



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
May 17, 2007 3:00 p.m.
Sungard Availability Services

Attendees:

- | | |
|--|---|
| Arnold, Richard.....Disaster Recovery Journal | McDonald, Pat Fundamentals |
| Bathon, Anna.....Bank of America | Mernin, Todd |
| Bozada, RickEnterprise Rent-A-Car | Mitchell, Cedric AT&T |
| Cannon, MikeA. G. Edwards & Sons, Inc. | Pambuk, Vadim Metro |
| Carnaghi, KarlaWorkSafe Technologies | Paddock, Milan Business Continuity Planners |
| Cross, Todd.....A. G. Edwards & Sons, Inc. | Patton, Scott Enterprise Rent-A-Car |
| Dolgin, Harlan.....Reuters America, LLC | Pericich, Stephanie..... Enterprise Rent-A-Car |
| Duplain, EileenHortica Insurance | Pilla, Betsy 3N |
| Gonzalez, Carolyn.....MasterCard Worldwide | Rushing, Robert..... Enterprise Rent-A-Car |
| Griffin, DotCitiGroup | Seals, Jon Disaster Recovery Journal |
| G'Sell, David.....GE Commercial Distribution Finance | Thomas, Paul DRI International |
| Kerber, Kevin.....SunGard Availability Services | Tognarelli, Gail..... Express Scripts |
| Knessel, DonA. G. Edwards & Sons, Inc. | Weber, Gene Ameren |
| Kriegshauser, HermanThe Salvation Army | Westrich, Eric..... Express Scripts |
| Logue, MarkBioMerieux | |

The regular General Membership Meeting of the MidAmerica Contingency Planning Forum was held on Thursday, May 17, 2007, at Sungard Availability Services, beginning at 3:00 p.m.

President Anna Bathon welcomed everyone to the meeting, thanked Kevin Kerber and Sungard for hosting the meeting. She encouraged members to contact any of the Board members with suggestions for future meeting topics, meeting sites, or any concerns regarding the Forum. Introductions by all in attendance followed.

Previous Meeting Minutes

The meeting minutes for the April General Membership Meeting had been distributed prior to the meeting. Anyone with questions regarding these notes should contact any of the Board members. The meeting minutes are posted on the MCPF webpage on the DRJ website at <http://www.drj.com/groups/mcpf/meetingminutes.htm>. Past meeting minutes are available through this link as well.

Program Updates

Upcoming meetings were reviewed:

- June 21 – BCP Tools – Automation vs. Manual @ A. G. Edwards – roundtable discussion
- July 19 - Executive Investment in BCP – how to survive without it! @ Enterprise Rent-A-Car with Ken Brock of Express Scripts
- August 16 – Rolling out Incident Command System (ICS) Globally @ Express Scripts with Randy Till of Mastercard Worldwide

VP and interim Program Director Gail Tognarelli reminded everyone that we are always looking for topics, speakers, and locations for our meetings. Anyone with recommendations should contact Gail at gctognarelli@express-scripts.com or 314-919-4985.



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Treasurer's Report

The Treasurer's Report was not available

Membership Report

Membership Director Rick Bozada reported the current membership was about 70 members. In early June, Rick will begin contacting members in past-due status to determine their plans for membership. The Board had decided to drop from the distribution list anyone with past-due status as of 1/1/07. He has been making cold calls to potential new members. Rick reminded the attendees that he is looking for suggestions on groups to target for solicitation to join our group. Anyone with recommendations should contact Rick at rbozada@erac.com or 314-512-3548.

Upcoming Activities

Upcoming activities that may be of interest to MCPF members include:

- May 22-24 – CPM West 2007, Las Vegas, NV
- June 12 – St. Louis Area Pandemic Preparedness (SLAPP) Session, St. Louis Marriott West
- July 8-11 - World Conference on Disaster Management, Toronto, Ontario, Canada (www.wcdm.org)
- Sept 16-19 – DRJ Fall World 2007, San Diego, CA
- DRJ Webinars - <http://www.drj.com/special/webinars/>
- Missouri SEMA Training Schedule - <http://training.dps.mo.gov/sematraining.nsf/TrainingSchedule?OpenForm>

New Business

There was a brief discussion regarding impacts to companies with the road construction on Highway 40. Some companies are providing their associates with information related to the project, as well as reviewing options to ensure coverage, including flextime, carpooling, remote operational sites.

Featured Topic

Our featured presentation, **Call Center Recovery**, was the next agenda item with Kevin Kerber of Sungard Availability Services speaking. Highlights from Mr. Kerber's presentation include:

- Programatic approach to availability:
- Evaluate ⇒ Architect ⇒ Implement ⇒ Activate ⇒ Sustain
- Follow a project management approach of Initiating, Planning, Executing, Controlling, and Closing.
- Call Centers are unique in several ways:
 - Willingness of Employees To Travel
 - Degree of Employee Loyalty
 - Role of Call Center In Your Customer's Experience
 - Call Volume Requirements
 - Varying Degree Of Dependence on Applications
 - Rate of Turn Over (Impact on Training & Preparedness)
 - Degree Of Support At Home
 - Access To Transportation Is Frequently An Issue
 - Heavy Reliance On Proprietary Systems & Applications:
 - IVR's, APIs between APS, VoIP devices, PTP circuits or dedicated trunks, PBXs, Trunk to Employee Ratios
 - Unique Vulnerabilities
 - Increased Specialization Of Various Groups (Reduces Back-Up Alternatives)
 - Unpredictable Call Volumes ATOD
 - 24x7 Shift Demands
 - Regular access to sensitive or critical information and systems



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- All call centers are the same:
 - Growth in Technologies That Enhances Recovery Alternatives
 - Increase In Dependency On Systems
 - It's Not Just About The Systems
 - Reduced Acceptance of Extended Outages
 - Increased Reliance on Information
 - Complicated Interdependencies Between Groups, Processes & Systems
 - Varying Degree of Criticality ATOD
 - RTO and RTA Typically Not In Sync
 - LOB Expectation & Support's Abilities Frequently Misaligned
 - Production Demand Makes Testing & Planning Difficult
- Several common vulnerabilities affect call centers:
 - Loss Of Power (Necessary Infrastructure Not On Generator)
 - Loss of Network
 - Loss of Facility Access
 - System Failures:
 - ACD Server, IVR Port, Application Outage,
 - Router Corruption/Failure, Network Congestion
 - Upstream Process Failure
 - Call Processing Failure
 - High Turn-Over (lack of readiness of new employees)
 - Flu / Easily Transmitted Illnesses
 - Strike / Sick-Outs
 - DOS Attack on Voice Lines
 - Unexpected Call Volumes (Call Centers Are First Point Of Contact ATOD)
 - Disgruntled Employee (Physical)
 - Disgruntled Employee (Information Security)
 - Criminal Employee (Access To Sensitive Information)
- Pre-strategy selection discussions should take place to review:
 - Does ATOD need to be identical to normal operations?
 - Can you sustain an alternate workflow ATOD?
 - What is absolutely required ATOD?
 - 4 hr, 12 hr, 24 hr, 48 hr, 72 hr, 1 week+
 - Are your customers' expectations (or SLAs) clearly identified?
 - What can you expect from your employees?
 - Have they been involved in your planning discussions?
 - Can they travel?
 - Will they travel
 - How many will be required ATOD?
 - Are there alternative workflow processes available to you for short interruption periods?
 - What non-call center alternative support is available?



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- Several common strategies include:
 - Outsource Production (Applications or people)
 - Automate Production (Self Help or Reduced Staff Alternatives)
 - Enhance Resiliency Of Production (Reduce Prob. Of Interruption)
 - Reduce Impact Of An Interruption (Automate More, Multi-Site)
 - Mobile / Teleworking Alternatives (Internal or Service Provider)
 - Shared Alternate Assets
 - Dedicated Alternate Assets
 - Workspace Reallocation ATOD
 - Mobile Workgroup Units
 - Cross Training Of Work Units
 - Reduced ATOD Functionality & Service Levels
 - Dedicated Off Site Call Processing
 - Forced Automation / Self Help Alternatives ATOD
- Numerous post-disaster lessons learned include:
 - People:
 - Lack of communication
 - Lack of personal necessities
 - Insufficient funds
 - Lack of Transportation or Lodging
 - Logistics
 - Lack of Corporate presence
 - Personal Issues Impacting Workforce Impacted Availability
 - Travel Logistics (*Air travel unavailable, highways closed, evacuations enforced employee reluctance to travel*):
 - Delayed delivery of offsite stored media
 - Critical staff not able to travel or missing
 - Longer RTO
 - Call Center End users generally won't travel far from home
 - Short term:
 - Logistics and evacuation plans
 - Emergency shut-down procedures
 - Teams split in multiple locations
 - Personnel traveling – personal damage (family)
 - Critical systems availability
 - Network carrier re-route
 - Timely damage assessment
 - Long term:
 - Business at risk due to extended recovery
 - Personnel and their families relocated
 - Employee succession planning implemented
 - Equipment procurement
 - Location of new equipment
 - Establish length of stay based on damage assessment report



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- Current contracts remain an issue:
 - Greater than 50% of customers declaring were not prepared to recover
 - Lack of current configurations
 - Older technology, not reflecting real requirements
 - Little thought of requirements - plan as you go
 - Puts Recovery Efforts and Information Availability at risk due to extended recovery timeline.

Mr. Kerber fielded questions from the attendees. President Bathon thanked Kevin for the informative presentation. A copy of his presentation is available through our webpage at www.drj.com/groups/mcpf/meetingminutes.htm or by contacting Secretary Kathy Stevenson at Katherine.stevenson@agedwards.com.

Following the conclusion of the presentation, the attendance drawings were held.

The next meeting of the MCPF General Membership is scheduled for Thursday, June 21, 2007, at A. G. Edwards & Sons, Inc. The featured topic will be BCP Tools – Automation vs. Manual with discussions among the members in a roundtable format. Announcements will be distributed in early June.

There being no further items for discussion, the meeting concluded at 4:45 pm.

Recorded by:

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