

DRJ'S 60<sup>th</sup> CONFERENCE

# MANAGING RISK in an Uncertain World

 **DRJ SPRING 2019**  
March 24-27, Orlando



**65+ sessions and workshops**  
**85+ speakers**  
**1,000+ attendees**

The World's Largest Conference  
Dedicated to Business Resiliency

Gold



Silver



Bronze



Partners



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# MANAGING RISK in an Uncertain World



## WELCOME

We're thrilled to be returning to Orlando, Florida, for our 60th conference. We are looking forward to seeing you in Orlando, March 24-27, 2019, for your exclusive opportunity to spend three days with top industry experts. Gain the skills and knowledge you need to feel confident your organization is resilient and prepared for risk. Our goal at all of our conferences is to give you ample opportunities to learn, network, relax, and to connect with your peers. Use your time at DRJ Spring 2019 to connect with other like-minded professionals to learn the latest in business continuity and share strategies with one another that can strengthen your business. Our theme of "Managing Risk in an Uncertain World" will enlighten you with innovative strategies for improving your response to today's disruptions and tomorrow's emerging threats.

## REGISTER AND SAVE BY THESE DATES

**ONLY \$1,195** Through January 25, 2019

**ONLY \$1,295** Through February 25, 2019

**ONLY \$1,395** Through March 24, 2019

## EXHIBIT HALL

Everything you want and need in one location. Meet with top companies, get answers to your questions from the top industry consultants, attend software demos, and enjoy a complimentary snack or two.

## NETWORKING

Our conference is designed to give you ample opportunities to meet with and discuss the hottest topics with our industry experts. You'll build lasting connections with other thought leaders and similar peers who are facing the same industry challenges.

## RECEPTIONS

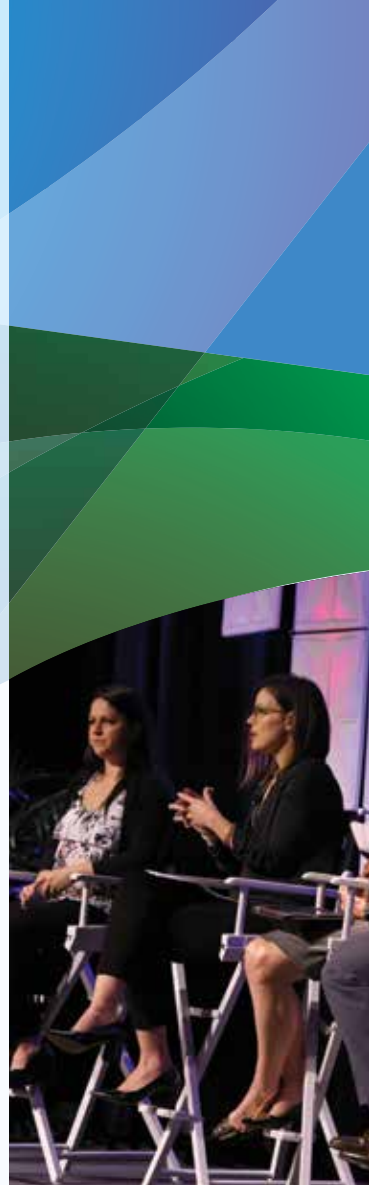
Our hospitality events and networking meals are an ideal way for you to relax and get a complete conference experience. Don't miss out on our fun and lively Monday night hospitality event when we kick-off our 60<sup>th</sup> conference with style and panache.

## WHY SHOULD YOU ATTEND?

Reduce downtime. Increase workplace safety. More secure data. Reduce overall risk. New skills. Latest technology. Lively discussions on the top issues.

This is a small sample of the return on investment you and your business will see from spending three days at DRJ Spring 2019. Learn about the tools, build connections, and receive the education you need to ensure your business is prepared for any situation. Be confident you can reduce downtime, ensure workplace safety, and protect data integrity. This kind of knowledge and first-hand experience can't be gained from reading an article or watching a short 10-minute video. Get the instant access and contact with the real industry experts who can help you make the difference in your business. You've got an important job to do and we can give you the tools you need to do it successfully.

**REGISTER AT**  
[www.drj.com/spring2019](http://www.drj.com/spring2019)





## HOTEL INFORMATION

Guest rooms at Disney's Coronado Springs Hotel include all the amenities – free high-speed Internet access, two swimming pools, and multiple restaurants. Take advantage of our special discounted conference rate of **\$189** by calling **(407) 939-4686** or at <https://book.passkey.com/event/49701948/owner/70576/home>. A \$15 fee will be charged for each additional occupant more than 18 years of age. Contact Conference Director Patti Fitzgerald at [patti@drj.com](mailto:patti@drj.com) for a U.S. government room rate.

## AREA ATTRACTIONS

Bring the whole family and visit Magic Kingdom®, EPCOT®, Disney's Animal Kingdom®, Disney's Hollywood Studios®, and Disney Springs®. Plan your trip to DRJ Spring 2019 by visiting <https://www.mydisneygroup.com/drj2019#Home>.

## TRANSPORATION

Disney's Magical Express shuttle services offers complimentary shuttle and luggage delivery between the airport and the resort.



If you'd like to rent a car, our official car rental is Advantage Rent A Car. Call 800-777-5500 and mention **discount code CD40C7C88**. Visit [www.advantage.com](http://www.advantage.com).

## SOUTHWEST AIRLINES®

### Our Disaster Recovery Journal Conference Airline.

Beginning on Nov. 15, 2018, DRJ Spring 2019 attendees will receive 10% discount and bonus Rapid Reward points from Southwest Airlines through our SWABIZ® account. visit <https://www.drj.com/spring2019/index.php/about/transportation> to learn more.

## THEME PARK TICKETS

Theme park tickets will be available at a discounted rate for DRJ Spring 2019 attendees.



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# Senior Advanced Track

Sponsored by  Business Continuity Institute

**March 25, 2019**  
**1:30 p.m. – 5:15 p.m.**

Senior advanced practitioners are invited to attend our one-day track on Monday. If you are interested in attending, contact [senior-track@drj.com](mailto:senior-track@drj.com) to verify qualifications. This track features 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.

### SAT-1: Status Reporting to Executive Management and the Board of Directors

**Monday, March 25, 2019, 1:30 – 2:30 p.m.**



Dennis Gorges

Jack Henry & Associates

This session will cover communication with executive management and the board of directors. Information needs to be concise but complete, a seemingly contradiction. Time is of the essence for these stakeholders, and they need actionable information. We'll discuss the roles of executive management and the board of directors, so you can better target your presentation to these two important groups, but with their slightly different objectives.

*Dennis Gorges is the general manager of enterprise risk management for Jack Henry & Associates.*

### SAT-2: To Improve Resiliency is to Change

**Monday, March 25, 2019, 2:45 – 3:45 p.m.**



Delroy Ross

Cigna

Managing an enterprise-wide BCM program and the response and recovery of disruptive events in an ever-changing environment includes having the right team, tools, support, and processes in place. But it also requires flexibility and being open to change. Continuous improvement is necessary to meet future needs. This session will review how Cigna revamped its program to better position itself to respond to change and provide additional value to the business.

*Delroy Ross CBCP, CISA is global business continuity officer for Cigna.*

### SAT-3: Meet the Experts Closing Panel and Discussion

**Monday, March 25, 2019, 4:15 – 5:15 p.m.**

Experts from a variety of industries will converge in this session to discuss issues that affect advanced practitioners and their organizations. Explore solutions with our experts. This is always a highly anticipated discussion. Bring your perspectives on today's issues and be prepared to engage in thought-provoking discussions.

### Meet The Experts Closing Discussion and Reception

Immediately following the last SAT session join our experts for light hors d'vours and a glass of wine.

*"There is always something we are able to bring back and actually implement."*

— Colleen Huber

# SUNDAY WORKSHOPS

These interactive workshops allow attendees to explore topics in-depth. Choose one workshop and register online at [www.drj.com/spring2019](http://www.drj.com/spring2019).

March 24, 2019 1:00 – 3:30 p.m.

**SESSION LIMITED TO  
200 PARTICIPANTS.**

## Sunday Workshop Session 1



### 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 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 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, risk assessment and BIA, BCM exercises and testing, and other topics selected by participants.

- Moderator: Robbie Atabagi, MBCI, MBCP, CISA, CERT*
- Martin Myers, MS, AFBCI, MBCP, CERT
  - Lamar Poppell, MBCI, CBCP, PMP, Six Sigma, CERT
  - Dave Ziev, MBCI, MBCP, ITIL
  - David Dunlap, CBCI, AMBCI, ITIL
  - Terri Kirchner, Ph.D., MBCP, MBCI
  - Colleen Huber, MBCP, CRMP, CBRM, MBCI
  - Barney Pelant, MBCP

## Sunday Workshop Session 2



### “Master Your Disaster”- A Community Rebuilding, Recovery and Resilience Workshop

Come prepared to test your disaster trivia, learn about various types of disasters, and take away some practical disaster recovery and resiliency strategies that can be applied immediately to your organization or community. The highlight of the workshop is the opportunity to test your ability to “Master Your Disaster” by applying these strategies and best practices in an interactive game format. Participants will be split into groups and presented with a unique disaster scenario. Groups will be asked to identify pre- and post-disaster actions based on their scenario, and pitch their ideas to the larger group. This workshop has been designed to give participants a new perspective on how to rebuild, recover and become more disaster-resilient; provide a venue for attendees to share their unique experiences; and allow everyone to have fun at the same time. It's a great way to kick off the conference, learn some new strategies, and meet some new friends!

*Leann Hackman-Carty has spent nearly thirty years encouraging community economic development, business and economic recovery, and entrepreneurship.*

## Sunday Workshop Session 3



### Designing Enterprise Resilience with Integrative Neuroscience and Collective Impact Programming

*Dr. Heidi Hanna*  
*American  
Institute of  
Stress*

Crisis management depends on much more than a plan. It requires training that implements both the proactive and reactive navigation of our most valuable resources, including human capital. Training brain health and fitness throughout the organization not only optimizes performance and productivity in real-time, it also develops the cognitive and emotional flexibility necessary to respond rather than react in times of disaster or disruption. Participants will understand the integrative neuroscience framework of brain performance; recognize the impact of stress on brain function and the difference between reactions and responses; explore specific training exercises that enhance cognitive and emotional resilience; discuss unique strategies for incorporating brain training initiatives across all business units; and create a customized action plan for engaging their organization in the most impactful training program for their unique culture, values, and mission.

*Dr. Heidi Hanna is the executive director of the American Institute of Stress ([www.stress.org](http://www.stress.org)) and a founding partner of the Academy for Brain Health and Performance ([www.brainhealthandperformance.com](http://www.brainhealthandperformance.com)).*

## Sunday Workshop Session 4



### Understanding and Protecting Against Security Breaches

*Jim Nelson*  
*ICOR*

Understanding the sources of security breaches, how attackers gather information, and the phases of a data breach are the first steps to protecting against security breaches. This workshop explores how to develop and enforce strong information security policies and how to protect the IT infrastructure and information. Objectives are to: describe the importance of developing and enforcing strong IT security policies; identify the different sources for security breaches; understand why it is critical for organizations to focus on infrastructure protection and the key elements that define protection of the infrastructure. This workshop is one of the eight competencies from ICOR's Critical Environment Technology Professional certification course.

*Jim Nelson, ICOR chairperson, is an ISO auditor for ISO 22301, 27001, and 20000.*

## Sunday Workshop Session 5



### Multiple Event Mock Exercise!

This mock exercise is different! We will simulate several events:

- workplace violence event
- cyber security assault
- fake news attack

*Steven B.  
Goldman*  
*MIT*

Participants will divide into organization responders or exercise facilitators. Responders will first deal with a workplace violence event. Invited police department representatives will respond and advise the crisis team. It's a bad day at the office because the organization then undergoes a cyber security assault. All the while, social and news media are tracking your response and offering their advice. The organization will then develop a recovery strategy based on your response.

Finally, we will conduct a media briefing on the response. Everyone will participate in the media briefing because you, yes YOU, are the reporters! The simulation will conclude with videos of:

- media coverage of an actual workplace violence event
- Department of Homeland Security guidance on workplace violence events
- a good fire drill gone bad

During this fast-paced and highly interactive event, you will exercise the principles of workplace violence response, cyber event response, business continuity, disaster recovery, and crisis communications. Under Goldman's experienced guidance, participants will develop response strategies, and then learn if they work. Test your knowledge, compare your company's response plans, and have some fun while learning.

*Dr. Steven B. Goldman conducts the “crisis management and business continuity” professional education course at MIT.*

*Sponsored by:*



## PRE-/POST-COURSES

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

**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**

DRJ Spring 2019 is the perfect venue for you to meet and connect with your peers and industry leaders.

Develop lasting professional contacts to collaborate on future challenges.

**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.



**General Session 1**

8:15 a.m. – 9:15 a.m.



Andrew Tarvin  
Humor that Works

**Leading on Your Feet: How to Effectively Lead Through Change and Uncertainty**

We live in a volatile, uncertain, complex, and ambiguous (VUCA) world. Strategies change frequently, businesses rise and fall overnight, and the only constant is change. As a result, there is a gap between intention and action that leads to unleadership: things leaders do that they don't even realize are demotivating, demoralizing, and demoting the people around them.

Today's leaders have to be adept at leveraging their team's strengths, adapting on their feet, and confidently leading through change. In short, they need to be able to improvise. This engaging and interactive program will teach you the principles of what it means to lead in today's VUCA world. Combining the latest in today's thought leadership with advanced techniques from improvisation, attendees not only learn what it means to lead on their feet, they develop the skills to do it.

*Andrew Tarvin is the world's first humor engineer who is teaching people how to get better results while having more fun. He has worked with more than 35,000 people at more than 250 organizations, including P&G, Microsoft, and the FBI. He is a best-selling author, has been featured in The Wall Street Journal, Forbes, and FastCompany, and his TEDx talk has been viewed more than 2 million times.*

**General Session 2**

9:30 a.m. – 10:30 a.m.



Ann Pickren  
OnSolve, LLC

**Managing Risks: Finding Sanity in the Uncertainty of Today's Risks Environment**

Identifying and managing risks in today's environment is magnitudes beyond what we have managed historically. Managing risks now means expanding our focus to independent risks but also the consideration of systemic risks – both internal and external. In this session, Ann Pickren, along with a panel of experts, will share their concepts of managing the new expanded risk horizons we must all consider.



Suzanne Loughlin  
Crisis Risk Strategies, LLC

*Ann Pickren currently serves as the president, commercial for OnSolve, LLC.*

*Suzanne Loughlin is the founder and general counsel for Crisis Risk Strategies, LLC.*

**General Session 3**

10:45 a.m. – 11:45 a.m.



Jeff Dato  
VolCorp



Dennis Gorges  
Jack Henry & Associates



Delroy Ross  
Cigna



Dan Bailey  
Legacy Texas Bank

**Executive Views at Managing Risk in an Uncertain World**

No one will ever be able to identify all of your organization's risks. Although you cannot foresee every potential disruptive event, you can establish strategies and mechanisms to position your organization to manage risks appropriately. Due to today's uncertain world, it is increasingly difficult to predict what new event will cause an unacceptable outage. This panel discussion includes senior-level leaders who have established high-value risk management programs. Come learn from their experience. You'll want to stay around for the Q&A portion of this session!

*Jeff Dato, SVP, chief risk officer, VolCorp  
Dennis Gorges, GM of ERM, Jack Henry & Associates  
Delroy Ross, global business continuity officer, Cigna  
Dan Bailey is the VP, operational risk officer at LegacyTexas Bank in Plano, Texas.*



**General Session 4**

8:15 a.m. – 9:15 a.m.



**How Will You Spend the First Few Minutes of Your Crisis? Hopefully Wisely!**

When faced with a fast-moving and potentially catastrophic incident, what will make the difference in your ability to respond rapidly and effectively? Every organization is dealing with this issue as our current threats escalate in intensity and frequency. Ransomware, malware, denial of service attacks, and cyber intrusions of all kinds have placed a laser beam spotlight on how effective we are as an organization in the first few moments and hours of a crisis.

What your company does in those first few minutes and hours will make all the difference in the world. To do that, the first thing you need is situational awareness, a sound assessment process and a clear understanding from where issues are coming.

This fast-paced general session presentation will cover what you need to have in place to make that first hour truly golden for your organization. Some items to be covered:

- Situational awareness – What is it and where can you get it?
- Incident assessment – What is an effective and timely process?
- Exercises – Gotta do them!

*Regina Phelps, CEM, RN, BSN, MPA, is president/CEO of Emergency Management and Safety Solutions.*

**General Session 5**

9:30 a.m. – 10:30 a.m.



**The Art of Business Continuity — A Color of Risk, a Palette for Success**

Business continuity is quite a scary swirl of colors. Did we select the right colors (critical functions) to begin the masterpiece? Do we have the necessary brushes (tools and templates) to turn the swirl into a modern-day “Starry Night” like van Gough? Do we understand which colors really blend (dependencies) in order to create a rich hue? During this discussion, we’ll look at examples of strong methods to discover all of the above. We’ll share case studies, when controls and policies were not fully understood that turned a beautiful canvas into something less than appealing. The goodness is when we have a set of instructions, start with a charcoal drawing (exercises and tests), and see what corrections need to be made ahead of time so the color of risk, no matter from which prism you view it, can be so sharp it sets the stage for a stunning palette of success!

*Michele L. Turner, MBCP, FBCI, CISA, CRISC, GRCP, is the senior manager for the business resiliency - corporate business continuity and risk for Amazon.*

**General Session 6**

10:45 a.m. – 11:45 a.m.



**Envisioning ‘20/20’ Foresight in an Uncertain World: Considering Crisis Management Predictive Planning and Decision Making**

Critical decisions must be made in challenging conditions in an uncertain world. Decision makers often lament of the difficulty of uncertain futures (“cloudy crystal ball” forecasting) and high uncertainty (“flying blind in a storm”) decisions during a crisis. Critics of some decisions, including post-facto second guessing (“Monday morning quarterbacking”), sometimes hear the defensive rebuttal that only “hindsight is 20/20.” But is it? Can “foresight” clarity also be 20/20? In addition to challenging situational factors blurring a clear view of future consequences, the present human mind can be clouded with cognitive issues, biases, limitations, emotions, dysfunctions, as well as misunderstanding factual variables, misremembering precedents, misconstruing key elements, and poorly anticipating the future. This session explores the challenges of predictive planning for future uncertain situations as well as the “uncertainty whirlwind” in which crisis decision making must be accomplished and common challenges for information sharing, brainstorming, scenario simulations, predictive modeling, causal effects, optimal outcomes, worst-case mitigation, and the role of unintended consequences.

*Robert Chandler, Ph.D. currently holds an academic appointment as a professor at Lipscomb University.*

# Conference Schedule

**Sunday, March 24**

Pre-Conference Courses .....	8:30 a.m. - 11:30 a.m.
Onsite Registration Opens .....	10:00 a.m. - 7:00 p.m.
Sunday Workshops .....	1:00 p.m. - 3:30 p.m.
Refreshment Break.....	3:30 p.m. - 4:00 p.m.
Solutions Track .....	4:00 p.m. - 5:00 p.m.
Exhibit Hall Opens.....	5:00 p.m. - 7:00 p.m.
Welcome Reception .....	5:00 p.m. - 7:00 p.m.
Product Demos .....	5:30 p.m. - 7:00 p.m.

**Monday, March 25**

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

**Tuesday, March 26**

Networking Breakfast .....	6:45 a.m. - 8:00 a.m.
Registration/Info Desk Open .....	7:00 a.m. - 5:30 p.m.
Breakout Track 4.....	8:15 a.m. - 9:15 a.m.
Breakout Track 5.....	9:30 a.m. - 10:30 a.m.
Breakout Track 6.....	10:45 a.m. - 11:45 a.m.
Exhibit Hall Opens.....	11:00 a.m.
Lunch.....	11:45 a.m. - 1:00 p.m.
Exhibit/Product Demos .....	11:45 a.m. - 1:30 p.m.
Breakout Track 7.....	1:30 p.m. - 2:30 p.m.
Refreshment Break in Exhibit Hall .....	2:30 p.m. - 3:00 p.m.
Workshop Track .....	3:00 p.m. - 5:30 p.m.
Exhibit Hall Closes .....	3:00 p.m.

**Wednesday, March 27**

Networking Breakfast .....	6:45 a.m. - 8:00 a.m.
Information Desk Open.....	7:00 a.m. - 12:00 p.m.
General Session 4 .....	8:15 a.m. - 9:15 a.m.
General Session 5 .....	9:30 a.m. - 10:30 a.m.
General Session 6 .....	10:45 a.m. - 11:45 a.m.
Lunch.....	11:45 a.m. - 1:00 p.m.
Post-Conference Courses .....	1:30 p.m.

**REGISTER ONLINE TODAY!**  
[www.drj.com/spring2019](http://www.drj.com/spring2019)

# BREAKOUT TRACK 1

Monday 1:30 – 2:30 p.m.

## Breakout Track 1 – Session 1



Chris Wells  
Voya Financial

### If you Fail to Plan, Plan to Fail: Building a Successful Enterprise Event Management Program

Business continuity plans and crisis playbooks are developed with very specific objectives in mind, i.e. continue operations, respond to, and recover from disruptive events. All successful companies recognize the need to build a comprehensive BCP program. The struggle is all too often the crisis playbooks can be department specific and don't fully account for the collaborative handshakes that occur across the business resilience team and the rest of the organization. Join us to explore how we piece together the puzzle in building a successful and sustainable enterprise event management program designed to provide both strategic and tactical perspective in all elements of crisis avoidance, response, mitigation, and recovery.

Chris Wells works for Voya Financial as the enterprise event manager within the business resilience office.

Stephanie Samuels is business resilience office manager for Voya Financial.



Stephanie Samuels  
Voya Financial

## Breakout Track 1 – Session 2



Guy Avnor

### Practical Tools and Tips to Improve Your Business Continuity Plan

In the past 16 years of business continuity implementations, drills, managing real events around the world, winning three international awards, and managing the global business continuity of Amdocs I thought to share some of the tools and give practical tips to the DRJ participants to improve their business continuity Plan. The tools and tips are an outcome of real events and many drills, and I believe these will help to significantly improve the preparedness of the organizations to deal with crisis situations.

Guy Avnor, Executive Advisor – Business Continuity & Crisis Management



## Breakout Track 1 – Session 3



Charlie Brown  
Primary Residential Mortgage, Inc.

### SIPOC Slaying the BIA

Beaten, battered, and bruised by the BIA? A SIPOC is your answer! SIPOC is an acronym for suppliers, inputs, processer, outputs, and customers. The SIPOC, a simple and intuitive diagramming tool, employed during the measure phase of the Six Sigma DMAIC methodology, and provides us a transdisciplinary approach to identify the relevant elements of a BIA in minutes instead of hours, days, or weeks. See how to eliminate gathering superfluous information that bogs down the execution of your BC strategies in this interactive session. You'll learn ways to create a SIPOC, hear case studies, explore how it can be used to learn the business and provide value and continuous improvement in your organization while increasing your business acumen. You'll also be provided a template and resources for deploying your own SIPOCs!

Charlie Brown is director of enterprise risk management for Primary Residential Mortgage, Inc.

## Breakout Track 1 – Session 4



Mark Armour  
Brink's Inc.

### Measuring Capabilities to Advance Your Program

The means of effectively measuring the value that business continuity delivers has been elusive. Many of the solutions out there merely compare program deliverables with the requirements dictated by current business continuity practices. But this only measures effort and is of little value in determining if the deliverables in question are actually improving recoverability. The other option is to use exercises to measure against recovery time objectives. But exercises can be full of artificialities, and the results are one-dimensional as they don't capture cost, effort, capacity, or functionality. Enter the RPC (resources, procedures, competencies) model of organizational resilience. In this session, learn how to quickly and iteratively take steps to significantly advance your program through more effective metrics. Mark Armour, CBCP is the co-creator, along with Dr. David Lindstedt, of the adaptive business continuity framework and co-author of the book "Adaptive Business Continuity: A New Approach."

Mark Armour is a leader in the business continuity profession, having guided programs for global Fortune 500 companies and championed innovations in the field.

## Breakout Track 1 – Session 5



Gwendolyn White  
Xavier University

### Ethics and Cybersecurity: How's Your Organization's Moral Compass?

When was the last time your organization reviewed their ethical standards in relation to cybersecurity? If not, it is time to create or update guidelines for information security and technology staff that directly affects the incident response plan and employees. Questions regarding response to hacking, data breach, malicious employees, trustworthiness of IT employees, and more will be covered.

Gwen White is a teaching professor of information technology and statistics at Xavier University in Cincinnati, Ohio.



Register by January 25, 2019, and SAVE \$200



# BREAKOUT TRACK 2

Monday 2:45 – 3:45 p.m.

## Breakout Track 2 – Session 1



Eden Bowe

Gillott Communications LLC

### Crisis Navigation for Board Members and Executives: Actions That Can Save Your Organization's Reputation

Today's 24-hour demand for real and fake news has changed the way both for-profit and nonprofit organizations do business or charitable work. Small mistakes can quickly escalate in reputation-damaging crises. Preventing or repairing these crises ultimately rests with board members.

This presentation teaches board members – as well as executives and top management – crisis avoidance, planning, preparation, solving, and rebuilding.

Attendees will learn how to anticipate what can lead to crises, errors to avoid when navigating a crisis, how to establish an effective crisis strategy, and best communication practices.

*Eden Gillott Bowe is president of crisis public relations and reputation management firm Gillott Communications.*

## Breakout Track 2 – Session 2



Vicky McKim

Aureon

### Improving Risk Management Through Lessons Learned

As risk management and BCP practitioners, most of us manage risks and develop plans for the events that statistics prove happen most often. We mitigate and plan for fires and loss of power. We identify shelter areas and train employees just in case there's a tornado or other high-wind event. We take steps to improve our cyber security that includes training our employees. This is great.

However, in 30 years of experience, most of the events that took business operations down had nothing to do with any of these "likely" types of events. Because of this, I changed how I managed operational risk. What I look for today in conducting risk assessments is not what I looked for when I took the experts' advice many years ago. In fact, my loss control agents for my insurance carriers don't identify or consider many of the exposures and vulnerabilities for which I watch. This session will explore how real events can drive us to use the lessons learned to improve how we evaluate and control risk.

*Vicky McKim is an Associate Fellow of the Business Continuity Institute.*



## Breakout Track 2 – Session 3



Patrick Potter

RSA

### Embrace Risk in Your Digital Transformation Journey

Integrated Risk Management (IRM) is really about ONE GOAL – helping the business grow. Companies are constantly on the lookout for opportunities – quicker speed-to-market, digitization of the business, and becoming data driven are some of the top priorities for growth. Most, if not all, organizations today are using technology to fuel their growth, it's called the Digital Transformation. However, this universe of growth activities also has a 'parallel universe' – the Digital Risk Universe and some concerning risks include cyber threats, resilience and compliance.

Attend this session to learn how your risk and resiliency programs fit into IRM, and can become more agile and rely on better data, more consistent processes and better alignment.

*Patrick Potter is currently a GRC Strategist and subject matter expert for RSA, where he oversees the direction of the Archer Business Resiliency solution.*

## Breakout Track 2 – Session 4



Ellie Grice

Grainger

### Training and Awareness in a Diverse Environment

With the workplace constantly becoming more technology-focused and the audience becoming more diverse with new generations entering the workforce, business continuity professionals have an opportunity to creatively deploy relevant and meaningful training and awareness at their organization. In this session you will learn tactics to reach your assorted audiences and create a lasting impression so that your team members walk away energized to support preparedness and keep the business running.

*Ellie Grice has been a member of the business continuity and disaster recovery team at Grainger for eight years.*

## Breakout Track 2 – Session 5



Terri Howard

FEI Behavioral Health

### Civil Unrest and Employees: When Community Concerns Become Workplace Challenges

We have recently seen the rise of discussions on racial and gender inequality, income inequality, gender discrimination, opiate abuse, health care, and more. In particular, the Internet has become a tool for both public discourse and mobilization. People across the world are able to voice their opinions on social issues, disagree or find common ground, and even organize for protests or large gatherings in response to the issues facing our modern world.

Internet-driven interconnectivity means that employees are not only aware of the issues in their community, but the issues in the world at large. Business continuity professionals know how to handle crises in the workplace, but crises outside the workplace can be much harder to control and can have equally dramatic effects on employees.

What can an organization do when facing the risk of civil unrest both within and without its workplace walls? We guide you through examples of civil unrest in the workplace, the implications of community turmoil on business continuity, and how business continuity professionals can work to disarm conflict while maintaining the safety of employees and their dependents.

*Terri Howard is FEI Behavioral Health's senior director and is responsible for working with corporate clients to ensure companies are prepared for, can respond to, and recover from a crisis incident.*



# BREAKOUT TRACK 3

Monday 4:15 – 5:15 p.m.

## Breakout Track 3 – Session 1



Ramesh  
Warrior  
eBRP

### BC/DR in context to CSIRP

A data breach. The threat causing many sleepless nights for senior executives. Most organizations have adopted strategies to reduce their vulnerabilities and, at the same time, created computer security incident response plans (CSIRPs) in the event of an incident.

During a cybersecurity incident, your CSIRP may invoke your crisis management, disaster recovery (or IT service continuity), and business continuity plans. In this scenario, do your business continuity and disaster recovery plans support the demands of CSIRP?

In this session, eBRP subject matter experts discuss enhancements to the traditional business continuity and disaster recovery planning efforts to enable adaptive, flexible, and efficient response to security breaches. Automating workflow facilitates seamless collaboration plus the ability to monitor, measure, and manage activities that are critical to effective incident response.

*Ramesh M. Warrior, director, is the chief visionary and conceptualist behind the eBRP brand.*

## Breakout Track 3 – Session 2



Kelly Williams  
OnSolve

### Time for a Health Check! Ensuring Your Notification System and Processes are Efficient, Effective, and 'Crisis Ready'

Business continuity is not only threatened by the emergency event or disaster itself, but by the ability of your organization to communicate quickly, accurately, and effectively with employees, customers, and other stakeholders. As professionals in business continuity, crisis communications are an important part of our knowledge base, preparation, and training. Most companies utilize automated notification software tools to communicate with their people during a crisis event and to manage critical next steps. This session will zero in on the most common problems when the software tool you're using – whether professionally developed for the enterprise or home grown – do not work as planned. People aren't answering their phones! Nobody is responding! Or the administrators have other problems: groups have been deleted, or the wrong notification was sent (as witnessed with the Hawaii emergency alert false alarm). If employee notification or crisis response falls into your area of responsibility, it's time for a health check. Learn key strategies for ensuring your notification system and processes are efficient, effective, and "crisis ready."

*Kelly Williams is the director of enterprise solutions at OnSolve, which is a notification software company providing cloud-based emergency and collaboration tools.*

## Breakout Track 3 – Session 3



Tracey Rice  
Fusion Risk  
Management

### Break the Wall Down: How to Extend Your Program and Successfully Manage Risk

Every day, new risks and threats arise that can impact your company's operations, finances, and reputation. Faced with new areas of concern, from cyberthreats to vendor dependencies, business continuity and disaster recovery programs must not only respond to and recover from potential disruptions, but help to proactively mitigate against them. This session outlines key ways to integrate a risk mentality into your program and provides specific case studies of organizations that have already broken down the walls between previously siloed approaches.

*Tracey Rice is vice president of customer engagement at Fusion Risk Management.*

Bob Sibik  
Fusion Risk  
Management

*Bob Sibik is senior vice president at Fusion Risk Management.*

## Breakout Track 3 – Session 4



Scott Hall  
Equifax Inc.

### Lessons Learned from Three Activations

The goal of this presentation is to provide a detailed, realistic overview of the events that occur during a disaster declaration which will be used to illustrate an effective business continuity plan. This presentation will also cover the recovery strategies and pre-planning exercises that were implemented and utilized prior to these disaster declarations.

*Scott Hall is vice president of global disaster recovery for Equifax based in Atlanta, Ga.*



Tony  
Klinger  
Corus 360/  
RESQ

*Tony Klinger is an enterprise infrastructure architect who focuses on backup and recovery solutions with nine years of successful experience building and delivering meaningful business and technology solutions.*

## Breakout Track 3 – Session 5



Terence Lee  
Strategic BCP

### Beyond Vendor Risk Management – The Intersection of BCM and VRM

Few organizations today operate without the assistance of other businesses that help them be more successful. Whether you rely on external payroll, Internet, or security services to help grow your bottom line, your business depends on these solutions to stay operational every day. You've built your BC program and evaluated your vendors' ability to recover, but have you assessed critical vendors for items such as information security, SLA performance, and more?

Beyond risk assessment, vendor risk and contingency management (VRCM) sits at the intersection of BCM and VRM activities, focusing on where vendors' products and services are utilized by an organization's processes and systems.

Join us for this insightful presentation to find out how to align business continuity management and vendor risk management to improve resilience and enable fast recovery from critical incidents.

*Terence (Terry) Lee leads Strategic BCP's governance, risk, and compliance (GRC) strategy.  
Frank Perlmutter, CBCP, MBCI - Founder Strategic BCP*



Frank  
Perlmutter  
Strategic BCP

# BREAKOUT TRACK 4

Tuesday 8:15 – 9:15 a.m.

## Breakout Track 4 – Session 1



Dan Perrin  
Regus

### Work from Home – Recovery Strategy Explored

Defining which business continuity and disaster recovery strategies and responses to use during business interruptions are essential to maintaining successful business operations. Working from home is quickly gaining as a key strategy for many organizations. We will explore what types of work, tools, and the skills are needed to successfully implement WFH into your plan. Voya will share how they use WFH as part of their overall strategy within their business continuity plan.

*Dan Perrin is the global solutions director at Regus.*

*Stephanie Samuels is business resilience office manager for Voya Financial.*



Stephanie  
Samuels  
Voya Financial

## Breakout Track 4 – Session 2



Jeff Bever  
Lockheed  
Martin

### Cyberattack – How do you Recover?

Cyberattack – how do you recover? What areas do you need to consider ensuring that your company is ready to recover if you are faced with a cyberattack? We will talk about various areas of concern and what could be possible solutions to those areas.

*Jeff Bever is responsible for disaster recovery and business continuity for Lockheed Martin.*

*Scott Messick is responsible for destructive resiliency for Lockheed Martin Interactive.*



Scott Messick  
Lockheed  
Martin

Register by January 25, 2019, and SAVE \$200



## Breakout Track 4 – Session 3



### Next Gen BC: The Increased Complexity of Protecting Premises and Cloud-Based Workloads

Dennis Wenk  
Dimension Data Americas

Many public cloud providers do not offer data protection as part of their licensing agreements, and many cloud contracts only define “baseline” availability-terms. These provide no protection for recovering services due to data loss or service interruptions. Public cloud providers can pose challenges for organizations whose businesses depend on legacy applications – which may rely on programming languages, system libraries, and execution environments that aren’t fully supported by or readily available in the cloud but are dependent on public cloud workloads. On the flip-side, public cloud providers are rapidly becoming key sources for disaster-recovery-as-a-service.

With so much at stake there are two underlining conversations related to the next generation of business continuity. One is how to protect workloads deployed in the cloud, and the other is how to leverage the benefits of cloud computing in the overall BC strategy.

Dennis Wenk is a principal consultant with Dimension Data Americas.

## Breakout Track 4 – Session 4



### Four Things To Make Your Crisis Management Program Rock

Regina Phelps  
EMSS

Crisis management in most organizations is really a good news, bad news story. The good news is that most companies don’t activate their crisis management program, team, or plan very often. The bad news is that most companies don’t activate their crisis management program, team, or plan very often. What that means is most organizations have never had to expend the time and energy to really figure out exactly what they need. The goal of this session is to help you create both a solid process and team. There are four key things that we often find missing in company teams and plans: clearly identified roles and responsibilities, a formal assessment process, the ability or knowledge to develop an incident action plan and timely and effective communications. This session touches on those four top critical components of a successful crisis management team.

Regina Phelps is founder of Emergency Management & Safety Solutions, a consulting firm.

## Breakout Track 4 – Session 5



### Resiliency in 2020: How the gig economy will transform communications

Amber Peters  
SAP Digital Interconnect

In the gig economy, organizations will digitally transform into entities made up of more temporary workers (predicted to reach 40% by 2020). Additionally, automation and machine learning will rapidly disrupt current organizational setups. In this economy, how organizations communicate with customers, ‘things’, employees and contingent workforce, will evolve considerably over the next two years. Whereas existing systems & processes focus on the relationship between organizations and employees, this framework needs to be extended as the gig economy unfolds.

Join Amber Peters as she considers how organizations will communicate with customers, devices, employees and contingent workforces during crisis/response management in an increasingly dynamic and complex future.

Amber Peters is the Industry Expert for SAP Digital Interconnect.

“Overall great conference – worth the time and money.”

— Jody Grizz

# BREAKOUT TRACK 5

Tuesday 9:30 – 10:30 a.m.

## Breakout Track 5 – Session 1



John Jackson  
InfraGard



James Green  
InfraGard

### InfraGard Business Continuity SIG – Get Involved in a Continuity-Related Public Private Partnership that Works!

InfraGard, the FBI-sponsored Public Private Critical Infrastructure Partnership with more than 53,000 members has launched a business continuity special interest group (SIG). This group provides SIG members with information and networking opportunities across all 17 of the DHS identified critical infrastructures.

During this session, you will learn more about InfraGard, how it works, and what benefits it provides as well as how DRJ, BCI, and InfraGard can work together to create a unique partnership benefiting the continuity industry and profession.

John Jackson and James Green are co-chairs of the InfraGard Business Continuity Special Interest Group.

## Breakout Track 5 – Session 2



Frank Trovato  
Info-Tech Research Group



Andrew Sharp  
Info-Tech Research Group

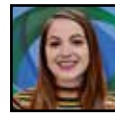
### DR Cost Comparison: Cloud, Co-Lo, On-Prem, and Hybrid Solutions

The cloud DR hype continues to gain steam, but it’s not necessarily the best fit for all systems. We will present case studies, tools, and a structured approach to effectively evaluate your options and communicate the results. We will discuss the cloud pay-per-use model, cost considerations for all options, and short-term versus long-term events. A hybrid solution may meet conflicting requirements and leverage the benefits of cloud where it makes sense but organizational constraints can also tip the balance.

Frank Trovato is a director of infrastructure research at the Info-Tech Research Group.

Andrew Sharp is a Research Manager at Info-Tech Research Group.

Teodora Siman is a Consulting Analyst at Info-Tech Research Group.



Teodora Siman  
Info-Tech Research Group

## Breakout Track 5 – Session 3



Joseph George  
Sungard AS

### Achieving a State of Recovery Readiness: How Prepared are you for a Disaster?

You may think your company is prepared for when disaster strikes. But are you really ready? What does that even mean? These are important questions to ask because failing to prepare can be catastrophic for your business. In this session we’ll walk you through what it means to be recovery ready, the steps to take to ensure your company is recovery ready, the cost implications of achieving readiness, and most importantly, how to maintain a state of recovery readiness.

Joseph George serves as vice president of global recovery services at Sungard AS.

## Breakout Track 5 – Session 4



Erick Anez Crowley

### Strategizing Response Based on Risk Environment

This session will discuss how to engage the right groups during “normal” operations. This will give a better understanding to the risks involved – and identifying the high-risk scenarios in any given area or department of your organization.

Join this fast-paced session to learn how to break the risk silos; why senior leaders need to be involved; what are the cultural impacts in accessing and responding to high risk scenarios; how the human factor (people) affects the risk environment; and finally, understanding the stakeholder value and expectations.

Erick Anez has worked as a risk management professional specializing in the areas of business continuity, crisis management, enterprise and operational risk management, and disaster recovery for the past 11 years.



## Breakout Track 5 – Session 5



### Back To Basics: Practical Healthcare Continuity At Orlando Health

Meg Nash  
Helion  
Solutions, LLC

When the value of a business continuity plan is measured in the weight of the binder or the depth of the dust on the cover, it's time to go "Back To Basics."

Learn how Orlando Health took business continuity out of the theoretical and into the practical while meeting the Center for Medicare and Medicaid Services (CMS) emergency preparedness rule requirements. Leaving all the tools and widgets behind, Orlando Health went back to basics and took a new approach that not only empowers their staff but is a threat agnostic to harden their organization against emerging threats.

Jeffrey Jenkins  
Orlando  
Health, Inc.

This session will discuss this lightweight, streamlined approach that supports leadership priorities, empowers staff, and simplifies crisis communication planning.

*Meg Nash is a healthcare business continuity and CMS emergency preparedness rule subject matter expert.*

*Jeff Jenkins is the corporate emergency management specialist for Orlando Health.*

## BREAKOUT TRACK 6

Tuesday 10:45 – 11:45 a.m.

### Breakout Track 6 – Session 1



#### Are You Part of the 76 Percent?

Brian Zawada  
Avalution  
Consulting

We call it the 76 Percent Club. It's a club you don't want to be part of. It's the group of business continuity program managers who are highly confident in their ability to execute business continuity planning methodology but often struggle to sustain program energy over time, to stay connected with organizational strategy, and to engage the right people to achieve the appropriate level of resiliency. Attend this presentation to learn about the business continuity operating system and come away with (at least) three very specific tools and processes to drive long-term stakeholder engagement and your satisfaction as the business continuity program manager.

*Brian Zawada, FBCI, is director of consulting for Avalution: VP, executive director USA Chapter, BCI*

### Breakout Track 6 – Session 2



#### Global Company, Global Threats

Carl Whiting  
Whiting Risk  
Consulting

During this session we will review AlSCO's experience facing and overcoming disasters at world-wide locations, including earthquakes in New Zealand, fire in Thailand, cyclones in Australia, hurricanes in Florida and Texas, water main break in California, civil unrest and union trouble in Brazil. This presentation will provide real-life examples and lessons learned (including mistakes made and plans that actually worked).

*Carl Whiting is the principal and owner of Whiting Risk Consulting.*

*Randy Brough is the director of human resources and risk management at AlSCO, Inc.*



Randy Brough  
AlSCO, Inc.

## Breakout Track 6 – Session 3



### Gaining Alignment and Executive Support - 'So How Do They Do It?'

John Liuzzi  
Southern  
Glazer's Wine  
and Spirits

This session will present easy-to-understand concepts, best practices, and proven real-world examples of successful strategies that have been adopted by leading organizations to develop and sustain executive engagement for business continuity programs.

A consistent theme in business continuity is the need to create buy-in and maintain executive-level support for this critical program. Many believe the benefits are self-evident, which often discourages the continuous selling and marketing of continuity programs that are required in order to establish and maintain relevancy.

With the ever-increasing uncertainty of today's world, continuity programs must be recognized at all levels of management as essential to organizational survivability and play an increasingly prominent role for a business to be considered truly resilient. To be successful, continuity programs must have motivated engagement at the highest levels of management which is beyond simply buying in and providing a budget. What is required is an ever-increasing executive level top-down commitment driven by the passion for the sake of securing the organizational brand and reputation.

*John Liuzzi is currently the national director of business continuity for Southern Glazer's Wine and Spirits.*

### Breakout Track 6 – Session 4



#### Building Resilience That Can Adapt to Evolving Risks and Threats

Allen Downs  
IBM

Cyber disruptions and natural catastrophes continue to be the top business risks globally. The cyberthreat landscape is becoming increasingly complex and more impactful. Natural disasters can go beyond causing physical damage and trigger wider disruption to business and industrial operations in this hyperconnected, interdependent world. For digitally-dependent businesses, every second of that disruption counts.

Traditional DR methods can no longer support the RPO/RTO requirements of today's business, nor are they designed for recovery in cyber outage scenarios. Data protection and DR solutions should be able to protect mission-critical systems, applications, and data and recover them rapidly during incidents. IT leaders need new strategies and technologies to prevent disruptions and reduce the financial and reputational impacts of incidents.

Join us to learn about IBM's solutions that provide airgapped data protection with storage and support orchestrated recovery across physical, virtual, and multi-cloud environments. We will discuss how we combine innovative technologies with our experience providing predictable DR for complex, hybrid environments.

*Allen Downs leads the IBM Global Business Resiliency Services Organization as vice president.*

### Breakout Track 6 – Session 5



#### Vendor Risk Management

Christian Gray  
Cambia Health  
Solutions

This session will show you the attributes we track on our key vendors and how we weight them to reflect the level of risk vendors present to Cambia.

This program has helped us identify those vendors whose risk management practices need deeper review to protect Cambia.

*Christian Gray is currently the business continuity program manager for Cambia Health Solutions.*

*"Great conference. Really enjoyed all of the networking opportunities before, during, and after sessions."*

— Jody Harris

Register by January 25, 2019, and SAVE \$200

# BREAKOUT TRACK 7

Tuesday 1:30 – 2:30 p.m.

## Breakout Track 7 – Session 1



Stephanie Balaouras  
Forrester Research, Inc.

### The State Of Enterprise Risk Management

This session will discuss the current state of enterprise risk management (ERM) including ERM roles, responsibilities, and reporting structure, as well as the relationship of business continuity to ERM, the solutions firms invest in to facilitate ERM and lessons learned from past crises and risk events. The session will use benchmark data from the annual Forrester and Disaster Recovery Journal joint survey on industry trends and market maturity.

Stephanie Balaouras is VP and research director for security and risk at Forrester.

## Breakout Track 7 – Session 2



Audrey Quinn  
Spectrum Health

### IT Major Incident Management: The Journey from Inhibitor to Enabler

Do you ever feel like there is a disconnect between the business and the IT department during a disaster? Do you wonder whether IT understands the needs of the business and customers when things go wrong? Well, there is a way to transform your IT organization from inhibitor to enabler during a crisis and along the way gain the confidence and the trust of the business. Participants of this session will be armed with a toolkit that includes the application of management-by-objective via the Major Incident Lifecycle Management Model; how to build a command and control structure that can integrate seamlessly with the National Incident Management System (NIMS); best practices in communication to realize one message in real-time to the business and community; key performance indicators that demonstrate success; and how to turn the aftermath of crisis into an opportunity to reduce risk and eliminate major incidents from happening again!

Join Spectrum Health – a national leader in healthcare delivery – on their multi-year journey of transforming a chaotic, homegrown IT major incident process into a true incident command system (ICS). See how they built a robust IT ICS that works seamlessly with their emergency preparedness and business continuity programs as well as integrates with other incident response processes in IT security, project management, and facilities. Learn how they decreased the number of IT major incidents by 67 percent; improved service restoration times by 64 percent; reduced overall downtime by 87 percent; and increased process satisfaction by 37 percent. Leave with the tools and techniques that allowed Spectrum Health to reduce the risk of critical IT system failures and drove positive business impact through organizational commitment to continuous service improvement.

Audrey Quinn is the service continuity business system analyst for Spectrum Health.  
Nicole Skibinski is the manager of service assurance at Spectrum Health.



## Breakout Track 7 – Session 3



Emily Hunt  
DuPont

### Operationalizing Business Continuity

At its best, business continuity management (BCM) enables organizations to manage risk and improve recovery. Unfortunately, the term has been “commoditized” or used interchangeably with emergency response, disaster recovery, or crisis management. At DuPont Sustainable Solutions (DSS), we believe business continuity should be much more than just a big binder of plans, processes, and procedures. Rather, it should contribute to an organization’s overall resiliency. Continuity, along with a resilient mindset must be internalized and practiced in daily decision-making processes in order for organizations to continuously improve their recovery capabilities.

In this presentation, we share our recent work in developing a business continuity management system where it goes beyond just a “big binder.” We took a thoughtful approach that is guided by intended outcomes rather than just meeting international standards. The result is a pragmatic, simple-to-use set of tools that complements a workforce that is engaged, understands the concept of resiliency, and ready to respond and recover when disruption calls.

Emily Hunt leads DuPont Sustainable Solutions’ (DSS) risk and resilience practice in North America.

## Breakout Track 7 – Session 4



Karen Thomas  
NYCEM

### The World is Uncertain But is Risk Uncertain?

So we live in a world where the inevitable is unavoidable reality. What can you do to make sure you are prepared for risk that you know will ultimately show up? There are many things you can do to make sure that you are prepared for the unavoidable. One must shift his or her focal point from the “sticking the head in the sand” to “standing up face to face with the dragon.” We must all plan for the possibility of exposure to loss which can be determined by using qualitative or quantitative methods. The probability of the event occurring should always be high, but the consequence of it negatively affecting your operations should be low. We should be always in a state of “I’m ready!”

Karen Thomas is a continuity of operations (COOP) planner for the NYC Emergency Management (NYCEM) Department.

## Breakout Track 7 – Session 5



Alice Kaltenmark  
The BCI - US Chapter

### BCI Continuity and Resilience Research Report

In this session, we will share with you the BCI research report that discusses the current state of organizational resilience through the lens of the global BCI research conducted across the continuity spectrum. Come to this session to get answers. Are firms adopting a more joined-up approach? Are they breaking down the silos across the various internal functions? And if so, what benefits are they reaping, and what did they learn on their journey? Do the trends hold true across the globe, or do they differ between North America and the rest of the world? The conversation is in full swing ... come join the discussion!

Alice Kaltenmark joined the BCI - US chapter board as a voluntary board member in 2015 and is currently the chapter vice president.

Lisa Jones has more than 11 years of business continuity and disaster recovery planning experience in the healthcare provider and health insurance industry.



Lisa Jones  
The BCI - US Chapter





# TUESDAY WORKSHOPS

March 26, 2019

These interactive workshops allow attendees to explore topics in-depth.

## Tuesday Workshop Session 1



### The Crisis of our Lifestyles? Perhaps – Preparing Your Company for a Cyberattack or Breach by Doing an Exercise

Regina Phelps  
EMS Solutions  
Inc.

Cyberattacks and breaches are now as common as the sun coming up in the morning. Is your company ready? It could be a loss of customer data, ransomware, loss of access or information, or any number of issues. The number of major cyber-breaches that have occurred in the last 12 months is mind-boggling. In spite of all of these incidents, few companies have serious plans for how they will respond to the impact of an actual cyber event – and even fewer stress-test those plans. Such exercises force real-time situation analysis and decision-making in much the same way that a fire drill does, while recognizing that 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, reveal “hidden” circumstances, and sharpen the responsiveness of everyone from top executives to front-line business managers and technologists.

Attend this session and learn how to go about developing a realistic cyber exercise that will challenge the crisis management team, the technology staff, and the business units. You will leave this workshop having thought out some key aspects of a cyber tabletop exercise, feeling better prepared to develop the exercise (and perhaps a bit more paranoid).

Topics covered:

- What a cyber exercise is – and what it isn't.
- Eight critical elements that make a cyber exercise work.
- What happens when everything quits working.
- Cyber breach exercise design principles.

*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



### Active Shooter Survival – Tactical Choice to Survive

Kenneth Wolf  
IMT

The time between the start of an active shooter incident and the arrival of police is terrifying.

This program will suggest tactical self-protection and survival choices during active shooter incidents. Video analysis of how “real people” react during “real” shooting events will be discussed.

The review of active shooter incidents at malls, manufacturing facilities, healthcare, offices, houses of worship, colleges, schools, and public settings have suggested preventive activities to increase employee survival. This training will focus on helping organizations to understand “best practices” and to develop strategies to prepare for, train to survive, and recover from the aftermath of active shooter and workplace violence incidents.

Active shooter seminar content:

- “lessons learned” from active shooter incidents in office, plant, school, healthcare, and public settings
- benchmarking best practices and Department of Homeland Security / OSHA guidelines
- how do “real people” react during “real” active shooter incidents
- human reactions to combat situations
- developing an employee “survival mentality” – situational awareness
- shots fired
- what to do in response gap between the first shots fired and arrival of the police
- “defending” yourself and your space – reacting to intruders
- self-defense reactions to counter aggressive individuals
- “when and how” to “run, hide, fight”
- survival strategies and choices
- considerations on disrupting, distracting, engaging the perpetrator
- managing the aftermath
- reducing employee trauma and organizational stabilization
- developing active shooter programs in your organization

*Dr. Kenneth L. Wolf consults on workplace violence prevention, behavioral threat management, and crisis management management. He is the managing partner of the Incident Management Team in Michigan, with affiliates worldwide.*

## Tuesday Workshop Session 3



### Personal Resilience in an Uncertain World: A Learning Workshop on Situational Awareness

Robert  
Chandler

Lipscomb  
University

Situational awareness (SA) or situation awareness involves the critical sensory perception and analysis of environmental

elements with respect to context, the recognition and comprehension of their meaning(s) and implication(s), and the projection of their dynamic status especially after variables or factors have changed. It is a key aspect of personal resilience and success in many circumstances, sometimes even the difference between life and death.

Situational awareness is the ability to identify, process, and comprehend information about how to best manage or perhaps even survive in an emergency. Stated simply, it's knowing what is going on around you, understanding what it “means,” and having the best opportunity to successfully respond. Situational awareness is dynamic and higher order skills set and is hard to enact, maintain, and sustain, as well as all too easy to lose.

This engaging session will cover ways you can better understand SA, its key role in personal resilience, as well as specific ways to improve your SA knowledge, skills, and abilities – before you next need it in a critical situation. This includes factors such as predictive monitoring, identifying environmental elements, intuition, managing information overload, mindfulness, temporal spatial recognition, fatigue endurance, and behavioral monitoring.

The workshop will cover aspects such as

- Review and discuss the emergence of the situational awareness (SA) construct, SA core concepts, traits, characteristics, and related factors of situational awareness (SA).
- Learn key techniques associated with situational awareness (SA) knowledge, skills, and abilities.
- Opportunity for questions and discussion about situational awareness (SA).
- Opportunity for reflection and self-assessment of your situational awareness (SA) knowledge, skills, and abilities.
- Opportunity to identify key focal areas for improvement of your personal situational awareness (SA) knowledge, skills, and abilities.

*Robert C. Chandler, Ph.D. (University of Kansas) is an internationally recognized expert on multiple aspects of communication and human interaction in specialized contexts. He currently holds an academic appointment as a professor at Lipscomb University.*

Register by January 25, 2019, and SAVE \$200



**Tuesday Workshop Session 4**



Lynnda Nelson  
ICOR

**ISO 22301: Implementing Business Continuity Procedures**

Attend this workshop and learn how to document procedures as required in ISO 22301. The course begins with the general requirements and continues with requirements for incident response, communications and warning, business continuity, and recovery procedures. Learn how to interpret the requirements listed in ISO 22301 and how to utilize the guidance in 22313. The workshop also includes draft changes to both standards expected to be published later in 2019.

Learning objectives:

1. Describe the different types of plans and procedures that should be present in every BCM program and understand how they each support the BCMS.
2. Understand the purpose of the different types of plans.
3. Identify the purpose of the different types of teams that should implement the procedures.

This workshop is one of the eight competencies from ICOR's Implementing ISO 22301 certification course.

*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.*

**Tuesday Workshop Session 5**



Michael Herrera  
MHA Consulting, Inc.

**A High-Performance BCM Program Starts With You**

Developing a high-performance BCM program starts with you. As the leader, you're responsible for the fate and direction of your program. The program's success depends on your ability to guide your team's current and future efforts. One of the most important things you must do is develop an understanding of your personal strengths and weaknesses, and then either improve your weak areas or delegate those tasks to other people.

There are many skills required to manage a BCM program. You must possess the relevant technical knowledge; be able to communicate at all levels of the organization; build relationships with stakeholders; sell your budget needs and risk concerns; eliminate roadblocks; manage people of various skillsets; and lead during a crisis.

In this session, you'll conduct an inventory of your personal and professional skillsets, gaining an understanding of how your abilities relate to the key requirements needed in a BCM leader. You'll build a plan of action to address each strength and weakness over the next 6-12 months. Developing these insights is the first step toward building an exceptional you and a quality BCM program.

*Michael Herrera is the chief executive officer (CEO) of MHA. In his role, Herrera provides global leadership to the entire set of industry practices and horizontal capabilities within MHA. Under his leadership, MHA has become a leading provider of business continuity and disaster recovery services to organizations on a global level.*



*“I walk away not just with business cards but with friends.”*  
— Marilyn Boatman

*“DRJ is the premier opportunity to share resiliency expertise, best practices, and the latest knowledge.”*  
— Jean Anderson



# SOLUTIONS TRACK

Sunday, March 24, 2019  
4:00 – 5:00 p.m.

Discover solutions to today's issues. Seasoned industry veterans will present solutions using today's resources, products, and strategies.



John Allen  
BC in the Cloud

## Solutions Track 1: All Aboard the BC/DR Train

How do you get senior leadership (and others in your organization) on-board with your business continuity and disaster recovery program? Many people are integrated into your company's BC/DR program, specifically senior leadership, but do they even know what BC and DR are and how important their roles are to your program? We will explore different ways to get others in your company on-board while adding more value to your program and making your job easier.

John Allen is account manager at BC in the Cloud.



Skip Williams  
KingsBridge BCP



Bruce Wingert  
Sykes Enterprises

## Solutions Track 2: Anyone Can Manage risk – Can you Manage a Global BCP in a Changing World? Join Us!

In the ever-changing world of business continuity planning and global businesses, it is great to learn from others, what were their critical requirements, and how they managed risks in our uncertain world. Join Skip Williams, co-founder of KingsBridge and Bruce Wingert, global BCP manager for Sykes Enterprises as they discuss what to look for

when it comes to developing your global BCP. When you are responsible for more than 65 locations, 21 countries, and more than 30 languages, it can't take years to get the first BCP completed. It needs to hit a home run every time, yet be flexible for each BCP to reflect the location it supports. This promises to be a fun, face-paced, straightforward review of what works, what doesn't, and what you can do to ensure your global BCP is successful.

Skip Williams is co-founder of KingsBridge.

Bruce Wingert is currently the senior manager of business continuity for Sykes Enterprises.



William Hord  
Quantivate

## Solutions Track 3: Overcoming the Top 10 ERM Challenges

Very few organizations find ERM easy. The effort requires consensus within the company and even more importantly, strong support from the board and executive management. Organizations with effective ERM programs reap the benefits because it forces them to identify their risks, which helps protect capital, assets, and drives overall company value. As boards and executive management evaluate ERM, they generally walk away with more questions than answers related to the challenges they face when seeking to create a quality program. Join us as we exam the Top 10 common ERM challenges, as well as the creative solutions that have been applied by successful organizations. By better understanding these challenges, you will be more equipped to develop and/or revamp your own ERM program.

William "Bill" Hord has more than 28 years of experience in executive management within the financial services industry.



Deron Dowhower  
OnSolve



Janice Hight  
OnSolve

## Solutions Track 4: Ready, Set, Go! How to Engage External Resources to Implement or Improve a Successful ENS

Implementing a notification solution seems simple, but often the decisions you make early in the implementation can restrict your flexibility as your program grows and requirements change. Being able to leverage external expertise can help put the right structure in place and make sure you

don't overlook critical decision points. This session will provide impactful ideas for those key decision areas and recommendations that will lead to success. As well, we will provide ideas for engaging external resources to implement or improve your crisis communication solution.

Deron Dowhower is the vice president of professional services at OnSolve.

Janice Hight, vice president, OnSolve's solutions engineering.



Cheyene Marling  
Firestorm Solutions, LLC

## Solutions Track 5: Robots, AI, and Automation: Keeping your Job in the Future of Business Continuity

When Gartner is giving advice on preparing your organization for the near-future impact of robots, AI, and automation (RAIA), it's time to start paying attention. No matter how the impending "Fourth Industrial Revolution" will actually take shape, there is no question it will impact our lives and professions. Part one of this panel discussion will focus on the growing capabilities of RAIA in general and how they will impact our work in the near future. Part two will focus on what these changes might mean to the BC profession, and what it might look like to be a BC practitioner in the 2020s. Part three will focus on the skills you need to start developing now in order to adapt to the forthcoming changes.

Cheyene Marling, Hon. MBCI, has been an executive recruiter for more than 22 years, with 20 years specializing in the business continuity field.



Sherri Flynn  
Recovery Planner



James Bruncati  
Active Resilience

## Solutions Track 6: Planning for an Active Shooter Event

Active shooter incidents and other workplace violence are unpredictable and develop quickly. During this session you will learn DHS guidelines for incorporating three basic responses options, how to develop crisis communication and incident plans for employees, and coordinating with first-responders before, during, and after an incident.

Sherri Flynn, MBCP, CISM serves as a senior product specialist, BC planner at RecoveryPlanner. Lt. James Bruncati currently certified as a master exercise practitioner and a disaster response crisis counselor.



Mark Carroll  
Income Research + Management



Steve O'Neal  
Agility Recovery Services

## Solutions Track 7: A Solid BIA and the Vendor Community — Everybody Wins!

A comprehensive business impact analysis (BIA) validates critical business needs, which often involve key service providers to support the ongoing operation as well as providers in the area of prevention and recovery. Whether related to normal operations or BC/DR, third-party relationships are most successful when each vendor has a detailed understanding of the business. Without that knowledge, the service provider connection is unstable — not good for either you or the vendor. Your providers want you to develop a firm BIA on which you can build your program just as much as you do. This session will focus on the rationale for doing a BIA from the vendor's viewpoint. You will participate in an actual BIA function survey within a business operation, generating a complete functional BIA in the process, and take away an online BIA survey you can use in or modify for your own environment.

Mark Carroll has more than 30 years of experience in business continuity, risk management, and information technology.

Steve O'Neal is the disaster solutions architect at Agility Recovery Services.



Christopher Duffy  
Strategic BCP



Kevin Johnson  
Secure Ideas

## Solutions Track 8: Cybersecurity: What Happens After the Fall?

Cybersecurity incidents continue to plague companies and organizations year after year. It's "when," not "if" your company will be hit by a data breach, security issue, or other detrimental incident. The operations of your company depend on your IT systems and data to function successfully. A disaster recovery plan is a necessary part of your organization's overall risk management and resilience plan and a lifeline when a cyber incident strikes. Discover how to build solid recovery strategies and detailed practices for IT systems with application and infrastructure recovery procedures.

Christopher Duffy leads Strategic BCP's professional services division.

Kevin Johnson is the Chief Executive Officer of Secure Ideas.



Alice Kaltenmark  
The BCI - US Chapter



Heather Merchan  
The BCI - US Chapter

## Solutions Track 9: The Business Continuity Institute: Tell Me More...

Are you taking advantage of the complementary Business Continuity Institute (BCI) affiliate membership at DRJ Spring 2019? Unsure what the BCI does or can offer you? Established in 1994, the BCI has gained a reputation as the leading membership and certification organization for business continuity professionals globally.

Alice Kaltenmark joined the BCI - US chapter board as a voluntary board member in 2015 and is currently the chapter president.

Heather Merchan joined the BCI - US chapter board as a voluntary board member in 2015 and also serves as Global BCI Board Director as of December 2018.

Register by January 25, 2019, and SAVE \$200



# SPONSOR SPOTLIGHTS

## Gold Sponsor



**ONSOLVE** With over 60 years of combined experience in the mass notification industry, OnSolve is the leading global provider of SaaS-based critical communication solutions for enterprise, SMB, and government organizations. The formation of OnSolve in 2017 brought together three of the industry's most relied upon products, CodeRED, Send Word Now and MIR3. The company's cloud-based solutions provide users with fast, reliable methods of sending critical information and alerts to employees, residents and other stakeholders across multiple devices. Mass notification and collaboration is an essential element of emergency response and business continuity planning, keeping teams on track and coordinating during critical events. OnSolve solutions are designed and proven to save lives, protect revenue, reduce costs, and preserve business continuity. More information can be found at [www.onsolve.com](http://www.onsolve.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](http://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](http://www.firestorm.com).



**Fusion Risk Management** is a leading industry provider of cloud-based software solutions for business continuity, integrated risk management, IT disaster recovery, and crisis and incident management. Its products and services take organizations beyond legacy solutions and empowers them to make data-driven decisions with a comprehensive and flexible approach through one system. Fusion and its team of experts are dedicated to helping companies achieve greater organizational resilience and mitigate risks within their businesses. For more information, visit [www.fusionrm.com](http://www.fusionrm.com).



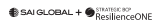
**IBM Business Resiliency Services** can help clients build enterprise-wide business and IT resilience to address the risks and opportunities of today's business environment which requires near-continuous operations. Our portfolio encompasses innovative Resiliency-as-a-Service offerings including resiliency orchestration, data protection and backup, virtualization and disaster recovery cloud services to full-scale compute, data and applications resiliency, high availability and recovery solutions, and highly resilient and efficient facilities and data centers. IBM has the proven expertise, knowledge and technology to provide industry-leading advisory, design, implementation and managed services that can help ensure continuous availability of your business in the face of any opportunity or threat. Learn more at [www.ibm.com/services/resiliency](http://www.ibm.com/services/resiliency).



**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.regusworkplacerecovery.com](http://www.regusworkplacerecovery.com).



**RSA** helps leading organizations transform the efficiency of their continuity and recovery teams, address the most critical areas of the business quickly, and partner across the business to achieve their resiliency goals. RSA Archer® Business Resiliency provides an automated approach to enable your organization to respond swiftly in crisis situations and protect ongoing operations. For more information about RSA's products and services, visit [www.rsa.com](http://www.rsa.com).



A multi-award-winning business continuity risk management software company named a leader in Gartner's Magic Quadrant 4 consecutive years—#1 in customer satisfaction. It offers a comprehensive, intuitive way to manage enterprise risk, continuity, and resilience in a single cloud-based solution. Our highly configurable, compliant software does not require customization, long implementations, third party code or additional investment. Put your plans into action in 5 business days. Identify impacts in minutes that normally take days to pinpoint. Over 500,000 cross-industry users at top companies worldwide. Strategic BCP's professional services organization helps navigate obstacles within BC and strategic IT planning. [www.strategicbcp.com](http://www.strategicbcp.com).



**Sungard® Availability Services™ (Sungard AS)** has more than 30 years of experience providing flexible availability services that help ensure organizations keep applications always on, always available. The company leverages its proven expertise to provide managed IT services, information availability consulting services, business continuity management software and disaster recovery services to clients in North America, Europe and India. Sungard AS helps customers improve the resiliency of their mission.

## Bronze Sponsors



**Agility Recovery** is a leading provider of business continuity and recovery solutions, helping to recover our customers' businesses following any interruption. We provide simple to implement solutions that ensure access to temporary power, fully furnished mobile offices and local brick and mortar office space, communications equipment and computer systems, as well as planning and testing resources. Since 1989, Agility has rescued thousands of organizations with an unparalleled success rate, through business interruptions large and small.



**Assurance Software Inc.** provides a complete business resiliency solution that is revolutionizing how companies eliminate vulnerabilities, minimize risk, and protect colleagues. Used globally by over 750 customers, Assurance is a recognized leader for customer-centric design, time-saving solutions, and expert services. Assurance has an industry-defining legacy that has shaped the evolution of business continuity for over 30 years. With our proven technology solutions, services, and dedication to customers, we are the partner of choice for helping you confidently master business resiliency and demonstrate the business value of your program. With Assurance, you can intelligently and strategically safeguard your organization to outpace risk.



**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](http://www.avalution.com) or [www.bccatalyst.com](http://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](http://www.bcinthecloud.com)



**Everbridge, Inc.**, the world's leading provider of Critical Event Management software solutions, ensures business, government and healthcare organizations are prepared to rapidly respond to – and even avoid – sudden, unexpected disruptions. The Everbridge Critical Event Management Platform delivers organizational resilience on an unprecedented scale – combining real-time monitoring, situational awareness, and integrated response and collaboration solutions across from a single, enterprise-wide view. Keeping people safeguarded, assets and reputations protected, and continuity maintained and restored quickly is the Everbridge measure of success in an uncertain world.



**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.kingsbridgebcp.com](http://www.kingsbridgebcp.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](http://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](http://www.recoveryplanner.com).



**RES-Q™** provides the full range of Managed Recovery, Disaster Recovery, Quick-Ship and DR/BC Consulting Services. Corus360 has multiple facilities with its flagship Recovery Center located in Atlanta, GA. RES-Q™ delivers recovery options for all major technology platforms, including IBM Mainframe, IBM Power, and all Open-Systems, plus provides Workgroup Recovery Positions for business recovery. Learn more at [www.resqdr.com](http://www.resqdr.com).



Founded in 2005, **Ripcord** is a consulting firm specializing in Crisis Management, Disaster Recovery, Business Continuity, and IT Security. We believe that recovery needs to be a heads-up activity and not a heads-down activity. So when a crisis, cyber-breach or business disruption occurs, your organization has the plans in place and, more importantly, your people have the muscle memory to execute those plans.



**SAP Digital Interconnect** links organizations, people, and things simply and without layers of complexity to enable developers, enterprises, and mobile network operators of all kinds and sizes to easily drive digital transformation with intelligent, interconnected mobile engagements. The SAP Digital Interconnect group, provides cloud-based engagement services that use configurable APIs, programmable digital interfaces, and proven messaging channels to connect the "last mile" between enterprises and their SAP solutions and other applications, customers, employees, and things. We continuously monitor events around the world to enable real-time, intelligent responsiveness that helps organizations maintain continuity, resiliency, and personal well-being. Join the SAP Digital Interconnect Community at <https://community.sapdigitalinterconnect.com/>. Follow us on Twitter at @SAPInterconnect.



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

## 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](http://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](http://www.forrester.com).



**The International Consortium for Organizational Resilience** provides access to the many offerings of education and credentialing expertise. [www.theicor.org](http://www.theicor.org).



## PRE-CONFERENCE COURSES:

Earn up to 16 additional CEAPs by attending a Pre-Conference Course. To register visit [www.drj.com/spring2019](http://www.drj.com/spring2019).

### THESE COURSES REQUIRE AN ADDITIONAL FEE.

*Note: A class will be canceled if minimum number of registrants is not met.*

#### PRC-1: Design a Highly Effective Crisis Management Team for Your Organization



Saturday, March 23, 8:00 a.m. – 5:00 p.m.

\$1,450 per person

Presenter: Regina Phelps

A well-trained crisis management team (CMT) is critical to manage the many threats facing our companies today. Clearly identifying how they are organized, what their roles and responsibilities are, how incidents are assessed, and how it all comes together when the team and plan are activated is the hallmark of a fully-functional team and program. An emergency operations center (EOC) is critical for effective management of an event. It allows for command, control, and communication, and also helps to prevent the formation of “silos” that commonly develop in an emergency environment. How do you do all of this virtually and make it work? This workshop covers everything you need to know to design, develop, train, and exercise your CMT, and organize your EOC to manage the most difficult incident.

#### CMT Development

- the CMT – who should be involved
- team methodologies, including the incident command system
- incident assessment, team, and processes
- incident action planning
- role of senior management

#### EOC Development

- risk assessment – where to have one
- physical design factors
- equipment and tools
- communication concerns and solutions
- sustained operations
- forms and processes
- virtual EOCs.

For more course information email [regina@emssolutions-inc.com](mailto:regina@emssolutions-inc.com) or call 415-643-4300.

*Regina Phelps, CEM, RN, BSN, MPA, president, Emergency Management and 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: IT/DRP/Certified Business Resilience IT Professional



Saturday, March 23, 8:00 a.m. – 5:00 p.m.

Sunday, March 24, 8:00 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 missions, 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](http://www.brcci.org) or call 1-888-962-7224.

*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-3: Cybersecurity – How to Execute a Cybersecurity Exercise, A Management Primer for Business Continuity Practitioners

Sponsored by KETCHConsulting

Saturday, March 23, 8:00 a.m. – 5:00 p.m.

\$1,200 per person

This course will provide the participants with an overview of the threat landscape that exists for all entities (corporate, government, or combination). In-depth discussion on how business continuity, cyber security, and physical security can work together. A discussion on what types of techniques and tools are available to address the threats and the pros and cons for these techniques and tools: – sources and methods which can be used to help acquire techniques and tools; the importance of a governance process in cyber breach response; how to help your organization's staff become aware of cyber security threats; best practices for all staff to avoid a cyber security breach; engaging senior leadership; identifying the basic components of a cyber security exercises; and how identifying who should participate in a cyber security exercise; types of cyber security exercises; how to help senior leadership interpret the results of an exercise.

For more course information email [ted.brown@ketchconsulting.com](mailto:ted.brown@ketchconsulting.com) or call 484-919-2966.



*“I’ve been to other business continuity conferences, but I keep coming back to DRJ because they’re the industry leader.”*

— Lamar Poppell

**Register by January 25, 2019, and SAVE \$200**

## POST-CONFERENCE COURSES:

Earn up to 16 additional CEAPs by attending a Post-Conference Course. To register visit [www.drj.com/spring2019](http://www.drj.com/spring2019).

### POC-1: Successfully Conduct your First BCP/DRP Drill!



Wednesday, March 27, 1:30 p.m. – 5:00 p.m.

Thursday, March 28, 8:00 a.m. – 5:00 p.m.

\$995 per person

Presenter: Steve Goldman

Your first BCP (or DRP) tabletop or 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! This course will teach you how. 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
- Goldman's "First Drill" Planning Checklist
- using incomplete plans to your advantage
- painlessly involve IT, PR, and management
- more than 100 Ideas for scenarios
- develop a timeline 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!

Goldman will conduct the class with his lively style, real-life experience, interactive discussions, and hands-on application.

Attendees will also:

- receive course e-files of the forms and templates presented in class
- develop drill objectives, events, and a timeline for your own organization
- practice what you learn as you participate in an in-class tabletop drill!

For more course information email [Steve@SteveGoldmanAssociates.com](mailto:Steve@SteveGoldmanAssociates.com).

*Dr. Steven B. Goldman conducts the crisis management and business continuity professional education course at MIT.*

### POC-2: Create a Table-Top Exercise – An Exercise in BC/COOP Preparedness!

Sponsored by KETCHConsulting



Wednesday, March 27, 1:30 p.m. – 4:30 p.m.

\$600 per person

Presenter: Ted Brown

In this class you will be given four different table-top scenarios, including the injects, and you will learn how to create a situation, scenario, and injects for your audience, your business, your location, and your BCP maturity.

You'll identify operations, decisions, and policies that impact the ability of a business unit to execute plans. The exercise will end with conclusions and discussions that will change, emphasize, and otherwise affect your business continuity/COOP plan. You will conclude with an "after action" report that will lead to effective modifications and improvements to the plans being exercised.

For more course information email [ted.brown@ketchconsulting.com](mailto:ted.brown@ketchconsulting.com) or call 484-919-2966.

*Ted Brown, MBCI, CBCP, CBCV, president, and CEO of KETCHConsulting, is a recognized crisis management and business continuity industry leader.*

### POC-3: Developing Workplace Violence and Active Assailant Preparedness Plans

Sponsored by KETCHConsulting



Thursday, March 28, 8:00 a.m. – 5:00 p.m.

\$1,200 per person

Presenter: Dave Hunt

As the number and variety of threat incidents continue to expand, it is imperative to incorporate prevention, response, and recovery capabilities in corporate continuity programs.

This full-day training will address what your company should be doing to be in compliance with the American National Standard on Workplace Violence and Intervention, and with recent interpretations of the OSHA general duty clause.

The class will present strategies for prevention, protection, mitigation, response, and recovery from a broad range of incidents, including domestic violence affecting the workplace, and cover the process for development or revision of a robust preparedness program.

In addition, discussing the issues and potential solutions, the course will cover a comprehensive process to develop preparedness, response, and recovery plans and capabilities. Including ways to get buy-in from senior leadership to endorse preparedness efforts. A wide array of exercise topics will also be discussed to challenge the company's capabilities to respond and implement the plans.

Participants will learn facilitation techniques and strategies for selecting drills, tabletop exercises, and functional and full-scale exercises. The class will discuss pitfalls to avoid in designing and implementing these types of exercises. Students will be provided exercise concepts for tailoring crisis management teams, conducting notification drills, a variety of exercises, and recommendations for coordinating with responders.

For more course information email [ted.brown@ketchconsulting.com](mailto:ted.brown@ketchconsulting.com) or call 484-919-2966.

*Dave Hunt, Homeland Security Consulting, LLC is a national subject matter expert on active assailant preparedness, with more than 30 years of responder experience in law, fire, EMS, and Hazmat.*

### POC-4: Adaptive Business Continuity Foundations: Training and Certification Class



Wednesday, March 27, 1:30 p.m. – 5:00 p.m.

Thursday, March 28, 8:00 a.m. – 5:00 p.m.

Friday, March 29, 8:30 a.m. – noon

\$1,750 per person

Presenter: David Lindstedt

Alaska Airlines. Brinks. Mary Kay. Sky Media. The United Nations. These and many other organizations are shifting away from traditional BC practices to embrace the adaptive BC approach. You may have heard about adaptive BC and even read the manifesto, but why does adaptive BC work and how do you put into practice?

Join us for a two-day training and certification course. Using case studies, hands-on tools, breakout discussions, exercises, templates, and feedback, you will learn the foundations of adaptive BC before you know it.

Dr. David Lindstedt and Mark Armour provide interactive and engaging instruction. We promise this will not be like other BC classes you've taken before! And, as evaluation takes place organically during the course, there is no final exam required.

## THESE COURSES REQUIRE AN ADDITIONAL FEE.

*Note: A class will be canceled if minimum number of registrants is not met.*

Basic course outline:

- Part one: Start with why – past, problems, principles, and the promise of improvement
- Part two: Theory – research and models that (finally!) ground our discipline
- Part three: Practice – concrete steps to execute
- Part four: Case study – designing (or transitioning) to an adaptive BC program
- Part five: End with who – who you need to be for future success

With full participation in the course and in-class evaluations, you will earn the Adaptive BC Foundations™ certification.

For more course information call #614-592-2983 or via email [david@adaptivebcs.com](mailto:david@adaptivebcs.com).

*David Lindstedt, PhD and co-authored Adaptive Business Continuity: An New Approach.*



*“I really like DRJ because it’s egalitarian. It’s just a great place to be. Their conferences are for anyone interested in business continuity and risk management.”*

— Ron LaPedis



The following are pre- and post-conference courses offered by BCI. For additional course information email [bci@thebci.org](mailto:bci@thebci.org) or to register visit [www.drj.com/spring2019](http://www.drj.com/spring2019).

*\*All BCI courses subject to minimum numbers.*

### The BCI BIA Master Class

Saturday, March 23, 8:30 a.m. – 5:30 p.m.

\$695 per person

Presented by Betty Kildow

This course is designed to provide participants with one day focused entirely on how a BIA is carried out in an organization. It combines a presentation on the theory and current good practice on doing a BIA with a real-life application of this theory. It is delivered by an expert facilitator to share hints, tips, and lessons learned on the BIA process. Actual BIA client results will be reviewed. You will have the opportunity to take part in a facilitated practical session to carry out a BIA using a case study with example questionnaires and templates to take away. This course is for those BC professionals who are responsible for carrying out a BIA at a strategic, tactical, or operational level within their organizations, and for those who require a better understanding of this essential part of the BCM Lifecycle.

### CBCI Certification Course – Good Practice Guidelines 2018 Edition

Wednesday, March 27, 1:30 p.m. – 5:00 p.m.

Thursday, March 28, 8:30 a.m. – 4:30 p.m.

Friday, March 29, 8:30 a.m. – 4:30 p.m.

Saturday, March 30, 8:30 a.m. – 12:00 p.m.

\$2,156 per person

Presented by Betty Kildow

The Good Practice Guidelines (GPG) are the independent body of knowledge for good business continuity practice worldwide. They represent current global thinking in good business continuity (BC) practice and now include terminology from ISO 22301:2012, the International Standard for Business Continuity management systems. The real value of the GPG to BC professionals lies in the fact that it considers not just the “what” to do but also the “why,” “how,” and “when” of practices written by real-world experts. 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, and is based on the six professional practices that make up the BCM Lifecycle. Once you have taken the course you are ready to sit the CBCI exam (not included) and become a certified professional and member of the BCI. (CBCI online exam to be booked separately via the BCI shop and taken from your home or office at a convenient time to you.)

Register by January 25, 2019, and SAVE \$200





Asfalıs



# DECODED

WITH VANESSA VAUGHN

Business Resilience Decoded is a multimedia partnership between Disaster Recovery Journal and Asfalıs Advisors to educate, inform, and inspire business continuity professionals, globally.

The podcast features short, informative conversations with some of the brightest minds in business continuity and related fields. Vanessa Vaughn gives our guests a comfortable space to provide insight to a large network of business professionals.

Subscribe Today:  
[www.drj.com/decoded/](http://www.drj.com/decoded/)



# GET CERTIFIED WITH THE

# bc<sup>i</sup>



Stand out in the business continuity and resilience industry with professional courses taught by BCI-approved instructors.

## CBCI COURSE

### GLOBALLY RECOGNIZED CREDENTIALS

**Be flexible with your learning –  
Online and Classroom sessions available**

Based on the Good Practice Guidelines 2018, the CBCI certification course teaches you the fundamentals of business continuity in a setting that suits your learning style. This course will equip you with the tools to excel within the business continuity profession and set you on the path for career progression.

## BOOK A BCI COURSE TODAY.

For more information on pre & post conference BCI courses at DRJ Spring 2019 visit the DRJ website.

Find further BCI Certified Professional Courses happening near you at: [www.thebci.org/training-qualifications/training-calendar.html](http://www.thebci.org/training-qualifications/training-calendar.html)

## BIA TRAINING COURSE

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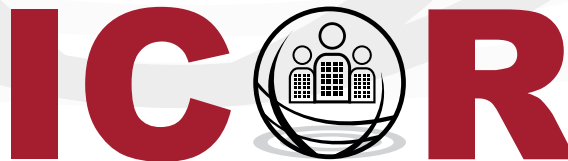
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