon Business for hosting the meeting, and introductions by all were made around the room.

Previous Meeting Minutes

Minutes of the January 2006 meeting have been distributed electronically and posted to our webpage.

Program Updates

The next meeting of this group is scheduled for March 16. The topic will be pandemic preparations, and the meeting will be held at MasterCard in O'Fallon. The announcement should be distributed by 03/01/06. Offers to assist with future meeting sites and speakers should be directed to Program Director Ray Jaeger at rayjaeger@yahoo.com or 314-805-7419.

Membership Status

Everyone was reminded that if they have not yet renewed their membership, they should process the renewal reminders and turn their applications/payments in as soon as possible. Any questions regarding their membership status should be directed to Membership Director Milan Paddock at milan@bus-cont-plan.com or 314-541-4913.

Upcoming Activities

- ❖ DRJ Spring Conference – March 26-29, 2006 – Orlando, FL
- ❖ CPM Conference – May 23-25, 2006 – Las Vegas, NV

New Business

President Dolgin reminded the group that the CAIT group was scheduling regular meetings to discuss pandemic planning. Anyone interested in participating in this group can contact Bill Darte at billd@cait.wustl.edu or 314-935-7575.



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.

Featured Presentation

The meeting proceeded to the featured presentation, **Print-to-Mail Continuity Lessons Learned**. President Dolgin introduced Jerry Montella, Vice President of Mail-Gard, as the speaker.

Highlights of his presentation follow:

- ❖ Recovery following three major hurricanes (Katrina, Rita, Wilma) was required.
- ❖ Mail-Gard had clients now in crisis mode and requiring recovery. Four client situations were presented – two financial institutions, one public sector agency, and one healthcare/insurance company.
- ❖ The success of print-to-mail recovery showed that following best practices really did make the difference.
- ❖ Some best practices and related tips to consider include:
 - 1) Make sure all mission-critical print-to-mail equipment and applications are included in your plan and covered in your contract.
 - a) Plan for everything you need – or you're putting your company at risk!
 - b) Plan for and include all mission-critical equipment and applications.
 - c) If using third-party vendors, know who is responsible for their DR plan; know your role.
 - d) If you don't include it all, how can you fully recover?
 - e) In the event of multiple disasters, recovery vendor may not be able to support "non-contracted" equipment and applications.
 - 2) Test ALL of your plan.
 - a) Test, exercise, practice, trial, assessment – whatever you call it, DO IT!
 - b) The more you test, the more comprehensive your tests are – the smoother your recovery will be.
 - c) Combine data recovery test and print/mail test.
 - d) Keep recovery providers informed of new and changing hardware and software requirements.
 - e) Test all aspects of your plan.
 - f) Choose an efficient method of data transmission.
 - g) Test regularly.
 - h) Don't forget the details.
 - i) Test completely, and document everything.
 - 3) Plan for the worst-case scenario.
 - a) What is your bench strength for personnel and your back-up staffing plan?
 - b) Provide a plan for everyone and communicate it to everyone.
 - c) Be prepared to implement work-around procedures.
- ❖ Some of the recoveries would have been more efficient if ...
 - Companies planned for and contracted for what they needed.
 - Processes were tested and fully documented.
 - People were trained/informed of who had ownership of the print/mail processes.
- ❖ In summary, print-to-mail recovery best practices really do make the difference!

Questions were fielded throughout the presentation. A copy of the handouts is available through our DRJ user group page (<http://www.drj.com/groups/mcpf/mcpf.htm>) or by contacting Secretary Bathon.

There was no attendance prize drawing held at this meeting.

The next meeting will be on Thursday, March 16, 2006, starting at 3:00 pm. Details are being finalized.

There being no additional business, the meeting adjourned at 4:45 pm.

Recorded by: **Anna M. Bathon, CBCP**
MCPF Secretary
Office: 314-466-3509
Email: Anna.Bathon@BankofAmerica.com