Disaster Recovery Journal

Spring World
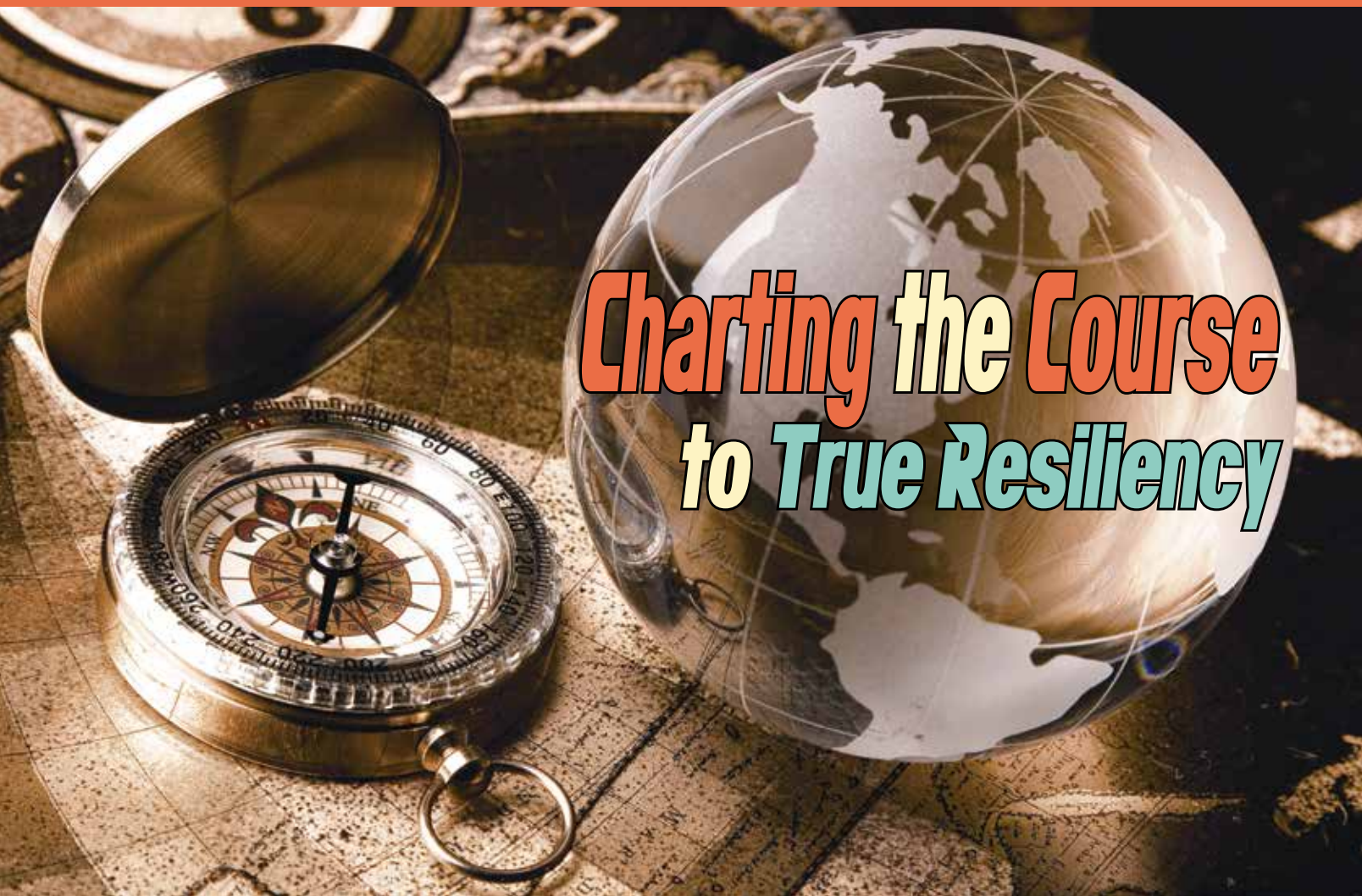## Orlando, Florida 2013

RECOVERY JOURNAL
DRJ
DISASTER

March 17-20, 2013

Charting the Course
to True Resiliency

Full Conference Agenda
Featuring our Second Annual One-Day
Track for Experienced Practitioners!

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DRJ Presents Our 48th Conference. Register by Jan. 17 and save $200!

Disaster Recovery Journal

Spring World

Orlando, Florida 2013

WELCOME

to Spring World 2013! DRJ is proud to announce our 48th conference.

We are thrilled to share our agenda with you and invite you to register now to get the lowest price in the industry.

Our sessions are led by industry experts who are knowledgable, friendly and willing to share their skills with you.

**Richard Arnold
DRJ CEO**

Our annual conferences attract thousands of practitioners from around the globe. You will find invaluable networking contacts through our many events, receptions and gatherings.

DRJ's mission has always been to educate the industry in the most affordable way possible!

Find out why attendees return year after year to our show. Register now and join us in Orlando!

We build the best conference in the industry with you in mind!

Charting the Course To True Resiliency

Our General Sessions are held each morning and appeal to a broad range of attendees.

Conference Activities

Spring World 2013 is packed with activities and events. We offer unique options that allow you to explore new subjects, gain awareness and interact with other practitioners in a relaxed, fun environment.
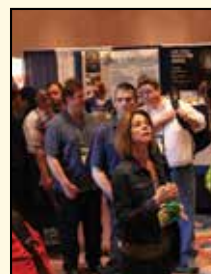

Mock Disaster Exercise
This unique session, sponsored by Attanium, allows attendees to participate in a real-time mock disaster. The fun and educational event is held during a Sunday afternoon workshop.

Exhibition Hall
The exhibition hall offers a fantastic opportunity to view all the products and services in one place. Network with the booth personnel, view the product demonstrations and make invaluable contacts for the future.

Welcome Reception and Monday Night Hospitality
The Welcome Reception kicks off on Sunday night. Gold Sponsor Forsythe brings us the fun Monday Night Hospitality! Network with exhibitors and speakers and enjoy food and fun in a relaxed atmosphere.

Attendees participate in roundtable discussions during networking meals.

Spring World 2013 is the Best Value In The Industry

There is no conference that offers as much for the low registration fee.

Attendees are led by industry experts, gain interaction with speakers, and make invaluable networking contacts.

Return to your office with the equivelant of hundreds of hours of training and the knowledge to implement solutions!

The low fee includes:

- session admission
- conference materials
- admission to hospitalities
- product demonstrations
- mock disaster exercise
- cyber city
- exhibition hall
- conference bookstore
- networking meals
- senior advanced track

You won't find a better conference or a better value! Early registration discounts make it an even better deal.

One Day Track for Advanced Practitioners

Senior practitioners are invited to attend our one-day track on Monday. If you are interested in attending, contact patti@drj.com to verify qualifications. **How To Achieve True Enterprise Resiliency** will feature *a general session in the morning (see page 8 for details)* and breakout sessions in the afternoon. The breakouts will run separately from our general offerings to attendees. The one-day track will conclude with an exclusive *"Meet the Expert"* reception in the evening. There is no additional cost for this new track.

Geno Pandolfi

U.S. Bancorp

David Halford

Forsythe Solutions

SA-1: Driving an Enterprise Resiliency Partnership
Monday, March 18, 1:30 - 2:30 p.m.

Often enterprise business continuity organizations, enterprise business units, and IT operations are challenged to maintain alignment with respect to business continuity initiatives, priorities, and strategic investments. A successful enterprise wide BC program flourishes and can be strengthened when an aligned organizational approach and real partnership exists across business lines. Building, maintaining, and growing this level of organizational integration is difficult and requires a unique and focused approach. Learn how one company's organizational model, collaboration methods, and approaches have helped to build and maintain a partnership with operations, infrastructure engineering, enterprise risk and compliance, BCDR planning, incident recovery, and crisis management.

Geno Pandolfi is senior vice president/executive director, Enterprise Readiness Services: U.S. Bancorp.

David Halford is senior principal/practice manager, BC Services; Forsythe Solutions Group.

Tom Wagner

Direct-Edge

SA-2: Moving your Organization from Continuity to Resiliency: Lessons Learned from Wall Street
Monday, March 18, 2:45 - 3:45 p.m.

Running a stock exchange on Wall Street presents a unique set of resiliency challenges for business continuity, crisis management and disaster recovery planners. Most electronic exchanges today are collocated with and connected to customers and competitors in third-party data centers that provide low latency connectivity to brokers, high frequency traders, and telecommunications providers. Along with the technical challenges, Wall Street must deal with "flash crashes," botched IPOs caused by faulty systems, and persistent Information Security threats from nation states, hackers, ideologues and Occupy Wall Street protesters. Learn how the financial services industry deals with these risks by shifting technology and operations from continuity to resiliency.

Tom Wagner, BCM head for Direct Edge, the world's fourth largest stock exchange.

Randall Till

Moderator

SA-3: Roundtable Discussion: Gaining Perspective on Business Continuity Challenges and Trends
Monday, March 18, 4:15 - 5:15 p.m.

Expert speakers from a variety of industries will converge in this Roundtable Discussion to discuss issues that affect advanced practitioners and their organizations. Learn different views on each issue from the panelists who bring their own unique perspectives and solutions. Chart Your Course to Enterprise Resiliency with our experts' advice. Plenty of time will be allowed for questions and answers from the audience.

Experts who may be participating include: Percy Cohrs, Disney; Tom Wagner, DirectEdge, Geno Pandolfi, U.S. Bancorp, and David Halford, Forsythe Solutions.

Meet the Experts Reception

Following the close of SA-3, attendees are invited to mingle with the presenters in an informal reception. Network with the industry's top executives and gain indepth information to your concerns and challenges. Light hor 'd ouerves and drinks will be served.

sponsor Information

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Since 1971, Forsythe has focused on helping its clients optimize the cost and manage the risk of their IT, while improving their performance. In today's economy, the emphasis on cost optimization is greater than ever. We offer technology and business consulting services, technology leasing and products from all leading IT infrastructure manufacturers. We bring years of experience and a wide knowledge of pragmatic best practices to our clients, who are a cross-section of complex organizations across all industries.
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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.
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4

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Avalution Consulting, 2012 BC/DR Company of the Year, specializes in business continuity, continuity of operations planning and IT disaster recovery consulting, outsourcing and software solutions for organizations in both the public and private sectors.
www.avalution.com

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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.
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VOLO RECOVERY
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
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

Non-Profit Sponsors

bci Business Continuity Institute
The Business Continuity Institute (BCI) was established in 1994 to enable individual members to obtain guidance and support from fellow business continuity practitioners. The BCI is the world's most eminent BCM institute and our name is instantly recognized as standing for good practice and professionalism.
www.thebci.org

FORRESTER®
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.
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theICOR
The International Consortium for Organizational Resilience (ICOR) was founded to respond to the growing market need for a single avenue of access to the many offerings of education and credentialing expertise that is easily accessible and usable worldwide.
www.theicor.org

PPBI Private & Public Businesses, Inc.
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
Certification 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
6:45 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

Tuesday

Cyber City
6:45 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

Wednesday

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

Attendance prize drawing held immediately following General Session 8. Must be present to win.

Senior Advanced Track

Monday Only

SA-1 **Driving an Enterprise Resiliency Partnership**
1:30 pm - 2:30 pm
SA-2 **Moving Your Organization from Continuity to Resiliency: Lessons Learned from Wall Street**
2:45 pm - 3:45 pm
SA-3 **Roundtable Discussion**
4:15 pm - 5:15 pm

Note: Track is open only to invited advanced planners. See page 3 for details on attending.

Pre-Conference Events

Saturday and Sunday

PRC-1: **Successfully Conduct Your First Drill**
PRC-2: **Sentryx IT/DRP/CBRIT**
PRC-3: **ICOR BCM 4050**
PRC-4: **Enterprise Risk Management**

Post-Conference Events

Wednesday, Thursday and/or Friday

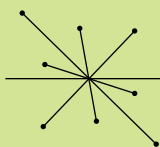**POC-1: From BIA to Resiliency**
POC-2: Building Core Resiliency
POC-3: CBRA
POC-4: CERT Resilience Management Model
POC-5: ICOR TIFM 2010

BCI Courses: See pages 22 - 23 for details.

sunday WORKSHOP SESSIONS

Sunday Workshop Session 1
Novice/Intermediate/Advanced

Birds of a Feather: Business Continuity Roundtable Discussions

Facilitated discussions on business continuity trends and key topics of interest coordinated within Industry roundtables.

Participate in dynamic dialogue with fellow conference participants having similar backgrounds and expertise.

Experienced business continuity professionals will lead these structured, yet flexible BC roundtable discussions. You will gain solutions, while having the opportunity to build relationships and solve problems among BC planners in similar situations.

This session will enable you to explore solutions, address concerns, ask questions, and dialogue about BC planning strategies and practices being used at other organizations.

Potential Topics:

Recent Events – Planning and Response
Crisis Management Planning
BC/DR Planning
Risk Assessment and BIA
BC Governance and Commitment
BCM Exercises and Testing
Supply Chain Management
Other Topics Selected by Participants

Moderator: Randall Till, MBCP, Visa

Industry Roundtable Facilitators:

•Robbie Atabaigi, MBCP, KPMG
•Mike Gifford, CBCP, The Capital Group Companies
•Frank Lady, CBCP, Bank of America
•Martin Myers, MBCP, Bank of America

Sunday Workshop Session 2
Novice/Intermediate/Advanced

ABC's of Operational Resilience

Nader Mehravari

CERT Cyber Resilience Center

Organizations, large or small, public or private, civilian or federal, continue to invest in a variety of independent preparedness planning activities including IT disaster recovery (DR), business continuity (BC), crisis management (CM), pandemic planning (PP), and emergency management (EM).

However, given the extreme complexity of today's business processes, and the global socio-economical challenges faced by organizations, a traditional disjointed stovepipe approach to preparedness planning is no longer viable; neither operationally nor financially. Successful protection of one's enterprise now requires a fully integrated approach that incorporates unification, standardization, automation, and training while balancing affordability and risk management. Such an integrated approach to protection and sustainment of business operations is being referred to as "operational resilience."

This interactive workshop is intended to provide the audience with a comprehensive overview of modern operational resilience and associated concepts. Proven and practical approaches for planning, managing, and executing an integrated set of protection and preparedness planning activities across such domains as IT disaster recovery, business continuity, crisis management, pandemic planning, emergency management, workforce continuity, supply chain continuity, cyber security, and privacy protection are discussed.

Dr. Nader Mehravari, MBCP, MBCI, is a subject matter expert and experienced practitioner in disaster recovery, business resiliency, continuity of operations, preparedness planning, information security, and associated operational risk management.

He is currently with CERT Cyber Resilience Center of the Software Engineering Institute at Carnegie Mellon University.

Sunday Workshop Session 3
Novice/Intermediate/Advanced

BCP Metrics: Resiliency Through Measurement

Michael Herrera

MHA Consulting

If you are charged with continuity planning you can get support from senior management by developing metrics and demonstrating value to the bottom line.

Do you have regular audits by customers and others of your program to determine if you can continue to support their business should you have a disruption? Do you know how compliant your program is with industry standards and/or your level of recoverability? Is management asking you how the program compares to others? Is management not supporting your program?

Knowing how compliant your program is with industry standards and most importantly, how resilient it is, brings value to the bottom line of the organization.

In this session, we will review the use of metrics and MHA's Tier 1 and Tier 2 metrics to comprehensively assess a continuity program's compliance with standards as well as resiliency.

Discover that by using comprehensive metrics to assess compliance and resiliency, you can make steady, well rounded improvements in your continuity planning program. Most importantly, showing management where you stand on a regular basis is crucial to gaining their support and funding to heighten the sophistication and capability of your program.

Michael Herrera founded MHA Consulting Inc in 1999 after a 15-year career in the world of banking.

Since founding MHA, he has led the organization to become an industry leader serving top clients around the world.

His simple strategy of building solid relationships with each client and becoming their "trusted advisor" has led MHA to grow its stellar pedigree of clients and successfully retain each of them an average of four plus years.

Sunday Workshop Session 4
Novice/Intermediate/Advanced

Brian Zawada

Avalution

Build an ISO 22301 Management System to Capture Executive Attention

Management systems "concepts" have been included in nearly every business continuity standard written in the last four years – including ISO 22301 – but remain relatively unknown in our profession.

This workshop will introduce management systems processes and their unique benefit of forcing/enabling alignment with your executives' and customers' expectations.

Management systems processes include defining scope and objectives, engaging management and other interested parties, identifying business continuity obligations, documenting a policy, establishing personnel competencies, performing recurring internal audits and management reviews, managing corrective actions – and above all, continual improvement.

Workshop attendees will come away with an understanding of management systems principles and processes as well as the value of management system standards.

Each management system component and process will be introduced using examples and case study content, as well as specific, practical ways to implement these processes in any environment.

Brian Zawada, MBCI, MBCP, is the director of consulting for Avalution and a member of the Board of Directors for the USA Chapter of BCI.

He is active in developing standards, and is a strong proponent of using standards and management systems to improve organizational performance.

Zawada is the head of the United States delegation to Technical Committee 223, the group responsible for the development of ISO 22301.

Sunday Workshop Session 5
Novice/Intermediate/Advanced

Barney Pelant

Barney F. Pelant & Assc. LLC

Developing the Recovery Strategy: The Next Step

Once the business impact analysis (BIA) has been completed, the next logical step in the development of a business continuity program is the formation of the business recovery strategy.

The results of this effort provide us the infrastructure for carrying out the successful recovery of the organization in case of a disastrous event or business interruption.

This infrastructure is also the foundation for the procedures that we develop next, a.k.a. our business recovery plan.

This session is a former breakout session that has been expanded by popular request to a workshop.

During the workshop we will examine a proven methodology for taking the findings of the BIA and developing successful strategies.

Learn important and logical steps to take when structuring the business recovery strategy. You'll take home answers and solutions that you can implement immediately.

Barney Pelant, MBCP, 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.

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.

Sunday Workshop Session 6
Novice/Intermediate/Advanced

Bob Mellinger

Attanium

The Disaster Experience: A Tabletop Exercise

Sponsored by ATTAINIUM

Session Limited to 200 Participants

This simulation will put you in the throes of real-life disaster situations – as they unfold. You will make critical decisions and deal with the consequences of those decisions! After you've finished, you'll understand the importance of advance disaster and continuity planning.

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.

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!

Bob Mellinger, CBCV, is the founder and president of Attainium Corp, which he launched to deliver business continuity, emergency preparedness and crisis management services.

For more than 30 years, Mellinger has provided business solutions and strategic guidance to associations and commercial enterprises.

Mellinger is a frequent speaker on the topics of business continuity, contingency planning, emergency preparedness and crisis management, delivering sessions ranging from The Basics of Continuity Planning to the Impact of Today's Threats and Hazards, as well as customized, interactive mock-disaster tabletop exercises.

Stretch your travel budget and attend a
pre- or post-conference course! See pages 18-21
to make your selection!

general SESSIONS

General Sessions are designed to appeal to a broad audience. All attendees attend these sessions in the morning. Our expert leaders bring only the most relevant topics and deliver the information clearly and concisely. Find the solutions you need and learn how to implement them immediately in your organization. **Charting Your Course to True Resiliency** with help from our sessions!

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

Kit Grant

Comfort Zone Infiltration

Achieving Success Through Responsibility

Strong leadership skills and decision making is imperative in our industry. Build your personal power and actions with tips from expert speaker Kit Grant. Learn a step-by-step action to create a motivated and productive environment. By building personal responsibility in an organization, individuals can gain skills and move their careers forward. Learn to take action now, change any negativity and push beyond limitations.

Kit Grant, CSP, director of Comfort Zone Infiltration, has been inducted into the Speaker Hall of Fame and delivers life's lessons with humor. He has produced several DVDs and CDs.

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

William Brennan *Michael Croy*

Forsythe *Forsythe*

An Interview with the CEO: Business, Technology and What's Next

IT plays a major role in how fast a business can go. In fact, you can make the case that IT effectively is the business. This means BC/DR professionals have more on their hands than ever and must adapt effectively. Discover a better understanding of how your role as a BC/DR professional has changed, how you must adjust your strategic outlook to remain successful, and best practices for keeping your business resilient.

William Brennan, president and CEO, Forsythe Technology, has more than 30 years of IT industry experience and currently leads Forsythe.

Michael Croy, senior principal advisor, Forsythe Technology, has more than 20 years experience in building, developing, and implementing DR/BC programs.

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

David Nolan *Geno Pandolfi* *Percy Cohrs* *Tom Wagner*

Fusion Risk Mgmt. *US Bancorp* *Disney* *Direct Edge*

How to Achieve True Enterprise Resiliency

There is a lot of talk about achieving resiliency. But what exactly is true enterprise resiliency and how is the best way to achieve it? In this panel discussion, hear from industry experts who deal with these challenges on a daily basis. Learn the methologies and strategies they implement in their firms and how you can translate those to your organization's needs. Questions will be submitted in advance from the audience for this session. **Send your question regarding enterprise resiliency and related matters to patti@drj.com.**

David Nolan, president and CEO of Fusion Risk Management, will be moderating the panel discussion. Geno Pandolfi is senior vice president/ executive director, Enterprise Readiness Services: U.S. Bancorp. Percy Cohrs is the executive director, business continuity management for Disney. Tom Wagner, BCM head for Direct Edge, the world's fourth largest stock exchange.

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

Social Media and Hurricane Sandy – Friend or Foe?

Regina Phelps

EMSS

Social media, although a relatively new tool, is already pervasive in our society. Back in "the olden days," after an incident occurred, companies could issue a press release, hold a media conference, and that would suffice for communication. No longer. Anyone with a smart phone is now a roving reporter. Today, companies must be prepared to interface with the public using social media to get their message out. Discover how it can be used in times of disaster as well as implemented for everyday use. We'll take a look at recent disasters, including the devastating Hurricane Sandy, and discover what roles social media played as well as gauge the success of such actions. Learn how your company can use these web-based and mobile technologies to turn communication into an interactive dialogue.

Regina Phelps, CEM, RN, BSN, MPA, president, Emergency Management & Safety Solutions is an internationally recognized thought leader in the field.

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

How Can a Thunderstorm Threaten $600 Million of a $2 Billion Business?

Brian Rossmann

J.Crew

On June 30, 2012, what should have been a simple thunderstorm knocked out power to millions of people in Virginia, West Virginia, Ohio, Maryland and Washington DC. J. Crew's Distribution Center, located in Virginia, is responsible for shipping hundreds of thousands of packages per week, which adds up to close to half a billion dollars annually. Learn how communications protocols and other resiliency efforts were able to minimize an interruption that lasted for weeks for customers throughout the region, along with lessons learned from several critical mistakes.

Brian Rossmann is currently the director of operational risk at J. Crew, where he works to mitigate risks internally and throughout the supply chain.

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

Reputation: A Critical Component of Business Continuity

Bruce Blythe

Crisis Mgmt. Intl.

At the heart of any crisis response are strategic decisions that will serve as "defining moments." These strategic decisions have the critical power to bring you and your organization swiftly toward successful resolution ... or they can spiral you deeper into entanglements that can increase the damage. Most crisis preparedness is focused at the tactical level, i.e., evacuation, emergency response, notifications, communications, accommodating media, etc. Beyond tactics, the attention here will be on crisis decision-making and strategic crisis management. The objective is to increase the likelihood that, when needed, participants will become crisis champions.

Bruce Blythe, a crisis management expert, is the owner and chairman of three companies that provide employers with a continuum of crisis preparedness, crisis response, and employee return-to-work services.

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

Charting the Course toward True Resiliency: Enhancing Individual and Organizational Endurance

Robert Chandler, Ph.D

Univ. of Florida

Emergency responders, crisis team members and DR personnel face critical challenges in the emergency response context that can break them down emotionally, physically and cognitively. Beyond certain optimal threshold levels such situational factors can create significant dysfunctional physical and mental impacts, erode performance, harm their well-being and undermine effective response/management. The presentation summarizes the physical, emotional and psychological impacts of emergency and crisis contexts. Learn a general road map for training objectives, techniques and approaches for building resiliency in both individuals and organizations.

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

What Happens Next?

John Copenhaver

CMG

Brent Woodworth

LAEPF

As we look at the world into which we're moving at breakneck speed – with its warming temperatures, melting ice caps, expanding populations and recurring resource shortages – we find ourselves pondering the question of "what happens next, and is there anything positive that I/we/someone can do about it?" Join us as we look at taking the term "resilient communities" from its beginnings as an important concept into what now must become a blueprint for action – by all of us.

John B. Copenhaver is president and CEO of Contingency Management Group. He serves as senior advisor to the Business Continuity Institute.

Brent H. Woodworth is an international risk and crisis management specialist. He serves as president and CEO of LA Emergency Preparedness Foundation.

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

Automagically Bring it To the C-Suite

Barry Pruitt

Pinnacle Business Concepts Inc.

Now you can bring it to the C-suite ... every time! When you learn the answer to strategy versus budget, your DR, BC, and Risk success seems to happen automagically. Get proven ideas to make the point by utilizing the essential ingredients in your communication in a way that expands, illuminates, and illustrates your points while increasing your credibility. You'll gain proven steps that successful technical professionals employ to build rapport, earn trust, and get results with C-level executives. By the end of this session you'll stop dozens of communication mistakes before they occur and learn simple steps to be invited back to the C-suite.

Barry Pruitt is managing partner with Pinnacle Business Concepts.

Strategic Session 1
Novice/Intermediate/Advanced

Transform Your Organization to be Business Criticality Driven

James Yang

Cummins Inc.

Getting funding is never the problem. The justification of it is. How should a BC/DR executive today objectively identify key assets and justify proposal(s) to senior management, especially under the current poor economic conditions? Learn how it's done in a Fortune 150 company so you can walk away with: 1) how to leverage simple business impact analysis process to identify and prioritize; 2) what information can help senior management make more intelligent decisions faster; and 3) tips to ensure resiliency is always the center of every discussion.

James Yang, MBA PMP CISSP is the director of disaster recovery for Cummins Inc, a Fortune 150 company, company that designs, manufactures, distributes, and services engines, and engine-related component products worldwide.

Managerial Session 1
Novice/Intermediate

10 Simple, Easy, Cheap, Quickly Actionable Tips to Elevate your BC Program

Kevin Cunning-ham

UBS

Learn 10 proven, state-of-the-art, "tricks of the trade" you can immediately take back to your office tomorrow and easily implement in order to make your program world-class. Learn 10 proven tips that will quickly elevate your resiliency program Just because your firms compete, doesn't mean you need to also. Learn the definition of "coopatition" and how your competitors can make your program better. Discover how customer service and genius expertise creates value for your program, creates loyalty and improves buy in from your business and your customers.

Kevin Cunningham is the americas regional head of business continuity and crisis management for UBS AG, one of the world's largest financial institutions.

Technical Session 1
Novice/Intermediate

Delivering IT Service Resiliency without Breaking the Bank

Ramona Jackson

Cisco Systems

Cisco Systems developed a resiliency strategy that ensures critical business services are "always on" and that all IT Services have failover capability in the event of a disaster. Cisco's Disaster Recovery solution was designed and implemented in a shared capacity model within an application development data center. This model enables continued growth in our data centers, while keeping our implementation and ongoing support costs down.

Ramona Jackson joined Cisco in 1998 as an IT engineer. In her most recent role, she led the resiliency track of Cisco's Global Data Center Program. She is responsible for developing Ciscos' Resiliency Framework that includes Cisco's IT Business Resiliency Process and a business continuity and disaster recovery strategy.

Emergency Response Session 1
Intermediate/Advanced

FCSO Leverages Business Recovery Beyond Simply Meeting Federal COOP and Security Requirements

Cathy Robbins

First Coast Svc. Options

Discover how First Coast Service Options not only complies with the federal government's COOP requirements and security controls, but how they created an environment where continuity of operations permeates the organization yielding a variety of valuable contributions. FCSO serves as one of the nation's largest Medicare administrators and is regulated by the Centers for Medicare and Medicaid Services. This includes the challenge of planning for recovery and continuity of operations.

Catherine Robbins serves as FCSO's director of risk management, leading the company's business continuity and disaster recovery programs.

Advanced Session 1
Intermediate/Advanced

Combined BCM Exercise at ABN AMRO Amsterdam

Marc van Dooren maalen

John For-celledo

ABN AMRO

ABN AMRO

Learn how worthwhile a good prepared and combined business continuity exercise can be. Key aspects include preparation in advance, participation of internal and external disciplines, a predefined communication plan, top management commitment and combined BCM areas of control. Find out how this type of scope in an exercise can be arranged and well managed, Furthermore people will gain insight in lessons learned during and after the exercise.

Marc vanDoorenmaalen heads the corporate BCM department of ABN AMRO Bank in NL . He has 22 years of experience with the bank.

John Forcelledo is crisis management trainer/BC officer for ABN AMRO Bank.

Information Session 1
Novice/Intermediate/Advanced

Define Your Way to Success: Breaking Down Language Barriers

Colleen Huber

Deborah Higgins

Frank Lady

Great Lakes

The BCI

Bank of America

Shared understanding of key terminology can make or break the business continuity team's response to a disaster. Multinational and multicultural factors often create barriers to effective program management and plan execution. This interactive and informative session will challenge attendees to determine, integrate and communicate key program definitions across all stakeholder groups.

Colleen Huber is responsible for developing, implementing and maintaining the BCP program for Great Lakes Educational Loan Services.

Deborah Higgins, technical and learning manager for BCI, has experience in emergency management, corporate project management and BC management.

Frank Lady serves as a senior vice president of business continuity for Bank of America's global Technology Infrastructure organization.

Strategic Session 2
Novice/Intermediate/Advanced

John DiMaria

British Standards Inst.

ISO 22301 – Route to BCM

By adopting business continuity management, organizations are better equipped to meet the challenges they face when a disruption occurs. ISO 22301:2012 specifies the requirements for setting up and managing an effective business continuity management system (BCMS) for any organization, regardless of type or size. Using and compiling with the standard can help your organization gain confidence in its ability to manage any disruption effectively and demonstrate that you are equipped should the unexpected hit the business. Learn the best practices contained within ISO 22301 and how the standard can lead you through setting up, managing and improving a BCMS.

John DiMaria is a management system professional, responsible for overseeing product roll-out and client/sales education. He is the product expertise spokesperson for BSI Group Americas.

Managerial Session 2
Intermediate/Advanced

Mark Pryce

Karl Bryant

Rogers Comm.

Marsh

BCP from Theory to Practice

Using real world experience to provide practical advice, attendees will learn how to implement a program that gets the job done. Discover how to build plans that people can actually use. Look out for lots of samples of presentations, assessments and templates (BIA, BCP, pandemic etc.) that you can take back home with you when the conference is done. This session is about sharing our experience and tools with you in your quest for a functional program.

Mark Pryce, CBCP, director business continuity for Rogers Communications Inc., responsible for managing Rogers corporate business continuity program.

Karl D. Bryant, MBCI, CBCP, PMP, CBCLA, senior vice president business continuity risk management for Marsh.

Technical Session 2
Novice/Intermediate

Bruce Blank

Allscripts

What's in a Technical Recovery Plan?

This session walks through most aspects of a technical recovery plan supporting a health care application. Particular attention is paid to different platforms, interface operations, SAN storage, virtualization and IO mappings supporting a recovery. Those in attendance will get a different technical recovery plan view comparative to their own recovery plans and options.

Bruce Blank is a CISM and has more than 25 years of IT and risk management experience and built disaster recovery and corporate security and compliance programs.

Emergency Response Session 2
Novice/Intermediate/Advanced

Michael Echols

DHS

Executive Order 13618 and What it Means for Emergency Communications

Learn how E.O. 13618, Assignment of National Security and Emergency Preparedness Communications Functions, impacts the emergency management community and how the realignment offers new opportunities to improve NS/EP communications. Attendees will explore emergency communications services and tools that are available under the realignment, including priority telecommunications services, broadband solutions, and interoperability and land mobile radio grants and resources. Learn how CS&C works closely with private sector partners to share information and coordinate response activities.

Michael Echols is the chief of the government-industry planning management branch, Office of Cybersecurity and Communications.

Advanced Session 2
Intermediate/Advanced

Debra Zoppy

Marc Sokol

Guardian Life Ins.

Guardian Life Ins.

A Holistic Approach to Convergence of Business Resiliency and Operational Risk

Business resiliency provides a high level assessment of risk and impact that a business may incur if they are unable to perform their operations or processes for a period of time as well as the impact of loss of access to application, third party services, or other dependent areas could have on them. Operational risk takes a deeper dive into each of the processes performed by a business area and assesses the potential consequences that could occur. Learn how the convergence of these two risk assessment disciplines makes this a repeatable, value added model.

Debra Zoppy, corporate crisis and risk management services for The Guardian Life Insurance Company of America.

Marc S. Sokol, CISM, CHS-III is corporate chief security officer and head of operational risk management for Guardian Life Insurance Company of America.

Information Session 2
Intermediate/Advanced

Todd Litman

Fifth Third Bank

Business Continuity Considerations for Business Process Offshoring

Learn about the various risks and benefits associated with offshoring business processes and the affect it may have on an organization and its business continuity management program. The presentation will also include a discussion on techniques to identify and mitigate risks associated with offshore processing. These techniques could be used to assist with managing and integrating with your new strategic partners.

Todd Litman's, CBCP, responsibilities include the governance and integration of offshore strategic partners into the company's BCM program.

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Strategic Session 3
Novice/Intermediate

Crisis Coach and Social Media Risk Impact

Jim Satterfield

Firestorm

How you answer the question "What should we do now?" can have far reaching implications for your business. Your company will need assistance that focuses on the human, operational, reputational and financial impacts of such a disaster or crisis. Making decisions in a crisis is a challenge to any organization. Managers are rarely trained in crisis management and crisis communications. Today, the way we prepare for and respond to crises is completely different. Social media is a game changer. Today's continuity plans need to address social media risk as part of an all hazards approach.

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

Managerial Session 3
Novice/Intermediate

Minding the Gap Between BC, DR and CM: Aligning Programs for a More Resilient Organization

Tracey Forbes

SunGard Availability

Holistic BC/DR/CM programs are touted by the standards, discussed extensively both at conferences and amongst practitioners, and written about frequently; but the reality is that in most organizations, responsibility for elements of BC/DR/CM programs spans multiple departments and those departments often have very different agendas and perspectives. So the challenge many organizations face is how to assure all stakeholders are working collaboratively to identify and reduce organizational risk.

Tracey Forbes, vice president of software business development at SunGard Availability Services, oversees product development and management and quality assurance departments at SunGard.

Technical Session 3
Intermediate/Advanced

How to Integrate Cloud-Based Disaster Recovery into your Company's Existing Business Continuity Strategy

Richard Cocchiara

IBM

Attendees will learn how cloud-based disaster recovery can help mitigate risks that were too costly to mitigate before. A step-by-step approach to integrate cloud into the disaster recovery strategy will be included. Discover how to avoid the pitfalls of cloud based recovery and what to look for when introducing cloud into the DR strategy. This presentation will help the audience understand how to integrate cloud-based disaster recovery services into their company's existing business continuity strategy using a step-by-step approach to achieving improved resilience using cloud while lowering costs and risks.

Richard Cocchiara is chief technology officer for IBM Business Continuity & Resiliency Services

Emergency Response Session 3
Novice/Intermediate/Advanced

Six Secrets for Surviving (and Thriving) with a Mobile Workforce

Inka Traktman

EVault

As the line between work and personal life continues to blur, more organizations are looking to harvest the benefits of encouraging employees to bring their own smartphones, tablets and laptop computers to the workplace. This change allows companies to see increased productivity and gives a competitive edge. In this new mobile world, IT now plays a pivotal role in ensuring business continuity, productivity and risk mitigation when it comes to mobile device management and endpoint data management. Hear insights into industry trends, and how to deal with day-to-day challenges.

Inka Traktman, EVault Endpoint Protection product marketing manager, is a 20-year veteran in product marketing. She has been involved in developing and launching new technologies and solution strategies worldwide.

Advanced Session 3
Intermediate/Advanced

This is a Disaster Declaration! This is not a Test

Richard Dolewski

Velocity Tech Solutions

Examine two simultaneous business systems disasters. Come and hear the actual account of the events, actions and challenges faced by both companies in these real world situations. Hear step by step the timelines and events surrounding the disasters, the declarations, and the remedies applied in both situations. Discussion will also include the internal and external influences that came into play as the scenarios unfolded. You be the judge. At the end of this session you will give them their report card.

Richard Dolewski is vice president disaster recovery and a certified disaster recovery planner with more than 25 years of experience in Information Technology.

Information Session 3
Novice/Intermediate/Advanced

Leveraging Horizon Scanning to Deliver Greater Supply Chain Resiliency

Steve Mellish

BCI

Horizon scanning provides BC professionals with information on near term threats and longer term trends that can shape future BC capability requirements. Drawing upon BCI primary research, this presentation will consider supply chain resiliency specifically and the trends which are driving consistently high levels of disruption as well as the emerging threats coming from outside the traditional domain of business continuity planning. The presentation will ask delegates to consider how the profession can rise to the challenge and provide their organization with clear indicators on supply chain readiness and build confidence in the resilience of key supply chains.

Steve Mellish, FBCI, is director of Mellish Risk & Resilence Limited and chairman of The Business Continuity Institute.

Strategic Session 4
Novice/Intermediate/Advanced

Plan Structures for Enterprise Scalability

Ramesh Warrier

eBRP

Planners don't always agree on what specific plans are necessary for their unique environments: business continuity, coop, disaster recovery, crisis response, incident management, crisis communication, emergency response, supply chain incident response, and more. Regardless of type, what's truly important is creating a comprehensive planning structure. Learn the keys to a planning structure that is logical, functional, hierarchical, reusable, maintainable, flexible and highly scalable.

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

Managerial Session 4
Novice/Intermediate/Advanced

Protecting Your People, Property and Your Posterior

Bo Mitchell

911 Consulting

Emergency planning for your organization is subject to many federal, state and local laws, regulations and standards. Most, who are tasked with creating and maintaining emergency plans are confused or overwhelmed regarding those standards. Learn what laws, regulations and standards apply to your emergency planning, training and exercises. Hear what a lawsuit will do to you if you don't create a plan to standard and learn the 17 mistakes organizations make in creating their plans today.

Bo Mitchell, president/founder 911 Consulting, was police commissioner of Wilton, CT for 16 years. He retired in February 2001 to found 911 Consulting, which creates emergency plans, training and exercises.

Technical Session 4
Novice/Intermediate/Advanced

Backup and Recovery to a Hybrid Cloud: When Minutes Matter Most

Larry Lang

Quorum

Wayne Bailey

Reno Refractories

Protecting your company as small to mid-sized businesses employ increasingly sophisticated IT systems, that improve business productivity and ROI, system down-time caused by anything from a server misconfiguration to a hurricane, becomes a more serious risk, and costs small to mid-sized businesses an average of $134,000 per minute. With the ever changing advancements on how to protect your company's data, you as the IT professional must stay abreast on the latest technology. Have you ever considered the financial impact your company if your recovery plan failed?

Larry Lang brings more than 20 years of global business-building experience to Quorum. As general manager of the mobility business unit at Cisco Systems, Lang grew Cisco's mobile internet business.

Wayne Bailey is the network administrator of Reno Refractories.

Emergency Response Session 4
Novice/Intermediate/Advanced

Enhancing Business Continuity Outcomes Through Risk Management Objectivity

Frank Perlmutter

Strategic BCP

This presentation will focus on how business continuity managers can enhance the outcomes and the credibility of their business continuity efforts by expanding their focus to incorporate objective risk assessment and risk management principles. This involves taking a more proactive stance toward identifying and mitigating problems instead of simply building plans that react to anticipated disruptions. It also includes adopting more objective risk assessment methodologies and metrics that will garner the attention and confidence of top management. The program will also address industry regulations, frameworks, and standards covering a diverse range of market needs.

Frank Perlmutter, president and co-founder of Strategic BCP, a BCM consulting and software firm, has more than 15 years of business continuity experience.

Advanced Session 4
Intermediate/Advanced

The State Of Business Continuity, Crisis Communication And Risk Management 2012/2013

Stephanie Balaouras

Forrester

Learn how organizations currently address crisis communication in business continuity planning and how organizations handle the interplay between risk management and business continuity. Hear results from the Disaster Recovery Journal and Forrester's 6th Annual Market Study. Included will be an overall assessment of current crisis and business continuity management efforts and provide recommendations and suggestions for improvement. This is a good session for anyone wanting to understand how their efforts stack up to their peers and to hear the latest advice from Forrester Research.

Stephanie Balaouras, is vice president and research director, security and risk for Forrester Research.

Information Session 4
Novice/Intermediate/Advanced

Why Communications Fail

Ann Pickren

MIR3

You've focused on developing call trees, or you have invested in an automated notification tool. However, there are still some critical mistakes that can lead to ineffective communications during a crisis. MIR3 will present an educational seminar that will focus on discussion of common pitfalls that can render your communications less than effective during a crisis.

In her role as VP, solutions, Ann Pickren focuses on evangelizing MIR3 solutions to the BC/DR market. She will also consult directly with customers to develop emergency management and business continuity best practices.

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Workshop Session 1
Intermediate/Advanced

Establishing a Business Service-Centric Approach to IT Disaster Recovery

Eric Hennessey

Symantec

In this workshop, participants will engage with a group of subject matter experts in high availability, disaster recovery and business continuity. The workshop will focus on a tiered approach to business continuity in which business IT services are provided a level of recovery protection appropriate for the business impact of each service. Emphasis will be placed on the various enabling technologies for each tier of recovery protection and lessons learned from previous disaster experiences will be shared with participants.

Eric Hennessey is a technical product manager with Symantec's Storage and Availability Management Group. His area of expertise for more than 10 years has been in the area of high availability and disaster recovery and he speaks frequently on the topic at industry events. Eric joined Symantec (then Veritas Software) in 1999 as an enterprise solutions architect in the professional services group and has designed and implemented high availability and automated disaster recovery solutions for some of the most mission-critical applications in finance, telecommunications and national security systems. Eric has a diverse IT background including 27 years combined active and reserve time with the US Air Force and time in the insurance, defense and computer software industries.

Workshop Session 2
Intermediate/Advanced

Leadership at Times of Crisis

Regina Phelps

EMSS

Leaders today face extraordinary challenges – natural disasters, infrastructure and technology failures, emergent infectious diseases, and cyber invasions, to name just a few.

These emergencies were thought at one time to be rare, once-in-a-lifetime events. They are now part of our everyday lives.

"Leadership at Times of Crisis" examines what constitutes excellent performance in a crisis, and what it takes to achieve it. This workshop explores the topic of leadership and what is required when the "everyday emergency" turns into a full-blown crisis. We will explore a framework for understanding the difference between a crisis and a routine emergency. Furthermore, we will thoroughly examine the role a leader plays in identifying and executing the appropriate response in each situation. Using the case-study method to explore different concepts, the participants will "peel back" four situations and assess the quality of leadership, what can be learned from the leader's style, and ways it could have been done better.

- Developing a framework for crisis leadership.
- The essential crisis leadership skill set.
- A leader's role in a crisis.
- The difference between "routine" and "crisis" emergencies.
- The different models of crisis decision-making.

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

Workshop Session 3
Novice/Intermediate/Advanced

Violence a Preventable Disaster

David Smith

Prof. Workplace Int.

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.

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.

Workshop Session 4
Novice/Intermediate/Advanced

Ken Schroeder

Southeast Corp.

Deidrich Towne

Hewlett Packard

David Ziev

Business Continuity Prof.

Incident Management Planning and Social Media

Back by popular demand, PPBI has updated this highly interactive workshop. Learn how social media can have a dramatic impact on incident management.

Discover the Incident Command System (ICS) and the PPBI Incident Management Plan Maturity Model which was developed from recognized standards and industry best practices.

One of those best practices is the handling of communications including social media outlets. If you have not embraced these phenomena, or need some help in building your response plans that include social media, PPBI will share the good, the bad and the ugly of managing this new media.

Attendees will go away with an appreciation for recognition of the problem, a considered response, and what effect social media can have on the effectiveness of your plans.

Exposure to the practical experience of the facilitators in addition to recognized industry standards in measuring the maturity of your plans benefits both the public and private sectors.

You will use the ICS checklist to assess your capability to assemble, coordinate, collect and channel the resources required for critical incident management. The tools are free, the simulation authentic and the class is practical, immediately useful and fun!

Ken Schroeder, 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.

Workshop Session 5
Novice/Intermediate/Advanced

Dr. Steven Goldman

Goldman Mgmt. Consultants

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

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
- Dr. Goldman's highly acclaimed Exercise Planning Checklist.

You will 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.

With his lively style and real-life examples, Goldman will lead the class through interactive discussions of successful exercise development.

Dr. Steve Goldman is a leading crisis management and BCP consultant and former global BCP manager for a Fortune 500 company.

Over his long career Goldman has developed, conducted, and evaluated drills and exercises ranging from one-hour tabletops to massive three-day exercises involving hundreds of responders from dozens of companies and government agencies.

Workshop Session 6
Intermediate/Advanced

Linda Hanwacker

The LSH Group

COOP Templates for Success!

What continuity of operations plan (COOP) templates are necessary for success? The continuity of operations plan is designed to ensure stability and continuation of essential program services to the public during a wide range of potential events.

What information is required, what methodology to consider and what templates to apply in creating a successful COOP plan is the focus of this workshop.

Furthermore, planning for major disasters is important. Unfortunately, the less severe emergencies that might occur more frequently are often overlooked. These minor and more frequent events can wreak havoc on an agency's ability to continue operations. A sampling of these events will be addressed and discussed in the planning process.

The COOP specific objectives that will be addressed are:

1. To ensure the continuous performance of essential functions during an event.
2. To ensure employee safety.
3. To protect essential equipment, records and other assets.
4. To reduce disruptions to operations.
5. To minimize damage and losses.
6. To achieve an orderly recovery.
7. To identify relocation sites and ensure operational and managerial requirements are met before an event occurs.

This workshop focuses on these seven specific objectives of COOP planning utilizing over 20 templates that are core to developing a successful COOP.

Linda. Hanwacker is the president and founder of The LSH Group, LLC. The LSH Group is a professional services group of business continuity, continuity of operations, emergency management and IT disaster recovery specialists.

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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

Guests rooms include refrigerators, coffee makers, irons, ironing boards 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 $170 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.

Travel Details and Discounts

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.** 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 2013. For reservations, call 800-433-1790 or visit www.aa.com. Use file #5433DA for the discounted rate.

Car Rental: Avis/Budget is DRJ's official rental car service. Call 800-842-5628. Use Budget customer discount #U404172 for the discounted rate.

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.

Park Ticket Discounts
Spring World 2013 attendees have the option of purchasing Walt Disney Tickets at discount prices. For more information, visit www.drj.com.
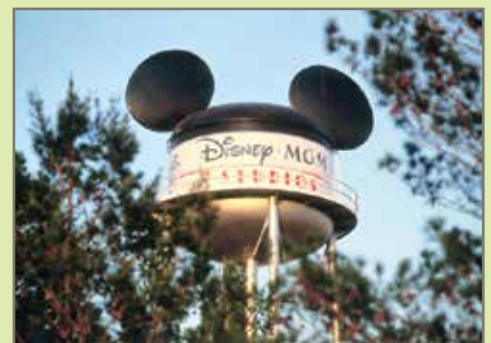
Spring 2013 Registration Form

Register By January 17, 2013 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_____Cell_____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.18, 2013 without penalty. No refunds or credits will be given for cancellations received after Feb. 18, 2013. 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. If you are interested in attending the Senior Advanced Track on Monday, email patti@drj.com to verify your qualifications.

Sunday, March 17

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

Monday, March 18

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 19

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. 17, 2013
• only $1095.00 through Feb. 18, 2013
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Web: www.drj.com

For information

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

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

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

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

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PRC-1: Successfully Conduct your <u>FIRST</u> BCP/DRP Drill!

Sat., March 16, 9:00 a.m. - 5:00 p.m.
Sun., March 17, 8:30 a.m. - 11:30 a.m.
$1,495 per person
Presenter: Dr. Steven Goldman

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

*   The company politics of your first drill
*   Dr. Goldman's "First Drill" Planning Checklist
*   Using incomplete department plans to your advantage
*   Painlessly involve IT, PR, and management
*   100+ ideas for scenarios
*   Develop a timeline for your company!
*   Expected problems and their solutions
*   Critique the drill <u>and</u> still keep your job
*   Using the leverage from this drill

Dr. Goldman will conduct the class with his lively style, real-life examples, interactive discussions, and hands-on application. Attendees receive e-files of the forms and templates presented in class. You will also realistically practice what you learned as you participate in an in-class tabletop drill!

Dr. Steven Goldman is an internationally recognized expert and leading consultant in BCP/DRP exercises. A former global BCP manager for a Fortune 500 company, Dr. Goldman has developed, conducted, and evaluated hundreds of successful drills and exercises ranging from one-hour tabletops to massive multi-organization three-day full-scale exercises.

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

Sat., March 16, 9:00 a.m. - 5:00 p.m.
Sun., March 17, 8:30 a.m. - 11:30 a.m
$1695 per person
Presenter: Rick Wellman

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

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

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

Students will learn various recovery techniques, strategies, and practical methods that will help them 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: BCM 4050 – Business Continuity Maturity Model Assessor's Training

Sat., March 16, 9:00 a.m. - 5:00 p.m.
Sun., March 17, 8:30 a.m. - 11:30 a.m.
$1345 per person - DRJ discounted price
Presenter: Lynnda Nelson

BCM 4050 is an ANSI Accredited course aligned to ISO 22301, ASIS SPC-1, and NFPA 1600 that teaches those with BCM experience how to use the BCMM software tool to both benchmark and audit their current BCM programs and also to self-assess your program's readiness for a third party audit

Become a BCMM Assessor and add the ability to review and audit business continuity programs to your consulting practice or increase your intrinsic value as an internal business continuity professional. Participants who have successfully completed the class are trained in the methodology of performing both review and audit level assessments aligned to business continuity standards standards using the business continuity maturity model.

The BCMM is an assessment tool which provides a standard approach to measure an organization's Business Continuity Program maturity and to provide direction for creating and maintaining a BC program as a sustainable process. The BCMM® also collects meaningful benchmark data that can be used to compare how your organization matches up with similar organizations. Attendees earn an ANSI accredited certificate as a BCMM Assessor upon successful completion of the course.

If registrants send an email to education@theicor.org upon registering for the course, the course books will be shipped to you via FedEx.

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

PRC-4: Enterprise Risk Management

Sat., March 16, 9:00 a.m. - 5:00 p.m.
Sun., March 17, 8:30 a.m. - 11:30 a.m.
$1,495 per person (For quality purposes, this course is limited to minimum 15 participants, maximum 30 participants)

Presenters: Glen Boyls, Ted Dann and Warren Murdoch

Finally, a practical enterprise risk management course for performance-optimizing executives, managers and risk management professionals that want to improve:

- Risk Oversight
- Strategic Planning and Tactical Execution
- Financial and Operational Performance
- Resiliency to Known, Emerging and Unknown Risks
- The Flow of Critical Decision-Making Information for Seizing Growth Opportunities

Course topics include:

- Governance, Risk and Compliance
- Roles and Responsibilities
- Performance and Resiliency Optimization
- Strategy and Risk Integration
- Managing Risks
- Business Processes
- Sustainable Measurements
- Reports and Dashboards
- Risk Culture
- Frameworks
- IT and eGRC Platform Solutions
- Tabletop Exercises
- DRJ special - Strategies for implementing an innovative and effective risk management program

This is a highly interactive course also includes the review and discussion of a high-profile business case.

This course applies the lessons learned from the Global Financial Crisis ... and failures that continue to occur today. The course also reflects our thought leadership and the best practices from the most respected governance, risk management and compliance organizations including the Weinberg Center for Corporate Governance, Committee of Sponsoring Organizations, International Standards Organization, Risk and Insurance Management Society, Casualty Actuarial Society, Basel Committee on Banking Supervision, the Business Continuity Institute, and the Disaster Recovery Institute International. The AMXi body of knowledge has been reviewed and vetted by a large and diverse network of highly experienced third-party risk management professionals, board members, corporate executives, government executives, bank executives, hedge fund executives, Big-4 partners, corporate attorneys, government attorneys, federal regulators, international finance experts, subject matter experts, industry experts, and academic thought leaders.

Course leaders are seasoned, top-talent professionals with over 20-years of practical hands-on experience with the Big-4, or as corporate executives, government executives or subject matter experts. We also maintain financial independence from public accounting firms, rating agencies, insurance brokers, standards organizations, framework providers and software vendors. Our discussions, presentations and advice are uncompromised.

Glen Boyls, economist and CBCP, has helped Fortune 500 clients achieve more than $1 billion in stakeholder value through financial and operational improvements. He is an Ernst & Young alumnus and an expert at leading cross functional teams through complex and challenging projects.

Ted Dann, CPA and ARM, has extensive controller and risk management experience, including risk mitigation and managing a company's total cost of risk. He is an enterprise risk management practitioner with experience applying frameworks, eliminating silos and protecting corporate reputations.

Warren Murdoch has extensive analytics experience in energy and financial markets. His expertise includes complex risk models, derivatives, hedging, collateralized debt obligations, fixed income, curves, credit risks, foreign exchange, commodities, scorecards, simulation tools, FEA, FinCAD and SAS.

Mail form to: Disaster Recovery Journal, PO Box 510110, St. Louis, MO 63151 or fax to (636)282-5802. Make check payable to Disaster Recovery Journal or provide credit card information.

_____ PRC-1: Conduct First BCP/DR Drill ($1495)   _____ PRC-3: ICOR - BCM 4050 ($1345)

_____ PRC-2: IT/DRP/CBRIT ($1695)   _____ PRC-4: Enterprise Risk Mgmt ($1495)

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Cancellation Policy (Must be in writing): Course enrollment may be cancelled through Feb. 18. 2013 without penalty. No refunds or credits will be given for cancellations received after Feb. 18. 2013. All no shows will be charged the full amount. All cancellations must be received in writing.

Note: A class will be cancelled if the minimum number of registrants is not met. **19**

Post-Conference Courses

POC-1: From BIA to Resiliency: How to Align IT with the Goals of Your BC/DR Program and Build a Mature Resiliency Program

Wed., March 20, 1:30 p.m. - 5:00 p.m.
Thurs., March 21, 8:30 a.m. - 5:00 p.m.
Friday, March 22, 8:30 a.m. - 4:00 p.m.
$1750 per person
Presenter: Sudhir Gadapelli

This hands-on workshop is designed for BC/DR practitioners who are tasked with building a mature recovery and resiliency program capable of meeting the business continuity and disaster recovery goals of any organization.

All workshop participants will get licensed templates and reusable models/plans to apply the lessons learned in this workshop to advance their own BC/DR program.

All workshop participants will get a manual, course material, course completion certificate, <u>along with an iPad2 (16G Wi-Fi, while supplies last - subject to eligibility – contact the instructor at (614) 286-2962.)</u>

Future versions of this class will be released as an interactive iPad compatible training program.

All workshop attendees are eligible to access future versions of the course material including templates at no additional cost.

Participants who are actively engaged in class discussions and complete the required exercises will qualify for the "Certified IT Disaster Recovery Planner" credential.

This course is eligible for continuing education credits and professional development units from DRII and PMI.

Sudhir Gadepalli is chief mentor for Enterprise Resiliency Services. He holds a Master's degree in Computer Science and Engineering, as well as certifications in project management, business continuity, disaster recovery planning, enterprise architecture and it service management.

POC-2: Building Core Resiliency in Individuals and Your Organization:Tools, Tactics and Techniques

Wed., March 20, 1:30 p.m. - 5:00 p.m.
Thurs., March 21, 8:30 a.m. - 5:00 p.m..
$1295 per person
Presenters: Dr. Robert C. Chandler, Ann SanCartier

Emergency responders, crisis team members and DR personnel face critical challenges in the emergency response context that can break them down emotionally, physically and cognitively.

Beyond certain optimal threshold levels such situational factors can create significant dysfunctional physical and mental impacts (both short and long term), erode performance, harm their well-being and undermine effective response/management. Among the most significant repercussions is the impact on the cognitive capabilities and decision-making as well as the health, safety and well-being of the individual.

This workshop shall enable you to master the essential priorities, strategies, techniques, and normative best practices to enhance personal and organizational resiliency for these factors; learn techniques and tools to manage and cope successfully; and equip you to improve both individual and organizational performance as well as diligently ensure the health/well-being and readiness/endurance of your key people.

- Three categories of stress that negatively impact people
- Advanced training objectives, techniques and approaches for building resiliency
- Recognizing warning signs and effects of dysfunctional situational stressors
- Role for *Critical Incident Stress Management Teams (CISMT)* in preparation and response
- Approaches for coping, management and de-briefings – one on one; peer; group and mass

Participants shall:
- Discover strategies for building and sustaining individual and organizational endurance
- Discuss applications of concepts for their unique situations and challenges
- Participate in learning exercises to develop and enhance knowledge and skills
- Receive feedback on their exercise performance
- Create summary action item checklists and useful takeaways

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 (UCF).

Ann SanCartier is the senior coordinator for the Center for Crisis Communication at the University of Central Florida, Nicholson School of Communication. She complements the center's purpose to improve the world's ability to better understand, apply, and learn about crisis communication.

POC-3: CBRA Seminar: Certified Business Resilience Auditor

Wed., March 20, 1:30 p.m. - 5:00 p.m.
Thurs., March 21, 8:30 a.m. - 5:00 p.m.
$1695 per person
Presenter: Rick Wellman

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

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

CBRA (Certified Business Resilience Auditor) is BRCCI's business resilience auditor designation. A CBRA provides independent and objective assurance and consulting expertise to organizations throughout the initiation, analysis, development, implementation, testing, and maintenance process of the business continuity and resilience program.

Take the optional CBRA certification exam and become a CBRA. Learn more about becoming a CBRA at BRCCI website, www.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.

POC-4: CERT Resilience Management Model

Wed., March 20, 1:30 p.m. - 5:00 p.m.
Thurs., March 21, 8:00 a.m. - 12:00 p.m.
$800 per person
Presenter: Dr. Nader Mehravari

The CERT-RMM training will introduce the model-based process improvement approach for managing operational resilience. The training is composed of lectures, exercises and practical sessions with ample opportunity for discussion. After attending the training, attendees will understand the concepts of operational resilience and operational resiliency management, obtain a working knowledge of CERT-RMM process areas, and be able to begin process improvement efforts in their organization. Some of the objectives of this training are to:

• Acquire a working knowledge of operational risk, operational resilience, and resilience management, as well as their interrelationships.

• Enable participants to: Understand the model structure. Understand the challenges of managing operational resilience.Understand how CERT-RMM is used to appraise an organization's capability for managing operational resilience.

• Serve as guidance to begin planning for a process improvement effort in your organization.

Throughout the training, participants will be able to evaluate their current business continuity, security, information technology operations and other preparedness practices to identify areas for improvement, and also recognized areas where improvements are not required.

Topics include: Introduction to operational risk, resilience, and resilience management; Introduction to model-based process improvement; Overview of CERT-RMM model components; High-level review of the CERT-RMM process areas; and adopting, initiating, and sponsoring a process improvement approach.

Dr. Nader Mehravari, MBCP, MBCI, of CERT Cyber Resilience Center Software Engineering Institute at Carnegie Mellon University. He is an experienced practitioner in disaster recovery, business resiliency, continuity of operations, preparedness planning, information security, and associated operational risk management.

POC-5: TIFM 2010: Certified Data Center Professional (CDCP)

Wed., March 20, 1:30 p.m. - 5:00 p.m.
Thurs., March 21, 8:30 a.m. - 5:00 p.m.
Friday, March 22, 8:30 a.m. - 5:00 p.m.
$1345 per person (special pricing for DRJ attendees)
Presenter: Jim Nelson

Join the elite group of Certified Data Center Professionals! The Certified Data Center Professional course is designed to expose IT, facilities, or data center operations professionals working in and around the data center to the key components of the Data Center.

Business continuity professionals will also benefit from understanding the essential elements of a high-available, fully available, and efficient data center, how to audit the data center, and will learn valuable lessons on how to enable a high-available, flexible, safe, and efficient mission critical Data Center environment for both new and existing sites.

Learn how to set up and improve key aspects such as power, cooling, security, cabling, safety, and more to ensure a high-available data center and avoid costly downtime. Gain excellent practical experience and insights in what works and what doesn't work when it comes to setting up, maintaining, and running mission critical sites such as the data center.

The course concludes with a certification exam. Attendees who pass the exam will receive the official "Certified Data Center Professional" certificate accredited by ICOR.

If registrants send an email to education@theicor.org upon registering for the course, the course books will be shipped to you via FedEx.

Jim Nelson is the president of Business Continuity Services, Inc. (BCS), a consulting firm specializing in providing resiliency, business continuity, disaster recovery, management system audits, risk management, data center management, and crisis management consulting.

Post-Conference Course Registration Form

Mail form to: Disaster Recovery Journal, PO Box 510110, St. Louis, MO 63151 or fax to (636)282-5802. Make check payable to Disaster Recovery Journal or provide credit card information.

_____ POC-1: From BIA to Resiliency ($1750)
_____ POC-2: Building Core Resiliency ($1295)
_____ POC-3: CBRA Seminar ($1695)
_____ POC-4: CERT Resilience Mgmt ($800)
_____ POC-5: ICOR - TIFM 2010 ($1345)

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Note: A class will be cancelled if the minimum number of registrants is not met.

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Cancellation Policy (Must be in writing): *Course enrollment may be cancelled through Feb. 18, 2013 without penalty. No refunds or credits will be given for cancellations received after Feb. 18, 2013. All no shows will be charged the full amount. All cancellations must be received in writing.*
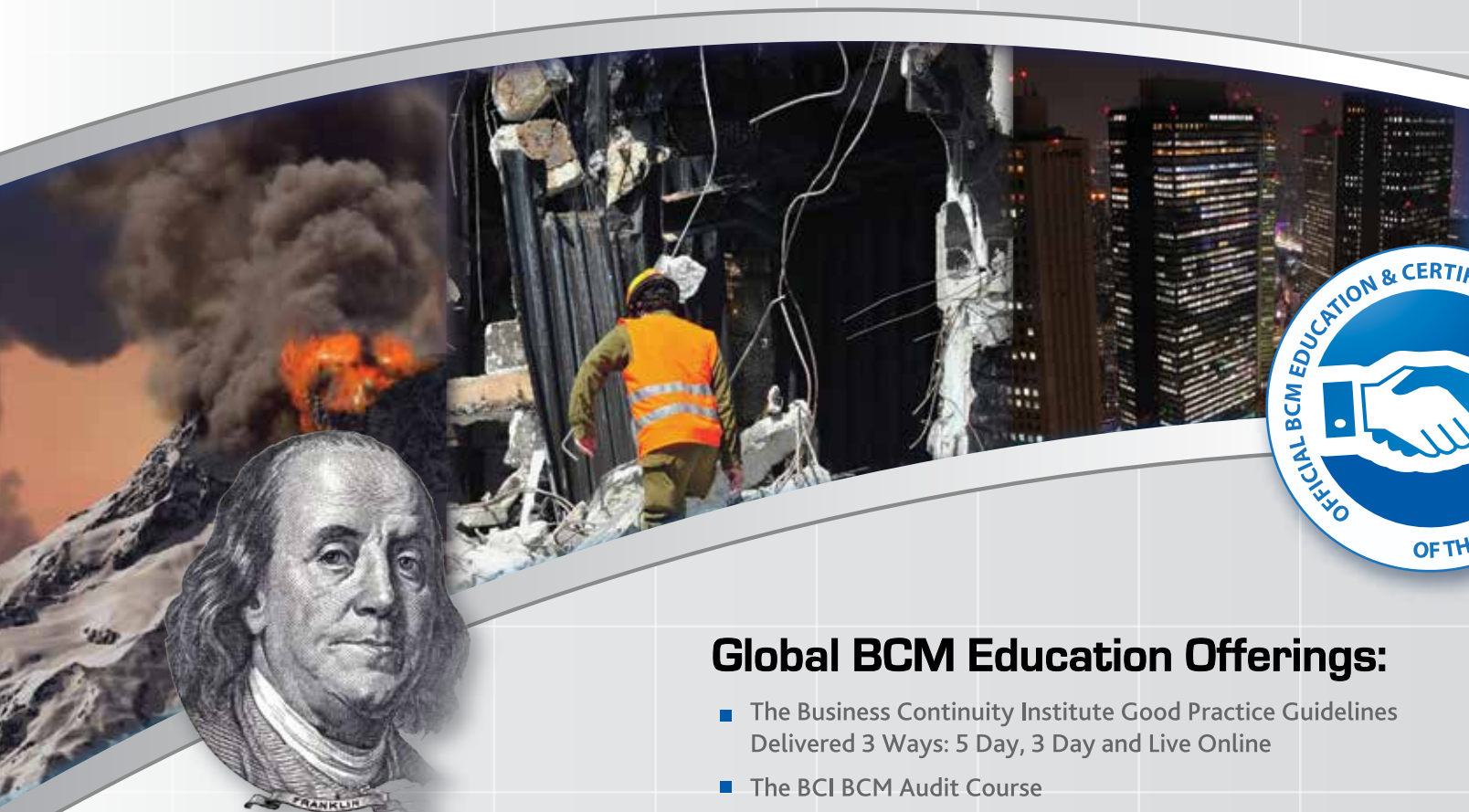
DRJ Spring World Class Schedule

Business Continuity Institute

COURSE 1: The Business Continuity Institute Good Practice Guidelines Training

Cost: $ 2156
Wednesday, March 20, 2013 1:30pm-5pm, Thursday, March 21, 2013 8:30am –5pm, Friday, March 22, 2013 8:30am-5pm and Saturday, March 23, 2013 8:30am-12:30pm, Exam (open to anyone), Saturday, March 23, 2013 2pm-5pm
The Official Good Practice Guidelines (GPG) course is the most comprehensive, complete review of business continuity concepts and industry best practices in the world and serves as the foundation for the CBCI certification. The Good Practice Guidelines Course covers the six phases of the BCM Lifecycle and links them more directly to what is now defined as Professional Practices (PP). The 6 PPs are sub-divided into 2 Management Practices and 4 Technical Practices.

COURSE 2: Crisis and Incident Management

Cost: $1200
Wednesday, March 20, 2013 1:30pm-5pm, Thursday, March 21, 2013 8:30am-5pm and Friday, March 22, 2013 8:30am-12:30pm
This two-day course (run over three days as two half days and one full day) is aimed primarily at those who are tasked with managing an incident, whether at a Strategic or Tactical level or those who have to train or exercise others in these roles. It gives practical experience and theoretical guidance for dealing with the variety of incidents that may be faced by an organization.

This course is not an individual leadership development course, instead we shall be looking at how the top management should take the lead, how they fit into an organization's response structure and what tools they require. We will look at how exercising and coaching can improve their response by, on this course, putting yourselves in their shoes and analyzing your own reactions.

The course covers the following topics:
- What is an incident - how does it affect an organization? What are its characteristics and how do they develop?
- What distinguishes an effective from an ineffective response? How can we develop a structure that gives us the best chance of success?
- How do individuals react to incidents and how can we prepare them to react better?
- What are the responsibilities of the top team? How should the media be handled?
- What resources and facilities do the team require? What does an incident management plan contain?
- How do you train and exercise the team? How do you make IM exercises effective and involving?
- What are the quick wins? How are you going to implement what you have learned?

COURSE 3: Writing Business Continuity Plans

Cost: $530
Wednesday, March 20, 2013 1:30pm-5pm and Thursday, March 21, 2013 8:30am-12:30pm
This course covers the following topics:
- The emergency response phase - alert, welfare and communication
- Incident Management - dealing with the media, assessment and invocation of recovery
- Activity recovery plans - plan detail and interrelationships
- Tactical recovery plan - coordinating and troubleshooting the recovery phase
- What needs doing next? How could the exercises be varied to make the plan more generic?

COURSE 4: Business Impact Analysis (BIA) Training

Cost: $1200
Wednesday, March 20, 2013 1:30pm-5pm, Thursday, March 21, 2013 8:30am-5pm and Friday, March 22, 2013 8:30am-12:30pm
Success for the BCM project is contingent on gaining a thorough understanding of the organization. This course will take the attendee through the steps required to develop a complete understanding of the business impact analysis process and the critical steps required to thoroughly understand the nature and requirements of the organization. Understanding the business enables the indepth analysis required to properly document the critical timelines and continuity requirements. This will ensure that the BCP team is prepared to adequately address each BCP and DRP phase and will lead to a successful BCPproject.

The class is a strong mix of both lecture and hands on experience. The students will work together to simulate a true BCP project and handle a case study that is designed to meet all types of business and organizational challenges. By the end of the course, each attendee will know that they are prepared to contribute to, and even lead, a BIA project with confidence and experience

COURSE 5: BCM Audit Course

Cost: $1200
Wednesday, March 20, 2013 1:30pm-5pm, Thursday, March 21, 2013 8:30am-5pm and Friday, March 22, 2013 8:30am-12:30pm
Drawing from the Audit Methodology advocated by the ISO 19011:2002(E), this workshop helps address all three phases of a BCM Audit – Pre-Audit, Onsite conduct of the Audit and Post Audit activities. More than 50% of the course duration is spent using hands-on audit activities designed to ensure that by the end of this workshop, participants would have effectively conducted their first real hands-on BCM Audit. Like the BCI Good Practice Guidelines, principles taught in this workshop can be used to audit against any BCM Standard or Framework, including the BS25999, NFPA, ASIS-BCM, SS540, ISO22301 etc.

COURSE 6: Supply Chain Continuity Management

Cost: $530
Wednesday, March 20, 2013 1:30pm-5pm and Thursday, March 21, 2013 8:30am-12:30pm
Through the implementation of hands on exercises/labs and probing discussions this highly dynamic learning environment will offereach professional a strong working knowledge of the critical nature of the organizational supply chain and the inherent risks that could impact its overall resiliency.

To register, please go to www.drj.com/springworld

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