DRJ Presents Its
44th Conference

DRJ

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SpringWorld
2011 · Orlando
DISASTER RECOVERY JOURNAL

Successful Strategies
for Complex
Decisions

Complete
Conference
Agenda

March 27 - 30 • Disney's Coronado Springs Resort

The World's Largest Conference Dedicated to Business Continuity

A few highlights you will find at Spring World 2011 include:

Monday Evening Hospitality: This event, hosted by **Send Word Now** is a fun way to wind down after a long day of sessions. Experience entertainment at its best!

Mock Disaster Exercise: This innovative session allows attendees to participate in an actual mock disaster. Sponsored by **Attanium**, this is sure to be a fun and educational session.

Exhibition Hall: This event provides many opportunities to view the latest products and newest technology!

Welcome Reception: Kick off the conference in style with the welcome reception in the exhibition hall. It's the first chance to network with other attendees and view the hall.

Networking Breakfasts and Lunches: DRJ provides numerous meals and refreshment breaks during the conference. Save money on your travel budget with these money-saving options!

Spring World
2011 • Orlando
Disaster Recovery Journal

Welcome to Spring World 2011! This conference is the 44th presented by Disaster Recovery Journal.

Our theme is *Successful Strategies for Complex Decisions*. Find the solutions and strategies that fit your organization's needs. We bundle our conferences with an exhibition, certification exams, and pre- and post-conference courses, allowing more networking and learning opportunities without extra travel costs.

Richard Arnold, CBCP, DRJ CEO, invites you to attend Spring World 2011.

You will find only tried-and-true presentations at our conference. No sales pitches or biased opinions are given. Attendees continue to return each year because of our stellar reputation.

Join thousands of planners from around the globe as they explore all that Spring World 2011 has to offer. See page 17 for discount information and registration details.

Expert Advice On The Top Issues In The Industry

| Schmitz | Ray | Forbes | Blythe | Phelps | Chandler |

Join these experts and dozens of others as they impart their knowledge on the top issues affecting practitioners in all aspects of business continuity. Explore such topics as:

high availability • future regulatory changes • innovations in the private sector • successful exercises • crisis communication • case studies • best practices • PS-Prep • resiliency • emergency notification • social media implications • cyber threats • insurance • legal issues • incident plan management • private/public relationships • recovery strategies • BCP validation

Education

Choose from more than 40 workshops, sessions and courses. Fit your schedule to your needs. We make it easy to find the solutions and strategies you need to implement in your organization. Conference material is provided in a CD format or can be printed prior to arriving at the show.

Entertainment

Find a variety of receptions at Spring World 2011. Our welcome reception is hosted by DRJ and kicks off the conference on Sunday evening. We also have our Monday night hospitality (see page 2) and numerous private receptions, parties and product demonstrations.

Networking

Make lifelong contacts at Spring World 2011. Our agenda includes plenty of breaks for mingling with co-attendees, touring our exhibition hall and enjoying refreshments and snacks. Visit the bookstore, enjoy a roundtable lunch or mingle between sessions.

Value

DRJ makes it easy to get the most from your training and travel budgets. We provide complete conference materials, multiple meals and snacks, and we conveniently begin conferences on a weekend, allowing you to get back to the office mid-week if necessary.

Table of Contents

Who Should Attend?

Key decision makers in every aspect of business continuity. Whether from the security industry, data storage, management or somewhere in between - you will find information to meet your needs. Our sessions address both the public and private sector. Anyone interested in protecting their organization and improving their business resiliency should attend this conference.

Successful Strategies for Complex Decisions

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Sponsor Information

Gold Sponsor

Send Word Now is the leading provider of on-demand alerting and incident management services for both routine and emergency communication. The easy-to-use, web-based emergency notification service is used by government agencies, municipalities, universities, non-profit organizations and businesses, including many Fortune 500 companies, to ensure fast, effective, two-way communication in real-time. **www.sendwordnow.com**

Silver Sponsors

myCOOP is COOP System's breakthrough continuity planning software. The patented design was built from the ground up by world-class eCommerce developers. Visit our website to learn more about myCOOP, the future of continuity planning. **www.coop-systems.com**

Since 1971, Forsythe has served as a national provider of technology infrastructure solutions to organizations nationwide. Forsythe brings cross-platform expertise to its technology consulting, technology leasing, and value added reseller services. **www.forsythe.com**

IBM Business Continuity and Resiliency 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/services/continuity**

Recovery Point is a national provider of integrated business continuity solutions. Recovery Point's services include hot site, cold site and work-area recovery; off-site data storage and transportation; electronic data vaulting; secure hosting, and carrier neutral network resources. **www.recoverypoint.com**

Oracle provides the world's most complete, open, and integrated business software and hardware systems, with more than 370,000 customers—including 100 of the Fortune 100—representing a variety of sizes and industries. **www.oracle.com**

Bronze Sponsors

Atlantic.Net is a market-leading business data services provider known for exceptional service, simplifying complex technologies and building a brand that people trust. **www.atlantic.net**.
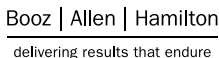
Booz Allen Hamilton has been at the forefront of strategy and technology consulting for more than 90 years. Government agencies, institutions, and infrastructure organizations rely on the firm's expertise and objectivity. **www.boozallen.com**

eBRP Solutions Inc. provides web-based tools and utilities, as well as consulting services for business continuity management. eBRP develops tools and utilities focused on core requirements. **www.eBRP.net**

Emprimus LLC, was formed to protect our critical civil infrastructure, against the electromagnetic threats. Emprimus has a graduated remediation process that offers a number of combinations and alternatives of protective technologies, operations and procedural techniques. **www.emprimus.com.**

MIR3 is the premiere provider of intelligent notification and response software for business operations, including crisis management, IT service management, corporate communications, customer relations, supply chain management, event management, or any area that needs reliable two-way notification. **www.mir3.com**

SunGard Availability Services offers a complete portfolio of solutions to help keep people and information connected. SunGard helps ensure that more than 10,000 customers achieve uninterrupted access to mission-critical data and systems. **www.availability.sungard.com**

Co-Sponsors

Consonus Technologies is a leading national provider of IT infrastructure and consulting, as well as IT Services. Consonus offers a comprehensive suite of technology services and support while providing customers with solutions that address disaster recovery, data protection, and virtualization. **www.consonus.com.**

Whether you're in the midst of a disaster or running test shipments, count on FedEx Custom Critical. We're North America's largest time-specific, critical-shipment carrier - providing 24/7 pickup and delivery throughout the U.S. and Canada. **www.fedexcustomcritical.com**

A pioneer and trusted leader in mission critical communications, PlantCML, an EADS North America company, provides key technologies for public safety, Federal/DoD and corporate markets globally. PlantCML offerings are resident in 14 of the 20 most populous US cities, 250+ military operations and internationally in 15 countries. **www.plantcml-eads.com**

Shermco Industries is a provider of safe, electrical restoration, reliable testing, repair, professional training, maintenance and analysis of rotating apparatus and electrical power distribution systems and related equipment for the light, medium, and heavy industrial base nationwide. **www.shermco.com**

At Verizon Wireless, reliability is in our DNA. It is built into everything we do from network operations to customer service to business continuity and disaster recovery. We work to build and operate the nation's most reliable wireless network – no matter what disaster or unanticipated event we may face. **www.verizonwireless.com**

VOLO Recovery was designed to enable businesses to stabilize internal and external communications when faced with outages due to disaster or technical failure. A self contained, single-source business continuity disaster recovery system, VOLO provides a complete inbound and outbound communication infrastructure. **www.volorecovery.com**

Mock Disaster Sponsor

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

Official Research Partner

Forrester Research is a technology and market research company that provides pragmatic advice to global leaders. With hundreds of analysts and coverage areas, we are the only company that creates forward-thinking research specifically for your role. **www.forrester.com**

Non-Profit Sponsors

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 pm
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

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
11:45 am - 1:00 pm
Exhibits/Product Demos
11:45 am - 1:30 pm
Breakout Session 1
1:30 pm - 2:30 pm
Break
2:30 pm - 2:45 pm
Breakout Session 2
2:45 pm - 3:45 pm
**Refreshment Break
in Exhibit Hall**
3:45 pm - 4:15 pm
Breakout Session 3
4:15 pm - 5:15 pm
Exhibit Hall Closes
5:00 pm
Product Demos
5:30 pm - 6:30 pm
Hospitality
6:30 pm - 8:30 pm
sponsored by

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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
11:45 am - 1:00 pm
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

** Attendance prize drawing immediately
following General Session 8.*

*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.*

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

Pre-Conference Events

Saturday and Sunday

PRC-1: Design a Successful Exercise
PRC-2: Sentryx CBRIT Course
PRC-3: Guide to BC Management
PRC-4: BC Planning Made Simple

Post-Conference Events

*Wednesday, Thursday
and/or Friday*

POC-1: Effective Communication
POC-2: Public/Private Relationships
POC-3: Developing Bus/Gov Plans
POC-4: The Complete Professional
POC-5: Comprehensive BIA
POC-6: BCI Guidelines

Sunday Workshop Sessions

1:30 - 4:30 p.m.

Sunday Workshop Session 1
Novice/Intermediate/Advanced

Stress Management and Disaster Recovery

Rob Chubb

Color-spectrums

Disasters affect people in different ways and their recoveries are vastly different too. In order to ensure a total recovery from a disaster, you must be able to deal with the different personalities of the people who were affected.

In this session, hear an innovative way to distinguish personalities and analyze their strengths and weaknesses.

You will learn how to help people recover in diverse ways. ColourSpectrums uses four colors to represent the four dimensions of personality: BLUE emotional, GREEN intellectual, RED physical and YELLOW organizational functioning.

You will sort the four colorfully illustrated ColourSpectrums cards to reveal your ColourSpectrums personality; a unique spectrum of strengths and challenges. Group discussions and activities provide insights (ah-ha! learning) and humor (ha-ha! learning)

You will work in brightest color groups to identify bright color esteem needs, stressors, fight responses and bright shadow characteristics. You will work in pale color groups to identify pale color challenges, stressors, flight responses and pale shadow characteristics.

Ultimately you will identify eight sources of stress people experience in various combinations. You will be able to maximize solutions for stress management and disaster recovery. ColourSpectrums is conducted in a positive atmosphere of respect, fun and entertainment.

Rob Chubb has balanced his professional career and family life with diverse experiences in group homes, residential settings, community-based programs, therapeutic foster care, schools, post-secondary institutions and business settings for more than 25 years.

Sunday Workshop Session 2
Intermediate/Advanced

Insurance Terms, Coverage, and Tips for Business Continuity.

Donald Long Jr., MBCP

Phila. Ins. Co

Is building a continuity plan enough? No. One needs to consider the business insurance coverage. Let's eliminate a lot of confusion by defining the terminology.

Does the company carry enough coverage on the buildings? What are 10 insurance coverage tips for businesses? What costs would be incurred during a recovery?

How does the insurance coverage address those expected and unexpected costs? How should a company file a claim due to a facility disruption? What happens if the company and the insurance company do not agree?

This presentation will walk you through the complete process of reviewing the coverage of your insurance plan and identifying specific areas.

We practice developing the business income and extra expense worksheet. We even walk through a claim process. At the end of the session, you'll have a more complete understanding of how insurance can aid or wreck your business recovery plans.

Don Long has worked in the business continuity and disaster recovery area for more than 20 years. His introduction to disaster recovery came in the mid 1980s as a contributor / team leader in a Fortune 500 manufacturing company's development, maintenance, and testing of their disaster recovery plan.

Since 2001, Long has primarily focused on business continuity and disaster recovery preparation, plan development, and testing within industry and state government.

Long holds the DRII designation of Master Business Continuity Professional (MBCP) and the ISACA designation of Certified Information Systems Auditor (CISA). And is an active member of the Mid-Penn chapter Association of Contingency Planners (ACP).

Sunday Workshop Session 3
Novice/Intermediate/Advanced

Violence a Preventable Disaster: Understanding and Reducing the Risk

David A. Smith

Prof. Workplace Interaction

Far too often, there is misunderstanding about what organizations can or should do to reduce and manage the risk of violence in the workplace.

The good news is that much can be done to reduce the risk.

Research on workplace violence has shown that warning signs and detectable inappropriate behaviors usually precede acts of violence.

This workshop will prepare participants to recognize the basic danger signals, enabling them to provide intervention or seek assistance before problems escalate.

Participants will receive proven methods to combat the rising tide of workplace violence and proactive steps that can dramatically reduce the risk of litigation and future legal claims.

David A. Smith, founder of Professional Workplace Interaction, Inc., (PWI) is an author and highly experienced dynamic speaker.

Smith has extensive experience in executive management, field operations, product launch and financial management at the corporate and small business levels.

He has conducted extensive leadership, behavioral risk management, business continuity and disaster planning training for the insurance industry, corporations, private businesses, university personnel, and government agencies across the United States and Canada.

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

Sunday Workshop Session 4
Novice/Intermediate/Advanced

**Incident Management
Plan Assessment**

*Ken
Schroeder
CBCP*

*Southeast
Corp.*

*Deidrich
Towne,
MBCP*

*Hewlett
Packard*

*David
Ziev,
MBCP*

*Business
Continuity
Prof.*

PPBI has updated this highly interactive workshop and 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, immediately useful and fun!

Ken Schroeder, CBCP is vice president for business continuity at Southeast Corporate.

Deidrich E. Towne, Jr. MBCP is senior technical consultant for Hewlett Packard.

David Ziev, MBCP, MBCI is the principal of Business Continuity Professionals.

Sunday Workshop Session 5
Novice/Intermediate/Advanced

Psychological First Aid: How Do You Deal With Someone In Crisis?

*Ann
Cline*

*AirTrans
Airways*

What do you say to someone who just lost a loved one? How do you break the news to co-workers that an employee was in a serious accident? How about the angry customer your company mishandled?

All these situations require crisis management. This workshop teaches what to do and what not to do when dealing with someone in crisis.

Students will learn: an introduction to psychological first aid; understanding people in crisis; crisis communication; non-verbal communication skills; and ideas you can take back to your company.

Airlines have been teaching psychological first aid to everyday co-workers called Care Teams since 1996. Join us to learn one of life's most valuable skills; psychological first aid.

This will be applied through interactive presentation, training games, and applicable role playing where students will actually practice dealing with someone having a crisis. Join us to learn one of life's most valuable skills; psychological first aid.

Ann Cline is the manager of emergency response for AirTran Airways where she is responsible to prepare for aviation, man-made, and natural disasters. She teaches care teams how to handle those affected by an air disaster and other crisis.

Sunday Workshop Session 6
Novice/Intermediate/Advanced

Mock Disaster Exercise

Sponsored by ATTAINIUM

Session Limited to 200 Participants

Chances are that while you read this, an unexpected disaster is causing an organization stress and confusion and is affecting its long-term ability to provide products and services to its customers.

Are the organization's leaders prepared to handle it? Will they be able to recover?

Disasters of every shape, size, look and feel happen all the time, affecting businesses, people's jobs, lives and families.

This session has been designed to put you in the throes of a real-life disaster situation, as it unfolds.

You will make the critical decisions any organization will have to make - and deal with the consequences of those decisions!

After you've finished, you'll understand the importance of planning in advance for a disaster or other business disruption.

You'll never want to be caught unprepared again!

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

Sessions are rated: 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.

General Sessions

Some of the nation's leading continuity, security and motivational experts will lead our General Sessions each morning.

These sessions are geared to contingency planners of all experience levels. Be prepared to discover strategies and solutions that can be implemented across the board.

Successful Strategies for Complex Decisions

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

Joel Zeff

How to Lead Change, Increase Passion and Build Success

It's hard to have fun at work during stressful times. Maybe it is just easier to be cranky. We are all facing challenges. How do we continue to motivate and energize our employees during difficult times? You can have fun. And in the process, reduce your stress and create a more productive and innovative work environment. First, create a foundation so fun can exist. Learn ideas to reduce your stress, help motivate your employees and create a foundation to have more fun.

Joel Zeff is a national speaker and humorist. He captivates audiences with a unique blend of hilarious improvisational comedy and essential ideas on work and life.

General Session 2
9:30 a.m. - 10:30 a.m.

Tony Schmitz

SendWord Now

BCP Boot Camp: How to Whip Your Crisis Communication Plan Into Shape

What innovations are driving the sector? What future regulatory changes might change the way we do things? Learn from industry leaders as they chair a lively and provocative roundtable that will cover a broad range of topics germane to BCP managers, DR professionals and anyone responsible for crisis management and communication. The roundtable group will cover best practices, lessons learned from the frontlines, mistakes made and what to avoid. Fasten your seatbelt for what is sure to be a raucous conversation and lots of fun!

Tony Schmitz, CEO of SendWordNow, has been an entrepreneur and business executive since 1983, creating and building value for technology companies across the New York region.
He will be joined by Howard B. Price, CBCP, director of business continuity and crisis management at ABC News in New York, and several other industry leaders.

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

Regina Phelps

EMSS

The Silly Little Question: Why Are We Doing This?

Exercises are a mainstay in the field of emergency management and BC planning. This fast paced session starts with the "silly little question…" Why are we doing this? What looks like a simple query is actually one of the keys to getting the most out of every exercise you design. This exercise peels back the design process with the goal of creating the best experience possible. This session will provide you some gems that will make your exercise sizzle.

Regina Phelps, CEM, RN, BSN, MPA is founder of Emergency Management and Safety Solutions.

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

Robert Chandler

Univ. of Central Florida

Crisis Communication: Lessons Learned from the Last Year

This session provides a review of several major 2010 crisis disasters including the Toyota recall crisis, BP Gulf oil spill, national egg recall, and others. It identifies a number of key lessons which can better prepare for crisis communication during the next disaster. Discussion will include how the failures/successes can help identify important planning and preparedness factors. Focus will be on the necessity for comprehensive communication planning and preparedness to best ensure safety, business operations, company image/reputation, and long term continuity of brand value and public trust.

Dr. Robert C. Chandler, Ph.D., is professor of communication and director of the Nicholson School of Communication at the University of Central Florida.

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

Tracey Forbes

SunGard Availability Svcs.

Beyond Business Continuity Planning: What Makes Your Organization Truly Resilient

Business continuity can run the gamut from a "plan on the shelf" to an enterprise-wide resiliency program. And while continuity and recovery plans can address the compliancy checkbox, in reality they may serve as a false sense of security. Stalled recoveries to critical IT systems have quick consequences for the business operations they support. This session will reveal tried and true approaches when a comprehensive BC/DR program is applied in practice, from planning and assessing vulnerabilities, implementing backup and recovery strategies to crisis communications and testing—a business continuity program can prove demonstrated value to an organization's viability and resiliency.

Tracey Forbes is the vice president of product development at SunGard Availability Services.

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

Curtis Smerud

The Smerud Group

Anatomy of a Disaster

Catastrophic disasters are no place to learn if your DR plans will save your organization from bankruptcy. This chilling presentation will leverage real world experiences to dissect each systematic step of a real recovery. From triage to recovery and salvage to restoration, this presentation will outline the challenges you'll encounter during each recovery phase, while addressing the often overlooked pitfalls found in most DR plans. You'll also be challenged to take a pragmatic look at the true resiliency of your DR program and what can be done to mitigate your greatest risks.

Curtis Smerud Is president of The Smerud Group LLC specializing in DR and IT consultancy services.

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

Bruce Blythe

Crisis Management Intl.

Integrating Business Continuity with Crisis and Emergency Management

A solid business continuity plan guides an organization in keeping operations seamless before, during and after a crisis, but does it take into account the specific needs of employees and their families? Does it provide guidance for crisis communications and legal response? Does it provide guidance for all aspects at various points during and immediately after a crisis occurs? Learn how to identify the separate needs of all parties affected by a crisis, and how those needs vary over time. Take and use guidelines will be provided to encourage leadership involvement and support in plan development and revision, as well as how to structure and integrate all programs.

Bruce Blythe is CEO of Crisis Management International, chairman of Crisis Care Network, and chairman of Behavioral/Medical Interventions.

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

Ashish Ray

Oracle

Ensuring Continuous Data Availability: Best Practices for a Highly Available Enterprise

In today's networked economy, data outages, whether planned or unplanned, have costly ripple effects within an enterprise and its business partners. As database sizes and availability demands increase, enterprises must ensure that the right data protection architecture is in place. This presentation analyzes various data protection and data recovery techniques available today, and outlines several best-practice recommendations that enable 24x7 access to enterprise data, providing the foundations for a highly available enterprise.

Ashish Ray is senior director of product management for Oracle's Database High Availability development organization.

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

Barry Pruitt

Pinnacle Business Concepts

Am I Complete?

Don't be stymied by uncooperative senior management and competing business objectives – and don't lose hope if you're struggling to make connections and gain rapport. Whether planning emergency response teams, facility drills, hot-site activation or a BIA, it's a fact—completing your work on time, budget, and with desired results is not enough – and it's not enough to secure funding, keep others focused, successfully deal with difficult personalities, and play politics. To be a complete professional you'll need a balance of *all* these skills which is why you should attend this session. Stop being misunderstood as a risk, BC or DR professional and gain insight to develop professional depth and personal skills for credibility, rapport, trust, and ultimately - results.

Barry Pruitt is president of Pinnacle Business Concepts Inc, which specializes in comprehensive BC/resiliency planning and education.

Strategic Session 1
Novice/Intermediate/Advanced

James Callahan CBCP

Astra Zeneca

The Week a Continent Stood Still

The eruption of the Eyjafjallajkull volcano in Iceland during the Spring of 2010 caused the greatest disruption to commercial air travel experienced since WWII, surpassing even 9/11. The impacts to people, supply chains and even the global economy were enormous, but what were the implications for business continuity planning? Do you know where the gaps in your current plans are? This session will provide you with a wide variety of lessons learned to help improve your plans and will include personal experiences from my 4,972 mile journey to ˜escape from Europe and return home to the US.

James Callahan has more than 20 years experience in security, safeguards, risk management and business continuity. Callahan is currently a senior manager at AstraZeneca Pharmaceuticals in Wilmington, DE, responsible for global service continuity.

Managerial Session 1
Novice/Intermediate

Charles Geraci CBCP

Pfizer

Implementing a BR Program on a Site Level and Transitioning From Crisis Management To Business Continuity

Learn how the world's largest pharmaceutical company implements a business resiliency program on a site level. This presentation will cover how the Pfizer La Jolla, Calif. site transitions from emergency response to crisis management to business continuity during a crisis situation. The presentation will also offer insight on how the Pfizer La Jolla site implemented their emergency response, crisis management, and business continuity program which the participants can use to set up their respective programs.

Charles Geraci is a safety manager for the Pfizer Inc. San Diego Research & Development site. His responsibilities include managing the facilities overall safety program and assisting with managing the site business protection program. He is a Certified Business Continuity Professional (CBCP) and is a member of the Pfizer Inc. Business Continuity Network. The Pfizer BC Network provides guidance and direction to the BC programs for the Pfizer sites both domestically and internationally.

Technical Session 1
Novice/Intermediate

Barney Pelant, MBCP

Barney F. Pelant & Assoc.

Risk Mitigation – The Second and Ongoing Step

After getting organized, the next logical step in the development of a business continuity program is the risk assessment and risk mitigation. This is the second and ongoing step in the development of a successful program. Risk mitigation not only reduces your exposures to business interruptions, it is also one of the fundamental building blocks for the development of viable business recovery strategies.

In this session we will look at what is risk mitigation, the success factors for a risk mitigation initiative, how to carry out a successful risk assessment, and finally the next steps in implementing a viable risk mitigation program. The attendee will take a way a good fundamental understanding of this important business continuity program element and how to go forward to initiate risk mitigation in their organization.

Barney Pelant is owner and director of Barney F. Pelant & Associates LLC. His professional background includes more than 30 years focusing on BC/DR.

Emergency Response Session 1
Intermediate/Advanced

Ed Tobias

Assc. Press

A Little Birdie Told Me: Making Twitter and other Social Media a Part Of Your BC/DR Plan

In more than half of the sessions that I attended at Fall World 2010 the topic of social media was raised. What is it, how do you use it and why should it be a part of all crisis plans? In this presentation we'll take a look at Twitter, Facebook and other social media giants. We'll review examples of how these sites have been used by the public to distribute information about disasters, in some cases before the agencies involved had the info, and we'll look at how some public safety agencies are using social media during major incidents. We'll also review some applications that can be used to make the most out of the information provided by these sites.

Ed Tobias is manager, business continuity and disaster planning in the global security department of the Associated Press. He is responsible for helping AP bureaus, worldwide, to crate and update BC/DR plans.

Advanced Session 1
Advanced

Cheryl Bieson CBCP

The Forzani Group

BCP & SDLC (Systems Development Lifecycle) Integration

Consideration of BCP within the Systems Development Lifecycle (SDLC) is a cornerstone to effective IT risk management. Inclusion of business reliance, application reliability and recovery requirements at the appropriate stages of a systems/ software development project will help to ensure that an appropriate level of resiliency is achieved. Whether your organization is using a traditional waterfall SDLC or a more extreme and/or agile methodology this session will outline the points at which BCP and IT disaster recovery planning integration will add maximum value to the development effort.

Cheryl Bieson, CBCP, is manager of business continuity, The Forzani Group Ltd. She has more than 20 years disaster recovery and business continuity planning experience across many industry sectors.

Information Session 1
Novice/Intermediate/Advanced

Peter Slintak CBCP

Qwest Comm.

Disaster, Lies and Urban Legends

This session will explore several disaster hoaxes, bad statistics, fake pictures, and crisis related urban legends. Case studies will focus on pandemics, hurricanes, power outages, terrorism, and falsified data. Slintak will disprove a widely quoted study that, "93 percent of companies that lost their data center for 10 days or more due to a disaster filed for bankruptcy within one year of the disaster" and "50 percent of businesses that found themselves without data management for this same time period filed for bankruptcy immediately." Your personal credibility is diminished when you use false information. This presentation will help you separate the good information from the bad.

Peter Slintak is a CBCP with more than 17 years of business continuity experience. He currently is a disaster recovery manager for Qwest Communications. Past business continuity consulting work includes Capital One, Conseco, EDS, Fannie Mae, General Revenue Corporation, and more.

Choose One Selection Per Track   **Monday 2:45 - 3:45 p.m.**

Strategic Session 2
Intermediate/Advanced

Implementing NFPA-1600 from Top to Bottom

Bobby Williams CBCP

Emdeon

Utilize the NFPA-1600 framework to get a comprehensive business continuity program in place for your company. We will explore "show stoppers" and ideas to sell your program to your executives. We will walk through the NFPA-1600 Standard and the sections that will cause the most heartburn in your organization. Examples of metrics to measure your program's progress will be discussed.

Bobby Williams is a DRII Certified Business Continuity Planner and serves as the business continuity manager for Emdeon, a publically traded company on the NYSE, in Nashville, Tenn. He has worked in the IT industry for 20 years in technical roles, vendor education, pre/post sales engineering, disaster recovery management, and business continuity management.

Managerial Session 2
Intermediate/Advanced

Proactive Risk Management

Gene Weber

Express Scripts

This proactive risk management session will provide you with a pragmatic and proven approach to proactively identify and mitigate operational risks that could impact your company. Attend this session to see first-hand how a top 100 company successfully attacks risks that could interrupt important operational processes. We will review the complete process that includes discovery via leadership workshops; prioritization techniques; risk mitigation strategies and the leadership reporting framework. We will discuss governance and simple templates to get your team jump started.

Gene Weber has responsibility for business continuity, disaster recovery, operational risk management, crisis management and operational and technology strategic planning for Express Scripts. While at Express Scripts Weber has focused on implementing repeatable BCM processes and best practices, improving disaster readiness, proactively mitigating risk and forming strategic leadership partnerships. In Dec 2009, an external assessment of ESI's BCM program gave ESI an "upper tier BCM program rating.
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Technical Session 2
Intermediate/Advanced

MAX Out DR Testing: How to Power Down Your Data Center as a Test

Harlan Dolgin CBCP

Dolgin Consulting

Think you can't shut off your production data centers? Think again! You can do it, and you'll learn how in this session. Participants will hear how a global 1000 company was able to institute a program of shutting down and restarting its most critical production data centers to prove its disaster recovery capabilities. Learn the benefits and costs, advantages and disadvantages, and the risks and rewards of instituting a program like this in your company. This program of power down tests changed the landscape of how the company performed its DR testing.

Harlan Dolgin, JD, CBCP, is founder of Dolgin Consulting LLC, and a past president of the MidAmerica Contingency Planning Forum.

Emergency Response Session 2
Intermediate/Advanced

Laying the Foundation: Developing the Governance Model for a Business Continuity Program

Regina Phelps

EMSS

Kelly Williams

EMSS

All of the major BC standards (including BS 25999, NFPA 1600, and ASIS SPC.1) call for creating a program governance model. Specific requirements and terminology may differ, but the essential point is the same: if a program doesn't have a governance model, it's not complete. This requirement can be difficult to comprehend, much less master. This session will discuss what elements must be present in a comprehensive BC governance model, using points drawn from the major standards. In addition, practical advice regarding how to frame the model will also be discussed.

Regina Phelps is an internationally recognized thought leader in the field of emergency management, pandemic, and contingency planning.

Kelly Williams' broad business and information technology background provides him with a unique perspective on all aspects of business continuity and disaster recovery planning.

Advanced Session 2
Advanced

How to Make Business Continuity a Strategic and Valuable Component of the Business

Randall Till MBCP

Till Continuity Group

This session will tackle the difficult issue of how to integrate business continuity planning into mainstream business practices. Learn alternate strategies and processes to help guide the integration of business continuity within an organization. Discussion will include how business continuity must become more "business savvy" and be able to demonstrate a value and contribution to business operations. The approach and tactics deployed to develop, test and maintain business continuity plans will be reviewed. This session will provide strategies and practices that will lead towards achieving a more business orientated planning approach.

Randall Till, MBCP is principal and founder of Till Continuity Group. He is a business continuity professional with 20 plus years' experience creating and implementing business continuity programs for business organizations.

Information Session 2
Novice/Intermediate/Advanced

Cyber Law's Impact on Business Resilience Planning

Russell Dutcher III CBCP

Advanced Business Continuity Solutions

Cyber-Law is a new concept which encompasses a variety of legal issues related to use of communication, transactional and distributive aspects of networked information devices and technologies. Actually, this field is so new, that it is more a form of regulation and compliance than that of an actual set of laws. Consequently, business resilience costs have continued to escalate due to the lack of these non-existent international cyber security regulations and laws. Planners must continually cope with new issues which affect both network and personal security systems. This seminar will focus on the causes, current issues and possible solutions to this growing problem.

Russ Dutcher is a business resilience practitioner and consultant heading Advanced Business Continuity Solutions, LLC in Toms River, NJ. He also serves as an adjunct instructor for a Master Certificate program in Business Resilience at Ocean County College.

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Strategic Session 3
Novice

Navigating PS-Prep: Making a Decision, Achieving Success, Improving Preparedness

Robert Giffin CBCP

Avalution Consulting

Stacy Gardner CBCP

Avalution Consulting

Does organizational certification make business sense? If so, what are the keys to achieving success that your organization should consider implementing now? And if not, how could the standards selected for inclusion in PS-PREP help improve your organization's preparedness? This presentation will help attendees navigate these issues and address the three most critical activities necessary to achieve certification.

Robert Giffin, CBCP, a co-founder and director of technology for Avalution Consulting, specializes in the development of business continuity programs and solutions for organizations.

Stacy Gardner, CBCP, a senior consultant for Avalution Consulting, has extensive knowledge and experience with aiding organizations with pandemic preparedness.

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Managerial Session 3
Intermediate/Advanced

Understanding Risk: An Opportunity for IT Managers

Pat Corcoran

IBM BCRS

Find out what CIOs and IT managers are thinking and doing about IT risk. What are they most concerned about? Where are they spending their money? What does it all mean for you and your organization? The IBM Global IT Risk Study 2010 looks at IT risk from the point of view of the people who manage that risk every day, and provides a unique look at the insights and best practices CIOs and IT managers have developed in the field of IT risk management. Learn the global IT risk landscape today, the changing role of the IT manager, implications and recommendations for IT managers as well as personal experience accounts of support efforts in the aftermath of disasters over the past 21 years including the terrorist attack on 9/11 and Hurricane Katrina.

Pat Corcoran joined IBM in the United States in 1977. He serves as global business development executive with IBM Global Technology Services, Business Continuity & Resiliency Services.

Technical Session 3
Intermediate/Advanced

Three Steps to a Successful Business Continuity Plan

Patrick Dunn CBCP

Consonus

Business continuity and disaster recovery planning have been a "disaster" for many companies. Companies are just beginning to see the real value in having a comprehensive business continuity strategy but few have viable plans in place. This presentation will illustrate how to incorporate regional risks and potential mitigation strategies, including wildfires, earthquakes and terrorism into your plans and the importance of not utilizing generic templates to create these plans. The time is now to create, review and update existing business continuity plans before the next event causes a significant impact to business operations.

Patrick Dunn is principal consultant in business continuity and disaster recovery for Consonus and has more than 20 years of industry experience.

Emergency Response Session 3
Novice/Intermediate/Advanced

Hidden Prizes of BC/DR Projects

David Halford

Forsythe Solutions Group

Peter Laz MBCP

Forsythe Solutions Group

BC/DR initiatives have strategic value that is often overlooked. The real prize is leveraging knowledge gained from your BC/DR initiatives to improve daily business operations. BC/DR initiatives add value to the business by helping manage risk. They can also help optimize costs, improve performance, and provide key baseline information for many types of process improvement initiatives. Understanding how to identify these hidden gems can provide additional value to the enterprise, enhance the value of your BC/DR program and help identify critical funding sources. Come learn how to identify, utilize and communicate the "prize inside".

As the Forsythe's BC/DR practice manager, David Halford helps customers plan and implement enterprise risk management initiatives.

Peter R. Laz, MBCP, is a senior consultant with Forsythe and has more than 20 years experience designing and implementing DR, BC and incident management programs.

Advanced Session 3
Advanced

Ready for What's Next? Preparing Your Government Clients in the Face of Growing Cyber Threats

Jerry Vevon, MBCP

Booz Allen Hamilton

Scott Rutler, ABCP

Booz Allen Hamilton

Our government's reliance on cyber technology is ever growing. And while cyber technology enables us to be more efficient in accomplishing our mission and to serve our customers, it also adds inherent risk. Cyber experts worldwide acknowledge that the danger of cyber attack is increasing exponentially, and that a large scale attack could impact critical infrastructure systems in both the public and private sector. To fully prepare for, and respond to cyber threats, organizations must adopt an integrated approach that addresses not only technology, but also operations, culture, management, and policy.

Jerry Vevon is a vice president at Booz Allen Hamilton leading the mission assurance/enterprise resilience service offerings.

Scott Rutler, a senior associate with Booz Allen Hamilton, has more than 15 years of experience working with the Federal Government.

Information Session 3
Novice/Intermediate/Advanced

The DRII Certification Process

DRI.
the institute for continuity management

You have taken a few DRII courses, even sat for the certification exam – now what? You have heard the stories of how intense the application process is. Where do you start? This session will be chaired by members of the DRII Certification Commission and the DRII certification manager. It will focus on the application process that is necessary to successfully become certified. The session is targeted to those individuals who have either begun or wish to begin this certification process, and will feature a "how-to" approach to this topic. Participants are encouraged to bring specific questions concerning their applications.

Disaster Recovery Institute Intl. is a recognized leader in providing education, standards, and professional certification.

Strategic Session 4
Novice/Intermediate

The BCP/EM Career Ladder: The Triangle of Success

Tom Phelan

American Public University

Are BCP and emergency management dead end careers? Many have asked. Learn the ways in which career development is enhanced through professional education, technical training and practical experience. From his work in career development, education, training, and on-the-ground practical experience, the presenter will guide participants through a series of questions leading to personal formulas for enhancing one's career path. Expect an exciting hour of active participation!

Tom Phelan, Ed.D., is professor and program director, emergency and disaster management and fire science, at American Public University's School of Public Safety and Health.

Managerial Session 4
Novice/Intermediate/Advanced

PS-Prep Certification Program: Enhancing National Resilience and Private Sector Preparedness

Ashley P. Moore

FEMA

PS-Prep Certification Program: The Department of Homeland Security recently announced the adoption of three preparedness standards for the private sector to improve national private sector preparedness for disasters and emergencies. The Voluntary Private Sector Preparedness Accreditation and Certification Program (PS-Prep) is a partnership between DHS, the American National Standards Institute's (ANSI) American Society for Quality (ASQ), more specifically the American National Accreditation Board (ANAB) and the private sector. This partnership enables private entities to receive certification for their efforts in organizational business continuity and disaster/emergency management. Learn about these proposed standards, how they will shape the future of private sector preparedness, and other relevant collaborations activities.

Ashley P. Moore, senior policy and standardization advisor, Department of Homeland Security (DHS), for FEMA. Moore is the federal representative to ANSI, BSI, ASTM, ASIS, EMAP and ISO standard development organizations.

Technical Session 4
Novice/Intermediate/Advanced

Business Continuity in the Supply Chain

Colin Ive, MBCI

CoDRIM Ltd.

Following the huge amount of outsourcing in recent years the risk exposure for companies has never been higher. Today we need clear visibility of the ability of suppliers to have the resilience, via their business continuity plans, to continue to meet their commitments to supply even during a crisis. This session will include discussion of the importance of supply chain resilience, where to start with your suppliers and how to ensure they will keep their commitments. Their problem should not become our problem. Learn strategies you can implement in your organization now.

Colin Ive is an independent BC consultant specializing in business continuity in the supply chain. He serves on the British Standards Institute workgroup producing a guidance document for BS25999 when dealing with the supply chain. He contracted to the Business Continuity Institute to produce and facilitate business continuity in the supply chain workshops internationally.

Emergency Response Session 4
Novice/Intermediate

BCM – A Risk Mitigation Approach

Ramesh Warrier

eBRP

Your risk management effort should focus on identifying risks and prioritizing mitigation efforts based on impact and cost-benefit analyses. Residual risks are the focus of business continuity management (BCM). The traditional BCM lifecycle yields a plan centric approach to BCM. Using green-yellow-red color coding, plan-centric BCM may satisfy audit requirements, but rarely produces actionable plans that are viable during a disruption. But a risk centric approach focuses on understanding business objectives. A BCM program should protect the organization's assets and ensure continuity of operations. Understanding these assets and interdependencies allows planners to visualize inherent risks, single-points-of-failure, current capabilities and mitigation strategies.

Ramesh M. Warrier, director, is the chief visionary and conceptualist behind the eBRP brand. Since graduating from Indian Institute of Technology (IIT/Kanpur), Warrier has accumulated more than 27 years of experience in various technology industry roles.

Advanced Session 4
Advanced

BCP Systems: Selecting the Right Tool, Maximizing Your Investment, Ensuring Long Term Success

Aaron Callaway

Fairchild Consulting

Many BC programs are challenged with economic distractions, doing more with their current BCP resources, continuously validating their programs, and managing expectations that keep rising. Leveraging Application Lifecycle Management (ALM) and a business continuity planning system will mature your current program, bring needed awareness to your program, and obtain the long-term support from your business/IT representatives. ALM is a methodology that is utilized to select the right tool planning system and to maximize the potential of your people, processes, and technologies. This session will review the foundation of ALM and how to leverage this methodology in your BCP practices.

Aaron Callaway is managing partner for Fairchild Consulting focused on business continuity. He has 15 years of consulting and information technology experience.

Information Session 4
Novice/Intermediate/Advanced

DRJ and Forrester BC/DR Market Study: The State of DR Preparedness

Rachel Dines

Forrester Research

Learn the current state of enterprise disaster recovery preparedness and how much progress we've made since 2007. The results from the Disaster Recovery Journal and Forrester's First Annual BC/DR Market Study will be reviewed in this session and compared to the results of the last time this survey was run in 2007. Coverage will include: company practices regarding DR planning, plan maintenance and testing; the percentages of companies that have alternate recovery sites; current recovery tiers and technology selection; company confidence in their DR preparations and more. The conclusion will provide an overall assessment of current DR preparedness efforts and provide recommendations and suggestions for improving preparedness.

Rachel Dines serves infrastructure and operations professionals. Her research focus is on IT continuity and disaster recovery services and technologies, next-generation high availability and backup, and data center strategies.

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Workshop Sessions

3:00 - 5:30 p.m.

Workshop Session 1
Novice/Intermediate/Advanced

Developing Continuity Plans in a Condensed Timeframe

Lloyd Smith, MBCP

Bus & Gov. Cont. Svcs.

You may have a requirement to develop or improve a business/government continuity plan in a short period of time or to progress from an IT disaster recovery plan to a continuity plan. If so this workshop is your "silver bullet".

Topics include:

• Developing disaster scenarios
• Commitment and getting started
• Progressing to continuity plans
• Basic recovery requirements
• Team selection
• Improved emergency response
• Condensed risk assessments
• Determining/securing records offsite
• Doing a condensed BIA
• Determining recovery strategies
• Developing recovery procedures
• Exercising/testing plans

Disasters may not wait for you. Catch up or advance your continuity planning to get ready for the threats of the future.

Lloyd R. Smith, Jr., MBCP, an internationally recognized speaker and instructor with 22 years disaster recovery experience has been active in developing business continuity policies and standards. He has been a DRII certified instructor for 18 years and served as an adjunct professor teaching business and government continuity. Smith founded Business & Government Continuity Services, which provides business and government disaster recovery training and consulting services to include risk assessments, business impact analyses, emergency response and disaster recovery plan development, testing, personnel/ team training, recovery plan mentoring/coaching and auditing.

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Workshop Session 2
Intermediate/Advanced

Recovery Strategies That Can Save Your Job

Robert Goodman, CBCP

Florida Hospital

Speedy recovery is critical to the success of any business continuity program. We frequently look at the mechanics of recovering systems and processes while ignoring the underlying recovery strategies. Do you understand the key strategies that can dramatically improve your recovery experience and results? This workshop will analyze actual recoveries and show where applying these strategies could have improved your outcome. Get insights into recovery principles that need to be incorporated into your business continuity culture.

Robert Goodman, CBCP, is a disaster recovery coordinator and senior database administrator (IBM certified database professional) whose career spans 34 years. He has presented around the world on database, disaster recovery and business continuity topics. He is a frequent speaker at ACP meetings, database conferences, and DRJ Spring and Fall World conferences.

Since 1991 he has built a state of the art disaster recovery program at Florida Hospital, the largest hospital in the US. During the past seven years, he championed a project to migrate the hospital's recovery program into the high availability recovery process that 21st century medicine requires.

Workshop Session 3
Intermediate/Advanced

Business Continuity Program Validation: Conducting a Program Assessment

Regina Phelps

EMSS

Kelly David Williams

EMSS

Whether you're starting a BC program from scratch or fine-tuning one, demonstrating with certainty that all the elements of a "full spectrum" program are in place can be difficult. Everyone wants to know if your program truly covers all the bases. And while exercises will flag problems, they rarely touch *all* aspects of a program. This workshop is designed to help you create an authoritative response to the question of program comprehensiveness.

The workshop consists of three major components:

• An introduction to the major auditable business continuity standards currently in use: ASIS SPC.1, BS 25999, FFIEC BCP, and NFPA 1600.
• The identification of all major components of a complete business continuity program, as identified in the four standards.
• The mechanics of conducting an examination of your business continuity program: how to prepare for the examination, how to execute the examination, and how to prepare and deliver examination final results.

Since 1982, Regina Phelps has provided consultation, training, and speaking services to clients in four continents. She is founder of Emergency Management & Safety Solutions, a consulting and training firm.

Kelly David Williams MBA, JD is senior consultant, Emergency Management & Safety Solutions. His broad business and information technology background provides him with a unique perspective on all aspects of business continuity and disaster recovery planning.

Workshop Session 4
Novice/Intermediate/Advanced

Birds of a Feather – Plan Together

The industry roundtable session will be limited to 100 attendees to facilitate effective discussions

This new, interactive workshop is geared to bring like-minded business continuity planners together to discuss critical issues that face their organizations and related industries. The session is designed as a roundtable discussion geared toward business continuity planning as it relates to specific industries. Experienced business continuity professionals will help facilitate each group in productive discussion related to key issues and areas of interest. This session will allow the DRJ attendees to address areas of concern, ask pressing questions and create dialog around key planning activities. The roundtable format will provide a flexible, yet structured approach designed to help explore solutions. The goal is to provide attendees with a forum to discuss business continuity planning and ask questions in an industry specific setting while building relationships with other planners in similar situations. Don't forget to bring your business cards.

Industry roundtables to be covered:
• Industry Sectors:
• Finance
• Manufacturing
• Transportation and Utilities
• Retail
• Healthcare
• Government and Public Sector
• Others based on attendance

Session Leader: Randall Till, MBCP, Till Continuity Group

Industry Roundtable Facilitators will be:

Robbie Atabaigi, MBCP - KPMG, Harlan Dolgin, JD, CBCP – Dolgin Consulting, Mike Gifford, CBCP - The Capital Group Companies, Martin Myers, MBCP – Bank of America, Randall Till, MBCP - Till Continuity Group, David Ziev, MBCP – Business Continuity Professionals

Workshop Session 5
Novice/Intermediate/Advanced

Developing the Recovery Strategy: The Next Step

Barney Pelant, MBCP

Barney F. Pelant & Assc. LLC

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.

Barney Pelant is owner and director of Barney F. Pelant & Associates LLC.

His professional background includes more than 30 years focusing on business continuity planning, disaster prevention and recovery.

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.

Workshop Session 6
Novice/Intermediate/Advanced

Ready, Set, Exercise! How to Develop and Conduct a Successful BCP/DRP Exercise

Steve Goldman

Goldman Mgmt. Consul-tants

The DRJ attendee favorite and a long running workshop! 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 BCP/DRP exercise. Students will master the aspects of effective exercise preparation and execution, including:

▪ Types of drills and exercises
▪ Elements of a successful exercise
▪ Scope, objectives, and extent of play
▪ Scheduling and coordination
▪ The scenario development team
▪ Scenario ideas and events you can use
▪ Resources and props
▪ How to conduct, evaluate, and critique
▪ Imagination, creativity, and leadership
▪ Goldman's highly acclaimed Exercise Planning Checklist.

Learn how to avoid common pitfalls during the development process and how to anticipate and resolve potential problems. Exercise conduct, evaluation, and critiquing strategies will be discussed.

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

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Hotel 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
or online at: www.drj.com/springworld

Guests rooms include coffee makers, irons, ironing boards, refrigerators and wall safes. High speed Internet access is available for a fee. Guests can also enjoy the pool and several restaurants.

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 $180 for a single or double 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.

Area Attractions

Area Attractions

Theme park excitement is just minutes away. Parks include Magic Kingdom, EPCOT, Disney's® Animal Kingdom, and Disney's® Hollywood Studios. For the sports enthusiast, there's tennis, boating, golf and more. Nighttime brings even more excitement. Visit Downtown Disney or other local sites.

Walt Disney Park Ticket Discounts

Attendees of DRJ's Spring World 2011 have the option of purchasing Walt Disney Tickets at discount prices. For more information, visit www.drj.com/springworld.

Travel Details

Magical Express

Shuttle service to and from the airport can be arranged through *Disney's Magical Express*! This 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 or online at www.drj.com/springworld.** 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 hotel reservation is made.

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

Travel Information

Airlines: American Airlines is DRJ's official airlines for Spring World 2011. For reservations, call 800-433-1790 or visit www.aa.com. Use file #3731BL for the discounted rate.

Car Rental: Avis is DRJ's official rental car service. Call 800-331-1600. Use file #D005078 for the discounted rate.

Spring 2011 Registration Form

Register By January 27, 2011 for $995! Save $200 in conference fees!

Date_____ List Your CBCP, FBCI, CRP#_____

Mr/Mrs/Ms_____ First Name_____ Last Name _____

Company_____

Title_____ Email _____

Address_____ Mail Stop_____

City_____ State_____ Zip_____

Country_____ 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.

Industry Information

Indicate Your Industry: ____ Banking/Financial ____ Public Utilities ____Transportation ____Insurance ____ Communications ____ Manufacturing ____ Government ____ Education ____ Computer Services ____ Wholesale ____ Health Care ____ Petroleum ____ Mgmt. Consultant 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 $_____ Registration Discounts (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_____

Policy Information

Cancellation Policy (Must be in writing): Conference enrollment may be cancelled through Feb.26, 2011 without penalty. No refunds or credits will be given for cancellations received after Feb. 26, 2011. 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 27

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

Monday, March 28

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 29

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 $995.00 through Jan. 27, 2011
• only $1095.00 through Feb. 25, 2011
• only $1195.00 through March 27, 2011

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: 636-282-5802
        24-hours a day

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

Web: www.drj.com

For information

636-282-5800
9 am - 5 pm CST
-or email-
mercedes@drj.com

Registration Discounts

DRJ offers a 10% discount on registration fees if you meet certain criteria. Review the restrictions below. If you are eligible, mark the appropriate place on the registration form.

• Three or more employees from the same company who register at the same time are eligible for a 10% discount.

• All certified individuals **(must be certified at the time of registration)** are eligible for a 10% discount.

• All contingency group members are eligible for a 10% discount with proof of membership.

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

Pre-Conference Courses

Earn up to 16 CEAPs per class by attending a pre-conference course.

PRC-1: From Response to Recovery:
Everything You Need to Know to Design a Successful Exercise

Sat., March 26, 9:00 a.m. - 5:00 p.m.
Sun., March 27, 8:30 a.m. - 11:30 a.m.
$1295 per person
Presenter: Regina Phelps

Learn from the exercise master, Regina Phelps, who conducts more than 100 exercises a year. If you have a documented emergency plan but have not tested it, you might discover that your document is less than sufficient. There are really only two ways to find that out. One is to have an actual disaster; the other is to do an exercise. The latter is usually a better learning experience and is certainly a lot less stressful. This workshop details everything you need to do to design a successful exercise from the ground up. You will walk out of this workshop with a draft of your next exercise planned and a *copy of Phelps' new book.*

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

You will:
- Participate in an advanced tabletop exercise.
- Develop the outline for your own tabletop exercise.
- Receive feedback on your exercise design.

Receive a copy of Regina's new book, *From Response to Recovery – Everything You Need to Know to Create A Great Exercise.*

Regina Phelps is an internationally recognized thought leader in the field of emergency management, pandemic, and contingency planning. Since 1982, she has provided consultation, training, and speaking services to clients in four continents. She is founder of Emergency Management & Safety Solutions, a consulting and training firm. Phelps' niche includes incident management team development, pandemic planning, emergency operations center (EOC) design, and the development of emergency exercises for large global companies.

PRC-2: IT/DRP/Certified Business
Resilience IT Professional

Sat., March 26, 9:00 a.m. - 5:00 p.m.
Sun., March 27, 8:30 a.m. - 11:30 a.m.
$1650 per person
Presenter: Rick Wellman

18 Today's businesses rely heavily on a robust and resilient information technology (IT) and telecommunication infrastructure

to deliver essential business services in order to meet company mission, objectives, and key targets. This dependence on information technology stems from several requirements and demands.

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

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

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

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

PRC-3: A Guide to Business Continuity Management:
How to Develop, Test and Maintain Effective BC Plans

Sat., March 26, 9:00 a.m. - 5:00 p.m.
Sun., March 27, 8:30 a.m. - 11:30 a.m.
$1295 per person
Presenter: Randall Till, MBCP

Join this session to learn how to develop and implement strong business continuity practices. You will learn the key components associated with a BC Program:

- Governance
- Response
- Requirements
- Recovery/Resiliency
- Management

The class will provide proven planning techniques and strategies to help guide BC practices within your organization. Participants will have time to actively explore the key concepts, strategies and tools that go into building good BC plans. The class will:

- Review examples of proven techniques, processes and tools
- Review lessons learned and potential roadblocks to success
- Discuss specific issues, concerns and challenges
- Provide examples of BC practices, templates and plans

Participate in an interactive learning environment and take away a comprehensive review of leading business continuity practices and concepts guiding the industry today. Both experienced planners and newcomers to the field will benefit from sharing experiences while gaining valuable insights and knowledge during this session.

Randall Till, MBCP, has more that 20 years' experience as a BC planner and has learned to navigate the hardships and roadblocks associated with implementing BC strategies and practices within organizations. He will share lessons learned and present effective techniques to integrate business continuity practices into your day-to-day business operations.

PRC-4: Essentials Of DR/BC Planning Made Simple

Sat., March 26, 9:00 a.m. - 5:00 p.m.
Sun., March 27, 8:30 a.m. - 11:30 a.m.
$1095 per person
Presenter: Norm Harris

For anyone who is involved with any of the components of a disaster recovery/business continuity program this class is a must. This highly effective class covers all the essential components of a DR/BC program in a concise and understandable way.

It includes the seven major questions any DR/BC program must answer, What needs to be done, Why it needs to be done, When it needs to be done, Who is to do it, Where is it to be done, How is it to be done, and the resources needed to do it.

You receive all forms, questionnaires, tutorials, samples, Power Point presentations, software and more, all on a USB flash drive.

Following is a partial list of subjects that will be covered:

- Making the organization mission statement work for you,
- How to conduct a factual risk assessment
- Step by step development of a BIA
- Effective data collection and interviewing techniques
- Reports and presentations designed to receive maximum senior management support and budget approval
- Selecting recovery and resumption strategies
- Designing a backup and recovery plan that meets your organizations requirements
- Developing the essential content of a plan (FREE SOFTWARE provided); and Proven plan Testing, maintenance, enhancement and training techniques, (free DR/BC coordinator handbook)

The class is taught by Norm Harris, president, Harris Recovery Solutions, Inc. Harris has more than 35 years of experience and has presented over 500 classes on the subject of DR/BCP.

PRC-5: Learning Tree - Recovery Planning for SMB to Global Giant

Sat., March 26, 9:00 am - 5:00 pm
Sun., March 27, 8:30 am - 11:30 am
$995.00 per person
Presenter: Arnold Villeneuve

For the first time, Learning Tree is coming to Disaster Recovery Journal's Spring World! Virtually every major company and government agency has relied on Learning Tree to provide its managers and employees with the skills they need to increase their job effectiveness. Now it's time for Learning Tree to bring their education excellence in recovery planning to DRJ and the conference attendees! This class will be a hands-on education session based on Learning Tree's highly regarded existing recovery planning course. Be part of the exclusive group who gets to say they were at the first Learning Tree class offered at DRJ.

A major disaster could cripple your organization, suspending mission-critical processes and disrupting service to your customers. In this course, you learn to identify vulnerabilities and implement appropriate countermeasures to prevent and mitigate threats to your mission-critical processes. You learn techniques for creating a business continuity plan (BCP) and the methodology for building an infrastructure that supports its effective implementation. You Will Learn How To:

- Create, document and test continuity arrangements for your organization
- Perform a risk assessment and Business Impact Assessment (BIA) to identify vulnerabilities
- Select and deploy an alternate site for continuity of mission-critical activities
- Identify appropriate strategies to recover the infrastructure and processes
- Test and maintain an effective recovery plan in a rapidly changing technology environment

Three months of free unrestricted access to Phoenix for SharePoint SaaS online service for documenting your disaster recovery, business continuity, and pandemic plan. For further course information or questions: www.disasterrecovery.com/seminars.

Post-Conference Courses

Earn up to 16 CEAPs per class by attending a pre-conference course.

POC-1: More Effective Communication for Incident Response and Disaster Recovery

Wed., March 30, 1:30 p.m. - 5:00 p.m.
Thurs., March 31, 8:30 a.m. - 5:00 p.m.
$1095 per person
Presenter: Dr. Robert Chandler

This workshop reviews essential factors and processes for improving and sustaining effective communication during incident response and disaster recovery operations.

Topics include: common communication problems and issues; improving communication among response teams; more effectively working with others; leadership communication; communication and decision-making; reducing misunderstandings and improving communication satisfaction; assessing the quality of your communication; and creating better messages during stressful periods of crises, emergencies, incidents, and disasters.

This interactive working session shall give opportunities to generate take away action items which participants can return to their workplaces to help improve multiple levels of communication for their own teams and operations

Participants are encouraged to bring examples of communication problems typically encountered in their work to the seminar/workshop. Dr. Chandler will devote time for analysis and discussion to questions, case studies, and examples submitted by participants.

Dr. Robert C. Chandler, (Ph.D., University of Kansas; M. A. Wake Forest University; B. A. Harding College) is professor of communication and director of the Nicholson School of Communication at the University of Central Florida. He is the former chair of the communication division at the Center for Communication and Business at Pepperdine University.

POC-2: Secrets to Building Successful Private / Public Relationships

Wed., Sept. 22, 1:30 p.m. - 5:00 p.m.
$195 per person
Presenters: Deidrich Towne, MBCP; Ken Schroeder, CBCP

This fast-paced, half-day session focuses on the actions that both private businesses and public agencies have taken to build complementary relationships that work in both good times and disaster situations.

This session is designed to give both private and public sector representatives the tools they need and action plans to come together, develop the relationship, and build a unified public / private emergency response capability.

Attendees will learn about: Who to contact and how to get them involved; Resources available to support a public private program; Successfully implemented programs; Collaborative training and exercises and Building an expanded support network.

Deidrich Towne, MBCP, is a senior technical consultant for Hewlett Packard.
Ken Schroeder, CBCP, is vice president for business continuity at Southeast Corporate.

POC-3: Developing and Improving Business and Government Continuity Plans

Wed. Mar 30, 1:30 p.m.-5:00:p.m.
Thurs. Mar 31, 8:30 a.m.-5:00 p.m.
Fri. Apr 1, 8:30 a.m.-12:p.m.
$1295 per person
Presenter: Lloyd Smith, MBCP

Now that you have attended DRJ, it is time to reap benefits and take home improved capabilities. Learn best practice business, government & community continuity principles & applications from an expert & certified instructor with real world experience in recovering from major disasters.

Even when budgets are tough, organizations can't afford to be without effective continuity plans. This total continuity course is the "silver bullet" designed to help develop better plans in less time and cost.

Subjects include continuity plan considerations and project management, emergency response to protect personnel and assets, quick risk assessment and mitigation, condensed business/mission impact analyses determining, protecting and recovering vital records, developing recovery strategies and procedures, exercising/testing plans, keeping plans current/updated, facility recovery and critical infrastructure protection, enhanced security for sabotage/terrorism avoidance, personal, home and community recovery plans, and success factors, audit considerations and future trends

Colonel Smith, with 22 years disaster recovery experience, has been active in developing business continuity policies and standards. Smith founded Business & Government Continuity Services, which provides risk assessments, business impact analyses, emergency response and recovery plan development, testing, team training, recovery plan coaching and auditing.

POC-4: The Complete Professional: Piecing Together Success Over the Next 12 Months!

Wed. Mar 30 1:30 p.m.-5:00:p.m.
Thurs. Mar 31 8:30 a.m.-5:00 p.m.
Fri. Apr 1, 8:30 a.m.-12:p.m.
$995 per person
Presenters: Barry Pruitt, Michael Herrera

Balance key skills as a risk, BC or DR professional – technical, presentation, writing, negotiation, facilitation, interview, etc. – plus get personal coaching when you need it for a full 12 months. Best practices at today's fast pace and low cost. Expert? Learn to speed up the process. New to the profession? Get your program in place more quickly!

Learn secrets to maintain/recover critical business functions and processes, and how to include procedures to execute critical priorities vs. non-critical functions/services/processes. This easy-to-apply methodology gives you tested and proven practices for mapping, implementing, and managing the process as well as:

Key characteristics of a complete professional: quickly defining key roles/responsibilities, raise your program's maturity level. fast approach to completing a BIA and risk assessment. quick design, develop, implement, recovery (strategies) and plans, approaches to maintenance/testing and continuous improvement, and reduce exposures and better ensure continued operations.

Our professional team will preview any of your documentation in advance and offer advice to maximize your success.

Workshop materials include: flashdrive containing presentation materials and forms, PLUS key code for free initiation and one-year membership in The Complete Professional online (over 10 SMEs on Risk, BC, DR to guide you one-on-one, and access to our library of documents, processes, and forms) – nearly a $3,000 value!

Barry Pruitt is president of J&B Pinnacle Business Concepts Inc, has experienced a major business interruption and is a contributor to My Remarkable Journey by Rich Arnold.

Michael Herrera, CBCP, president/CEO of MHA Consulting Inc., has more than 17 years BCP consulting and training experience and has firsthand knowledge having dealt with four major declared disasters.

POC-5: Comprehensive BIA Process – Methodology

Wed. Mar 30, 1:30 p.m.-5:00:p.m.
Thurs. Mar 31, 8:30 a.m.-5:00 p.m.
Fri. Apr 1, 8:30 a.m.-12:p.m.
$1100 per person
Presenter: Denis Goulet, CBCP

The Business Impact Analysis (BIA) is the foundation on which to build an organization-wide business continuity management program. The instructor will walk participants through all the steps associated to completing a BIA. This course is designed around a tried and true BIA model providing the participants with the methodology, the associated tools and the confidence required to complete a thorough business impact analysis. This course is designed for business continuity professionals with basic knowledge and experience in business continuity / disaster recovery.

This fee includes the course, the course material, soft copy of samples and templates discussed during the course. Also includes a one-year free subscription as an affiliate member of the BCI.

For more information, contact questions@continuitylink.com.

Denis Goulet is a recognized expert in the business continuity management (BCM) field with more than 20 years of experience.

POC-6: Overview to the Six Core BCM Competencies in BCI's Good Practice Guidelines

(POC-6A) Course with CBCI Exam
Wed. Mar 30, 1:30 p.m.-5:00:p.m.
Thurs. Mar 31, 8:30 a.m.-5:00 p.m.
Fri. Apr 1, 8:30 a.m.-12:p.m.
$1495 per person (includes access to e-learning and testing system)
Presenter: Marie-Hélène Primeau, MBCI, Premier Continuum

(POC-6B) Course Only
Wed, March 30, 1:30 - 5:00 p.m.
Thurs., March 31, 8:30 a.m. - 5:00 p.m.
$995 per person (includes access to e-learning and testing system)

(POC-6C) Exam Only
Friday, April 1, 8:30 a.m. - Noon
$500 per person (includes access to e-learning and testing system)

This standard five day training course has been condensed down into a two day overview format that will serve as an intensive and interactive review of the BCM lifecycle as outlined in the BCI's 6 Core BCM competencies that make up the Good Practice Guidelines (GPG).

All attendees will also receive free access to the BCI's world-class e-learning system in order to allow for pre-conference studies as well as additional preparation prior to sitting for the BCI Certification Examination

The concepts and topic areas of the examination were derived from an analysis study of the BCI's GPG completed by BCI subject Matter Experts (SMEs).

Marie-Hélène Primeau, MBCI, is a certified training provider of the Business Continuity Institute.

Is Your Vendor Certified?

Shouldn't your vendor have the same understanding of best practices in Business Continuity as you? Look for a CBCV— Certified Business Continuity Vendor -- before you start your search for services.

BCM Practitioners have said that finding the right vendor who has the same understanding of best practices in Business Continuity is arduous and time consuming. And that's why they turn to the **CP2CV Directory** offered exclusively on DRI's website. It's the first stop they make when searching for business continuity services and recovery solutions they need now.

Becoming a CBCV shows that you are a highly qualified vendor within the industry today. Certified Professionals have a instant connection because you must pass the same Qualifying Exam as all other Certified Professionals and demonstrate success and time working in the industry. That difference can give you the edge over the competition--other non-certified vendors can't make that claim.

Come join our growing list of CBCVs while at the same time elevating your presence on the BCM landscape.

For more information, visit the www.drii.org and select BC Community to start your application today.

You have the knowledge.

Post Conference Courses & Exams Available at DRJ's Spring World 2011

Course & Exam Schedule

3/30 - 4/1	Qualifying Exam Review (BCP 501)	$1495.00*
3/30 - 4/3	Business Continuity Planning (BCLE 2000)	$2550.00*
3/30 - 4/1	The Metrics Course (BCP MET)	$795.00

Examination Only Schedule

4/1	1:30 pm - 5:00 pm	Qualifying Exam	$550.00
4/3	1:30 pm - 5:00 pm	Qualifying Exam	$550.00

Certifications available through DRI International

ABCP	Associate Business Continuity Professional
CBCV	Certified Business Continuity Vendor
CFCP	Certified Functional Continuity Professional
CBCP	Certified Business Continuity Professional
MBCP	Master Business Continuity Professional

Certification for Auditors through DRI International

CBCA	Certified Business Continuity Auditor
CBCLA	Certified Business Continuity Lead Auditor

D i s a s t e r R e c o v e r y

You have the experience.

Are you Certified?

Extend DRJ's Spring World 2011 and take a step closer to professional certification. Courses and Qualifying Exams are available before and after the conference.

Build Professional Credentials in the Field of Business Continuity Planning

DRJ's Spring World 2011 is an excellent opportunity to take one of our courses and begin your progress toward validating your experience, skills and commitment through professional certification. These courses fill quickly. Register Today.

Courses and Exams Available at DRJ's Spring World 2011 in Orlando

Visit our website for complete course descriptions and registration details. All course fees include instruction, materials and Qualifying Exam Fee.

*Courses are a special DRJ's Spring World 2011 rate and may not be combined with other discounts. Pricing and availability subject to change without notice.

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