DISASTER RECOVERY JOURNAL

DRJ

Spring World
2006

The World's Largest Conference Dedicated to Business Continuity

DRJ presents its 34th conference.

Global Solutions
New Priorities
New Strategies

March 26 - 29, 2006

Disney's Coronado Springs Resort Orlando, Florida

Solutions

New Priorities New Strategies

Global

Global events from recent months have proven that vulnerabilities exist everywhere for businesses of all sizes and locations. There is no safe place. There are no safe bets when it comes to preparedness.

Tsunamis. Hurricanes. Avian flu outbreaks. Terrorist bombings. Earthquakes. The headlines can't be ignored. It is not enough to just be aware of the risks; businesses must now anticipate the risks.

How can you achieve total preparedness? Learn the solutions, the strategies and the new priorities at Spring World 2006.

We've lined up the experts who can help you protect your organization. You will find sessions covering a wide array of timely subjects. Choose one session from each breakout and workshop track to help you find the solutions you need. And be sure to attend the general sessions each morning! You'll hear experts on a wide array of topics.

Learn how to minimize the impact of any interruption. Network with peers and exchange solid solutions. Find information you can implement now to help you stay prepared in today's challenging world.

Richard Arnold, CBCP

Executive Publisher

The Best Value In the Industry

No other show can offer the experience, excellence and value! Attendees receive session admission, conference material, networking breakfasts and lunches; admission to hospitalities and welcome receptions, product demonstrations, mock disaster, cyber city, exhibition hall and more! You won't find a better conference or a better value!

Brochure Contents

Fantastic Daily Attendance Prizes!

You could win a fantastic prize by attending Spring World 2006! Daily prize drawings are held after the second general session each morning. Prizes include a **Disney gift basket** on Monday and a **three night/four day stay at a Disney hotel** on Tuesday. On Wednesday, a drawing for three **cash prizes** will be held. Sign up today to ensure your chance to enter these fabulous prize drawings!

For eligibility requirements and contest details, contact our office at 314-894-0276.

Discover a world of solutions at Spring World 2006. A sample of the many educational and exciting events includes:

Conference Highlights

Monday Evening Hospitality
"Bet on a Fun Time" during the Monday Evening Hospitality hosted by **IBM**. Network with your peers while trying your hand at our casino gaming tables to see if luck is on your side.

Mock Disaster Exercise
Participants will experience a real-time disaster in this innovative session. A limit of 200 participants can interact in this hands-on workshop. This event is sponsored by **Strohl Systems**, the global leader in business continuity planning software and services.

Welcome Reception
Join other attendees and exhibitors as we kick off the conference with a fun-filled event in the exhibit hall. Network with peers and visit with vendors. A variety of entertainment is planned. View it all while enjoying food and festivities!

Advanced Track
Experienced practitioners can tackle problems, discuss solutions and network with peers during sessions offered in the Advanced breakout track. Share your ideas and expertise with professionals from around the globe.

Breakouts, Workshops and More
Our conference format offers a wide choice of educational opportunities. You can customize your schedule to find the solutions you need. Sessions are rated for advanced, intermediate and novice.

Exhibition Hall
This three-day event provides many opportunities to view the latest products and newest technology! Attendees will have the opportunity to visit more than 100 exhibitors at Spring World 2006.

Cyber City
The Cyber City, sponsored by **Rentsys**, provides an area where attendees can surf the net or check e-mail. It will be open during a variety of hours for the convenience of attendees. Keep in touch with the office and in contact with clients.

Spring World 2006

March 26 - 29

Disney's Coronado Springs Resort

Orlando, Florida

"Absolutely the best conference I have ever been to. Everything was top-notch, well organized and held in an excellent location!"
Jim House, Lake Cumberland District Health Dept.

Sponsor Information

Gold Sponsor

IBM understands how critical continuous business processes are to your financial viability and success. IBM Business Resilience and Continuity Services can cost effectively help you rapidly adapt and respond to internal or external dynamic changes - opportunities, demands, disruptions or threats - and continue operations with limited impact to the business. **www.ibm.com**

Silver Sponsors

BearingPoint provides management consulting to Global 2000 companies, medium-sized businesses, and government organizations with more than 16,000 professionals in 39 countries. Our Enterprise Survival Planning practice provides a unique, holistic approach to complete organizational survival planning, designed through a collaboration of disaster recovery specialists, business process / industry vertical SME's, and organizational psychology / human resource professionals. **www.bearingpoint.com**

Since 1971, Forsythe has served as a national provider of technology infrastructure solutions to organizations nationwide, including many Fortune 1000 companies. A trusted, independent advisor, Forsythe brings cross-platform expertise to its technology consulting, technology leasing, and value added reseller services. While addressing the complete technology lifecycle, including assessment, design, integration, and management, Forsythe offers a single point of contact for managing the cost and risk of information technology infrastructures. **www.forsythe.com**

Hewlett-Packard Company provides leading-edge technology to support your business continuity and disaster tolerant needs. Through our three-pillar approach of people, process, and technology, a solution can be designed to meet your availability and continuity needs. Our experienced Solution Architects can work with you to design an infrastructure to support your availability and continuity needs. HP offers a full range of high-availability to provide fault-tolerant computing for your environment and data. **www.hp.com**

Cyber City Sponsor

Rentsys Recovery Services is the premier, nationwide continuity provider of recovery and contingency solutions. Our services focus on the recovery of clients' critical business processes through our alternate workspaces, replacement hardware, and restored communications. We have fixed facilities located throughout the U.S., access to a mobile fleet of over 90,000 trailers, and an extensive inventory of tier-one technology available to recover your organization. **www.rentsys.com/recovery**

Mock Disaster Sponsor

Strohl Systems has been providing tools necessary to build continuity plans, practice for disruptions and to prevail over disasters for almost 20 years. Strohl provides BCP software and consulting services to Fortune 500 companies and other organizations worldwide. Products include LDRPS BCP software, BIA Professional BIA software, Incident Manager command center automation software, and NotiFind, an emergency notification system. **www.strohlsystems.com**

Co-Sponsors

Notify thousands in minutes with Amtelco's Red Alert Emergency and Event Notification system! In disaster and emergency situations, you need to quickly contact the necessary personnel. Find out how to save time, reduce errors, and speed your response time with Red Alert! **www.redalertsystem.com**

Coleman Technologies, Inc. is an employee owned business founded in 1995 to provide systems engineering and information technology (IT) services built on extensive experience in aerospace systems engineering. CTI provides services to the US government, local and state governments, and large commercial organizations with challenging engineering problems. **www.ctiusa.com**

myCOOP™ is COOP System's breakthrough continuity planning software. Recently selected by a number of substantial private and public sector institutions, the patented design was built from the ground up by world-class eCommerce developers. myCOOP™ has features that expand the possibilities for planning automation. Visit our website to learn more about myCOOP™, the future of continuity planning. **www.coop-systems.com**

eBRP Solutions Inc. provides web-based tools and utilities, as well as consulting services for business continuity management. ESN develops tools and utilities focused on core requirements: flexibility, scalability, objectivity and ease of use. ESN's core product is eBRP Toolkit – an integrated package of BC/DR plan development utilities that take a fresh approach to business continuity management. **www.eBRP.net**

MessageOne helps enterprises prepare for and respond to disruptions in their normal business operations with the best and most cost-efficient solutions in the industry. The company's flagship product is EMS (Emergency Messaging System), which provides guaranteed continuity of corporate enterprise messaging and email communications as well as emergency employee notification services. **www.messageone.com**

SunGard Availability Services offers a complete portfolio of solutions to help keep people and information connected - no matter what. By designing customized, enterprise-wide solutions that support people, processes and infrastructure, SunGard helps ensure that more than 10,000 customers achieve Information Availability uninterrupted access to mission-critical data and systems. **www.availability.sungard.com**

The Symantec BCM Practice offers comprehensive business continuity services including business and compliance requirements definition and analysis, IT recovery strategy planning and business case development. Symantec offers architecture design, proof of concept creation, technology implementation and recovery plan development, along with testing and validation, maintenance and continuous improvement services. **www.symantec.com**

Official Transportation Sponsor

Whether you're in the midst of a disaster or running test shipments, count on FedEx Custom Critical for all of your critical-shipment needs. We're North America's largest time-specific, critical-shipment carrier - providing 24/7 pickup and delivery throughout the U.S. and Canada. With a fleet of 1,500 vehicles, FedEx Custom Critical provides access to remote areas that are inaccessible by aircraft. Other services include our White Glove Services® division and our CharterAir® division. **www.fedexcustomcritical.com**

Non-Profit Sponsors

DRII is a recognized leader in providing education, standards, and professional certification. DRII's goals are to create a base of common BCP knowledge through education, assistance, and the development of a resource base; to certify qualified individuals; and to promote the credibility and professionalism of certified professionals. **www.drii.org**

Private and Public Businesses, Inc. is committed to providing the industry with training and BC solutions in partnership with both private and public agencies that contribute to the effective collaboration required for regional disasters. **www.ppbi.org**

Conference At A Glance

Sunday

Onsite Registration
11:00 am - 8:00 p.m.
Cyber City
12:00 pm - 8:00 pm
Workshops
1:30 pm - 4:30 pm
DRII Meeting and Reception
4:30 pm - 5:30 pm
Welcome Reception
5:30 pm - 8:00 pm
Product Demos
5:30 pm - 8:00 pm

"DRJ offers consistently excellent content and up-to-date information in the highly critical areas of disaster recovery, business continuity planning as well as practical mitigation solutions."

H. Turner Buie
Internal Revenue Service

Monday

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

Tuesday

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

Wednesday

Networking Breakfast
6:45 am - 8:00 am
Information Desk Open
7:00 am - 12:00 pm
General Session 7
8:15 am - 9:15 am
General Session 8*
9:30 am - 10:30 am
General Session 9
10:45 am - 11:45 am
Lunch
11:45 am - 1:00 pm

* Daily prize drawings are held after the second General Session each day.

Pre- and Post- Conference Events

Saturday and Sunday

PRC-1: Successful Exercise
PRC-2: FASTpractice...BCP
PRC-3: NIMS
PRC-4: BC Planning Made Simple
PRC-5: Everything...to Know *(Sat. only)*
PRC-6: Proven Practices in BCP
PRC-7: Total Integrated Maintenance

Wednesday and Thursday

POC-1: EOC Centers
POC-3: Train the Trainer
POC-5: How to Benchmark/Sustain
POC-6: Ready, Set, Exercise

Wednesday, Thursday and Friday

POC-2: Best Practices ... BIA
POC-4: Outrageously Easy Planning
DRII Certification Courses

For complete details, including specific times, course descriptions and registration information, see pages 18 -19 for pre-courses; 20-21 for post courses; and 22-23 for DRII information.

Sessions are rated according to the level of experience for which they are appropriate. Novice for those in the industry less than two years; intermediate for those in the industry for two to five years; and advanced for those in the industry for more than five years. Choose one workshop to attend; mark your selection on page 17.

Sunday Workshop Session 1
Novice/Intermediate/Advanced

Tim Bonno

SBC Services, Inc.

Ron Megert

SBC Services, Inc.

How To Implement a Successful Corporate Emergency Response Team (CERT) Program.

Successful business recovery is dependant upon employee availability. Following a major disaster, first responders who provide law enforcement, fire, and emergency medical services may not be able to meet the demand for these services. People will have to rely on each other for help in order to meet their immediate life saving and life sustaining needs. CERT (Community Emergency Response Teams) is a positive and realistic approach to emergency and disaster situations where individuals will initially be on their own, at home or at work, and their actions can make a difference. Discover how you can adapt CERT to the corporate environment. This three-hour workshop will provide attendees with hands-on opportunities to learn about CERT and develop a program template that they can walk away with and begin using immediately. Attendees will learn how to successfully implement one of the best preparedness initiatives available today.

In his current position at SBC Services Inc. Tim Bonno, technical director IT business continuity, manages a team responsible for all business continuity activities within SBC's Information Technologies organization.

Ron Megert is employed by SBC Services Inc. and leads the emergency preparedness initiatives within the company's data processing organization.

Sunday Workshop Session 2
Novice/Intermediate/Advanced

Barney Pelant, MBCP

Barney F. Pelant & Assoc.

Developing the Recovery Strategy: The Next Step

Once the business impact analysis (BIA) has been completed, the next logical step in the development of a business continuity program is the formation of the business recovery strategy. The results of this effort provide us the infrastructure for carrying out the successful recovery of the organization in case of a disastrous event or business interruption. This infrastructure is also the foundation for the procedures that we develop next, a.k.a. our business recovery plan. This session is a former breakout session that has been expanded by popular request to a workshop. During the workshop we will examine a proven methodology for taking the findings of the BIA and developing successful strategies. Learn important and logical steps to take when structuring the business recovery strategy. You'll take home answers and solutions that you can implement immediately. Pelant will present an additional BIA workshop on Tuesday.

Barney Pelant holds the certification of Master Business Continuity Professional, with more than 25 years experience in this profession. He is owner and managing director of Barney F. Pelant & Associates, a consulting practice dedicated to business continuity planning since 1991. Pelant serves on the Board of Directors of the Canadian Centre for Emergency Preparedness He is the past executive director, chair of the Certification Board and member of the Board of Directors of the Disaster Recovery Institute International. He helps organizations in all industries and professions to develop and carry out business continuity programs He is a frequent public speaker and provider of training seminars and workshops on business continuity planning and development.

Sunday Workshop Session 3
Intermediate/Advanced

Deidrich Towne, CBCP

National-Grid USA

Peter Laz, CBCP

Forsythe Solutions Group

Incident Management Plan Assessment

In this highly interactive workshop you will learn to use the BCP Audit checklist and the Incident Management Plan Maturity Model developed by PPBI from recognized standards and industry best practices. Returning to a workshop format for this venue PPBI has condensed the one and one-half day course to share the effectiveness this process can have on your plans. Exposure to the practical experience of the instructors in addition to recognized industry standards in measuring the maturity of your plans benefits both the public and private sectors. You will use the checklist to assess your capability to assemble, coordinate, collect and channel the resources required for critical incident management. The tools are free, the simulation authentic and the class is practical, useful immediately and fun!

Deidrich Towne, CBCP, is a senior technical analyst in Information Technology for National Grid. He serves as Chairman of the Board for Private and Public Businesses, Inc.

Peter Laz, CBCP, is employed by Forsythe Solutions Group as a business continuity consultant with more than 21 years experience in Information Technology and more than 16 years experience in the field of contingency planning.

Sunday Workshop Session 4
Intermediate/Advanced

Command Center Simulation Exercise

Joseph Flach

Eagle Rock Alliance

Bert Wolff

Chubb & Son

This session is designed to share some ideas and suggestions for preparing and testing the command center during a disaster. Suggestions for establishing the test goals and objectives; deciding on the appropriate target audience; selecting the right scenario(s); preparing the session material; room setup; facilitation techniques; after action reporting; and, more will be presented and discussed.

A few techniques that have been successful in different environments will be shared, including: using imbedded video in the presentation; preparing situation manuals; inviting civil authorities to attend the session; creating a facilitator's guide, and other creative presentation techniques.

The evolution of Chubb & Son's Command Center from its origins to the present day will be traced and discussed, along with the successes and lessons learned from their experiences in the years the program has been in effect.

Joseph Flach is the practice manager of the business continuity planning (BCP) group for Eagle Rock Alliance, Ltd. He is responsible for all aspects of the performance of Eagle Rock's crisis management, business resilience, emergency response and business resumption practice areas.

Bert J. Wolff Jr. is vice president of corporate business continuity and security at Chubb and Son. He has been in his current position for three years. In this position he has created a standard process for the creation of emergency response and business continuity planning at Chubb.

Sunday Workshop Session 5
Novice

BCP–101

Session limited to 100 participants

Ed Devlin, CBCP

ES Devlin & Assc.

Norm Harris, CBCP

Norman L. Harris & Assc.

This must-attend workshop has been developed to provide practitioners with the basics of business continuity planning. It is taught by two industry pioneers and is designed to set the stage for attendees to better understand the lessons they will learn during the DRJ conference. This session will explain the changes in the scope of the planning required by the many incidents that have occurred during the last 30 years. It will review what is expected of the disaster recovery/ business continuity planner in today's fast pace, ever changing, business world we all live in. You will be exposed to questionnaires and plan development documentation requirements that every DR/BCP needs in order to do their job. The information you will receive during this session will save you time and help guide you through your own plan development cycle.

Ed Devlin is a consultant, author, instructor and speaker in the field of business continuity. Devlin is a Certified Business Continuity Planner, a member of the Executive Council of the Disaster Recovery Journal and a member of the Advisory Board of the National Association of Contingency Planners. From 1973, when he co-founded Devlin Associates, to the present time, Devlin has assisted more than 400 companies throughout the world in the development or enhancement of their business continuity and business resumption programs.

Norm Harris, CBCP, Certified Recovery Planner, chairman, president and CEO of Norman L. Harris & Assc., is recognized as a leader in information technology management and disaster recovery. Harris co-founded CRISIS Magazine, one of the first disaster recovery publications and HSH, Inc., which became the largest disaster recovery consulting company in the US. For the last 25 years, Harris has consulted with thousands of business clients in every major industry.

Sunday Workshop Session 6
Novice/Intermediate/Advanced

Tactical Exercise

Sponsored by **STROHL SYSTEMS**

Enrollment is limited to 200 participants.

With several high-profile disruptions fresh in everyone's minds, now is the perfect time to practice what we preach. Join us for a first-hand look at how a tactical exercise is put together, become part of the recovery team, and work with your peers to solve difficult BCP challenges.

Approximately 48 hours of recovery time will be simulated during this exercise. Every attendee will be assigned to a recovery team responsible for completing specific tasks from the plan. Each team will be responsible for communication with other teams and the emergency operations center, as well a making critical recovery decisions.

We are keeping the specifics of the scenario a secret so nobody can get a jump start, but we're sure your BCP knowledge and experience will be challenged. Whether you are new to the profession or a seasoned pro, this exercise is sure to provide some valuable lessons learned to bring back to your organization.

Sponsored by Strohl Systems, the exercise will be led by experienced, certified consultants who have tapped their knowledge reserves to make this session more realistic than any you've ever attended. Strohl Systems' motto, after all, is Plan. Practice. Prevail.

Space is limited, so register now!

Strohl Systems has been providing tools necessary to build continuity plans, practice for disruptions and to prevail over disasters for almost 20 years.

> **"This has been a very beneficial conference! I found value in every session I attended."**
>
> **Deborah Dillard**
> **XYO Energy Inc.**

Sunday Workshops

1:30 p.m.

These three-hour workshops allow intense study of a variety of subjects.

The industry's top experts will relay vital solutions, strategies and priorities for today's challenging business continuity world.

General sessions are for all attendees each morning and target contingency planners of all experience levels. Attendees will find information that can be implemented in any environment.

Case studies, industry trends and emerging threats are just a few of the topics that will take center stage.

Find the solutions and strategies that meet your needs!

"This was my first DRJ conference and I thought it was great! Well organized, great facility, excellent speakers. Very worthwhile!"

Cynthia Knaut
St. Paul Travelers

Monday

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

Making the Most of Difficult Situations: Changing Markets, Changing Times

Garrison Wynn

In the uncertain world of business continuity, it's important to have real solutions! In this insightful session we'll examine the challenges we face and learn how to laugh at our problems while using them as catalysts for success. This session covers a lot of ground and provides easily implemented, proven solutions that your can be implemented in all aspects of business continuity and related fields.

As a speaker, advisor, and entertainer, Garrison Wynn has a background in manufacturing, entertainment, telecommunications, and financial services. An experienced actor in films and a stand-up comedian, he has hosted PBS specials and national radio programs.

**General Session 2**
9:30 a.m. – 10:30 a.m.

Never Gamble With The Continuity of Your Business

Don DeMarco
IBM BRCS

Keeping your business operational can have high stakes. It's time to ante up and get in the game! Learn how to improve your odds for a successful business continuity program. Tips and tricks for implementing comprehensive business protection will be shared. Don't let your plans fold; walk away from this session with winning strategies!

Don DeMarco is vice president of IBM's Business Resilience and Continuity Services, Americas, a business line of IBM Global Services. DeMarco joined IBM in the United States in 1980. Early in his career he held numerous operational and management positions associated with large scale information technology centers serving IBM in North America.

General Session 3
10:45 a.m. – 11:45 a.m.
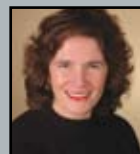
The Greatest Threat in Our Lifetime: What Are You Doing to Get Ready?

Regina Phelps
EMS Solutions

An influenza pandemic could be the greatest disaster in our lifetime…or could it? Health experts say it is a matter of if, not when the next pandemic will impact the globe. In the face of a pandemic, airports, airlines, businesses and the public face the risk of quarantine; the death toll could be in the millions. This general session will guide you through the maze of current medical information. This will include a discussion of the history of pandemics, current suggested practices, the current state of disease outbreaks in the world and what you should be doing to be ready.

Regina Phelps, CEM, RN, BSN, MPA is an internationally recognized expert in the field of emergency management and contingency planning. She is founder of Emergency Management & Safety Solutions a consulting and training firm.

Tuesday

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

Hurricane Katrina Response

Brandon Bond
DHS/DMAT

This presentation will discuss the National Disaster Medical Systems response to Hurricane Katrina. You will be taken through the first 12 days of the disaster from the initial mobilization to the Superdome from the responder's perspective. Throughout the presentation lessons learned will be discussed that can be applied to your corporate and personal emergency response plans.

Brandon Bond is the disaster preparedness manager for Kaiser Permanente's National Security Services and a member of the U.S. Department of Homeland Security's Bay Area Disaster Medical Assistance Team (DMAT CA-6). Bond was deployed with CA-6 to to the Superdome and the New Orleans Airport.

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

The Value of a Corporate Ethical Disaster

Robert C. Chandler, Ph.D.
Pepperdine University

The risks of ethical misconduct disasters have been neglected by continuity planners and senior corporate management. Ethical misconduct disasters are costly disruptions to business operations, loss of brand or reputation value, and in some instance the demise of many well-known companies. This session presents the call to expand continuity planning to include integrity as a mission critical factor.   Recent revelations about ethical misconduct scandals make the prospects of the "unthinkable ethical disaster" a realistic concern for every business. No company is immune from these threats.

Robert C. Chandler, Ph.D. is the Blanche E. Seaver professor and chair of the communication division in the Center for Communication and Business at Pepperdine University specializing in crisis communication. He is the author of several books, including BCP Media's Crisis Communication Planning and The Value of a Corporate Ethical Disaster.

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

Outsource or Insource? Finding The Right Solution To Meet Your Business Continuity Needs

Belinda Wilson, CBCP, Hewlett-Packard
Clyde Berger, CBCP, Avaya

New and more stringent corporate governance, heightened alerts for terrorism, and the changing 7x24 business model, are all compelling business reasons for organizations to address business continuity. The traditional business continuity models propose either an insourced or outsourced solution. However, in today's world, a blended or multi-sourcing strategy may be best to address a full continuum of needs. This co-presentation by the business and the solution vendor will share with you the criteria, challenges and critical success factors for a winning combination.

Belinda Wilson, CBCP is the executive director of HP's Business Continuity Services division that provides scalable and flexible BC/DT/HA solutions. She has more than 18 years BC/DR experience and is a globally recognized expert.

Clyde Berger is the global director of business continuity planning at Avaya since Sept 2002. He has more than 16 years experience as an active manager & planner.

Wednesday

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

Surf's Up: How About Your BCP?

Barry Pruitt
PruSpeak, Inc.

Better, cheaper, faster! Nearer deadline, less budget, higher quality! Reorganize, reengineer, revisit! SOX, HIPPA, Homeland Security. The mantra may be different, but the danger is the same. Ignore what's necessary for what's currently popular or mandated. A constantly changing business environment creates an urgent need to reassess your approach to BC planning. You'll gain an overview of the martial art of business continuity planning – FASTpractice -- including the components, processes, and practices required for BCP success – from gaining commitment to communication to making the presentation.

Barry Pruitt is president of PruSpeak Incorporated, a global training and consulting organization, and teaches at the USC School of Business.

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

Organizational Survival:
The Integration of the Major BCP Plans

Martin Gonzalez
BearingPoint

There is no "silver bullet" for organizational survival, only accepting the reality that many elements must come together to drive the company's emergency response, continuity of operations, and recovery from the event.   In most organizations, significant work has gone into designing recovery solutions for the technology infrastructure. However, senior management is coming to the realization that other vital components must also be addressed. This session will discuss the need to have an integrated CORE (Crisis Organizational Response) plan, disaster recovery plan, and business resumption plan in order to deliver viable organizational survival capability across the enterprise.

Martin Gonzalez is a senior manager with BearingPoint. His responsibilities include the execution of business resumption processes after a major hurricane destroyed a company's world headquarter and damaged its data center.

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

Disasters Shimasters! How To Find The Meaning in The Madness of Disaster Recovery

Vali Hawkins Mitchell
Inner Directions, LLP

Recent disasters, including Hurricanes Katrina, Rita and Wilma, have taken their toll on us physically and mentally. Whether you are personally involved or just watch from afar, disasters of any type can have a big impact on continuity planners, responders and more. Learn how to design a personalized self-care manual so you can stay in the game for the long haul. Learn how to turn your daily grind into meaningful practice with the same self-care techniques that has been field tested and approved during Katrina and Rita. How do you find meaning in the madness of difficult work? Under stress some people become "looters" while others become "heroes." Disaster work changes us; learn how to pay attention with this simple to use, self-managed, well tested technique that will keep you alert rather than numb in any crisis.

Vali J. Hawkins Mitchell, Ph.D., LMHC, is a certified traumatologist. She has two decades of working as a mental health counselor, researcher, national business consultant and coach, trauma and disaster specialist, author, workshop facilitator, speaker, and educator.

Breakout Track 1

Monday 1:30 - 2:30 p.m.

Sessions in each breakout track run concurrently. Choose one session from each track. Mark your selection on the form on page 17.

Strategic Session 1
Intermediate/Advanced

Disaster Recovery Texas Style!

Shirley Scott

Texas Dept. of Family and Protective Services

Learn the use and benefits of remote computing for ready access to files, programs and e-mail when workers are away from their office PCs. In addition, discussion will include the emergency response roles, BC for critical services, contract agreements, mobile software applications, security and remote computing and on line collaboration. See a demonstration of real life examples from disaster response efforts for Hurricanes Katrina and Rita as staged and implemented in Texas.

Shirley Scott, CISSP, is the director of operations, information technology for the Texas Department of Family and Protective Services. She has been involved with state emergency operations as a representative from the Texas Health and Human Services agency and contractor or employee with FEMA.

Managerial Session 1
Novice/Intermediate/Advanced

Connect-The-Dots: Will All Of Your Plans Really Work Together?

Evan Sicle

Commerce bank, N.A.

Business process recovery plans, crisis communication plans, technical recovery plans, executive response plans, emergency life/safety plans – so many plans, but will they all work together? How will your company's crisis and recovery plans, developed by different teams in your company, at different times, work together at time of disaster? How will the response teams integrate when it really counts? How do you "connect-the-dots"? See real-life examples of how continuity plan integration works and what you need to do to ensure that your company can truly "connect-the-dots" between all of your business continuity and disaster recovery teams. You will leave this session with a pragmatic approach to smoothly integrating all facets of disaster planning.

Evan Sicle, PMP is the operational risk officer for Commercebank, N.A providing professional, specialized skills relating to the development and coordination of the bank's business continuity planning and Sarbanes-Oxley internal control attestation using the COSO and COBIT framework.

Technical Session 1
Intermediate/Advanced

Building a BC Website

Lynda Geraci, CBCP

Siemans Shared Services LLC

In this informal, informational session planners are encouraged to participate as they learn the best tips and tricks for building a BC website. Discussion will include website contents, understanding your intended audience, security, and maintenance cycles.

Lynda Geraci, CBCP, business continuity manager at Siemens Shared Services in Orlando, Florida, is responsible for Siemens business continuity program and co-chairs the business continuity initiative for Siemens America. She has more than 25 years background in publishing, warehouse, retail, distribution, call and customer service centers, human resources, air transportation, power utility, government and diverse operating environments.

Emergency Response Session 1
Novice/Intermediate/Advanced

Selecting an Emergency Notification and Escalation System

Chris Gay, CBCP

Blue Cross and Blue Shield of FL

This session is intended to help in the decision making process of choosing an emergency notification and escalation system. Learn the benefits of implementing a notification system and the steps for vendor evaluation. Recommendations and possible options for securing funding for the tool will be discussed. Details about product features and capabilities including what they are and how you would use them will also be discussed. Attendees will leave with an understanding of the general functionality and capabilities of this emerging communication technology. Guidelines will be presented for the selection process as well as insights into the emerging technology of communication tools.

Chris Gay, CBCP, is manager – disaster recovery/ systems continuity management, Blue Cross and Blue Shield of Florida. He has responsibility for the maintenance and preservation of the company's disaster recovery program to ensure mission critical business functions are available and protected in an adverse event.

Advanced Session 1
Advanced

Finding Data Protection Choices That Meet Your Disaster Recovery Priorities

David Hill

Mesabi Group

Dan Tanner

Progress Smart

Yes, you must concern yourself with people, processes, and technology in your planning. But don't forget your data. Data protection is changing dramatically, and you are going to have to plan to match up your requirements to protect and recover your data. And to reconcile your vital data recovery needs with the money that you have available. In this presentation, we will show you how you can proceed. We will give you some simple rules as to how to make sense out of all the confusion and how to build an effective data protection architecture as part of your overall business continuity and disaster recovery planning.

David Hill is principal with the Mesabi Group. He has an advanced degree from MIT's Sloan School.

Dan Tanner is founder of ProgressSmart. He is a computer industry veteran and is extensively and widely cited, honored, and published.

Information Session 1
Novice/Intermediate/Advanced

One Storm, Six Recoveries and 10 Lessons Learned

Gerry Printz, CBCP

AMSA-DOR, Ltd.

On August 29, 2005, Katrina struck land. This is the story of the planning and recovery of five companies located in different parts of Mississippi. You will learn what went right and what went wrong. More importantly, you will hear of the 10 most important lessons learned as a result of Katrina. A sixth recovery, the presenter's business and family recovery will also be discussed. This intimate look into these organizations, in different industries and of different sizes will be of benefit to everyone, not just those in hurricane country.

Gerry Printz, CBCP, CISA, CISSP has more than 25 years of experience in information systems. He has designed and prepared information systems assessments, business continuity plans and security programs for a wide variety of firms.

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Breakout Track 2

Monday 2:45 - 3:45 p.m.

Sessions in each breakout track run concurrently. Choose one session from each track. Mark your selection on the form on page 17.

Strategic Session 2
Novice/Intermediate/Advanced

How to Implement Pandemic Planning in YOUR Company

Regina Phelps

EMS Solutions

Liz Granger

Visa Int'l.

This fast paced session will discuss the components of an effective pandemic plan. Practical information will be shared on how to write a pandemic plan and implement it in your company. Components of the plan include: surveillance at your company, assessment, preparedness, vaccination programs, emergency response, communications, incident or crisis management involvement, and training and exercises Attend this informative session to find out what you and your company should be doing to be ready for the next global disease outbreak!

Regina Phelps, CEM, RN, BSN, MPA is founder of Emergency Management & Safety Solutions, a consulting and training firm.

Liz Granger leads the enterprise resiliency program for all US-based Visa facilities. She is responsible for development and implementation of work area recovery program, crisis management teams and related emergency operations centers at all Visa facilities.

Managerial Session 2
Novice/Intermediate/Advanced

Business Impact Analysis: The Analysis Phase

Barry Cardoza, CBCP

Union Bank of Calif.

First you collect your BIA data and then you decide how you want to analyze it. Or, is it really the other way around? This presentation demonstrates why you would want to plan your analysis process first. It also includes a methodology for analyzing the data that you collect. The process is scalable to any size of business, and applicable to most any type of business. Attendees will leave with a model they can apply at their own companies.

Barry Cardoza, CBCP, is vice president/manager of contingency planning and disaster recovery for Union Bank of California, N.A. He has more than 30 years experience working in a systems development/project management capacity within a variety of industries, including 16 years of experience in banking.

Technical Session 2
Intermediate/Advanced

Automate Business Continuity for Mainframe Data to Improve Recovery Integrity

Terry Siegrist

OpenTech

This educational presentation discusses the alternatives for managing the business continuity processes and identification requirements for mainframe data. In addition, current methods and some of the exposures of current manual process will be discussed as well as the pros and cons of currently available solutions. Also discussed are the needs and methods to automate the business continuity processes at various levels of the mainframe data environment including point in time application recovery across the data center, system infrastructure, and historical tape data as well as the impact on disaster recovery and vaulting needs and methods to address statutory requirements.

Terry Siegrist has been with OpenTech Systems for five years and holds the position of vice president. He has been in the IT business for more than 30 years, with the past 20 years of his career focused on working with vendors to provide OS/390 software solutions.

Emergency Response Session 2
Novice/Intermediate

Recovery Steps: Are They Only for Information Systems?

Sara Williams, CBCP

Jack Henry & Assc.

Various types and levels of disasters can happen at the most unpredictable and inopportune times causing us to question the importance and completeness of our plans' "recovery steps". Are you confident the design and execution of your company's existing recovery plan is sufficient? Join me in discussing "Recovery Steps" that could improve your recovery startup window and improve the rebound of your organization's fiscal future not only for Information Systems but for all revenue producing and business support functions.

Sara Williams is a business recovery consultant with Jack Henry & Associates' Centurion Disaster Recovery Division. She has more than 20 years diverse business background with her most recent experiences being in all aspects of business continuity.

Advanced Session 2
Intermediate/Advanced

Delivering ROI and Strategic Advantage Through BC

Paul LaPorte

Continuity Research

Learn how strategic advantage and ROI gained from business continuity are real and measurable. We will examine research gathered from multiple sources including a multi-year study of large public companies. This research will help quantify the value of a sustained business continuity program as well as benchmark your company against industry leaders and best practices. The presentation will equip continuity professionals and management with necessary information to overcome executive or Board level objections associated with continuity initiatives, how to build trust and support for the continuity team and its efforts and help answer the question, "Why should we invest in this?"

Paul LaPorte is CEO of Continuity Research, a leading research company for business continuity and technology convergence. He has held senior roles in marketing, business development and product development at leading technology firms.

Information Session 2
Novice/Intermediate/Advanced

Katrina & Rita Lessons Learned: Business Continuity from an Insurance Perspective

John Marini

Adjusters Int'l

Your task as a BCP professional is to protect operations and to ensure a full recovery. Insurance and the claim adjustment process can be the difference between survival and demise, yet too often the insurance claim process is not built into the BC plan. Hear examples that help you analyze how your insurance policy will actually respond to a disaster and how you can maximize its effectiveness in your recovery plans. To emphasize the impact of the insurance claim process and the importance of its detailed inclusion in any contingency plan, we'll discuss several areas of potential conflict, along with examples of financial disasters that can be avoided if the crisis management team is fully informed.

John Marini, vice president of Adjusters International (AI), was involved in the management of AI's Hurricane Andrew storm operations and responses to the Midwest Floods and the California earthquakes.

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Breakout Track 3

Monday 4:15 - 5:15 p.m.

Sessions in each breakout track run concurrently. Choose one session from each track. Mark your selection on the form on page 17.

Strategic Session 3
Intermediate/Advanced

Recovery Site Evaluation: Finding Viable Solutions

Michael Croy

Forsythe Technology

Shiraz Alikhan

Forsythe Technology

As organizations grow more dependent on their information systems, the need for hot sites becomes increasingly crucial. Organizations can be crippled by poor evaluation of recovery site investments, Should an organization hire an external provider or establish recovery facilities in-house? Which providers offer the best facilities and services at the best price? What data needs to be recovered? Answering these questions and more requires an evaluation of multiple business factors. Viable solutions do exist; the challenge lies in making the best choices for the business.

Michael Croy, Forsythe's director of business continuity solutions, has more than 20 years of experience in building, developing and implementing disaster recovery and business continuity programs.

As principal consultant for Forsythe's business continuity and disaster recovery solutions practice, Shiraz Alikan helps customers plan and implement initiatives.

Managerial Session 3
Novice/Intermediate/Advanced

What Happens When Best Practices Aren't Practiced?

Jerry Montella

Mail-Gard

If print to mail disaster recovery and continuity aren't planned for or carefully executed, the results can mean no billing, no income...no business. Learn what happened to three companies that were impacted by Katrina. What were the best practices encouraged before the Hurricane? What actually happened? How did recommended & actual practices compare? What went right? What went wrong? What lessons were learned? What are the new Best Practices?

Gerald A. Montella serves as general manager of Warminster, Pa.-based Mail-Gard. He is responsible for developing and managing the company's sales and marketing activities, including advertising, trade shows, direct sales and independent sales representatives.

Technical Session 3
Intermediate/Advanced

Designing Multi-Site Disaster Tolerant Architectures

Stephen Haldeman, ABCP

Hewlett-Packard

Jeffrey Kight, ABCP

Hewlett-Packard

This session focuses on several case studies for multi-site clustering, data replication and failover. It covers the considerations and guidelines for designing a disaster tolerant architecture, along with examples for multi-site extended clusters and continental clusters. For each case study, we will discuss how customer requirements get translated into solution architectures and the infrastructure and services needed to build these architectures.

Steve Haldeman has 10 years experience designing business continuity and disaster tolerant infrastructure solutions. He manages the Americas pre-sales team which provides BC and availability solutions.

Jeffrey Kight is a senior solution architect with the business continuity and availability design team at Hewlett-Packard. He designs BC infrastructure solutions for enterprise and corporate customers.

Emergency Response Session 3
Novice/Intermediate/Advanced

WiFi Security

Douglas Conorich

IBM Global Services

Today, security needs to be the cornerstone of a company's computer network. With the advent of wireless communications technologies, that security and privacy is threatened. This presentation will look at security techniques that both users and companies need to be mindful of in this new age. Learn the methods and forms of hacker attacks and industry standards, "Best Practices,' that can improve your overall wireless security posture. This presentation will include discussion of wireless LAN security factors, the 802.11 security standard, encryption, and security issues.

Doug Conorich is the global solutions manager for IBM Global Services' Managed Security Services. In this capacity, he has responsibility for developing new security offerings and all training of new members of the MSS team worldwide in how to do "ethical hacking" and service delivery.

Advanced Session 3
Advanced

Lessons Learned from Hurricanes Katrina and Rita

Ann Pickren

SunGard Availability Services

Bob DiLossi

SunGard Availability Services

SunGard Availability Services will discuss the lessons learned and challenges when facing disasters such as Hurricanes Katrina and Rita. We will share feedback from clients on how their businesses were impacted and how they reacted. A member of SunGard's Crisis Management team will share challenges faced by clients, statisitcs and lessons learned.

Ann Pickren, senior vice president, SunGard Availability Services, is responsible for all availability software products that are designed, developed and supported by SunGard.

Bob DiLossi, manager of crisis management at SunGard is responsible for our crisis management center, which manages the alerts and disasters across the country. DiLossi is a leading expert in crisis management and has managed SunGard clients for more than seven years. He is a frequent speaker at industry and SunGard events.

Information Session 3
Novice

Professionalism in BCP

This session features an overview of the certification and education programs available from DRI International. DRII has been providing instruction in business continuity planning (BCP) methodology since 1988. Staff and leaders will be on hand to describe course objectives, the process for attaining certification in BCP and other services.

DRII is a recognized leader in providing education, standards, and professional certification. DRII's goals are to create a base of common BCP knowledge through education, assistance, and the development of a resource base; to certify qualified individuals; and to promote the credibility and professionalism of certified professionals.

Breakout Track 4

Sessions in each breakout track run concurrently. Choose one session from each track. Mark your selection on the form on page 17.

Strategic Session 4
Intermediate/Advanced
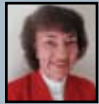
Discover Financial Case Study Using the Business Continuity Maturity Model

Alice Staten

Discover Financial Services

Discover Financial Services conducted benchmarking research to ensure the company is well prepared for emergency scenarios through the development and adoption of best practices in BC planning. The firm decided to utilize the Business Continuity Maturity Model because it best suited the specific situation. This presentation will address why Discover Financial decided to have an assessment performed by an external consultant, the lessons learned for various levels of management, and how the findings were used to decide the priority and scope of changes within our organization.

Alice M. Staten is the vice president of business continuity for Discover Financial Services (DFS). She is responsible for overseeing the continuity planning, which includes training and awareness, conducting rehearsals, and handling of business interruptions.

Managerial Session 4
Intermediate/Advanced
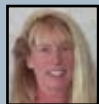
BCP Without Executive Passion: That Dog Won't Hunt

Karlene Bowen

Lori Broache

Fair, Isaac, Inc.

Continuity Mgmt. Solutions

Executive passion and support of business continuity is essential for a successful program. This high intensity interactive session will focus on clear steps to gain and maintain executive support of an enterprise-wide BC program. The session will cover the five key points a CEO needs to know about crisis management. You will also learn how to make your BCP program a corporate asset instead of just a "cost center".

Karlene Bowen is the director regulatory relations for Fair, Isaac, Inc. the leading provider of credit risk scoring and risk management tools to lenders and consumers.

Lori Broache is a principal with Continuity Management Solutions, a firm that develops and implements customized worldwide BCP programs and processes for international and regional companies.

Technical Session 4
Novice/Intermediate/Advanced

Avoiding Digital Disaster With Proactive Forensics and Forensic Incident Response

Carole Longen-dyke

P.G. Lewis & Assc.

Safeguarding digital assets is critical to DR and BC, but failure to consider and prepare for the preservation and recovery of data as a result of internal disputes or litigation can have catastrophic results. Hear frequently asked questions concerning data recovery and analysis, including why 'delete' does not mean 'delete' in the digital world. Case studies in which data forensics has been used in court will be presented. Learn specific 'must know' strategies to prepare for, react to, and avoid a digital disaster.

Carole Longendyke is a partner and director of forensics with PG Lewis & Associates. As a certified forensic examiner, she has been retained as consultant and expert witness on a number of high profile cases.

Emergency Response Session 4
Novice/Intermediate/Advanced

Hurricanes and BC: Defining the Potential Threat

Chris Hebert

Impact Weather

The devastation wrought from a number of storms during the 2004 and 2005 season gives rise to the need for a serious review not only of current forecasting methods but also the way in which the strength, duration and impact of each land-falling storm is communicated to the public, the media and to government agencies. To do their job, DR/BC organizations need to better understand if the next storm is a *moderate* category two or a *devastating* category two. Elements to consider include how wide the storm is, how fast it's moving, the water temperature and variable depth along its projected path. These and other considerations can make two hurricanes of the same category into two considerably divergent types of storms. Having a better understanding of each storm's characteristics is the best possible tool when planning for how to better prepare and respond.

Chris Hebert is lead hurricane forecaster with ImpactWeather. He began his meteorology career near the southern tip of South America working offshore on a jack-up rig owned by Shell.

Advanced Session 4
Advanced

Generally Accepted Practices: Networking Session

Session registration is limited to 200. Designed for BC professionals with seven years minimum experience.

Would you like to contribute to the creation of the DRJ/DRII Generally Accepted Business Continuity Practices document? The mission of the DRJ/DRII effort is "to be recognized as a leading source of 'sound' Generally Accepted Practices by providing a depository of knowledge and recommendations offered by skilled business continuity practitioners. This session will allow you to provide feedback on the Generally Accepted Business Continuity Practices document. This document is being written by practitioners from the public and private sectors as wells as partner organizations. Join in this ground breaking initiative and gain the insights that will be shared during this session. Be prepared to communicate your questions and/or answers in an interactive roundtable environment. Your expertise will be invaluable to this effort.

Members of the DRJ's Editorial Advisory Board will facilitate this session.

Information Session 4
Novice/Intermediate/Advanced

More Lessons Learned: A Case Study of Hurricanes Katrina and Rita

Tom Serio

Office Depot

The presentation covers the preparation, recovery and lessons learned from Hurricanes Katrina and Rita during the 2005 hurricane season. Hurricane Katrina's magnitude, level of impact, and catastrophic results had everyone recovering "out of the box". At Office Depot, new and creative ways to support associates were implemented across the board. Many steps were taken to minimize the impact from these storms and to expedite the recovery. Many lessons were learned from the events, and will be shared with the attendees. Focus will also be on employee issues and include steps on disaster awareness.

As director of global business continuity for Office Depot, Inc., Tom Serio is responsible for domestic and international BCP development and heads the company's crisis management team.

Sessions are rated according to the level of experience for which they are appropriate. Novice for those in the industry less than two years; intermediate for those in the industry for two to five years; and advanced for those in the industry for more than five years. Choose one session to attend; mark your selection on page 17.

Workshop Session 1
Novice/Intermediate/Advanced

Resiliency – A Yardstick and a Roadmap

Charles Wallen

FSTC

The term "resiliency" has increasingly become part of the business continuity dialogue as organizations have endeavored to strengthen their ability to effectively respond to business disruptions. This session will review a project being coordinated by the FSTC Business Continuity Standing Committee to develop a Resiliency Maturity Model (RMM). The vision of the RMM is to provide organizations with a tool to measure the maturity of an organization's BCP program against a common benchmark targeted on resiliency. The initiative focuses on defining the key processes and capabilities generally considered crucial to resiliency in areas such as technology, work-space, people, security and crisis management. The RMM tool will provide a clear roadmap for any organization interested in measuring and enhancing the resiliency of their business continuity program.

Charles Wallen is the managing executive of the Financial Services Technology Consortium's Business Continuity Standing Committee, which is actively working to address shared business continuity and technology recovery opportunities.

Workshop Session 2
Novice/Intermediate/Advanced

BIA Workshop: Business Impact Analysis Beginning to End

Barney Pelant, MBCP

Barney F. Pelant & Assc.

The Business Impact Analysis (BIA) project is the logical first step in the development of a business continuity program.

The project provides the business rationale for disaster recovery and business continuity planning.

A BIA can help an organization to learn their current capability to recover from a disastrous event. Also, the BIA can help validate that the plan in place is really meeting the organization's business needs.

During this workshop we will examine the successful methods for achieving timely desired results.

We will cover asking the right questions to learn: What is most important? Why?

This workshop will be interactive, so bring your questions and come share your experiences!

Barney Pelant, MBCP, is owner and managing director of Barney F. Pelant & Associates, a consulting practice dedicated to business continuity planning since 1991. He holds the certification of Master Business Continuity Professional from DRI International. Pelant's technical experience ranges from the design and development of domestic and international business centers, to the development of contingency plans to ensure their ongoing viability. In 1991, he launched his own practice dedicated to business continuity planning and development.

Workshop Session 3
Novice/Intermediate/Advanced

Emergency Management: The Basics!

Regina Phelps

EMS Solutions

Often a company's reaction to a disaster or major event is plagued by fragmentation due to numerous "silos" or departments who have a "piece" of the event management process. All of these different silos may not be aware of each other's activities or responsibilities. There may not be a centralized process for coordinating the efforts. This can lead to a disjointed response, hampered communication, ineffective delivery and a slow recovery. The effective management of an event requires a well-thought out coordinated and integrated response. This workshop focuses on the necessary planning that must be done for a smooth transition from preparedness to response and finally recovery.

• Hazard analysis – match the planning to the risk
• Bringing together the silos – Emergency Response, Business Continuity, Disaster Response, Crisis Communications and Event Management
• Training and Exercises

Regina Phelps, CEM, RN, BSN, MPA is an internationally recognized expert in the field of emergency management and contingency planning.

With more than 24 years of experience, she has provided consultation and speaking services to clients in four continents. She is founder of Emergency Management & Safety Solutions a consulting and training firm. Phelps' niche includes crisis management team development, emergency operations center design and the development of emergency exercises for large global companies.

Workshop Session 4
Novice/Intermediate/Advanced

Program Governance: Do You Have a Game Plan?

Robert Vogt MBCP

KPMG LLP

A Program Governance Office (PGO) establishes management's commitment to implement a strategic framework protecting the integrity of your organization. Whether you are looking to improve your existing PGO or need to establish a new PGO, this workshop will provide you with insights regarding such essential elements as:

• Key Players
• Roles and Responsibilities
• Support and Funding
• Strategic direction
• Establishing Policies
• Standardization
• Integration within the organization
• Compliance
• Reviews / Approvals
• Communications to employees, stakeholders, and business partners
• Removing obstacles
• Maintenance / Training

This is an excellent opportunity to network and learn of some leading practices shared throughout the industry.

Robert Vogt, MBCP, CPP, is a Manager with KPMG LLP and is a Council Member for the American Management Association (Department of Homeland Security). He has more than 20 plus years of experience in leading successful cross-functional teams in a wide variety of disciplines including business continuity management, crisis management, corporate security management, as well as public / private sector cooperative initiatives.

Workshop Session 5
Novice/Intermediate/Advanced

Ready, Set, Exercise! How to Develop and Conduct a Successful Crisis Plan Exercise

Steve Goldman

Goldman Mgmt. Consultants

Successful crisis management and disaster recovery takes more than a plan: it requires realistic testing and validation. How do you do that properly? Are your exercises smoke and mirrors or do they provide as-close-to-real situations as possible? How does your program compare? How can you improve? During this hands-on workshop, you will learn how to set up and conduct a successful crisis plan exercise. Students will master the aspects of effective exercise preparation and execution, including:

• The scenario team
• Scope and Objectives
• Extent of play
• Scheduling and coordination
• Resources and props
• Scenario ideas
• Critiques
• Imagination, creativity, and leadership
• Goldman's acclaimed Exercise Planning Checklist

You will learn how to avoid common pitfalls during the development process and how to anticipate and resolve potential problems that could occur. Exercise evaluation and critiquing methods will also be discussed. With his lively style and real-life examples, Goldman will lead the class through interactive discussions of successful exercise development techniques.

Steve Goldman is a leading crisis management, business continuity, and crisis communications consultant. He has more than 25 years experience in all aspects of crisis management, including BCP program management, plan development, crisis communications, training, exercises, and audits.

Workshop Session 6
Advanced

Advanced Networking Workshop

Session limited to 150 participants.

Designed for planners with 7+ years of experience.

This interactive session will focus on issues relevant to continuity professionals with seven or more years of experience. Issues that affect experienced planners will be discussed.

Topics to be covered will include - but are not limited to:

• Pandemics
• Terrorism
• Program Management
• Crisis Management
• Program Governance and Regulatory Compliance
• BC/DR/CRM Plan Integration
• High Availability / Advanced Technology Solutions
• Global Recovery Techniques
• Event Management
• Enterprise Risk Management
• Call Centers
• Off Shore Risks

Join this lively interactive session. Be prepared for an in-depth study of the critical topics affecting advanced BC professionals today. Don't miss your opportunity to network with your peers.

Members of DRJ's Editorial Advisory Board will facilitate this session.

> **"This conference has provided lots of useful information as well as renewed my enthusiasm for enhancing our business continuity program!"**
>
> **Diane Bland**
> **NIBCO Inc.**

Tuesday Workshops

3:00 p.m.

These workshops continue until 5:30, providing plenty of time for hands-on study.

Venue Information

The official conference hotel is:

Disney's Coronado Springs Resort
1000 W. Buena Vista Drive
Lake Buena Vista, FL 32830
Reservations: (407) 939-1020

Guests rooms include coffee makers, irons, ironing boards, and wall safes. An expansive pool and several restaurants are also onsite for your convenience.
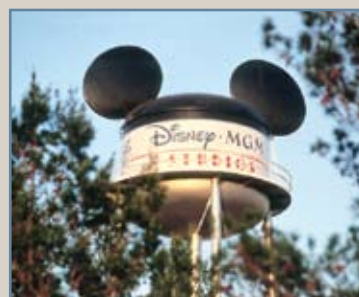
EXPANDING INTO THE NEW HALL!

Hotel Reservations
A block of rooms has been reserved at Disney's Coronado Springs Resort. Once the block is filled, reservations will be made on a space available basis, with the rate subject to change at the discretion of the hotel. The group rate is $164 for a single room. A $15 fee will be charged for each additional occupant over 18 years of age. **Attendees are responsible for making their own hotel reservations. Call (407) 939-1020.** The hotel's fax number is (407) 939-1012.

Local Transportation
Shuttle service to and from the airport can be arranged through *Disney's Magical Express*! This exclusive complimentary shuttle and luggage delivery service conveniently takes you from the airport directly to your hotel. Once you have a confirmed room reservation, call (407) 827-6777 to book your *Disney's Magical Express* reservation. To ensure seamless service, please make your *Disney's Magical Express* reservation at least 30 days in advance of your arrival date. Further details will be mailed to you after your reservation is made.

While onsite at Disney's Coronado Springs Resort, the Walt Disney World Resort Transportation network provides convention guests with complimentary transportation services to all Disney attractions.

Travel Information
Airlines: American Airlines is DRJ's official airlines for Spring World 2006. For reservations, call (800) 433-1790. Use file #A0236AA for the discounted rate.

Car Rental: Avis is DRJ's official rental car service. When making reservations call (800) 331-1600 or reserve your car online via links at www.drj.com. Use file #D005078 to receive the discounted rate.

Area Attractions
Theme Park excitement is just minutes away. Parks include Walt Disney World's Magic Kingdom, EPCOT Center, Animal Kingdom, and Disney-MGM Studios. For the sports enthusiast, there's tennis, boating, golf and more. Nighttime brings even more excitement. Visit Downtown Disney's Pleasure Island or Downtown Disney.

Onsite Shuttle Service
DRJ has arranged for shuttle service between Disney's Coronado Springs Resort's themed villages and the convention center. This convenient service will provide pick-up and drop-off services at all the villages during designated times.

Date_____List Your CBCP, FBCI, CRP#_____

Mr/Mrs/Ms_____First Name_____Last Name _____

Company_____

Title_____Mail Stop _____

Address_____

City_____E-Mail_____

State_____Country_____Zip_____

Telephone_____Fax_____

Print Name As It Should Appear On Badge_____

List Any Designations For Badge _____

Emergency Contact Name/Phone Number_____

Check here if you require special needs _____   Please specify_____

Notify conference personnel during Onsite Registration of your arrival and special needs.

Indicate Your Industry: ____ Banking/Financial ____ Public Utilities ____Transportation ____Insurance ____ Communications ____ Manufacturing ____ Government ____ Education ____ Computer Services ____ Wholesale ____ Health Care ____ Petroleum ____ Other:_____

Rank Your Experience Level ___ Novice (less than 2 yrs) ___ Intermediate (2-5 yrs.) ___ Advanced (5+ yrs.)

Is This Your First Conference at DRJ? _____ Yes _____ No

Payment Information

_____   Check enclosed for $_____Which Discounts Apply (if any) ? _____

_____   Bill my company, Attn: _____

_____   Purchase order attached, P.O. #_____

_____   Bill my MasterCard   _____ Bill my VISA   _____ Bill my AMEX   _____ Bill my DISCOVER

Security Code _____ (three-digit number found on back of card; four digits on front for AMEX)

Account #_____Exp. Date_____

Signature_____

Cancellation Policy (Must be in writing): Conference enrollment may be cancelled through Feb. 26 without penalty. No refunds or credits will be given for cancellations received after Feb. 26. All no shows will be charged the full amount. All cancellations must be received in writing.

I have read and understand the cancellation policy._____

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

Session Information

Name: _____ Company:_____

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

Sunday, March 26

Workshop Sessions	SWS-1	SWS-2	SWS-3	SWS-4	SWS-5	SWS-6

Monday, March 27

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

Tuesday, March 28

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

Registration Rates

Registration rates for the conference are as follows:

• only $895.00 through Jan 26, 2006
• only $995.00 through Feb. 27, 2006
• only $1095.00 through Mar 26, 2006

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

Three Easy Ways To Register

Fax: 314-894-7474
         24-hours a day

Mail: DRJ Registrar
         P.O. Box 510110
         St. Louis, MO 63151

Web: www.drj.com

For registration information

(314) 894-0276
9 am - 5 pm CST
-or email-
mercedes@drj.com

Early Registration Bonus

Register by Dec. 15, 2005 and receive an additional $50 discount. This bonus applies regardless of any other discounts that have been taken as long as the form reaches our office by Dec. 15, 2005.

Registration Discounts

Three or more employees from the same company who register at the same time are eligible for a 10% discount. All certified individuals **(must be certified at the time of registration)** are eligible for a 10% discount. All contingency group members are eligible for a 10% discount with proof of membership. These discounts must be requested at the time of registration. No refunds of the discount will be issued, and only one discount per registrant will apply (except Early Registration Bonus).

Pre-Conference Courses

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

Saturday, March 25, 8:00 a.m.- 5:00 p.m.
Sunday, March 26, 8:00 a.m.- 11:30 a.m.
$695 per person
Presenter: Regina Phelps

Learn from the exercise master – Regina Phelps conducts 50+ exercises a year! Do you have a plan but have not yet tested it? You might discover that your document is less than sufficient. There is really only two ways to find that out. One is to have an actual disaster; the other is to do an exercise. The latter is usually a better learning experience and certainly a lot less stressful! The workshop details everything you need to do to design a successful exercise from the ground up. You will walk out of this workshop with your next exercise planned and under your arm!

- Five types of exercises
- Exercise Design Team
- The development of the Exercise Plan
- Selecting & Training a Sim Team
- Rules of exercise facilitation
- Participate in two advanced tabletop exercises
- Develop the outline for your own tabletop exercise

Regina Phelps, CEM, RN, BSN, MPA is founder of Emergency Management & Safety Solutions a consulting and training firm. Phelps' niche includes crisis management team development, emergency operations center design and the development of emergency exercises for large global companies.

PRC–2: FASTpractice to Build Your BCP

Saturday, March 25, 8:00 a.m.- 5:00 p.m.
Sunday, March 26, 8:00 a.m.- 11:30 a.m.
$645 per person
Presenters: Barry Pruitt
Michael Herrera, CBCP

Don't be caught in a disaster **waiting for perfect** when you can attend this session and **start with progress**! BCP is vital to keeping your organization operating after an unplanned disruption. Yet many organizations have untested/out of date or no plans. Why? Worldwide, the trend is better, cheaper, and faster— even in the BCP process. Gain best practices for BCP at today's fast pace. If you're an expert, learn how to speed up the process; if you're new to the profession, get your program in place quicker through *FASTpractice*! You'll:

- Discover how to be a *FASTpractice* planner
- Quickly define key roles/responsibilities
- Map the fastest route to implement a "best practice" BCP program
- Raise your program's maturity level at a faster pace

- Gain the fastest approach to completing the Business Impact Analysis (BIA) and Risk Assessment
- Outline how to quickly design/develop/ implement recovery strategies and plans based on requirements
- Get the *FASTpractice* approach to maintenance/testing and continuous improvement
- Reduce exposures and ensure continued operation of your organization in the event of an unplanned disruption

Learn strategies and procedures to maintain/resume/ recover critical business functions and processes, and how to include procedures to execute critical priorities vs. non-critical functions/services/processes. **Workshop includes**: workbook, disk of presentation materials, forms, and bonus CDs.

Barry Pruitt has 22 years experience managing major projects, teaches at USC school of business, and has experienced a major business interruption.
Michael Herrera, CBCP, is the president/CEO of MHA Consulting Inc., has more than 16 years BCP consulting and training experience, and has first hand experience dealing with four major disasters.

PRC–3: NIMS ICS for Business and Industry

Wed., March 25, 8:00 a.m. - 5:00 p.m.
Thurs., March 26, 8:00 a.m. - 11:30 a.m.
$595 per person
Presenters: Dr. Tom Phelan
Deidrich Towne, Jr. CBCP

PPBI has combined the NFPA 1600 Standard with NIMS Incident Command principles to create an easy to adapt ICS model for business and industry. Compliance with the Department of Homeland Security's National Incident Management System (NIMS), and the categories of the National Fire Protection Association 1600 Standard as revised in 2004 serve as the basis for this simplified critical incident management course. PPBI's instructors have experience in both public and private sector disaster recovery. The course is highly interactive and easily adaptable to your organization's needs. Learn to use ICS to improve incident management.

Dr. Thomas D. Phelan, President, Strategic Teaching Associates, Inc., is a founding member of the U.S. Department of Homeland Security.
Deidrich Towne, CBCP, is a senior technical analyst in Information Technology for National Grid. He serves as Chairman of the Board for Private and Public Businesses, Inc.

PRC–4: BC Planning Made Simple

Saturday, March 25, 8:00 a.m. - 5:00 p.m.
Sunday, March 26, 8:00 a.m. - 11:30 a.m.
$595 per person
Presenters: Norman Harris, CBCP
Tracy Cowan, CBCP

Since 9/11 what are we most worried about? Network Security? Physical Security? Terrorist Threats? Loss of Critical Staff? Power Outages? Natural Disasters? This interactive class will teach the student everything he/she needs to know to get started on their DR/BCP. Bring your laptop to this class and we will provide you with a CD full of resources, forms and questionnaires to utilize.

Harris will cover the following:

- Risk Assessments Questionnaires
- Network Security Questionnaires
- Development of Business Processes
- Recovery Time Objectives
- Time Lines for Recovery
- Development of DR/BCP Teams
- Impact on Operations

This unique class is taught by Norm Harris and during the class he will personally assist you with your DR/BC Plan and insure that you have all the tools you need. All participants receive a complete four-DVD set of BCP Planning Made Simple at the conclusion of the class. Come to this class for one on one training, but register early. Space is limited.

Norm Harris, CBCP, Certified Recovery Planner, chairman, president and CEO of Norman L. Harris & Assc., is recognized as a leader in information technology management and disaster recovery.
Tracy Lee Cowan, CBCP, CRP is business continuity/disaster recovery consultant for ICSI Consulting Services, Inc.

PRC-5: Everything You Wanted To Know About Selling BC Throughout Your Organization (And Have Been Waiting To Ask)

Saturday, March 25, 8:00 a.m.- 5:00 p.m.
$495 per person
Presenter: Michael W. Janko, CBCP

Hear an incredible story of how persistence paid off in the selling of the business continuity process through a major global organization. Included are easy to follow details on organizing, developing, implementing and maintaining an effective business continuity process. Learn why you may not be getting the message across to the right decision-makers. Learn how to "work it through proper channels" while "playing in everyone else's sandbox"! Specific details of this valuable course include:

- Why many plans fail
- Developing the entire process
- Design for what will occur, not for what has occurred
- Take advantage of resources available - no matter how much or how little they may be
- Benchmarking techniques
- Use and application of critical "soft skills"
- Developing Policy/Organizational Charters/ Steering and Tactical Committees
- Developing and sticking to your "Forward Plan"
- There are no negatives - only varying degrees of positives - how to use all of them to your program's advantage

Michael W. Janko, CBCP is manager, global business continuity and fire protection, The Goodyear Tire & Rubber Company. He has more than 20 years experience in all phases of the BC process.

PRC–6: Proven Practices in Business Continuity Planning
Saturday, March 25, 8:00 a.m. - 5:00 p.m.
Sunday, March 26, 8:00 a.m. - 11:30 a.m.
$695 per person
Presenter: Randy Till, CBCP

This class will provide the attendees with a comprehensive review of the components, processes and practices required to implement a successful BCP Program. Till will provide examples, solutions to roadblocks and proven techniques for improving business continuity planning within your organization. Some of the topics included will be:

- Gaining management commitment and participation as a key success factor
- Assessing risks and defining business impacts associated with disruptions
- Defining processes and practices for effective emergency response and crisis management
- Reviewing strong practices and techniques associated with successful business continuity and disaster recovery plans
- Presenting advanced recovery techniques and strategies
- Exercising recovery plans and capabilities
- Evaluating recovery readiness and effectively reporting results to management.

This class promises to provide immediately useful and applicable strategies and techniques through class interaction and instructor feedback. Both experienced and new business continuity planners will benefit.
In addition, each student will receive a free copy of the educational film Best Practices in BCP.

Randy Till, CBCP, is vice president, global business continuity management for MasterCard International. He has been implementing BC programs within several organizations during his 18-year career.

PRC-7: Total Integrated Maintenance
Saturday, March 25, 8:00 a.m. - 5:00 p.m.
Sunday, March 26, 8:00 a.m. - 11:30 a.m.
$695 per person
Presenter: Jeffrey Williams

There are three aspects to the evergreen process that business continuity planners must know and practice. These are:
TRAINING: Tasks for response and recovery can only be carried out by people who are trained on how to do this. To cover this aspect of your plan protection, you must design, develop and conduct training to ensure that your team members and all other staff know what to do.
This session will cover the rational for training, and how to develop, manage and deliver training. The highlighting of deficiencies that will be discovered through training will also be discussed.
EXERCISING: Business Continuity Plans are only as good as the results of the last exercise. This session will develop and conduct structured walk-throughs, and explain real-time tests. Feedback from testing will be introduced.
MAINTENANCE: This is an ongoing process in which the team tasks, personnel assignments, systems, applications, functions and databases are continually monitored and updated.

*In this seminar, one-half day will be spent on each of these topics.

Jeffrey Williams is president and chief strategist for Binomial International Inc. and DisasterRecovery.com Inc.

Pre-Conference Course Registration Form

Complete this form and mail to: Systems Support Inc., PO Box 510110, St. Louis, MO 63151 or fax to (314) 894-7474. Make check payable to Systems Support Inc. or provide credit card information.

_____ PRC-1: Successful Exercise ($695)

_____ PRC-2: FASTpractice to Build Your BCP ($645)

_____ PRC-3: NIMS ICS for Business & Industry ($595)

_____ PRC-4: BC Planning Made Simple ($595)

_____ PRC-5: Everything You Wanted To Know ($495)

_____ PRC-6: Proven Practices in BCP ($695)

_____ PRC-7: Total Integrated Maintenance ($695)

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Cancellation Policy (Must be in writing): Course enrollment may be cancelled through Feb. 26, 2006 without penalty. No refunds or credits will be given for cancellations received after Feb. 26, 2006. All no shows will be charged the full amount. All cancellations must be received in writing.

Registration in a class is non-transferable to a different course. Students must remain in the course in which they are enrolled.

Post-Conference Courses

POC–1: Emergency Operations Centers: The Critical Tool for Event Management

Wed., March 29, 1:30 p.m. - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
$695 per person
Presenters: Regina Phelps

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 so commonly develop in an emergency environment. This workshop covers everything you need to know to design both the center and the management concept.

- Physical design factors
- Incident Command System
- Equipment and tools
- Who should be involved?
- Sustained Operations
- Communication concerns and solutions
- Role of Senior Management
- Forms and Processes
- Virtual EOC's

Regina Phelps, CEM, RN, BSN, MPA is founder of Emergency Management & Safety Solutions a consulting and training firm. Phelps' niche includes crisis management team development, emergency operations center design and the development of emergency exercises for large global companies.

POC–2: Best Practices and the BIA

Wed., March 29, 1:30 p.m. - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
Friday, March 31, 8:00 a.m. - 12:00 p.m.
        (private consultations)
$695 per person
Presenters: Barry Pruitt
        Michael Herrera, CBCP

This technical workshop is a hands-on consultative approach of leading participants through the BIA process. You'll gain cutting edge material including best practices from around the world. Learn:
- Through BIA interview, data collection, & executive summary exercises
- How to complete a BIA – start to finish!
- Tips, traps, and pitfalls in a BIA

- Suggested BIA tools and approaches
- How to identify risks and leverage results
- Advice on how to best "sell" the BIA
- How to identify your audience
- Where the BIA "fits" in the BCP process

Take home participant workbook, BIA sample questionnaire, sample executive summary, and all presentation materials on disk. Participants also get consultation on their personal BIA – and each participant gets a <u>free DVD copy of Interview Samples for the BIA</u>.

The workshop concludes Thursday at 5:00 p.m. Bring your personal BIA and/or questions to schedule a FREE private consultation on Friday morning. You'll receive personal and specific feedback and advice on your BIA.

Barry Pruitt has 22 years experience managing major projects, teaches at USC school of business, and has experienced a major business interruption.

Michael Herrera, CBCP, is the president/ CEO of MHA Consulting Inc., has more than 16 years BCP consulting and training experience, and has first hand experience dealing with four major disasters.

POC–3: Train the Trainer: Fundamentals of BCP and Emergency Mgmt. Practices

Wed., March 29, 1:30 - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
$595 per person
Presenter: Peter Laz, CBCP
        Dr. Tom Phelan

This is the ultimate "take home" course for new or experienced BCP professionals. With the tools and expert instruction PPBI will provide, you will be able to train other members of your organization. PPBI will provide take home Power Point slides, handouts, and reference material for you to conduct a BCP/EM orientation course back home.

The course will include basic plan design, vulnerability and capability assessment, exercise design, training principles, and an easy to follow workshop outline. This is the ultimate "keeper" for adding value to your DRJ conference investment.

Dr. Thomas D. Phelan, President, Strategic Teaching Associates, Inc., is a founding member of the U.S. Department of Homeland Security. He has recently consulted for USDA, FDIC, I.B.M., the American Institutes for Research, and several counties.

Peter Laz, CBCP, is employed by Forsythe Solutions Group as a business continuity consultant with more than 21 years experience in Information Technology and more than 16 years experience in the field of contingency planning.

POC–4: Outrageously Easy Recovery Planning

Wed., March 29, 1:30 p.m. - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
Friday, March 31, 8:00 a.m. - 11:30 a.m.
$795 per person
Presenter: Jeffrey Williams

This workshop is a special presentation of the very popular seminar that normally costs $2,091 and has been given around the world. Topics include the reasons for planning; the parameters of recovery planning; security; how to do a TRA, a BIA and a Risk Analysis; how to determine critical processes; what alternate methods are available; how to select recovery strategies; the importance of records management; offsite storage; and much more.

Included is a fully-registered copy of the Phoenix Disaster Recovery Planning System. At this workshop, you will develop the first draft of a recovery plan for your own company. This is a seminar for those who must develop the skills to manage their disaster recovery plan.

You will learn how to prepare an in-depth emergency response plan and by the end of the seminar, you will have a draft of your first plan to take back to your office.

Jeffrey Williams is president and chief strategist for Binomial International Inc. and DisasterRecovery.com Inc.

Post-conferences courses provide an extended chance to explore timely topics. Separate registration and fees apply.

POC–5: How to Benchmark and Sustain Your Program

Wed., March 29, 1:30 p.m. - 5:00 p.m.
Thursday, March 30, 8:00 a.m. - 5:00 p.m.
$695 per person
Presenters: Judy Bell, CEM
　　　　　Paul Klier

Once a business continuity plan is implemented, what is the coordinator's role? Keep the plan current? Extend its reach? Find gaps and eliminate them? All of these priorities are valid, but in order to make rapid and steady progress, a coordinator is wise to find leverage points to aid the maturity process. This session will examine emerging standards and best practices for maturing various aspects of your program. The following topics will be addressed:

- Using NFPA 1600 to extend your program to the enterprise
- Organizing for ongoing program management
- Continuous hazard reduction
- Best practices in resource management
- Creating more mature action plans
- Improving communications and warning plans
- Standardizing operations and procedures
- Improving logistics and facilities

- Developing a training and exercise program
- Adapting ICS to improve crisis communications
- Best practices for finance and administration

Judy Bell, CEM, is the founder and CEO of Disaster Survival Planning Network (DSPN) and author of the first book on business continuity for the private sector.

Paul Klier, formerly with Hewlett Packard, is vice president of DSPN.

P0C–6: Ready, Set, Exercise: The Full Monty!

Wed., March 29, 1:30 - 5:00 p.m.
Thurs., March 30, 8:00 a.m. - 5:00 p.m.
$695 per person
Presenter: Steven B. Goldman

This course is the comprehensive version of Steve Goldman's "Ready, Set, Exercise!" workshop. During this hands-on class, you will learn the details of how to set up and conduct a successful crisis plan exercise.

- Where to begin
- Types of Exercises
- Getting Management support
- The Exercise Planning Checklist
- The Exercise Design Dream Team
- Scope, objectives, and extent of play
- Developing your Exercise Manual
- Resources, data, and props
- Controllers, evaluators, observers and players
- How to conduct and critique the Exercise
- Leveraging for your next exercise
- Includes CD of all forms and templates presented in class.

The class will become skilled at the exercise development process; we will also develop a basic exercise scenario. Then we will practice what you learned as we participate in a table top drill and a simulated exercise.

Steven Goldman, Goldman Mgmt. Consultants, LLC, is a leading crisis management, business continuity, and crisis communications consultant. He has developed, conducted, and evaluated more than 100 drills and exercises .

Post-Conference Course Registration Form

Complete this form and mail to: Systems Support Inc., PO Box 510110, St. Louis, MO 63151 or fax to (314) 894-7474. Make check payable to Systems Support Inc. or provide credit card information.

_____ POC-1: Emergency Operations Centers ($695)
_____ POC-2: Best Practices and the BIA ($695)
_____ POC-3: Train The Trainer ($595)
_____ POC-4: Outrageously Easy Recovery Planning ($795)
_____ POC-5: How to Benchmark ($695)
_____ POC-6: Ready, Set, Exercise ($695)

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Cancellation Policy (Must be in writing): Course enrollment may be cancelled through Feb. 26, 2006 without penalty. No refunds or credits will be given for cancellations received after Feb. 26, 2006. All no shows will be charged the full amount. All cancellations must be received in writing.

Registration in a class is non-transferable to a different course. Students must remain in the course in which they are enrolled.

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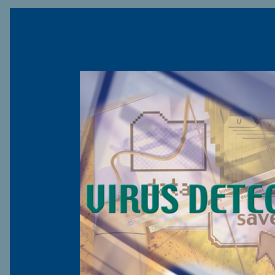
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Pre-Conference Courses March 23–25

BCP-50I: Business Continuity Planning Review* (March 23-25)
BCP-501 is a two-day review course designed for individuals experienced in business continuity or disaster recovery planning. Major topic areas focus on the "Professional Practices for Business Continuity Professionals" that form the basis of the certification examination, and identify most parts of contingency & recovery plans. Upon completion of the course, participants will have reviewed:

- the functional components of a plan
- components of risk analysis and risk assessment, and how to identify critical business functions
- development of recovery alternatives for business functions and communications facilities
- development of recovery methods and procedures and techniques for monitoring and controlling recovery plan tests

(NEW) BCLE-930: Reputation Recovery Workshop (March 24-25)
This course is designed for BCM professionals who have to develop, manage, or execute crisis communication activities within their business continuity program. This workshop will look specifically at the concept of reputation—its evolution and risk factors. It teaches how to plan to preserve the organization's reputation before a disaster strikes and also how to rebuild it after a disaster strikes. Key messages are developed, crisis plans are evaluated, and participants investigate the basics of public relations as well as dealing with the news media in good times and bad.

*Certification Exam   **Master Case Study Exam

Post-Conference Courses March 29–April 2

BCLE-330: Business Impact Analysis (March 29–March 3I)
This course builds upon the previous Business Impact Analysis methodologies offering a higher level of expertise in processes and the importance of this the BIA in the functional requirements phase of corporate contingency planning. Participants learn how to develop and successfully conduct a BIA project.

BCP-50I: Business Continuity Planning Review*
(March 29–March 3I)
EXPERIENCED See description under pre-conference workshops.

BCP-60I: Master-Level Case Study Preparatory Course**(March 29–March 3I)
EXPERIENCED PROFESSIONALS This course addresses all 10 areas of professional practice for business continuity planners and prepares the candidate for the most coveted of certifications, the Master Case Study Exam. See DRII web site for registration prerequisites.

BCLE 2000: Business Continuity Course for Advanced Professionals*
(March 29–April 2)
This course is designed for BCM professionals who have to develop, manage, or execute crisis communication activities within their business continuity program. This workshop will look specifically at the concept of reputation—its evolution and risk factors. It teaches how to plan to preserve the organization's reputation before a disaster strikes and also how to rebuild it after a disaster strikes. Key messages are developed, crisis plans are evaluated, and participants investigate the basics of public relations as well as dealing with the news media in good times and bad.

*Certification Exam   **Master Case Study Exam

Examinations

Advance your career in Business Continuity Management. Get your DRII professional certification.

Both the Certification and Master Case Study exam will be offered at DRJ Spring World 2006. There is no additional exam fee for attendees taking the BCP 501, or the BCP 601 courses at the conference. For attendees taking the examination only, there is a $250 registration fee, payable directly to DRI International.

*Visit the DRII Web site to review experience requirements for the Certification Exam or the Master Case Study Exam

For full descriptions and course outlines or to register, visit the DRII web site at:
www.drii.org

Can't attend DRJ Spring World 2006?
Visit the DRII Web site to see all DRII courses offered at **www.drii.org**

Class Schedule

Courses:		330	501	601	930	2000
March 23	morning		■			
	afternoon		■			
March 24	morning		■		■	
	afternoon		■		■	
March 25	morning		Cert. Exam		■	
	afternoon				■	
March 29	morning					
	afternoon †	■	■	■		■
March 30	morning	■	■	■		■
	afternoon	■	■	■		■
March 31	morning	■	■	■		■
	afternoon		Cert. Exam	Master Exam		■
April 1	morning					■
	afternoon					■
April 2	morning					■
	afternoon					Cert. Exam

†A stand alone Certification Exam will be offered the afternoon of Wednesday, March 29

Examination Schedule

Certification Exam:	Saturday, March 25	8:30 a.m. – 12:00 p.m.
Certification Exam:	Wednesday, March 29	1:30 p.m. – 5:00 p.m.
Certification Exam:	Friday, March 31	1:30 p.m. – 5:00 p.m.
Master Case Study Exam:	Friday, March 31	1:30 p.m. – 5:00 p.m.
Certification Exam:	Saturday, April 2	

1:00 p.m. – 4:30 p.m.

Fees

$1,095 for BCLE 330, 930

$1,225 for BCP-501 (special, reduced DRJ conference price)

$1,295 for BCP-601

$2,550 for BCLE-2000

$250 for Examination without DRI International Courses

To register, please visit us online at: www.drii.org/calendar.cfm

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