Risk

DRJ
DISASTER RECOVERY JOURNAL

New Solutions
for **Resiliency**
and **Risk**
Management

Disaster Recovery Journal
Fall World
Phoenix, Arizona 2016
September 18-21, 2016
DRJ's 55th Conference

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July 18, 2016 and Save $200

Fall World 2016

September 18-21, 2016

Phoenix

Welcome

We're rolling out the red carpet to welcome you to Phoenix, Arizona and our **55th conference**. Our brand new conference venue is the ideal location for you to come together with the leading business continuity thinkers, innovators and experts. Along with your fellow attendees you'll spend three days packed with learning, networking and getting the direction you need to take your business continuity knowledge to the next level. With a theme of **New Solutions for Resiliency and Risk Management**, we're looking ahead to ensure that you and your organization are ready for the threats and risks to come. Join us in Phoenix to meet, learn, grow, and network.

Discover Phoenix

With a vibrant downtown and beautiful surrounding area, Phoenix has something for everyone. The JW Marriott Phoenix Desert Ridge Resort & Spa is ideally located with easy access to the best of the city. Whether it's fine dining, shopping, a round (or two) of golf, or a relaxing hike – you can do it all just steps from the Fall World conference venue.

Be sure to put the Desert Ridge Marketplace, Phoenix Zoo, The McDowell Sonoran Preserve and a ball game at Chase Field on your list of things to see and do.

Brochure Contents

Why You Should Join Us

Join us at DRJ Fall World 2016 for our 55th conference. Our shows are the premier business continuity conference and we are committed to bringing you the best education, networking events and exhibition hall.

Our sessions will give you the tools and knowledge you need to develop into a more efficient and organized business continuity professional. Our show is packed with quality events that offer you the most for your money. The return on investment cannot be beat.

Bring the team and gain hands-on training in our workshops. Tour the free exhibition hall and discover new products, compare features and network with vendors.

Monday Night Hospitality

Our **Gold Sponsor Fusion** will host this fun event on Monday evening after sessions close. This is a great way to end the first full day of the conference and make lasting networking contacts.

September 19, 2016 • 1:30 p.m. – 5:30 p.m.

Senior Advanced Track
Sponsored by

Senior advanced practitioners are invited to attend our one-day track on Monday. If you are interested in attending, contact **senior-track@drj.com** to verify qualifications. This track features a general session in the morning and three breakout sessions in the afternoon. The afternoon breakouts will run separately from our general offerings to attendees. The day will conclude with an exclusive "Meet the Experts" reception in the evening. There is no additional cost for this specialized track.

SA – 1: Ensuring Business Resiliency through Third Party Assessments
Monday, September 19, 2016, 1:30 – 2:30 p.m.
Learn how Aon centralizes managing requests for risk information through a shared risk compliance and assessments (RCA) team. Services include assessing and reporting on supplier security risk levels, developing security terms for supplier contracts, conducting on-site audits and much more. Discover how this managed approach increases efficiency and enables the risk consultants the time and flexibility to work directly with clients and unit stakeholders.
Jennifer Lee, CTPRP, global director Aon.
Barbara McAvenia, senior manager, Aon's global business and technology resilience team.

Jennifer Lee, Aon

Barbara McAvenia, Aon

SA – 2: Resilience In Action – Sharing Business Continuity Experiences Building a Global Program
Monday, September 19, 2016, 2:45 – 3:45 p.m.
Resilience in action requires constant evolution; scanning the horizon for lessons learned to enhance your existing approach to business resilience. In this session, three aspects of resilience in action will be looked at along with the presenter's own experiences working in a global company operating in 175 countries. Topics include: Thinking about BC differently in the context of changing risk landscape. How we leverage BC to help support the company as it evolves to the next level. Remembering that it's a journey, that we're still learning just like you.
Linda Laun, IBM Certified Thought Leader Consultant and Senior Technical Staff Member.

Linda Laun
IBM

SA – 3: BCI Horizon Scan, Deep Dive – Round Table Discussion
Monday, September 19, 2016, 4:15 – 5:15 p.m.
The Horizon Scan Survey consolidates the assessment of near-term business threats and uncertainties based on in-house analysis of business continuity practitioners worldwide. This round table discussion continues from the summary at Spring World 2016 with a Deep Dive into the threats and trends and potential impacts to your organization's strategies and goals.
Brian Zawada, MBCI, director of consulting for Avalution; VP, exec director USA Chapter BCI.
John Jackson, executive adviser Fusion Risk Management; and recipient of BCI's Honorary FBCI and Lifetime Achievement Award.

John Jackson, Fusion

Brian Zawada, Avalution

Meet the Experts Closing Panel and Discussion
This is always a highly anticipated discussion with our Senior Advanced Track speakers. Bring your perspectives on today's sessions and be prepared to engage in a lively and thought provoking discussion.

Sunday Workshop Session 1
Novice/Intermediate/Advanced

Birds of a Feather: Business Continuity Roundtable Discussions

Join this session to participate in a conversation with other conference attendees about key topics and areas of interest. This forum allows participants to explore solutions, address concerns, ask pressing questions, and discuss BC planning activities. This is a great opportunity to build relationships with other planners in similar situations.

The Birds of a Feather workshop provides a structured approach with experienced BC professionals facilitating each table. This format provides the flexibility to explore specific areas of interest or pressing issues.

Potential Topics:
- Recent events – planning and response
- Crisis management planning
- BC/DR planning
- Risk assessment and BIA
- BC Governance and Commitment
- BCM exercises and testing
- Supply chain management
- Other topics selected by participants

Moderator: Robbie Atabaigi, MBCI, CISA , ITIL Foundation – KPMG LLP

Industry Roundtable Facilitators:

• Barney Pelant
– Barney F. Pelant & Associates
• Frank Lady, MBCI, CISSP, CRISC, PMP, ITIL – Bank of America
• Lisa Smallwood, MBCI, CBCLA, ITIL – HP
• Lamar Poppell, MBCI, PMP, Six Sigma – Jack Henry & Associates

Sunday Workshop Session 2
Novice/Intermediate/Advanced

Ken Schroeder

PPBI

Deidrich Towne, Jr.

Hewlett Packard

David Ziev

PPBI

This Time the Threat is Different

This workshop focuses on the new reality of terrorism threats to public and private entities, and personal safety. Discover the differences between the conventional view of terrorism, and how the threat has evolved.

PPBI's popular scenario driven workshop will have attendees working in teams to put skills learned throughout the workshop to use in evaluating threats, controlling escalation, and developing responses. Attendees will be using generally accepted incident command system tools and techniques to evaluate and manage the threats throughout the workshop.

Learn:
- The purpose of terrorism
- Targets of opportunity versus highly visible, recognized targets
- Homegrown versus foreign terror
- Events that signal escalation

Understanding the threat is one thing, but establishing mitigations, realizing the evolution, and escalating activities in a deliberate and controlled manner will help organizations effectively respond. Exposure to the practical experience of the facilitators in addition to recognized industry standards benefits both the public and private sectors. You'll be utilizing the ICS checklist to assess your capability to assemble, coordinate, collect and channel the resources required for critical incident management. The tools are free, the simulation authentic and the class is practical, immediately useful and fun.

Ken Schroeder, PPBI.
Deidrich Towne, Jr., MBCI, senior technical consultant at Hewlett Packard.
David Ziev, MBCI, ITILv3, PPBI training director.

Sunday Workshop Session 3
Novice/Intermediate/Advanced

Phil Lambert

Ripcord

People Not Paper: Resiliency Begins with Training

The traditional focus and outcome of BC/DR planning is documentation. But if you want your planning activities to actually work when needed, the focus should be on the ability of your people. The crucial component of a well-prepared organization is that the people within understand the why, what, and how they contribute to recovery. Topics that will be covered during the workshop:

- Regulations and standards
- Training program strategy
- Adult learning principles
- Types of training
- How to develop engaging dontent
- Training objectives
- Design and distribution
- Training templates

In addition, we'll be discussing how to really build the muscle memory needed for your organization to respond to an event. Learn how to utilize experiential training (i.e. Exercises), maximize the learning experience, and (most importantly) measure the results.

Join us in this hands-on workshop and be armed with a well-organized approach to the diversity of training types and delivery models for an effective training strategy. This won't be another boring lecture, but you'll walk away with an actual strategy and templates that you can use within your program.

Phil Lambert, MBCI, president and founder of Ripcord. He has more than 20 years of experience with management positions at two Fortune 500 companies. Lambert excels at bridging silos within organizations by engaging team leaders to develop an enterprise-wide continuity culture that strengthens and conditions organizations to rapidly respond to changing conditions. Lambert is a well-regarded advocate and thought-leader in the disaster planning community.

These interactive workshops allow attendees to explore topics in–depth. Choose one workshop and mark your preference on page 17 or register online. Sessions are rated according to experience levels.

Sunday 1:00 – 3:30 p.m.

Sunday Workshop Session 4
Novice/Intermediate/Advanced

Steve Goldman

Steve Goldman Assoc.

Something happened! Where in the Plan Am I?"

BOOM! Something bad happens to your organization. The designated emergency response, business continuity, and/or disaster recovery coordinator must assess the situation, classify the emergency, and activate the response organization. Fact: Some organizations have an emergency classification system that is essentially crisis/no crisis; other organizations have classification systems for up to seven levels of emergency. What should your plan have? What do other companies do? This hands-on session helps you set up a simple yet powerful custom emergency classification tool for your BC/DR plans. Take-aways include a custom crisis classification tool which you can start building in class and an activation/ response flow chart to show management how well it all works.

Dr. Steve Goldman is a leading crisis management and BCP consultant and former global BCP manager for a Fortune 500 company. Over his long career Dr. Goldman has developed, conducted, and evaluated drills and exercises ranging from one-hour tabletops to massive three-day exercises involving hundreds of responders from dozens of companies and government agencies.

Sunday Workshop Session 5
Novice/Intermediate/Advanced

Donald Long

Donegal Mutual Insurance

Matt Meade

Buchanan Ingersoll Rooney

Soup to Nuts – All About Data Breaches and Law, Insurance, BCP!

Today a data broach incident is just as likely to occur as any interruption and have as much impact on your organization as a typical facility incident. Brand reputation is highly valuable and more critical to maintain.

Join this company's case study as they navigate their way through developing a data breach plan to formal desk top exercises. This workshop will provide detailed steps and examples. If you do not have or not yet considered a data breach plan, this is the session for you. If you do have a data breach plan, come and compare your information.

The information packed session will cover
- Data breach background – brief
- Opportunity at your company for data breach – how many PII, PHI, PCI, etc. records
- What does the law / regulators say about data breach?
- Cyber insurance policy – application information, comparison, policy contents and specific points to be aware of, and how to execute
- Best practices for data breach crisis management team plans

Donald Long, MBCI, CISA, manager, business continuity planning, internal audit for Donegal Mutual Insurance with more than 30 years experience.

Matt Meade, co-chair cybersecurity and data protection group at Buchanan Ingersoll Rooney.

Sunday Workshop Session 6
Novice/Intermediate/Advanced

Bob Mellinger

Attainium

The Disaster Experience

The better you get at preparing for and mitigating disasters, the more creative these disruptions become. How prepared are you for future disasters versus those you've already experienced - natural disasters, infrastructure failure, workplace violence, cyber-attacks, and more? By definition, a disaster is a sudden event, such as an accident or a natural catastrophe that causes great damage or loss of life.

Join Attainium for the latest in mock disaster role-play simulations delivered as a tabletop exercise. This Disaster Experience is a highly interactive exercise that will put you in the middle of a real-life disaster. Make the critical decisions that any company's crisis team will have to make – and deal with the consequences of those decisions! Improve your skills at communicating, prioritizing and making decisions under duress.

Max Mayfield, former director of the National Hurricane Center, said, "Preparation through education is less costly than learning through tragedy." What better place is there to get prepared than by participating in "The Disaster Experience"?

Bob Mellinger, CBCV, is the founder and president of Attainium Corp., which he launched to deliver business continuity, emergency preparedness and crisis management services. For more than 30 years, Mellinger has provided business solutions and strategic guidance to associations and commercial enterprises. He is a frequent speaker on the topics of business continuity, contingency planning, emergency preparedness and crisis management, delivering sessions ranging from the basics of continuity planning to the impact of today's threats and hazards, as well as customized, interactive mock–disaster tabletop exercises known as "The Disaster Experience."

ATTAINIUM

Pre-/Post Courses

Make your budget stretch further by attending pre/post courses. Separate registration is required, but are held onsite, providing a convenient way to gain even more training.
See pages 18 – 21 for more information.

General Sessions

The morning General Sessions are tailored to a broad audience covering topics that appeal to all conference attendees. Start your day of learning and networking with sessions that focus on the best business continuity strategies, trends and topics in the industry.

Exhibit Hall

Top companies, consultants and vendors all gathered in one location. This is the place you want to be. Schedule software demos, meet with solution providers and enjoy some downtime between sessions.

Networking

Fall World is the perfect venue for you to meet and connect with your peers and industry leaders. Develop lasting professional contacts to collaborate on furture challenges.

General Session 1
8:15 a.m. – 9:15 a.m.

Scott Christopher

The Culture Works

The Levity Effect: It Pays to Lighten Up

The evidence is abundant: it pays to lighten up. From greater employee engagement to earning a better paycheck, leaders who embrace levity enrich the lives of their direct reports and reap personal rewards as well. In this humor–laced session, bestselling author Scott Christopher (The Levity Effect: Why It Pays to Lighten Up and People People) reveals how tapping your "lighter side" brings tangible, positive results. Attendees learn what constitutes levity-Latitude, Attitude and Gratitude™, how to discover their own sense of humor, how to effectively recognize employee accomplishments, and what successful organizations are doing to cultivate a more people-friendly culture. Amid audience interaction and lots of laughter, attendees experience firsthand 'the levity effect' in action.

Scott Christopher is VP of speaking and training at The Culture Works, and a consultant on strengthening work culture with recognition and fun.
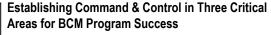
General Session 2
9:30 a.m. – 10:30 a.m.

David Nolan

John Steffen

Fusion

Charter

Melanie Lucht

Carnegie Mellon

Establishing Command & Control in Three Critical Areas for BCM Program Success

Making great decisions everyday to ensure business resilience is challenging when ongoing change affects risk and impacts to the enterprise. This session presents new ways of managing three critical areas of BCM programs so you can gain control and be in command every step of the way. Business impact management for continuous awareness of changing risks and impacts to the enterprise. Plan management to architect a planning strategy for activation, manage plan content for consistency, currency and completeness, and engage plan owners more effectively. Simulations and crisis/incident management to be better prepared for any scenario, manage multiple teams across any combination of plans, and gain efficiencies to reduce recovery times.

David Nolan is president and CEO of Fusion Risk Management, Inc. John Steffon manages he IT service continuity program at Charter Communications. Melanie Lucht, MBCI, is the senior manager of BC/DR at Carnegie Mellon University.

General Session 3
10:45 a.m. – 11:45 a.m.

Dr. Melanie Irons

Darwin Univ.

A Generator on a Skateboard: The Power of One in Times of Crisis

In January 2013 bush fires raged across southern Australia, destroying properties and stranding thousands of people for several days while towns on the Tasman Peninsula were completely cut off. Standard communications lines were over loaded with calls and people needing help. Looking at community resilience, the use of social media in times of crisis, psychological first aid, spontaneous volunteers and the leadership of on-line emergent groups, Dr. Melanie Irons and her team created a Facebook page to help the community get the information they needed. The page 'exploded' in a social media whirlwind. Dr. Irons and her team played a pivotal role in the response and recovery of the bush fires.

Dr. Melanie Irons is now lecturing/researching at Charles Darwin University in the Northern Territory, Australia. She also does consulting for a range of governments and universities, throughout Norway, Germany, Canada and New Zealand.

General Session 4
8:15 a.m. – 9:15 a.m.

If This Was All You Had

Regina Phelps

EMSS

Marty Olson

BOC

What if your company lost all of its systems? How would you continue to serve your customers and be there for your employees? This general session explores this somber topic and asks the very serious question, How do you go manual? The session begins with building the case about why this might be important for you and your team to spend time on this challenging question. It then peels back and explores how you go about doing the impossible. Learn about the exercise that convinced the Bank of Canada that answering this question was an important effort, and how they went about it. Topics covered: What it means to really lose systems, the kind of breach that might make this happen, how to figure out how to go manual, and determining your first steps.

Regina Phelps, CEM, RN, BSN, MPA, president/CEO, Emergency Management & Safety Solutions.

Marty Olson, MBA, is a senior analyst in the continuity of operations program (COOP) office at the Bank of Canada.

General Session 5
9:30 a.m. – 10:30 a.m.

The Convergence of Enterprise and Resiliency Risks in the Hybrid Cloud Era

Mike Errity

IBM

The changing definition of a disaster is causing an undeniable convergence of enterprise risk and resilience practices. In this evolving interconnection of business and IT ecosystems, new approaches are emerging to ensure business is always on. Leveraging our most recent market survey, we'll test four primary conclusions about mastering the disciplines of disaster recovery – connecting the principles of these best practices for infrastructure and security risk mitigation to the new operational paradigms created in the hybrid cloud era.

Mike Errity vice president IBM Resiliency Services Global Technology Services.

General Session 6
10:45 a.m. – 11:45 a.m.

Extreme Event-Active Shooter/Armed Intruder!

David Smith

PWI

An armed intruder on premises presents an imminent, serious and dangerous threat. When such a threat of immediate harm to employees, students or visitors is identified, certain actions may help in preventing serious injury or death. It is estimated that over one million workers are assaulted or stalked each year on the job resulting in 1,000 deaths from workplace violence. The session will outline strategies to include in your risk mitigation efforts when dealing with an armed intruder. The session applies to anyone concerned for their own and/or public safety.

David A. Smith, founder of Professional Workplace Interaction, Inc., (PWI) is an author and nationally recognized thought-leader and speaker on workplace violence

General Session 7
8:15 a.m. – 9:15 a.m.

A BC Professional's Survival Guide: Five Steps to Avoiding the Axe and Prospering

Frank Perlmutter

SBCP

Keith Cantando

Cisco

As the mistakes of the past continue to plague our industry, record numbers of Business Continuity professionals are getting fired, phased out, or stuck in dead-end jobs. Common value killers compromise our professional success and leave us in the most unenviable of positions. Learn a five-step process to survive and thrive as a BC professional. Proven methods, tools, and activities utilized by hundreds of the most-successful professionals in the industry will be discussed-along with the biggest pitfalls to avoid. This session is geared towards all levels of experienced professionals.

Frank Perlmutter, MBCI, president of Strategic BCP®.
Keith Cantando, CBCLA, manager of global business resiliency Cisco Systems.

General Session 8
9:30 a.m. – 10:30 a.m.

Crisis as a Peril™ – What is the biggest risk your organization faces?

Jim Satterfield

Firestorm

If common exposures like fire, workplace violence, malpractice, or the myriad of other known vulnerabilities were the first thing to come to mind, think again. There is a far greater problem lurking. Crisis! Crisis as a peril. Crisis as the cause of the damage to your business, your brand, your company's existence. Fire. Flood. Cyber. These are known risks. They are manageable, mitigatable, and controllable. Where planning often fails is working on those things that you 'don't know.' The biggest risk an organization faces is the unknown. So what does this all mean? What is the biggest risk your organization faces? It is the impact of the unknown. It is the rate of change that widens the gap between what is known and unknown. It is the crisis created by the thing which is lurking in the dark.

Jim Satterfield, president/COO of Firestorm.

General Session 9
10:45 a.m. – 11:45 a.m.

Competence is Overrated: Move Fast, Get it Right, and Move On

Barry Pruitt

PBC, Inc.

Brain hack: old school was to learn it, learn it well, and milk the skill forever. Today, you don't have time. Once you become consciously competent at anything you better start working on the next skill. Learn the four levels of competence, how to identify each, and when it's time to trigger a new cycle. Consciously pushing yourself through all four levels accelerates your career. You can't afford complete incompetence but, just a pinch may be what it takes to spice up your success.

Barry Pruitt, managing partner with Pinnacle Business Concepts, Inc.

Strategic Session 1
Intermediate/Advanced

Heartland's Evolution of BC

Ken Voiles

Heartland Payment Systems

In 2014 Heartland conducted their annual risk survey. Results of the survey indicated the top 2 risks as cyber attacks and business continuity. Plans were written and table top exercises conducted for Heartland and all their subsidiaries. This session will share the process that Heartland used in the various disciplines to meet board members expectations.

Ken Voiles, MBCI, ITIL, PMP, senior business continuity analyst for Heartland Payment Systems.

Managerial Session 1
Novice/Intermediate/Advanced

The State of Business Continuity Management

Stephanie Balaouras

Forrester

Learn the results from the DRJ and Forrester's Annual Market Study. Discover fascinating facts about how the industry has evolved over the years. Specific sections include a discussion of how firms organize and manage their enterprise risk management (ERM) programs, what risk domains fall under their ERM program, how BC teams are working with ERM to streamline processes and manage incidents and what ERM technologies risk pros are adopting. The session will also include recommendations and suggestions for improvement.

Stephanie Balaouras, VP research director security and risk, Forrester.

Technical Session 1
Intermediate/Advanced

Dan Perrin   *Joe Sullivan*

Regus   *Regus*

Is People Management Critical in Emergency Situations?

Whether you're dealing with a hurricane, tornado, fire, or flood, the odds are that you're not going to have many resources available afterwards. Employees won't have access to email, or power for laptops and phones. In the end, communication is going to be scarce at best – so you better have a plan in place beforehand. Your recovery depends on how you and your teams react to the emergency. Regardless of what your reputation and resources were before the disaster – if you don't get your operations up and running in a timely manner, your reputation with your customers, employees and suppliers will be impacted. Learn the strategies and planning required to ensure that your company is ready to respond to various situations, regardless if it is a local or regional event.

Dan Perrin, global solutions director, Regus.
Joe Sullivan, managing director for the workplace recovery business, Regus.

Emergency Response Session 1
Novice/Intermediate

We CAN Be Friends – Working with your Auditors to Build Resiliency Across the Organization

Patrick Potter

RSA Archer

This session will cover how business continuity, IT disaster recovery, crisis and incident management management teams can work with Internal Audit to drive organization-wide resiliency, while reducing risks and improving compliance at the same time.

• How you can leverage Internal Audit to help achieve resiliency objectives, plans and goals
• How operational risk management (ORM) fits in and some next steps you can take to benefit
• How to make your compliance requirements easier on you

Patrick Potter is a GRC strategist for the RSA Archer organization, where he helps drive the direction of the business continuity and audit management solutions. Potter has developed a broad perspective working with analysts, partners and customers spanning such industries as financial services, higher education, manufacturing, high-tech, healthcare, and media and hospitality.

Advanced Session 1
Advanced

Organizational Resilience: An Integrative Approach to Planning, Response, and Resilience

Keith Frederick

Duke Clinical Research Institute

An Organizational Resilience Program allows leaders and staff to rapidly adapt and respond to internal and external dynamic changes – all with minimal impact to the business. In this session, we will examine the relationships, conceptual framework, benefits, and strategy for the design and implementation of a well-planned organizational resilience program.

Keith Frederick, CHEP, AFBCI, department of organizational resilience program, Duke Clinical Research Institute.

Information Session 1
Intermediate/Advanced

Post Event Reviews: Demonstrating Business Value through our BC Program

Karthik Vaidyana-than   *Steve Woolley*

Microsoft   *Microsoft*

This session will describe a brief overview of Microsoft's CSS organization, significant challenges, how we developed the PER process, and leverage it in identifying gaps and driving corrective actions. This process also enables management to appreciate the real life scenarios where business continuity plans are helping to mitigate customer impact thereby demonstrating program value.

Karthik Vaidyanathan, senior risk manager, Microsoft customer service, supporting the largest call center network in the world.
Steve Woolley, MBCI, PMP, senior risk manager, Microsoft.

Breakout Track 2 – Monday 2:45 – 3:45 p.m. September 19, 2016

Strategic Session 2
Intermediate/Advanced

Keeping it Simple: Driving Program Adoption Through Simplification

Barry Morgeson

Time Warner Cable

This case study will discuss how Time Warner Cable has redesigned the BCM program to focus on simplicity in planning and preparation and streamlined response requirements. The new program makes the plan creation process easier for the departments creating plans and has driven greater executive support and departmental participation in the overall BCM program and all components therein.

Barry Morgeson, enterprise business continuity and crisis manager Time Warner Cable.

Managerial Session 2
Intermediate/Advanced

Incorporating Operational Risk Into Your Continuity Planning

Chris Roblin

Ohio National Financial Services

An operational risk framework provides a more thorough understanding of the threats, hazards and risk exposures an organization faces as well as providing a framework to analyze what the potential impact to the organization might be. The five step process fits perfectly into any Continuity program, regardless of industry. This presentation will provide an overview of Operational Risk and how to apply the method. Sample documents for attendees will be provided for use and/or modification to fit your corporations products and specific risk exposures.

Chris Roblin, CRM, senior business continuity analyst Ohio National Financial Services.

Technical Session 2
Intermediate/Advanced

Planning an IT DR Test

Melissa Rhodes

Bridgestone Americas

This presentation will discuss how to plan an IT disaster recovery exercise. The session will begin briefly by describing the process of assessing a new application and how an application assessment helps define the test's objectives. We will discuss steps taken prior to the exercise in order to plan for technology and resources, what to expect during the exercise and lessons learned. Different technologies and how to plan for these during exercises will be discussed. We will wrap up with how the application/business owners will test the application and sign off that the application was successfully recovered and how to follow up and document after an exercise.

Melissa Rhodes is the DR/BC specialist at Bridgestone Americas. She uses communications skills refined through Toastmasters International to develop and share training and awareness programs in the companies in which she has worked and locally through BCP organizations.

Emergency Response Session 2
Novice/Intermediate/Advanced

How to Make Social Media Work for You

Emy Dunfee

FirstBank

As much as we may want to, we cannot personally escape social media and neither can our companies.In this session we will discuss how to add social media review to an Incident Management Team as well as look at how to use social media effectively as BC/CM professionals. Success stories of social media usage will be discussed as well as any roadblock participants may be experiencing in using social media to their advantage.

Emy Dunfee, business continuity coordinator FirstBank Colorado.

Advanced Session 2
Advanced

EOC Drill, How to Practice an Actual Shift Change and Keep Everyone Engaged

Vikki Dahle   *Terry Gitlin*

CSAA Insurance Group   *CSAA Insurance Group*

Have you ever struggled with the challenge to do a full scale EOC drill and practice actual shift change and then lost your team's engagement due to inactivity when they are on the off-shift? Discover a unique way to keep teams involved and engaged by doing the exercise and having the off shift participate in a preparedness fair that had demonstrations of their emergency notification tools, sat phones, recovery trailers, etc. This presentation will show the tools and ideas on how to conduct an EOC drill that practices actual shift changes and how to keep the off shift informed.

Vikki Dahle, manager business continuity/security, CSAA Insurance Group.
Terry Gitlin, business continuity specialist, CSAA Insurance Group.

Information Session 2
Novice/Intermediate/Advanced

Business Continuity Planning – What's Trending?

Sherri Flynn   *Monica Goldstein*

Recovery-Planner   *Recovery-Planner*

Do your plans reflect new technology strategies, recovery procedures and policies of today? Are you prepared for all aspects of your next big incident – or is your business continuity plan stuck in the past or focused just on meeting a BCP framework? This session is designed to encourage an interactive dialogue and information sharing in order to learn from others in the business continuity industry and to discuss how others are handling these new issues.

Sherri Flynn, CISM, RPX Specialist, MBCP, planner with RecoveryPlanner, Inc.
Monica Goldstein, COO, founder of RecoveryPlanner.

Strategic Session 3
Novice/Intermediate/Advanced

Becoming Part of the Information Security Strategy

Ann Pickren

Cheryl Carmel

MIR3

MIR3

Identifying and reducing risks and responding to information security incidents are top priorities that pull resources from various areas. Whether your role involves business continuity, disaster recovery or crisis communication, your responsibilities are converging with information security around these challenges. Learn the coordination and collaboration needed among these diverse professionals in order to provide comprehensive risk mitigation and incident response within the information security program.

Ann Pickren, president, MIR3.
Cheryl Carmel, CISSP, CIPT, VP – security MIR3.

Managerial Session 3
Novice/Intermediate/Advanced

Regulatory Agencies: Friend or Foe of the Banking Industry?

Christopher Duffy

Jay Geppert

SBCP

PlainsCapital Bank

David Underwood

United Bankshare

Regulatory agencies have shifted from cybersecurity as a subset of IT Examinations and place more importance on it as an integral aspect of risk management. To remain current, BC/DR professionals need to understand the advantages and risks of this emerging discipline. You need to prove knowledge of cloud security so that regulators know your efforts will succeed when challenged. This roundtable discussion includes perspectives from several premier financial institutions. Insights include expanding cloud technology, vendors, and cyber security concerns.

Christopher Duffy, CISSP, VP, CIO – Strategic BCP. Jay Geppert VP, operational risk manager – PlainsCapital Bank. David Underwood, VP operational risk management United Bankshare.

Technical Session 3
Novice/Intermediate/Advanced

Digitizing Disaster Recovery?

Brandi Boatner

Joe Starzyk

IBM

IBM

This session will focus on the relative changes to resiliency in the cognitive era as we look to evaluate and manage risk with trends that influence how people think and act. Explore the possibility of DR professionals designing their own social media command center in leveraging digital access mechanisms for disaster recovery, with the ability to track how the tone of conversation changes – positively or negatively – throughout a crisis and how the message may be tailored toward a specific response to the event.

Brandi Boatner, digital experience manager, IBM Global Technology Services – Resiliency Services.

10   *Joe Starzyk, senior business development executive and leader in the IBM Academy of Technology.*

Emergency Response Session 3
Novice/Intermediate

Minimizing Failures – Communications During Crisis Response

Cynthia Baughman

City of Garland – Water Utilities

During 2015, the city of Garland experienced deadly floods and a tornado, and a terrorist shooting within a span of eight months. That same year, Garland was also named one of the safest and best run cities. Learn how our approach to training and communications contributed to our successful responses, and hear some of our overall lessons learned.

Cynthia Baughman has worked for the City of Garland for more than 18 years in various roles in IT and water utilities, currently serving as the public works operations technology manager.

Advanced Session 3
Advanced

Embracing the New Paradigm or Optimizing Legacy Practices?

Tracey Forbes-Rice

Andy Witts

Fusion

CSC

Rather than optimizing legacy approaches and traditional thinking, this panel of enterprise BCM thought leaders discuss how to start achieving more continuous management of business risks and impacts. How to start designing and managing plans that prove useful in actual incidents, and how to start conducting simulations that combine multiple plans in real world scenarios. Join this discussion of the new paradigm to manage BCM programs for greater control, better information, and more effective results.

Tracey Forbes-Rice, VP customer engagement, Fusion Risk Management, Inc.
Andy Witts, global fusion administrator, Computer Science Corp. (CSC).

Information Session 3
Novice/Intermediate/Advanced

Practitioner's Guide to Organizational Resilience

Deborah Higgins

BCI

This presentation will focus on what resilience means to organizations, and how resilience as an outcome is providing businesses all over the world with a new goal to pursue. It is no longer sufficient to plan, respond and recover from incidents, resilience is about how we manage change, how we might anticipate this change and then respond in a way that will enable us to survive the impact from disruptive events as well as take opportunities to thrive in a potentially new and unfamiliar environment. This session will examine the question of how will this new way of thinking impact on us as professionals? Research is underway to examine how our roles are changing and who within the organization will be impacted. What does organizational resilience mean for business continuity practitioners?

Deborah Higgins technical learning manager in continuity and resilience – BCI, is responsible for delivering the global training and education program and for delivery of the BCI's global event program.

Strategic Session 4
Intermediate/Advanced

Brian Stoner CISCO

Conducting Formal 'Distinct' Strategy Reviews: Keeping the Strategy Aligned with the Organizational Needs

Discover an effective, practical approach to reviewing and approving business function recovery strategies to ensure the minimum recovery requirements are met and any capacity limitations or vulnerabilities are known and approved. When appropriate, a multi-phased strategy is defined to provide continuity of operations for an extended period of time. This session shares a strategy approval process while highlighting the methodologies, evaluation criteria, and lessons learned to ensure the strategy is still the right strategy for the business.

Brian Stoner, business continuity program manager, Cisco Systems, Inc.

Managerial Session 4
Intermediate/Advanced

Barney Pelant BFPA

Commitment is The Key to Success!

Is your BCM program struggling from lack of commitment, or are you just initiating a program and want to learn how to capture and maintain commitment to BCM? Either way, this session is for you! Leadership commitment is the key to both the successful development and sustainability of your program. During this session we will look at the positioning and strength of the personnel that can provide commitment, as well as the tactics of capturing and maintaining that commitment. Bring your thoughts, issues and questions to this interactive session.

Barney Pelant, owner and director Barney F. Pelant & Associates, LLC.

Technical Session 4
Intermediate/Advanced

Bryan Bond eMeter   *Jeff Ton Bluelock*

From Disaster Recovery to Disaster Avoidance

During this session, learn from this expert and early adopter as we cover the following topics: Why DRaaS? Why not a more traditional method? Major drivers and compelling events that led him to DRaaS. The most important criteria in selecting a DRaaS partner. What concerns and roadblocks were uncovered early on in the process? Advice on planning and implementing DRaaS.

Bryan Bond, senior system administrator at eMeter, a Siemens Business.
Jeff Ton, EVP of product and service development, Bluelock.

Emergency Response Session 4
Intermediate/Advanced

Patricia Warrington MUFG

Integrating Emergency Management and Business Continuity Operations During Activation

This presentation will discuss the ways that both the public and private sector can incorporate BC decision-making, notifications, recovery operations and reporting within existing Crisis Management and Emergency Operations Center (EOC) activation protocols. It will highlight ways to better integrate the management and oversight of business continuity activities with emergency response operations in times of emergencies. This ensures the management of human capital and resource needs that may result from emergency response and recovery strategy efforts. The integration with crisis management can provide guidance on the impact of day-to-day business operations and event escalation trigger points and activities while preventing duplicate efforts and the misuse of organization resources.

Patricia Warrington, crisis and critical incident manager, MUFG.

Advanced Session 4
Advanced

Jon Sherman Scripps Health

Information Technology Disaster Recovery Communications UP and Down the Organization

Learning how to build and maintain a disaster recovery program for hospital information technology that meets recovery time objectives is difficult. Gathering information from fellow employees and presenting strategies to management are all addressed in this session. Communicating properly with all associates may be the most important element for success. This session provides the pointers to have a successful technology disaster recovery program.

Jon Sherman, disaster recovery analyst, Scripps Health.

Information Session 4
Intermediate/Advanced

Terri Howard FEI

Preparing for the Worst: Cyber Terrorism and the Human Impact

The phenomenon of cyber terrorism and cyber-attacks is one that businesses, if not culture in general, continue to underestimate. A cyber-attack does not just mean a blow to the bottom line – it directly impacts an entire workforce's ability to recover. This session will outline a detailed response plan to address the personal and infrastructural impact of cyber-attacks on both employees and the business during the days, weeks and months that follow. Participants will learn what specific services should be provided to employees as a result. Attendees will also learn how to develop best practice crisis plans for responding to the needs of employees, and how to effectively communicate operational information and organizational needs post-incident.

Terri Howard, senior director, FEI Behavioral Health.

Tuesday Workshops

These interactive workshops allow attendees to explore topics in–depth. Choose one workshop and mark your preference on page 17. Sessions are rated according to experience levels.

Tuesday Workshop Session 1
Novice/Intermediate/Advanced

Regina Phelps

EMSS

What Are You Doing to Get Ready for a Cyber Attack? Hopefully a Cyber Breach Exercise

Businesses and organizations defend against unending attempts to steal their computer data or damage their systems. Few, however, have serious plans for how they will respond to the impact of an actual breach – and few stress-test those plans. Such exercises force real-time decision-making and actions in much the same way that a fire drill does, but cyber incidents are infinitely more complicated.

This workshop shows business continuity planners, crisis managers, and their IT counterparts how to stage a cyber breach exercise that will test preparedness, surface unconsidered circumstances, and sharpen the responsiveness of everyone from top executives to line technologists.

Attend this session and learn how to go about developing a realistic cyber exercise that will challenge the incident crisis management team, the technology staff, and the business units. Leave this workshop with a draft of a cyber tabletop exercise under your arm, feeling better prepared (and perhaps a bit more paranoid).

Topics Covered
- What you need to consider when designing a cyber exercise.
- Who you should involve in the planning.
- What you should include in your exercise plan.
- How to challenge everyone, not just the techies.

Regina Phelps, president of EMSS, is an internationally recognized thought leader in the field of emergency management, pandemic, and contingency planning, consultation, training, and speaking services to clients on four continents. Her niche includes incident management team development, pandemic planning, emergency operations center (EOC) design, and the development of emergency exercises for large global companies.

Tuesday Workshop Session 2
Novice/Intermediate/Advanced

Laura Mosley

So Wine & Spirits

Ron LaPedis

Micro Focus

Business Continuity Outside The Box

This workshop will take novices from 0-60 and enhance the knowledge and understanding of even the most seasoned professionals. Novices will leave this session with a firm basis for getting started in your new job and everyone will walk away with specific actions to improve your organization's response. This workshop will help you extend your skills dealing with cyber incidents and in creating working relationships with fire, law enforcement, and other public sector professionals.

Multiple exercises and handouts will be included, and seasoned pros are encouraged to mentor the more junior attendees while everyone increases their knowledge by adding to their own toolbox. This peer-to-peer format will benefit significantly from well-prepared attendees who bring their program challenges and questions to the workshop. Attendees will all leave with new tools, thoughts and concepts to apply to their business continuity toolbox.

Some of the topics covered:
- A self-assessment of where your organization is today
- The six phases of building a business continuity plan
- Recovery: RTC, RPC, RTO, and RPO – What do they mean and why are they important?
- Supply chain considerations
- Communications – the key to successful deployment
- Cyber and BCP: why aren't they talking to each other?

Laura Mosley, business continuity program manager Southern Wine & Spirits of America.

Ron LaPedis, AFBCI, sales enablement specialist at Micro Focus. He has lead or participated in the design of dozens of business continuity plans and secure networks, around the world.

Tuesday Workshop Session 3
Intermediate/Advanced

David Smith

PWI

Workplace Violence: 10 Steps to Reduce Your Risk

Far too often, there is misunderstanding about what organizations can or should do to reduce and manage the risk of violence in the workplace. The good news is that much can be done to reduce the risk. Research on workplace violence has shown that warning signs and detectable inappropriate behaviors usually precede acts of violence.

This workshop will prepare participants to recognize the basic danger signals, enabling them to provide intervention or seek assistance before problems escalate. Participants will receive proven methods to combat the rising tide of workplace violence and proactive steps that can dramatically reduce the risk of litigation and future legal claims.

David A. Smith, founder of Professional Workplace Interaction, Inc., (PWI) is an author and highly experienced dynamic speaker. Smith has extensive experience in executive management, field operations, product launch and financial management at the corporate and small business levels. He has conducted extensive leadership, behavioral risk management, business continuity and disaster planning training for the insurance industry, corporations, private businesses, university personnel, and government agencies across the United States and Canada.

Smith currently serves as chairman of the nonprofit Honor Flight San Diego and has served on the Board of Directors of various corporate, marketing and other charitable organizations. Smith's corporate experience and expertise has been combined with PWI's professionals including backgrounds in psychology, psychiatry, legal, law enforcement and education to develop PWI training and consultative programs.

Tuesday Workshop Session 4
Intermediate/Advanced

Jack Healey

Firestorm

How To Negotiate During a Crisis – Tactics and Strategies

When a crisis occurs, ultimately you will find yourself in the middle of negotiations. Whether for facilities, supplies or concessions from key suppliers, having obtained formal training in the area of crisis negotiations will benefit you and your organization. BANTA – "Best Alternative to a Negogiated Agreement, includes; How to handle emotionally charged negotiations; How to diffuse a hostile counterpart, and how to conduct multi-dimensional negotiations. This workshop will use role playing, video and informational outlines. Participants will learn proven methods developed by negotiation professionals. Who should attend? Anyone who anticipates being part of multi-dimensional negotiations as a result of a crisis or disaster and needs to be prepared.

Jack Healey, CPA, CFF, CFE, managing director business crisis practice, Firestorm.

Tuesday Workshop Session 5
Intermediate/Advanced

Michael Herrera

MHA Consulting

Assessing Residual Risk in Your BCM Program

You have addressed compliance but do you know where your greatest residual risk (RR) lies in you program? Residual risk is defined as the risk remaining after all mitigating actions have been taken into consideration.

In this workshop, we cover the steps to assessing residual risk in your BCM program at a recovery plan level. We will address management risk appetite, plan mitigating controls. weightings and calculation of the residual risk in your recovery plans and whether its within or outside management's tolerance. The results of this assessment give you the opportunity to identify where your greatest exposures exist as well as where you may have over planned. Its time to know where your greatest risks lie and where you can rest easy.

Michael Herrera, CEO of MHA Consulting, a leading business continuity planning and information technology consulting firm.

Tuesday Workshop Session 6
Novice/Intermediate/Advanced

Joe Layman

Molina Healthcare

Susan Zielan

CoreLogic, Inc.

BIA for Financial & Healthcare: How to Leverage Differences

In this workshop, presenters will share their experiences on how they leveraged the overlap and differences between the healthcare and financial industries to simplify their BIA processes. They will share some take home tools and outline how they overcame the challenges and concerns of similar yet different compliance and regulatory requirements to focus on the basics addressing people, processes, downtime, and criticality.

This workshop will address various strategies, including relocation vs. workload transfer, that make sense for your industry and program.

The presenters will also compare and contrast OCC and FFIEC as well as state, federal, and local laws and guidelines using a streamlined approach that is highly successful with business unit leadership and subject matter experts.

The final part of the session provides an example of how participants can adapt the process to their industry to add value for their business units and their business continuity program.

Joe Layman, MIS, CBCP, ITIL, CRISC, director, business continuity management, Molina Healthcare.

Susan Zielan, CBCP, business continuity manager, CoreLogic, Inc.

Solutions Track

Discover solutions to today's issues. Seasoned industry veterans will present solutions using today's resources, products and strategies. Sessions are targeted to all experience levels.

Stephanie Marjoram

BC in the Cloud

Solutions Track 1: Why Rebuild When You Can Reuse – Leveraging Existing Databases for Your BCP Program
Why re-invent the wheel when you can leverage information and start tying the key components together to understand dependencies and points of failure. If your organization currently doesn't have a system in place to track applications, personnel, and facilities data, why not add value to the organization and share the information you collect with other departments? The opportunities are endless to partner with other key departments in your organization and reach the same common goal to improving efficiency by streamlining processes.
Stephanie Marjoram, director of client services, BC in the Cloud.

Christine Burke

MailGard

Solutions Track 2: Critical Communications Recovery: Are you as Prepared as You Think You Are?
Most companies believe they have critical communication covered in their BC/DR plans. Take a peek behind the curtain to determine how prepared you really are. Critical communication recovery plans that are included as part of your IT recovery may not include some processes that are key to keeping communications flowing to your customers. Outsourcing your critical document processing to a third party? You have an even greater risk for recovery plans that may not be all you think they are. A detailed review of what to look for in a recovery vendor and key test elements will be discussed.
Christine Burke, director of sales and marketing, MailGard.

William C. Hord

Quantivate

Solutions Track 3: Successful ERM Program Standards
Enterprise Risk Management (ERM) programs must be effective. Organizations need to determine, assess and prepare for any risks that may disrupt their goals and objectives. ERM is critical for industry growth in today's fast paced and ever changing risk landscape. This session will help outline your company's risk appetite thereby allowing you to start or validate your ERM program structure.
William Hord, vice president of enterprise risk management services, Quantivate.

Imad Mouline

Everbridge

Solutions Track 4: The Future of Emergency and Location Based Communications

This session will address the convergence of business continuity and emergency communications, helping attendees optimize their strategies so they are prepared before, during and after a crisis occurs. Learn how location-aware safety, physical security and enterprise mobility can enable organizations with mobile workforces and distributed teams to coordinate the last known locations of employees, contractors or visitors to rapidly identify and communicate with them during disruptive events, emergencies, remote work assignments and other corporate activities. The session will discuss the importance of using an automated communication and alerting system to pro-actively anticipate crises before they arise.
Imad Mouline, chief technology officer Everbridge, and is responsible for the company's product strategy and technology direction.

Brandon Tanner

Rentsys

Karl Reeves

Digital Fortress

Solutions Track 5: Case Study: Using the Hybrid Cloud to Increase Corporate Value and Adapt to Competitive World Trends
This session will present case studies from organizations that have leveraged the hybrid cloud to: Increase capacity and scalability with decreased capital expenditure. Gain additional access to expertise when managing private and public workloads. Improve value to the organization with limited short-term risk, Create a path to long-term corporate value while adapting to new competitive world trends. Attendees will learn how the businesses' solutions were architected and what they've learned since moving to the hybrid cloud.
Brandon Tanner, senior manager, Rentsys.
Karl Reeves, VP of operations, Digital Fortress.

Jim Mitchell

eBRP

Solutions Track 6: The NextGen of BC/DR Planning
The crux of the planning process is to develop BCPs & DRPs that are geared towards responding to disruptions that might impact operations in the future. Based on recent disruptive incidents, one of the key observations is BC/DR plans that are designed to address a future incident have to be structured, agile, flexible and scalable. Utilizing experiences in implementing BCM programs for enterprises across the globe, this session will discuss plan structures, how to address current state threats and recommended best practices. The role of situational awareness, collaboration across enterprises, and solutions for software driven data centers will also be discussed.
Jim Mitchell, director, eBRP.

Jim Holt

Continuity Logic

Solutions Track 7: How to Make Business Continuity Cool Again
The business continuity profession, although relatively young, is already at a major crossroad as it continues to define itself, its standards and its professional practices somewhat slowly. Enter the Millennials who are asking themselves how a business function that impacts the very fabric of iconic brands ability to protect their value, isn't seen as "cool" when it really is "impact-fully" cool. This session will take an interesting look at how some of the Millennials are impacting their company and the programs for their customers. Nearly half of this company's new employees over the last 18 months are designated as Millennials.
Jim Holt, executive vice president, Continuity Logic.

Tony Gonzalez

Virtual Corp

Solutions Track 8: You Missed the Meeting and Now You're In Charge of Business Continuity – What's next?
Proper planning will determine your success or failure. This session will provide the attendees with an experience based look at the dos and dont's of BC Program planning and implementation. It will cover key elements such as understanding what keeps senior management up at night, justifying and securing their support, and formulating a logical, attainable, and well-paced implementation and sustainability plan. We will also discuss common mistakes that can prove to be fatal to your program and emphasize steps you can take to avoid them.
Tony Gonzalez, director of the business continuity service center, Virtual Corporation.

Sponsor Spotlights

Fusion Risk Management, Inc. is the provider of the Fusion Framework System which is the business continuity risk management system of choice for leading organizations. Fusion is a Gartner Magic Quadrant Leader in its latest Magic Quadrant report for BCMS systems which also stated "Fusion had the highest customer reference and operations score of all vendors in this report." Learn more at www.fusionrm.com.

Silver Sponsors

eBRP Solutions Inc. provides web-based tools and utilities, as well as consulting services. ESN develops tools and utilities focused on core requirements. www.eBRP.net.

Firestorm is a nationally recognized leader in Crisis Management, Continuity Planning, Critical Decision Support, Crisis Response, Crisis Communications, Crisis Public Relations and Consequence Management. www.firestorm.com.

IBM Business Resilience Services can help you rapidly adapt and respond to internal or external dynamic changes and continue operations. www.ibm.com/services/resiliency.

MIR3, Inc. is the leading developer of Intelligent Notification and response software, helping organizations to enhance communication, protect assets and increase operational efficiency. MIR3 technology enables advanced rapid, two–way communication for IT, business continuity, and enterprise operations for many of the Global Fortune 100 companies, as well as government entities, universities, and companies of all sizes in more than 130 countries. www.mir3.com.

Regus is the global workplace provider. Its network of more than 3,000 business centers in 120 countries provides convenient, high-quality, fully serviced spaces for people to work and recover, whether for a few minutes or a few years. The key to flexible working is convenience and so Regus is opening wherever its 1.5 million members want support – city centers, suburban districts, shopping centers and more. www.regus.com.

Strategic BCP® is an award-winning Business Continuity Risk Management company named "leaders" by Gartner two consecutive years. Our cloud-based software, ResilienceONE®, helps you make risk-based decisions for managing BC, IT and Operations, and 3rd Party Vendors from a single interface. Our consulting arm helps convert typical BC functions into a "value stream" approach that ensures success and accountability at every stage – allowing you to become your C-level's most trusted advisor. www.strategicbcp.com

Partners

The Business Continuity Institute (BCI) is the world's most eminent BCM institute and our name is instantly recognized as standing for good practice/professionalism. www.thebci.org.

Forrester Research is a technology and market research company and are the only company that creates forward-thinking research specifically for your role. www.forrester.com.

The International Consortium for Organizational Resilience provides access to the many offerings of education and credentialing expertise. www.theicor.org.

Private and Public Businesses, Inc. is committed to providing the industry with training and BC solutions in partnership with both private and public agencies. www.ppbi.org.

Mock Disaster Sponsor

Attainium delivers business continuity planning, workshops and sessions and tabletop exercises. Attainium assesses an organization's ability to cope with and recover from a wide variety of disruptive events. This is established by performing our assessments, impact analysis, the development of a BC plan, ongoing plan testing and plan maintenance. www.attainium.net.

Co Sponsors

AlertMedia helps organizations securely and effectively monitor threats, streamline notifications, and recover from incidents. The company's fully integrated, cloud-based platform delivers innovative communication tools that can be accessed from anywhere, at any time, using any device. Learn more at www.mediaalert.com.

Avalution specializes in business continuity and IT disaster recovery consulting, outsourcing, and software solutions for organizations of all sizes. Catalyst combines our consulting methodology with a simple user interface, on-screen help guides, and customizable templates to make the business continuity and IT disaster recovery planning lifecycle easy and repeatable. www.avalution.com or www.bccatalyst.com

Our team has worked with every vertical from banking/finance, healthcare, manufacturing, education, energy/utilities, government and more, helping to build, improve and automate business continuity programs. Our focus is providing the best platform that is easy to use with more features at a lower cost. Learn more at www.bcinthecloud.com

KingsBridge develops software, provides consulting and supports your business to create disaster recovery and business continuity plans. Customers include insurance, communication, transportation and banking institutions across N. America and the Caribbean. www.disasterrecovery.com

Critical printed and mailed documents are vital to the success of your organization. Mail-Gard has the solutions to ensure your message reaches your customers on time, every time. Critical communications continuity and recovery is our only business. www.mailgard.com

Quantivate is an industry-leading provider of web-based governance, risk, and compliance software solutions. Our BC module enables an organization to easily develop implementable plans, keep plans up-to-date, perform exercises, manage incidents, and increases the availability of critical operations across the enterprise. www.quantivate.com or 800-969-4107.

Positioned as a Leader in Gartner's BCMP Software Magic Quadrant, RecoveryPlanner has been providing its all-in-one, web-based software and expert consultancy services to organizations of all sizes and industries. Our proven methodology is based on and meets all pertinent frameworks and regulations. Learn more at www.recoveryplanner.com.

Rentsys Recovery Services is a provider of comprehensive disaster recovery and business continuity solutions for businesses ranging from healthcare, banking and energy to large enterprise organizations. Our solutions enable businesses to comply more effectively with regulatory requirements, improve data security and speed up the organization's ability to recover key IT systems and data after an unplanned outage or disaster has occurred. Learn more at www.rentsys.com.

RES-Q™ provides the full range of Managed Recovery, Disaster Recovery, and Quick-Ship Services. Corus360 has multiple locations with its flagship Recovery RES-Q™ delivers recovery options for all major technology platforms, including IBM Mainframe, IBM Power, and Open-Systems, and provides Workgroup Recoverypositions for business recovery. Learn more at www.resqdr.com.

RockDove Solutions, developer of In Case of Crisis is an award winning mobile solution that helps institutions and their safety professionals' better care for the well–being of their people by offering easy and secure access to institutional–specific emergency procedures and safety guidelines. Learn more at www.rockdovesolutions.com.

Resilience & Business Continuity planning & consulting services tailored to fit your industry; utilizing proven, scalable & sustainable solutions. We are always available as partners & guides when you have a question or need some additional support. Our goal is to minimize the stress of continuity planning & optimize resilience. Learn more at www.virtual-corp.net

VOLO Recovery was designed to enable businesses to stabilize internal/external communications when faced with outages due to disaster or failure. Learn more at www.volorecovery.com.

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Contact conference director Patti Fitzgerald
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Conference Schedule

Sunday, September 18th

Pre Conference Courses	8:30 AM - 11:30 AM
Onsite Registration Opens	10:00 AM - 7:00 PM
Cyber City	12:00 PM - 7:00 PM
Sunday Workshops	1:00 PM - 3:30 PM
Refreshment Break	3:30 PM - 4:00 PM
Solutions Track	4:00 PM - 5:00 PM
Exhibit Hall Opens	5:00 PM - 7:00 PM
Welcome Reception	5:00 PM - 7:00 PM
Product Demos	5:30 PM - 7:00 PM

Monday, September 19th

Cyber City	6:45 AM - 5:15 PM
Networking Breakfast	6:45 AM - 8:00 AM
Onsite Registration	7:00 AM - 5:15 PM
General Session 1	8:15 AM - 9:15 AM
General Session 2	9:30 AM - 10:30 AM
General Session 3	10:45 AM - 11:45 AM
Exhibit Hall Opens	11:00 AM
Lunch	11:45 AM - 1:00 PM
Exhibits/Product Demos	11:45 AM - 1:30 PM
Breakout Session 1	1:30 PM - 2:30 PM
Break	2:30 PM - 2:45 PM
Breakout Session 2	2:45 PM - 3:45 PM
Refreshment Break in Exhibit Hall	3:45 PM - 4:15 PM
Breakout Session 3	4:15 PM - 5:15 PM
Exhibit Hall Closes	5:00 PM
Product Demos	5:30 PM - 6:30 PM
Hospitality	6:30 PM - 8:30 PM

Tuesday, September 20th

Cyber City	6:45 AM - 5:30 PM
Networking Breakfast	6:45 AM - 8:00 AM
Registration/ Info Desk Open	7:00 AM - 5:30 PM
General Session 4	8:15 AM - 9:15 AM
General Session 5	9:30 AM - 10:30 AM
General Session 6	10:45 AM - 11:45 AM
Exhibit Hall Opens	11:00 AM
Lunch	11:45 AM - 1:00 PM
Exhibit/Product Demos	11:45 AM - 1:30 PM
Breakout Session 4	1:30 PM - 2:30 PM
Refreshment Break in Exhibit Hall	2:30 PM - 3:00 PM
Workshop Sessions	3:00 PM - 5:30 PM
Exhibit Hall Closes	3:00 PM

Wednesday, September 21st

Cyber City	6:45 AM - 12:00 PM
Networking Breakfast	6:45 AM - 8:00 AM
Information Desk Open	7:00 AM - 12:00 PM
General Session 7	8:15 AM - 9:15 AM
General Session 8	9:30 AM - 10:30 AM
General Session 9	10:45 AM - 11:45 AM
Lunch	11:45 AM - 1:00 PM
Post Conference Courses	1:30 PM

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Title

List Your MBCI, FBCI, CRP, CBCP, MBCP#

Company

Address

City   State/Zip Code   Country

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Print Name As It Should Appear On Badge

List Any Designations for Badge

Emergency Contact Name/Phone Number

☐ Check if you require special needs. Specify below.

Notify conference personnel during on–site registration of your arrival and special needs.

Indicate Your Industry:

☐ Banking/Financial   ☐ Computer Services
☐ Public Utilities   ☐ Retail
☐ Transportation   ☐ Health Care
☐ Insurance   ☐ Construction
☐ Communications   ☐ Mgmt. Consultant
☐ Manufacturing   ☐ Hospitality
☐ Government   ☐ Other
☐ Education

Rank Your Experience Level

☐ Novice (less than 2 yrs)
☐ Intermediate (2–5 yrs.)
☐ Advanced (5+ yrs.)

Is This Your First Conference at DRJ?

☐ Yes
☐ No

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*3–digit number found on back of card, 4 digits on front for AMEX

Policy Information

Cancellation Policy *(Must be in writing)*: Conference enrollment may be canceled through August 18, 2016 without penalty. No refunds or credits will be given for cancellations received after August 18, 2016. All no shows will be charged the full amount. All cancellations must be received in writing. I have read and understand the cancellation policy.

Promotional Policy: DRJ retains the right to use attendee images and comments for promotional purposes.

Please complete this section to make your breakout and workshop selections. Circle only one session per time slot. General sessions are held each morning and are open to all conference attendees.

Sunday, September 18

Workshop Sessions	SWS – 1	SWS – 2	SWS – 3	SWS – 4	SWS – 5	SWS – 6	
Solutions Track	ST – 1	ST – 2	ST – 3	ST – 4	ST – 5	ST – 6	ST – 7	ST – 8

Monday, September 19

Breakout Session 1	SS – 1	MS – 1	TS – 1	ES – 1	AS – 1	IS – 1
Breakout Session 2	SS – 2	MS – 2	TS – 2	ES – 2	AS – 2	IS – 2
Breakout Session 3	SS – 3	MS – 3	TS – 3	ES – 3	AS – 3	IS – 3

Tuesday, September 20

Breakout Session 4	SS – 4	MS – 4	TS – 4	ES – 4	AS – 4	IS – 4
Workshop Sessions	WS – 1	WS – 2	WS – 3	WS – 4	WS – 5	WS – 6

Registration Rates

Registration rates for the conference are as follows:
- **Only $1095.00** through July 18, 2016
- **Only $1195.00** through Aug. 18, 2016
- **Only $1295.00** through Sept. 18, 2016

Make conference checks payable to Disaster Recovery Journal. All fees must be paid in U.S. currency only and payment must be drawn on a U.S. bank.

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- Three or more employees from the same company who register at the same time are eligible for a 10% discount.
- All certified individuals (must be certified at the time of registration) are eligible for a 10% discount.
- All contingency group members are eligible for a 10% discount with proof of membership.

These discounts must be requested at the time of registration. No refunds of the discount will be issued, and only one discount per registrant will apply.

Pre–Conference Courses:
Earn up to 16 Additional CEAPs by attending a Pre-Conference Course.

PRC–1: Everything You Need to Know to Design a Successful Exercise

Sat., September 17, 9:00 a.m. – 5:00 p.m.
Sun., September 18, 8:30 a.m. – 11:30 a.m.
$1,650 per person
Presenter: Regina Phelps

Learn from the exercise master, Regina Phelps, who conducts over one hundred exercises a year. If you have a documented emergency plan but have not tested it, you might discover that your document is less than sufficient. There are 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 is certainly a lot less stressful. This workshop details everything you need to do to design a successful exercise from the ground up. You will walk out of this workshop with a draft of your next exercise planned and a copy of Regina's new book.

The workshop will cover:
- Six types of exercises.
- The exercise design team.
- The exercise plan.
- Creating exercise injects.
- Developing AV tools.
- Selecting and training a simulation team.
- Rules of exercise facilitation.
- Writing the after-action report.

You will:
- Participate in an advanced tabletop exercise.
- Develop the outline for your own tabletop exercise.
- Receive feedback on your exercise design.
- Receive a copy of Regina's new book, "From Response to Recovery – Everything You Need to Know to Create a Great Exercise."

Regina Phelps, CEM, RN, BSN, MPA, president, Emergency Management & Safety Solutions, is an internationally recognized thought leader in the field of emergency management, pandemic, and contingency planning. Since 1982, she has provided consultation, training, and speaking services to clients on four continents.

PRC–2: Business Impact Assessment: The Foundation of a Highly Effective BC/DR Program

Sat., September 17, 9:00 a.m. – 5:00 p.m.
Sun., September 18, 8:30 a.m. – 11:30 a.m.
$1,195 per person
Presenter: Doug Cassell

The business impact assessment (BIA) is an essential component of any solid business continuity or disaster recovery program. It lays the foundation for all of the components that follow in the creation or update of a comprehensive program, and there is no tool that provides a better view of what needs to be included in your strategies and plans, as well as what does not need to be included.

This course will take you through the fundamentals of a solid BIA. It includes "What are the MUST have components," "The Art of getting accurate, useful information," and "How to interpret the information you get," and much more. We will finish with a review of a BIA Report and its key components.

Participants will leave with an understanding of how the BIA is used, essential components, potential traps and how to avoid them, and what to do next to get your BIA, and your BC/DR program up and running fast.

This session is intended for beginners getting ready to create a new program, as well as professionals that are looking to improve their skills and understanding of the BIA and related processes. For more information on this course please contact: continuityseminars@gmail.com.

Doug Cassell, MBCI, ITIL is a certified BC/DR professional with more than 20 years of experience in the field. He has worked in both consulting and program management roles in multiple industries, including healthcare, manufacturing, banking/finance and telecommunications among others.

PRC–3: ICOR'S BCM 1000 – ISO 22301 Assessor Workshop

Sat., September 17, 9:00 a.m. – 4:30 p.m.
Sun., September 18, 8:30 a.m. – 11:30 p.m.
$995.00 per person
Presenter: Lynnda Nelson

Attend this one and a half day workshop and learn how to align your BCM program to the requirements of ISO 22301. Gain an understanding of the key practices of a business continuity management system for organizations of all sizes and the essential elements of the following standards: ISO 22301, ISO 22313, ISO 19011, ISO 17022.

Using the ISO 22301 Maturity Model as a tool for measuring alignment to ISO 22301, attendees receive an electronic copy of the self-assessment tool as part of the workshop fee (a $995.00 value) and will use the tool during the case study activities. The workshop also includes a review of the ISO 22301 self-declaration of conformity process.

The workshop reviews the following topics:
Part 1: Requirements for a Business Continuity Management System, the Role of the Auditor and the Audit Process
Part 2: Developing Strategies to Mitigate Risk and Continue Operations
Part 3: BCM Program Implementation
Part 4: Developing a BCM Culture
Part 5: Program Maintenance and Improvement

For more information regarding this class contact ICOR at: education@theicor.org • phone: 1-866-765-8321 or +1630-705-0910

Lynnda Nelson is the president of the board of directors of The International Consortium for Organizational Resilience, a non-profit 501c3 education and credentialing organization in the disciplines that support resilience.

These courses require an additional fee.
Note: A class will be canceled if minimum number of registrants is not met.

PRC–4: IT/DRP/Certified Business Resilience IT Professional

Sat., September 17, 9:00 a.m. – 5:00 p.m.
Sun., September 18, 8:30 a.m. – 11:30 a.m.
$1,695 per person
Presenter: Rick Wellman

Today's businesses rely heavily on a robust and resilient information technology (IT) and telecommunication infrastructure to deliver essential business services in order to meet company mission, objectives, and key targets. This dependence on information technology stems from several requirements and demands.

This CBRITP course teaches students how to develop, test, and maintain an IT disaster recovery plan for recovering IT and telecommunications systems and infrastructure in the event of a disaster or business disruption.

The workshop provides a comprehensive step-by-step IT disaster recovery plan development methodology, and presents key IT availability planning concepts and principles including continuous and high availability.

Students will learn various recovery techniques, strategies, and practical methods that will help them build a robust and resilient technology support infrastructure and critical process recovery capability to ensure a fast and efficient recovery of business operations and mission-critical IT systems, applications, and data. Students will receive a workbook and take-home disaster recovery plan templates. Students may also take the optional multiple–choice CBRITP (Certified Business Resilience IT Professional) certification exam. Learn more about this course and certification at www.brcci.org or call 1-800-869-8460.

Rick Wellman, a senior business continuity and resilience trainer and consultant for BRCCI, is a highly skilled subject matter expert with more than 25 years of training and consulting experience.

PRC–5: Crisis Communications Training and Plan Development – What do you say?

Sat., September 17, 9:00 a.m. – 5:00 p.m.
Sun., September 18, 8:30 a.m. – 11:30 a.m.
$995 per person
Presenter: Jim Satterfield

Firestorm® is America's Crisis Coach®. Attendees will develop a custom Crisis Communications Response Guide with home bases and message maps in this session. Effective crisis communications is a crucial element in effective emergency/crisis management and should assume a central role in disaster/crisis preparedness. Proper communications establishes public confidence in the ability of the company to deal with a crisis and to bring about a satisfactory conclusion. Effective crisis communication is also integral to the larger process of information exchange aimed at eliciting trust and promoting understanding of the relevant issues or actions.

The Firestorm Predict. Plan. Perform.® methodology provides structure in dealing with emergency and crisis communications:

Predict – Who is the audience and what are their concerns?
Plan – Tailor message, messenger, and media format to the stakeholder
Perform – Focus on the three key messages

Attendees will:
- Receive a crisis communications response guide
- Customize the guide for their company
- Develop home bases
- Develop message maps
- Participate in a crisis communications exercise with role play

Learn more about this course by calling 678-892-4100 or email jsatterfield@firestorm.com or kcoxworth@firestorm.com.

Jim Satterfield is the president/COO of Firestorm. Satterfield has experience as president, CEO, and COO of various public and private companies.

BCI Pre–Conference Course:
Introduction to Organizational Resilience
Sat., September 17, 8:30 a.m. – 4:30 p.m.
$695 per person

Business continuity principles and practices are essential to build resilience in organizations. Developing effective resilience capabilities requires a collaborative approach between established management disciplines.

Post–Conference Courses:
Earn up to 16 Additional CEAPs by attending a Post-Conference Course.

POC–1: Successfully Conduct your FIRST BCP/DRP Drill!

Wed., September 21, 1:30 p.m. – 5:00 p.m.
Thurs., September 22, 8:30 a.m. – 4:30 p.m.
$1,495 per person
Presenter: Dr. Steve Goldman

Your first BCP/DRP drill can make or break your BCP/DRP efforts, including your career. A good job is not sufficient; your first drill needs to be outstanding! During this hands–on class, you will learn the elements of how to organize, set up, conduct, and evaluate a successful first BCP/DRP drill.

Topics include:
- The company politics of your first drill.
- First drill planning checklist.
- Using incomplete department plans to your advantage.
- Painlessly involve IT, PR, and management.
- 100+ ideas for scenarios.
- Develop a time line for your company!
- Documents you will need.
- Expected problems and their solutions.
- Critique the drill and still keep your job.
- Using the leverage from this drill to move onward and upward.

During this session real-life examples, interactive discussions, and hands-on application will be utilized. Attendees receive e-files of the forms and templates presented in class. You will also realistically practice what you learned as you participate in an in-class tabletop drill.

For more course information email steve@goldmanandassociates.com

Dr. Steve Goldman is an internationally recognized expert and leading consultant in BCP/DRP exercises.

POC–2: Certified Business Resilience Auditor

Wed., September 21, 1:30 p.m. – 5:00 p.m.
Thurs., September 22, 8:30 a.m. – 5:00 p.m.
$1,695 per person
Presenter: Rick Wellman

This CBRA (Certified Business Resilience Auditor) Seminar teaches students how to conduct a business continuity program audit It provides a comprehensive and in-depth audit methodology to help you determine the effectiveness, adequacy, and quality of an organization's business continuity program and is designed for anyone who wants to:

- Learn audit concepts, principles, and a step-by-step methodology.
- Conduct a BC program assessment within their own organization.
- Provide BC program audit consulting services.

CBRA is BRCCI's business resilience auditor designation. A CBRA provides independent and objective assurance and consulting expertise to organizations throughout the initiation, analysis, development, implementation, testing, and maintenance process of the business continuity and resilience program. Take the optional CBRA certification exam and become a CBRA.

Learn more about becoming a CBRA at BRCCI website, www.brcci.org or call 1-800-869-8460.

Rick Wellman, a senior business continuity and resilience trainer and consultant for BRCCI, is a highly skilled subject matter expert with more than 25 years of training and consulting experience.

POC–3: Preparing for Bioterrorism Events and Extended Public Health Emergencies

Wed., September 21, 1:30 p.m. – 5:00 p.m.
Thurs., September 22, 8:30 a.m. – 4:30 p.m.
$1,095 per person
Presenter: Harlan Dolgin

This course will train attendees on the significant advantages of partnering with local public health departments and how they will benefit from such a partnership during a bioterrorism event. Students will learn the value of planning for and activating a closed point of dispensing (closed POD) for their business to dispense life-saving medications to their employees and families in the event of an attack. You'll learn how to implement this program on a national scale, regardless where your facilities are located.

This course on closed PODs will:
- Identify the advantages to partnering with local public health departments;
- Present the resources businesses will need to plan and implement a closed POD
- Review contents of a closed POD plan workbook, including a template and all documents needed to create a closed POD plan;
- Explain aspects of the legal liability shield called the PREP Act;
- Address ethical considerations;
- Discuss examples of other corporations that have become closed PODs
- Identify training and exercise requirements;
- Address the advantages to this program beyond closed PODs – being plugged into public health;
- Include a simulated scenario-based tabletop exercise.

By the time you leave this session, you will have the information you need to effectively and efficiently plan for and stand up a closed POD, from activation to demobilization. All tools discussed during the workshop will be provided to you electronically to be utilized within your company.

For more course information contact Mr. Dolgin at 314-304-4354 or email hdolgin@bio-defense.com

Harlan Dolgin, JD, president and founder of Bio-Defense Network, a public health consultancy that specializes in all aspects of closed POD planning.

POC–4: ICOR's TI 2050: Critical Environments Technology Professional (CETP)

Wed., September 21, 1:30 p.m. – 5:00 p.m.
Thurs., September 22, 8:30 a.m. – 4:30 p.m.
Fri., September 23, 8:30 a.m. – 11:30 a.m.
Fri., September 23, 12:30 p.m. – 2:30 p.m. (Exam)
$1,495 per person
Presenter: Jim Nelson

These courses require an additional fee.
Note: A class will be canceled if minimum number of registrants is not met.

When it comes to meeting the challenges of preserving, protecting, and recovering data and infrastructure, organizations today need to control IT expenditures and reduce business risk while improving operational efficiency and increasing resilience. The focus of TI 2050: Critical Environments Technology Professional, is how to align IT resources with business objectives, deliver relevant and reliable IT service, manage risk, and optimize operational efficiency.

In addition, the course focuses on computing resources, data and data storage resources, and network and communication resources. The course concludes by exploring key infrastructure initiatives for organizations today such as visualization, clustering, cloud computing, mobility, big data, resiliency, green IT, and resource commoditization.

Who should attend? IT disaster recovery professional, IT technician, IT team lead, technology manager, business continuity professional, risk manager, internal auditor, compliance auditor, and technical support. Certification: Course includes the CETP certification exam that can be taken on Friday 12:30-2:30 p.m. or at a later date using ICOR's online exam system. For more course information contact ICOR at: education@theicor.org • phone: 1-866-765-8321 or +1-630-705-0910.

Jim Nelson, president of Business Continuity Services, Inc., and is the founder and currently serves as the chairman of the board of directors for The International Consortium for Organizational Resilience (ICOR).

POC–5: Workplace Violence Prevention (WPV) Training and Plan Development – What do you do?

Wed., September 21, 1:30 p.m. – 5:00 p.m.
Thurs., September 22, 8:30 a.m. – 4:30 p.m.
$995 per person
Presenter: Jim Satterfield

Firestorm® is America's CRISIS COACH®. Learn from the best. Attendees will develop a WPV Behavioral Risk Threat Assessment Program. Every crisis is a human crisis. While Firestorm® uses this phrase to focus the impacts of disasters, crises, and violence on people, it also applies to understanding the likelihood and immediacy of events. Whether violence or cyber-bullying, there are warning signs and indicators. Missing recognition of behaviors of concern or failing to listen to what is being said empowers escalation to violence. Knowing before the gun comes to work is a critical intelligence planning responsibility for every company. The earlier a problem is detected, the less impact it will have.

It should be the aim of every company to create a culture where safety from violence is a common goal of both employees and leadership. To achieve such a culture, warning signs must be recognized and understood; everyone must know how to report behaviors of concern; there must be procedures in place to investigate when there are concerns; and trained school employees must know when to conduct a behavioral risk assessment and have the necessary resources in place to do so.

Attendees of this session will:
- Receive a one year license for the Firestorm Behavioral Risk and Threat Assessment Program (BERTHA™) at no cost.
- Learn behavioral risk and threat assessment program components
- Review case study analysis of violence behaviors
- Develop a predictive intelligence network

Learn more about this course by calling 678-892-4100 or email jsatterfield@firestorm.com or kcoxworth@firestorm.com.

Jim Satterfield, president/COO of Firestorm. Satterfield has experience as president, CEO, and COO of various public and private companies.

bci Business Continuity Institute

BCI Post–Conference Course: Policy and Program Management
Wed., September 21, 1:30 p.m. – 5:30 p.m.
$350 per person
This course covers all aspects of creating and managing a successful business continuity policy and a business continuity management program in an organization. This is often the stage of the business continuity management lifecycle where practitioners have to begin in any new role, and is essential to regularly revisit and review in any existing role.

BCI Post–Conference Course: The Advanced Business Impact Analysis (BIA)
Thurs., September 22, 8:30 a.m. – 4:30 p.m.
$695 per person
This course is an in-depth look into the analysis stage of the business continuity management lifecycle. It provides the continuity and resilience professional with the opportunity to gain a deeper knowledge and understanding of this key skill area.

BCI Post–Conference Course: Incident Response and Crisis Management
Thurs., September 22, 8:30 a.m. – 4:30 p.m.
$695 per person
This course is a comprehensive learning opportunity covering all aspects of developing and implementing an incident response structure and crisis management capability.
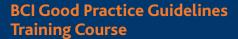
BCI Post–Conference Course: BCI Good Practice Guidelines Training Course
Wed., September 21, 1:30 p.m. – 5:30 p.m.
Thurs., September 22, 8:30 a.m. – 5:00 p.m.
Fri., September 23, 8:30 a.m. – 5:00 p.m.
Sat., September 24, 8:30 a.m. – 12:00 p.m.
$2,156 per person

The course offers a solid description of the methods, techniques and approaches used by BC professionals worldwide to develop, implement and maintain an effective BCM program. This training course is intended to meet the technical and professional needs of BC and resilience professionals working in organizations of any type and size, in any industry or sector worldwide.

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BCI Good Practice Guidelines Training Course

The CBCI Certification Training Course is based on the Good Practice Guidelines (GPG) the independent body of knowledge for good Business Continuity (BC) practice and is aligned to ISO 22301, the global standard for BCM.

The course offers a solid description of the methods, techniques and approaches used by BC professionals worldwide to develop, implement and maintain an effective BCM programme.

This training course is intended to meet the technical and professional needs of BC and resilience professionals working in organizations of any type and size, in any industry or sector worldwide.

The course takes you through the complete BCM Lifecycle step by step, and provides practical insights into all aspects pertaining to the development, implementation and management of a BCM programme within an organization through the instructor's use of case studies and real-life examples. The subject matter addresses the six Professional Practices (PP) at Management and Technical

Level that make up the BCM Lifecycle, including:

Module One: Policy and Programme Management (PP1)

Module Two: Embedding Business Continuity (PP2

Module Three: Analysis (PP3)

Module Four: Design (PP4)

Module Five: Implementation (PP5)

Module Six: Validation (PP6)

*CBCI Exam to be booked separately via the BCI website and taken from your home or office at a convenient time to you.

Wednesday September 21 - 1.30pm – 5.30pm

Thursday September 22 – 8.30am – 5.00pm

Friday September 23 – 8.30am – 5.00pm

Saturday September 24 – 8.30am – 12.00pm

$2156

bci
Business Continuity Institute

www.thebci.org

Introduction to Organizational Resilience

Business continuity principles and practices are essential to build resilience in organizations. Developing effective resilience capabilities requires a collaborative approach between established management disciplines.

This course is designed to introduce the concept of organizational resilience and to provide students with a practical approach to build on the foundation of their existing skills and knowledge to develop and enhance resilience capabilities for their organizations.

The objectives of this training course are to:

• Provide an overview of organizational resilience

• To engage in workshop discussions about organizational resilience

• To offer practical examples of what works in practice, e.g. building resilience capabilities

Saturday September 17 – 8.30am – 4.30pm | $695

Policy and Program Management

This course covers all aspects of creating and managing a successful Business Continuity policy and a Business Continuity Management program in an organization. This is often the stage of the Business Continuity Management Lifecycle where practitioners have to begin in any new role, and is essential to regularly revisit and review in any existing role.

This course provides the continuity and resilience professional with the ability to identify key aspects of a successful policy and develop or revise one where required. Students will then learn how to use the BC policy to create, implement and manage the BCM program as a part of building and improving organizational resilience.

The objectives of this training course are to:

• Identify and develop the key aspects of a successful BC Policy.

• Implement a BC Policy

• Use the BC Policy to create, implement and manage the BCM program.

• Use the BCM program as a tool to build organizational resilience

Wednesday September 21 – 1.30pm – 5.30pm | $350

The advanced Business Impact Analysis (BIA)

This course is an in-depth look into the Analysis stage of the Business Continuity Management Lifecycle. It provides the continuity and resilience professional with the opportunity to gain a deeper knowledge and understanding of this key skill area.

The course is broken down into modules, exploring the concept of Business Impact Analysis as well as the practical application using a case study.

The objectives of this training course are to:

• Understand the Business Impact Analysis (BIA) process;

• Understand how to structure the BIA process;

• Apply the methods available to conduct a BIA;

• Utilise the information from the BIA to design the most appropriate continuity recovery strategies.

Thursday September 22 – 8.30am – 4.30pm | $695

Incident Response and Crisis Management

This course is a comprehensive learning opportunity covering all aspects of developing and implementing an incident response structure and crisis management capability. It begins with learning how to build an incident response structure (as introduced in the Design stage of the Business Continuity Management Lifecycle) and goes beyond incident management into learning how to build a crisis management capability in an organization. This course provides the continuity and resilience professional with the opportunity to gain a deeper knowledge and understanding of this subject as well as the opportunity to apply this knowledge in the classroom using a case study and an exercise.

The course is broken down into modules, exploring the concepts, principles of incident and crisis management and what tools and techniques can be applied in anticipating and assessing incidents it as well as the key activities, roles and responsibilities required for effective incident and crisis management.

The objectives of this training course are to:

• Understand the principles, strategies and techniques for incident response and crisis management;

• Develop the knowledge and skills necessary for implementing an effective structure and processes for responding to and managing incidents and crises.

Thursday September 22 – 8.30am – 4.30pm | $695

Correct at April 16

Book all courses at www.drj.com/fallworld2016

*All courses subject to minimum numbers.

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