DRJ FALL 2018

REIMAGINING BUSINESS RESILIENCY

SEPTEMBER 23-26, 2018
IN PHOENIX, AZ

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WELCOME

We're thrilled to be returning to Phoenix, Arizona, for our 59th conference. We are looking forward to seeing you in Phoenix, Sept. 23-26, 2018, for your exclusive opportunity to spend three days with top industry experts. Gain the skills and knowledge you need to feel confident your organization is resilient and prepared for risk. Our goal at all of our conferences is to give you ample opportunities to learn, network, relax and to connect with your peers. Use your time at DRJ Fall 2018 to connect with other like-minded professionals to learn the latest in business continuity and share strategies with one another that can strengthen your business. Our theme of "Reimagining Business Resiliency" will enlighten you with innovative strategies for improving your response to today's disruptions and tomorrow's emerging threats.

REGISTER AND SAVE BY THESE DATES

ONLY $1,195.00	**Through July 23, 2018**
ONLY $1,295.00	**Through August 23, 2018**
ONLY $1,395.00	**Through September 23, 2018**

EXHIBIT HALL

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

NETWORKING

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

RECEPTIONS

Our hospitality events and networking meals are an ideal way for you to relax and get a complete conference experience. Don't miss out on our fun and lively Monday night hospitality event when we kick-off our 59th conference with style and panache.

WHY SHOULD YOU ATTEND?

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

This is a small sample of the return on investment you and your business will see from spending three days at DRJ Fall 2018. Learn about the tools, build the connections, and receive the education you need to ensure your business is prepared for any situation. Be confident you can reduce downtime, ensure workplace safety and protect data integrity. This kind of knowledge and first-hand experience can't be gained from reading an article or watching a short 10-minute video. Get the instant access and contact with the real industry experts who can help you make the difference in your business. You've got an important job to do and we can give you the tools you need to do it successfully.

DISCOVER PHOENIX

Phoenix really does have it all. Ideal weather, a vibrant downtown, stunning scenery, and excellent entertainment options. Along with an ideal location, this is the city that has something for every member of your family - young and old! With the JW Marriott Phoenix Desert Ridge Resort & Spa as our conference venue, it's easy to take in the best of the city. Put the Desert Ridge Marketplace, Phoenix Zoo, The McDowell Sonoran Preserve, and a ball game at Chase Field on your must do list. Or spend your downtime outdoors enjoying a round of golf, taking a relaxing hike, or simply sitting poolside with a good book. You get it all with our 59th conference: top learning, the best-in-class technology, a stunning conference venue, and a vibrant city. We'll see you in Phoenix this September.

JW MARRIOTT PHOENIX DESERT RIDGE RESORT & SPA

5350 East Marriott Dr.
Phoenix, AZ 85054
Reservations: (480) 293-5000

HOTEL INFORMATION

The JW Marriott Desert Ridge Resort & Spa is now accepting hotel reservations for DRJ Fall 2018. You can make reservations online at *https://aws.passkey.com/go/DRJ2018* or call **1-800-835-6206**.

Please remember that you are responsible for making your hotel reservations. For U.S. government room rates, contact conference director **Patti Fitzgerald at patti@drj.com**.

With the renowned Revive Spa and popular Wildfire Golf Club, you have the best-in-class options for relaxation between conference sessions. Schedule a massage or a round of golf with your colleagues.

SOUTHWEST AIRLINES®
Our Disaster Recovery Journal Conference Airline

Beginning on May 15, 2018, Disaster Recovery Journal conference attendees will receive a discount and bonus Rapid Reward points from Southwest Airlines through our SWABIZ® account. Southwest Airlines is offering a 10% discount off Anytime & Business Select® fares and a 3% discount off select Wanna Get Away® fares for travel to and from the conference. Book your travel between May 15, 2018, and Sept. 7, 2018, to take advantage of the discounted rates. (Discounts are available for travel Sept. 21 through Sept. 28, 2018.)

Visit our site at *http://www.drj.com/fall2018/index.php/about/transportation* to learn more.

CAR RENTAL

If you'd like to rent a car our official car rental is Advantage Rent A Car. Call **800-777-5500** and mention **discount code CD040C7C88** to get an additional discount.

Register by July 23, 2018 and SAVE $200

September 24, 2018 • 1:30 p.m. – 5:15 p.m.

Senior Advanced Track

Sponsored by **bci** Business Continuity Institute

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

SAT-1: Resiliency Reimagined
Monday, September 24, 2018, 1:30 – 2:30 p.m.

*Dan Bailey
Legacy
Texas Bank*

The integration of BCM into the greater operational risk management (ORM) framework is fast becoming an imperative. The fact is, BCM has collaborative integration points with many other programs that are part of the ORM framework i.e. vendor management, regulatory compliance management, IT and information security, project management, and enterprise. Many industries continue marching toward tighter oversight and management of risks. As such, traditional stand-alone operational programs like business continuity/disaster recovery are being collaboratively assimilated under a broader set of operational risk management programs. We'll discuss how organizations are seeing the need to ensure proper and better oversight into their ability to maintain continuous operations by placing BCM programs under the governance structure of ORM. BCM has traditionally been a tactical set of strategies leading to the sustainability of a business, while ORM is the strategic approach to a business' overall sustainability. It's a necessary change in focus!

SAT-2: Managing Business Resiliency via Geographic Redundancy Strategies: It's a Curious Case Indeed
Monday, September 24, 2018, 2:45 – 3:45 p.m.

*Michele
Turner
Amazon*

Acknowledging risk and associated controls required to withstand significant impact resulting from a business interruption ... is that resiliency? Building out the strategies after the interruption to strengthen the organizations standing to be even better than before ... is that resiliency? The answer: it depends …and yes. It depends: On the corporate culture, the alignment of the BC strategy to that culture, and clarity on the most critical functions as the underpinnings supporting that culture. Yes: engaging in shared roles with the business, IT, vendors, and addressing geopolitical considerations… all part of the curiosity. During this session, we'll review these areas using references in the 2008 movie "The Curious Case of Benjamin Buttons" (pre-work … watch the movie).

SAT-3: Running Real-World Resiliency
Monday, September 24, 2018, 4:15 – 5:15 p.m.

*Tom Clark
Citibank*

Citibank is the world's largest financial services corporation, spanning more than160 countries with more than 16,000 facilities, and processes $9 trillion daily while handling an average of eight million transactions per day. Understanding complex event patterns permits the early detection of fraud, security intrusions, system failure conditions, and outage situations detrimental to Citi's worldwide operations. Enterprise event management process enables automation, collaboration, analytics and standardized processes to mitigate various threats. Recognizing the complexity of the infrastructure as a threat, we simplified the complexity by consolidating our infrastructure. Proactive analytics helped to identify risks before they became disruptions which dramatically improved resiliency. We implemented automated impact decision analytics providing real time visibility to inbound threats that help us come closer to developing the predictive analytics model to better understand the risks of today and prepare for tomorrow's emerging threats.

Meet The Experts Closing Discussion and Reception

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

SUNDAY WORKSHOPS

September 23, 2018 1:00 – 3:30 p.m.

These interactive workshops allow attendees to explore topics in-depth. Choose one workshop and register online at www.drj.com/fall2018.

SESSION LIMITED TO 200 PARTICIPANTS.

Sunday Workshop Session 1

Birds of a Feather: Business Continuity Roundtable Discussions

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

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

Potential Topics: recent events, risk assessment and BIA, BCM exercises and testing, and other topics selected by participants.

Moderator: Robbie Atabaigi, MBCI, CISA, ITIL Foundation – KPMG LLP
• David Dunlap, CBCI, AMBCI, ITIL
• Steve Goldman, Ed. D.
• Sue Hornstra, MBCI, CBCP, CERT
• Terri Kirchner, Ph.D., MBCP, MBCI
• Martin Myers, MS, MBCP, AFBCI, CERT
• Dave Ziev, MBCI, MBCP, ITIL

Sunday Workshop Session 2

GDPR Compliance – Using NIST SP 800-53 Information Security Controls

Bobby Williams
Conduent, Inc.

Attend this session to get a "jump" on the General Data Protection Regulation (GDPR) and the implications on your organization. This workshop will discuss the GDPR "articles" relating to information security and how the NIST SP 800-53 (rev 4) can be used to demonstrate compliance. The workshop will be hands-on and interactive. The material covered will not be proprietary or vendor centric.

Outlining and identifying who needs to be concerned about compliance with GDPR and what your company should be doing to meet compliance will be discussed.

Most of the time will be spent looking at the correlation of the GDPR articles and the NIST controls.

Bobby Williams works for Conduent, Inc. as an information security officer.

Sunday Workshop Session 3

People Not Paper: Resiliency Begins With Training

Phil Lambert
Ripcord

Join us in this hands-on workshop and be armed with a well-organized approach to the diversity of training types and delivery models for an effective and efficient training strategy. Learn what a training strategy looks like, how content will drive what type of training works best and learn to make training stick by delivering engaging content with just the right balance of information, instruction, and entertainment.

The crucial component of a well-prepared and resilient organization is that their people understand the "why," "what," and "how" they contribute to recovery.

Learn how to utilize experiential training (i.e. exercises), maximize the learning experience, and (most importantly) measure the results.

Phil Lambert is the founder and program architect of Ripcord Solutions.

Sunday Workshop Session 4

Work-At-Home ... Work Area Recovery Strategy Workshop

Barney Pelant
Barney F. Pelant & Associates, LLC

Work-at-home is fast becoming a predominate strategy for work area recovery. How did this happen and is it a viable long term recovery strategy? Is it applicable to all areas of your work force or is it a faux panacea for not investing in the real recovery needs of your organization?

We will begin by acquiring background knowledge about our organization to understand our regulatory, legal, business, and operating requirements, risks and issues for employees to work remotely. Using this information we will develop the requisite elements of our work-at-home program, including:

• A work area selection process to identify those job functions suitable for work-at-home
• An employee assessment process to identify those employees we should permit the opportunity to work-at-home
• Work-at-home policies that are objective and consider the needs of both the employer and employee for the employee to work-at-home
• The robust technical support that we will need to enable a viable work-at-home program

We will focus on the best means of validating the viability of our program for both normal operations and as a workplace recovery strategy before we implement it. This will include table top, on-site, and off-site exercises.

Barney Pelant is owner and manager of Barney F. Pelant & Associates, LLC.

Sunday Workshop Session 5

MOCK Disaster Exercise

This MOCK will focus on how you, acting as the members of the crisis management team, will guide a fictional organization through an ever-evolving crisis situation. The life cycle of this crisis ranges from dealing with life safety and security issues, to communicating to both internal and external audiences, and then on through the challenges of resuming business operations. Your challenge as a team member is to identify and execute your priorities at each point while the scenario is unfolding. Do your priorities change or are they properly identified? Are these priorities truly the basis for your decisions?

Participants will work through the exercise in small groups. Engaging with their tablemates to address the issues and deal with the challenges in near real-time. A debriefing will be conducted once the scenario has concluded. It's easy to know what you should have done after the crisis ends.

Takeaways include enhancing your crisis management skills, determining upgrades to your inhouse planning and awareness programs, and identifying other methods for conducting tabletop exercises. If you are new to the industry, be prepared to learn. If you are an experienced professional, share – you might just learn something.

By now you are asking, what is the scenario? Disaster, by definition, is "a sudden event, such as an accident or a natural catastrophe, that causes great damage or loss of life." In order to learn how to handle one, it must truly be "sudden." And in this exercise, it will.

Participate in this mock disaster exercise, which is reminiscent of those extraordinary exercises that have gone before it.

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

PRE-/POST COURSES

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

EXHIBIT HALL

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

NETWORKING

DRJ Fall 2018 is the perfect venue for you to meet and connect with your peers and industry leaders.
Develop lasting professional contacts to collaborate on furture challenges.

GENERAL SESSIONS

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

Register by July 23, 2018 and SAVE $200

Monday, September 24, 2018

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

Heidi Hanna

The Academy for Brain Health and Performance

Recharge Your Brain and Your Business

As an experienced speaker, Dr. Heidi Hanna has been featured at many national and global conferences, including the Fortune Magazine Most Powerful Women in Business Summit, ESPN Women's Leadership Summit, and the Million Dollar Round Table. She is founder and chief energy officer of Synergy, a consulting company providing brain-based health and performance programs for organizations, and the executive director of the American Institute of Stress.

Dr. Heidi Hanna is a founding partner of The Academy for Brain Health and Performance, where she serves as the director of training and development.

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

Frank Perlmutter

Strategic BCP

Christopher Duffy

Strategic BCP

Mark Eggleston

Health Partners Plans

Zeeshan Kazmi

Gemological Institute of America

The State of Cybersecurity in Business Continuity

This interactive panel discussion features premier chief information security officers and industry thought leaders as they discuss how cybersecurity fits into your business continuity management program including the challenges in preparing for this type of outage and best practices for the most resilient path forward. Don't miss out on the observations and key lessons learned these professionals will share.

Frank Perlmutter, president and founder Strategic BCP.
Christopher Duffy (CISSP) is vice president and chief innovation officer at SBCP.
Mark Eggleston is a senior executive specializing in security and privacy programs.
Zeeshan Kazmi is chief information security officer and enterprise architecture at the Gemological Institute of America, Inc.

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

Dan Bailey

Legacy Texas Bank

Michele Turner

Amazon

Tom Clark

Citibank

Reimagining Resiliency

We've learned a lot in the past 30 years in the world of recovery and continuity. Where the origin may have been systems and technology (disaster recovery), an Industry evolution was necessary. This evolution brought about a rebirth that has led to significant understanding and an acknowledgement of the integration of risk and business continuity management (BCM). This integration into the greater operational risk management (ORM) framework is fast becoming an imperative. As a component of the operational risk vertical, BCM has collaborative integration points with many other – operational risks such as vendor management; regulatory compliance management; IT and information security; and enterprise change management. The need for "Reimagining Resiliency" is here and is what will take your organization into the future of resiliency and beyond.

Dan Bailey is the VP, operational risk officer at LegacyTexas Bank in Plano, Texas.
Michele L. Turner, MBCP, FBCI, CISA, CRISC, GRCP, is the senior manager for the business resiliency - corporate business continuity and risk for Amazon.
Tom Clark is the senior vice president of the Citibank Global Command Center.

Wednesday, September 26, 2018

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

The Golden Hour – How Will You Spend Yours?

Regina Phelps
EMSS

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

The "Golden Hour" term was first described by R. Adams Cowley, MD, when he recognized that the sooner trauma patients reached definitive care – particularly if they arrived within 60 minutes of being injured – the better their chances of survival. It may sound like an odd comparison, but take a second look. What your company does in those first few minutes and hour(s) makes all the difference in the world. To do that, the first thing you need is a sound assessment and communication process and a crisis management team that knows their roles and responsibilities.

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

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

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

Achieve Continuous Business Operations with a Modern Resiliency Program

Allen Downs
IBM

Patrick Corcoran
IBM

As IT risks landscape evolve continually and rapidly, the strategies and plans to manage those risks and mitigate their impacts must also change. Today, recovering IT infrastructure from natural disasters seems less challenging as businesses increasingly witness cyber disruptions with more devastating and far-reaching consequences. With attacks becoming more malicious and techniques more advanced, business organizations need new technologies and practices to be able to survive and adapt to today's cyber outage scenarios. In this session, we will review the technology enablers and best practices to create a modern business resiliency program that can address both traditional and newer threats.

Allen Downs leads the Global Business Resiliency Services Organization as Vice President.

Pat Corcoran is the executive responsible for creating, implementing and managing the global strategy for IBM Resiliency Services.

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

Reimaging the Warning Message – Human Behavior Relationship: Enhancing Personal and Public Safety Resiliency for Disasters and Emergencies

Robert Chandler
Lipscomb University

The success and failure of human factors performance during disasters and emergencies hinges on the effectiveness of communicated warnings. This is particularly true in extreme situations like natural disasters, workplace violence, or terrorism. Unfortunately, far too frequently, warnings often fail to change people's intended or actual behavior. In the disaster recovery and emergency management sector, there has been overemphasis on the technical capability of ringing phones, transmitting SMS messages and sending electronic messages in a variety of modalities. However, there has been far too little attention given to reimagining from scratch the actual relationship between warning communication and human behavior.

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

Conference Schedule

Sunday, September 23

Monday, September 24

Tuesday, September 25

Wednesday, September 26

REGISTER ONLINE TODAY!
www.drj.com/fall2018

BREAKOUT TRACK 1

Monday 1:30 – 2:30 p.m.

Breakout Track 1 – Session 1

Nancy Collier

Grange Insurance Companies

Reimagining BC Awareness and Exercises: Back to the Future

I'm the one and only continuity representative in our organization and have lived it for 12 years and counting. For those involved in this line of work for many years it's easy for the program to become "stale" or "mundane." Our challenge as business continuity professionals is to keep our audiences engaged, hunger for more, and using plans/tools that thrive. How do we recharge or keep it fresh? Reinvent something that's been in place for decades and consider our ever-changing audiences – Baby Boomers, Generation X, and Millennials.

Nancy Collier, CBCP, has 12 years of business continuity, crisis management, and disaster recovery experience.

Breakout Track 1 – Session 2

Julia Halsne

EBMUD

When the Shaking Stops Where Will you get Water?

The East Bay Municipal Utility District (EBMUD) provides drinking water to 1.4 million customers and treats wastewater for 685,000 customers on the east side of San Francisco Bay in Northern California. The district's products and services are vital for public health, fire protection, economic development, and quality of life. The mission of the district's business continuity (BC) program is to reduce the consequence of any disruptive event to a manageable level. The district's emergency preparedness program manages critical response functions during emergencies to protect people, property and the environment. This program supports EBMUD's efforts to be a resilient organization that is prepared for and can respond to and recovery from adverse events.

Julia Halsne has more than 32 years of combined experience in the environmental, water, and wastewater industry. She is responsible for the East Bay Municipal Utility District's (EBMUD) business continuity program.

Breakout Track 1 – Session 3

Paul Striedl

Stifel

A Case Study: Business Continuity During a Merger/ Reorgainization

You have a great BCM program. Your internal customers are happy, Senior Management supports the process and you survive audits with only minor findings. All of a sudden – a merger is announced and a major reorganization begins. What do you do now that many of your BCPs (not to mention your BCM policies and procedures) are no longer valid!

This presentation will be a case study on how the Business Continuity Team at a large retail company, managed their way through a merger/reorganization of several supermarket brands and a shared support organization.

The topics addressed will include: Conducting a GAP analysis, relaunching BCM policies, procedures and templates, managing recovery services contracts, and utilizing org charts and announcements and leveraging administrative, temporary and consulting support.

Paul L. Striedl, CBCP, MBCI, is the Director of Business Continuity at Stifel, and has worked in organizational resilience since 1997.

Breakout Track 1 – Session 4

Matthew Palmer

Nationwide Children's Hospital

Building a BIA that works for YOU

Does your business impact assessment (BIA) involve significant time and effort? Are you getting the maximum value out of that time and effort? Could the process be streamlined? Are you having difficulty getting the information you need to make decisions?

In this session, I'll share the lessons learned as I took an existing BIA process and rebuilt it into a lean, mean, user-friendly, question-answering machine that is helping our IT division identify risks and prioritize our disaster preparedness efforts.

Matt Palmer, PMP, AHPCP, leads the IT disaster recovery program at Nationwide Children's Hospital. Palmer like most professionals, wears many hats: IT geek, disaster recovery planner, project manager, information security expert, risk management, and ITIL process manager.

Breakout Track 1 – Session 5

Matthew Ricks

Stanford University

Assessing the Resilience of Your IT Portfolio

One of the goals of the BIA process is to establish recovery objectives, but there isn't a well-defined and prescriptive process to then assess the capabilities of your IT portfolio to meet the required recovery objectives. We will share a model that can be customized and applied in any organization to take an IT-centric view to assessing resilience capabilities. First, IT-specific data must be gathered, either through a questionnaire or a query against your CMDB. Then, the capabilities of each application/system to meet RPO, RTO, and service level targets, as well as the strength of staffing, documentation, and DR plans, are assessed by leveraging a scoring rubric. The output of the model is a composite score for each application/system – based upon an aggregate capability score and a weighting factor – that identifies the services in your IT portfolio that have the greatest gaps in their capabilities, and thus require the highest priority attention for remediation. The logic of the model can either be built with spreadsheets or automated through BCMP platforms.

Matthew Ricks, CBCP, is the senior director of IT facilities management and business continuity management at Stanford University.

Register by July 23, 2018 and SAVE $200

BREAKOUT TRACK 2

Monday 2:45 – 3:45 p.m.

Breakout Track 2 – Session 1

Carl Russell

Fidelity Investments

The Four Pillars of Event Management: Planning, Training, Notification and Execution

Every business continuity professional at some point in their career will be exposed to managing events as a BCP. How successful you are will rely on four major areas: planning, training, notification and execution. There are many great "take aways" that a new or seasoned BCP can take from this topic. From a planning perspective, you have to make sure you have the right participants on your event teams. You need the key decision makers in your organization. It is more than just a warm body coming to a conference call during a crisis. Also, you need to think about what information about an event you will share with your event teams. You have to strike a balance of sharing the right information so they can make an informed decision. From there, you need to provide event teams with training on the how and why they are important to your BCM program. This should include tools they can use, review and prepare prior to a potential business interruption. From a notification perspective, using a good industry wide recognized tool is critical to reaching people in a timely, effective manner. This also means creating a maintenance program for keeping your event teams current. Lastly, and most importantly, executing the planning and training you put in place for your organization. If you put the effort into the planning, training, and set up of your notification system before an event occurs, the execution will flow well and you will be successful.

Carl Russell has been in the business continuity profession for more than 25 years. Russell is currently the senior director, business continuity with Fidelity Investments and has been working here for 16 years. He brings a wealth of institutional knowledge on event management as well as other major areas of a BCM program.

Breakout Track 2 – Session 2

James Callahan

Amerisource Bergen Corp.

We Plan For All Hazards – But This?

Although an all-hazards approach requires planning for a broad spectrum of emergencies and provides a solid foundation for preparing response and recovery activities, it is important to realize that it does not require planning for ALL imaginable emergencies – that's just not possible.

The 2017 Atlantic hurricane season was record setting and extremely destructive, featuring 17 named storms, and was the costliest in recorded history. Throw in typhoons in Asia, earthquakes in Mexico, and wildfires across the Western US, and you can see why one global company's emergency operations center was quite busy last year.

This session will provide you with a variety of experiences and lessons learned to help improve your plans by sharing how a Fortune #11 healthcare solutions provider successfully dealt with unanticipated challenges, including near total destruction of a U.S. territory's core infrastructure, and managed to continue providing critical products and services to customers in spite of the adverse circumstances.

James G. Callahan, CBCP, MBCI, is currently senior director, global business resilience at AmerisourceBergen Corporation (ABC).

Breakout Track 2 – Session 3

James Linney

Federal Aviation Administration

Bob Etris

Evans Incorporated

Win the 'Buy-In Battle' with High Stakes Stakeholder Management

Many continuity and recovery leaders suffer the same challenge – getting and keeping business continuity as a consistent priority, with the right level of organizational support. The Federal Aviation Administration Air Traffic Organization manages the safest and most complex airspace in the world, moving millions of people daily from 21 centers, 200 approach controls, and 476 air traffic control tower facilities and thousands of critical pieces of equipment. Despite any differences between what we all do, we all share a common challenge in making and keeping resiliency a priority - before a crisis happens. Even in a difficult budget, political or daily operations-focused culture – you can gain support by engaging your leadership and others you may not have thought of in new ways to garner lasting support needed for success. We will share recent successes that apply equally to the public and private sector, at both the local and enterprise levels.

James D. Linney is the director of operational readiness within the FAA's Air Traffic Organization (ATO).

Bob Etris, partner and senior director of aviation, joined Evans Incorporated in 2003.

Breakout Track 2 – Session 4

Regina Phelps

EMSS

Reimagining Your Crisis Management Program

Many companies fail to have a great incident (crisis) management team because they lack four simple things. Are you developing or retooling the team you have? If so, you need to attend this critical session to learn the top four things you need to have a great incident (crisis) management team.

The goal of this session is to help you create both a great team and a great process in order to manage incidents large and small. There are four key things that we often find missing in company teams and plans: Clearly identified roles and responsibilities, a formal assessment process, the ability or knowledge to develop an incident action plan (IAP) and timely and effective communications. This session touches on those four top critical components of a successful crisis management team.

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

Breakout Track 2 – Session 5

Dawn Chung

CNA Insurance

AI-Enabled Autonomous Disaster Recovery Test Validation

Disaster recovery testing is not only mandatory for compliance requirements it is essential to protecting technology investment and brand value. Annual disaster recovery testing validation requires numerous resources from technology and business, competing with regular business operation needs.

Even more problematic from a resourcing perspective is the reliance upon antiquated manual DR test methods and programmers sidetracked to write test scripts. How can you design a thorough, meticulous disaster recovery program that keeps your board risk and governance committee, business, and IT happy?

Disaster recovery automation using AI. Autonomous DR test validation will record successful test execution, produce indisputable evidences for your auditors, while at the same time reducing cost and risk of prolong recovery.

Dawn Chung has a significant 18 years of IT related position with more than a decade of passion in business resilience and disaster recovery.

BREAKOUT TRACK 3

Monday 4:15 – 5:15 p.m.

Breakout Track 3 – Session 1

Leveraging Your BCM Program in Cyber-Security Incident Response

Ramesh Warrier

eBRP

The immediate reaction to a cyber-security incident is the FUD factor (fear, uncertainty, and doubt); more like "chickens running around with their head cut off." In the event of a data breach the RTO goes "out of the window" and response is based on RTO=0.

An agile response requires tested and documented incident response plans – including crisis management, business continuity and IT disaster recovery plans. Automating the workflow facilitates seamless collaboration and the ability to monitor, measure, and manage the activities that are critical to effective incident response.

In this presentation, learn about the various program components that will help in building an effective incident response.

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

Breakout Track 3 – Session 2

Smoke Gets In your Eyes: The San Clemente Wildfires

Kevin Massey

Glaukos Corporation

In late June 2017 a Southern California wildfire covered over a thousand acres in San Clemente, California. The fires were encroaching a commercial business park so rapidly that local police and fire would not allow any employees to enter the business park, blocking access to the Glaukos Headquarters. Over the next 42 hours the road was blocked, and no access was allowed. For 67 hours, production, and shipment capabilities were halted.

Some employees braved the fire and smoke to walk in and retrieve their lap tops. There was no damage to the building but this "near miss" caused the leadership to recognize the urgency of implementing a business continuity plan.

This session will describe the events surrounding the fire, the business exposure, the health and safety exposures and the plans that have since been put in place.

Kevin Massey, senior manager, facilities and operations engineering, Glaukos Corporation.

Breakout Track 3 – Session 3

Building an Engaging Program: It Starts with YOU!

Tracey Rice

Fusion Risk Management

Jeremie Doucette

Commonwealth Financial Network

Moderated by Tracey Rice, this panel session presents new strategies for taking your program to next level. The panel shares how they've succeeded building more vibrant programs by increasing engagement within their organizations, participating in local professional groups, and actively promoting innovation within their communities. Want a vibrant program? You have to be active yourself!

Tracey Rice, vice president, customer engagement, Fusion Risk Management

Jeremie Doucette, director of business continuity and contract management, Commonwealth Financial Network.

Sharon C. Smith is currently the senior manager of business continuity and crisis management at Home Box Office (HBO).

Sharon Smith

HBO

Vicky McKim

Aureon

Vicky McKim MBCP, MBCI is manager enterprise business continuity for Aureon.

Breakout Track 3 – Session 4

What I Wish I Were Told When I Applied for a BCP Position

Melinda Citro

Uline

Melinda Citro joined Uline's business continuity team with no prior business continuity experience. Four years later, she feels like a grizzled veteran. In this enlightening session, Ms. Citro shares her experiences and lessons learned – she calls them "hard knocks" – with DRJ. Attendees will take home her 10 very valuable insights to help improve their daily job performance, leadership skills, and long-term career prospects.

Melinda Citro works at Uline's Corporate Headquarters as an IT disaster recovery analyst.

Breakout Track 3 – Session 5

How to Build a VRM/New Paradigm VRM

Terence Lee

Strategic BCP

Jay Geppert

Plains Capital Bank

Every day, business continuity professionals are pulled deeper into the process of vendor risk assessments. Traditionally, they have been asked to conduct vendor risk assessments specific to BC and DR capabilities. However, many organizations are now looking to BC professionals to assess critical vendors for information security, SLA performance, and more. This change signals that business continuity professionals are, in fact, key stakeholders in vendor risk management.

How do you know your vendors can continue to provide their products and services to your critical processes and systems during recovery?

Terence (Terry) Lee leads Strategic BCP's governance, risk & compliance (GRC) strategy.

Jay Geppert is the vice president, operational risk manager at Plains Capital Bank.

BREAKOUT TRACK 4

Tuesday 8:15 – 9:15 a.m.

Breakout Track 4 – Session 1

Recent Hurricane Case Studies: Impact of Business Recovery Planning and Testing

Dan Perrin

Regus

Stephanie Samuels

Voya Financial

Test. Learn. Evolve. Hurricanes caused massive flooding, affecting both residents and businesses in Texas, Florida, Puerto Rico, and the Virgin Islands. The best organizations had multi-faceted recovery options which allowed for direct interaction with team members, suppliers and clients. We will explore the testing and planning methods uses by these well-organized firms as they navigated these devastating events and were able to continue operations with virtually no downtime.

Dan Perrin is the global solutions director at Regus.

Stephanie Samuels is Business Resilience Office Manager for Voya Financial.

Breakout Track 4 – Session 2

Reimagining Business Resiliency – Taking Mass Notifications to the Next Level

Troy Harper

OnSolve

Mass notification systems have become a core component of most organizations' business resiliency and disaster recovery operations. But too often notifications require a heavy manual component that can lead to human error, and are siloed from business workflows in a way that limits the value notification systems can deliver to your organization.

Reimagining business resiliency to meet the rapidly evolving threats and challenges your business faces every day – whether it's a developing ransomware attack, severe weather or an active shooter situation – requires seamlessly integrating automated notifications with key business processes and removing as much of the manual burden as possible. Taking a more holistic approach can better protect people and property, while streamlining internal communications between employees, staff, and decision makers – and externally with the public at large.

Troy Harper is the general manager for OnSolve.

Register by July 23, 2018 and SAVE $200

Breakout Track 4 – Session 3

Robert Heuser

Americas, SAP Digital Interconnect

The Future of Organizational Resiliency: How the latest tech trends will change the way organizations handle business disruptions

Machine learning, Artificial intelligence, Chatbots, IoT: we've all heard these buzzwords. As a resiliency and business continuity professional, do you wonder if these technologies will have a direct impact on how business disruptions are currently managed? Attend this session to get an update on these new technology trends and learn how they can impact and improve your organizations' processes and systems for managing disruptions and improving resilience.

Robert Heuser -Director Strategic Accounts - Americas, SAP Digital Interconnect.

Breakout Track 4 – Session 4

Doug Weldon

Ipreo

Megan Epperson

Ipreo

Reimagining BCM Through the Lens of Operational Risk

Business continuity management (BCM) is but one of several disciplines that together constitute operational risk. If you have had exposure to any other operational risk disciplines (information security, physical security, performance, quality, etc.) you would immediately recognize BCM is the most comprehensive!

This presentation will serve to outline why our BCM discipline is more comprehensive than other operational risk disciplines and how it serves as a model for how better to conduct those disciplines. The discussion will continue with the specific processes we conduct that differentiate us from other disciplines and how we might "export" them to these disciplines to improve their performance and assist with knocking down silos between us and them. The discussion will conclude with the benefits and challenges of working with these other disciplines and a discussion of where the companies represented in the audience are with respect to any such outreach.

Doug Weldon, director, business continuity and operational risk management, at Ipreo.
Megan Epperson currently serves as associate director, business continuity for Ipreo.

Breakout Track 4 – Session 5

Alice Kaltenmark

The BCI US Chapter

Lisa Jones

The BCI US Chapter

The Business Continuity Institute: Tell Me More

Are you taking advantage of the complementary Business Continuity Institute (BCI) affiliate membership at DRJ Fall? Unsure what the BCI does or can offer you?

Established in 1994, the BCI has gained a reputation as the leading membership and certification organization for business continuity professionals globally.

Alice Kaltenmark and Lisa Jones will provide an overview of the BCI, certification, membership grades, professional development opportunities, member value, and personal benefits gained from being active US Chapter volunteers.

You will leave this session armed with an understanding of the BCI, what it can offer you, and the steps required to progress opportunities of interest.

Alice Kaltenmark joined the BCI US Chapter board as a voluntary board member in 2015 and is currently the Chapter Vice President.

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

BREAKOUT TRACK 5

Tuesday 9:30 – 10:30 a.m.

Breakout Track 5 – Session 1

Jeffrey Pinckard

Carnegie Mellon University

Matthew Butkovic

Carnegie Mellon University

CERT-RMM: Gateway To Enterprise Resiliency and Cybersecurity Maturity

The CERT® Resilience Management Model (CERT-RMM) addresses one of today's leading business challenges, cybersecurity risk. This session provides a pragmatic approach to making improvements to cybersecurity capabilities and building efficient processes that help support organization-specific resilience management programs. Regardless of the size, age and maturity of cyber-risk management programs there are a few basic concepts that are essential to successful outcomes. The foundational activities and assumptions presented are the result of lessons-learned from hundreds of improvement efforts.

For those looking to align their programs to the NIST CSF, this session will introduce the DHS Cyber Resiliency Review (CRR) self-assessment which enables an organization to assess its capabilities relative to the CSF and provides a comprehensive gap analysis with options for consideration to implement cyber hygiene practices and advance cybersecurity program maturity.

Presented by the co-authors and custodians of CERT-RMM itself to provide you actionable steps to take your program to the next level of maturity.

Jeffrey Pinckard is a senior member of the technical staff of the CERT Division of the Software Engineering Institute at Carnegie Mellon University.

Matthew Butkovic is the technical manager – cybersecurity assurance in the CERT Division of the Software Engineering Institute (SEI) at Carnegie Mellon University.

Breakout Track 5 – Session 2

Jenni Fortunato

Conoco Phillips

Active Assailant – A Collision of Perspectives

Tragic headlines, graphic footage, survivor accounts, specialized training, legal precedence and now the NFPA 3000 Provisional Standard for ASHER. Organizations must evolve this complex conversation while answering; 1) is our plan inclusive and informed with perspectives from law enforcement and EMS? 2) will anything more than awareness training incite employee fear? 3) how can we best prepare individuals confronted with an attacker? This presentation reviews various perspectives while seeking answers to those questions and a balanced approach to preparedness.

Jay Williams (CBCP) is a Vice President in Enterprise Security for M&T Bank.

Breakout Track 5 – Session 3

Bob Sibik

Fusion Risk Management

Tighten Business Continuity and Risk Management Alignment … with a Bow Tie!

While business continuity and risk management have traditionally been managed in separate silos, modern programs are beginning to recognize the value of an integrated approach. Each discipline manages complementary information about their organization that, when combined, paints a complete picture about the business. This leads to increased risk mitigation and better, data-driven decision-making. This session outlines the problems with isolating business continuity and risk management from each other, explains how they're naturally connected – as structured in the bow tie model - and offers success strategies to more effectively align and integrate the disciplines.

Bob Sibik, senior vice president at Fusion Risk Management.

Breakout Track 5 – Session 4

Artificial Intelligence - What Roll Does Artificial Intelligence Play in Your BCM and Security Programs?

Hart Brown

Firestorm Solutions, LLC

Artificial intelligence is best practices today for your BCM, IT/DR, security, and workplace violence prevention programs. Data driven businesses need artificial intelligence to automate big analysis and knowledge transfer with speed and accuracy. Context artificial intelligence delivers new levels of clarity revealing causation, central topics key events, and influential individuals – especially when there's a high degree of data complexity. Learn how to support your programs to identify, respond, and manage events by leveraging real time predictive analytics.

Hart Brown is chief operating officer at Firestorm Solutions, LLC. Hart brings to the executive team nearly 20 years of experience in security, crisis management, emergency management and business continuity.

Breakout Track 5 – Session 5

A Case Study: How to Leverage DR in the Cloud as a Cloud Migration Path

Cary Jasgur

Mazars USA

Over the years, the cloud has been gaining more traction in assisting organizations to become more resilient. Just look at what Office 365 has done for office automation and the availability of email. More and more organizations are moving to DR in the cloud as a viable solution to protect critical applications at the time of a disaster. And why not? Tools today make it easier, quicker, and more secure. The cloud has proven to be a successful, easy to use, and effective means for protecting critical applications. Yet organizations are still leery of moving production systems to the cloud. The main reason seems to be the fears and horror stories that surround the cloud. What about data protection? What if the cloud provider goes offline? What about security? What is it going to cost? Today, there are several platforms and tools to make the migration to the cloud almost full proof, well almost.

In this case study, Mazars USA will show how we helped one client pave the way to moving production to the cloud using their DR solution as a test bed.

Cary Jasgur is a Manager with the Mazars USA Organizational Resilience Practice. He has over 23 years of experience.

BREAKOUT TRACK 6

Tuesday 10:45 – 11:45 a.m.

Breakout Track 6 – Session 1

Cultural Elevation – Investing in the Human Element to Build IT Resilience

Michelle Israel

Metropolitan Government of Nashville

When it comes to building IT resilience, many businesses focus on tangible approaches such as procuring recovery software, upgrading infrastructure, and investing in resources to protect against natural disasters. Although these tactics may prove beneficial, your most valuable resource is the human element.

In this session, we will explore how business continuity professionals can reshape their culture by first investing in the human element. Build your skills by knowing how to ask the right questions and becoming aware of dynamics within a team that might impact performance. You will also have the opportunity to see how a centralized technology platform can enhance team collaboration, promote training and awareness, and provide autonomy while maintaining accountability.

Attendees will leave this session with a customizable plan to establish a progressive culture, bridge knowledge gaps, and increase resilience by motivating the people that drive IT resilience.

Michelle Israel is the ITS business continuity manager for the Metropolitan Government of Nashville in Tennessee.

Breakout Track 6 – Session 2

Improving the Resilience of Outsourced Services (or Appendix-J for Everyone)

Martin Myers

Myers & Associates

Most organizations depend on third-party service providers to perform or support critical operations. These organizations should recognize that using such providers does not relieve them of their responsibility to ensure that outsourced activities are conducted in a safe and sound manner. The responsibility for properly overseeing outsourced relationships lies with the board of directors and senior management. An effective third-party management program should provide the framework for management to identify, measure, monitor, and mitigate the risks associated with outsourcing.

Appendix-J to the FFIEC examination handbook provides an excellent guide, not for financial institutions alone, but a well-reasoned guide for all Business Continuity programs. This session will review Appendix-J and use it as the framework for this presentation. How Appendix-J was implemented and how that implementation may be leveraged within your organization.

Martin Myers, MS, MBCP, AFBCI, CERT, is a BC/DR/CM Consultant.

Breakout Track 6 – Session 3

IT Incident Command – Responding to and Planning for the Things That go Bump in the Night

David Gehrum

Geisinger System Services

This presentation will outline how Geisinger Health System, based in rural Pennsylvania, has developed and continues to refine its IT incident command program. Based on the Hospital Incident Command System (HICS), we will discuss the inception and continued evolution of the program, discuss the challenges and opportunities related to the program, and demonstrate how both a planned event and an unplanned incident evolve. In addition, we will discuss: how we've obtained and maintain buy-in from all levels of the organization, the ongoing evolution from the mindset of "place the blame" to understanding what went wrong and how to avoid similar issues in the future.

Dave Gehrum, IT director, Geisinger System Services.

Breakout Track 6 – Session 4

Cyber Attack Exercise: Engaging Stakeholders Across the Enterprise

Jeffrey Fenton

Lockheed Martin Corporation

Jeff Bever

Storage & Platform Services

Help your business resiliency team enhance their skills and address the evolving threat landscape. At Lockheed Martin Corporation (LMC), structured discussions (mini-drills) throughout the year broaden the range of participants, test a variety of topics, and sharpen preparation for annual enterprise exercises. LMC demonstrated the success of this approach in its November 2017 enterprise exercise with 32 business and IT stakeholder teams. Building on their experience through mini-drills, the teams effectively engaged with a challenging cyber attack scenario.

Jeffrey H. Fenton is responsible for cyber security policy and standards at Lockheed Martin Corporation.

Jeff Bever, Sr. Manager Storage & Platform Services- is currently responsible for Enterprise Disaster Recovery and Business Continuity and plays a major role in Destructive Resiliency.

Register by July 23, 2018 and SAVE $200

Breakout Track 6 – Session 5

Case Study: Toyota Motors Faces Off With Maria

Michael Garza

Toyota Motors

Puerto Rico was first clipped by Hurricane Irma on September 5th and considered the fifth-most powerful Atlantic hurricane on record (Cat 5). Just 15 days later, Hurricane Maria, a strong Category 4 storm passed directly over the island before the recovery from Irma had been completed. Most of Puerto Rico was down for the count and faced serious issues as it began recovery efforts from the double whammy.

Phil Lambert

Ripcord

Another Black Swan? For many, absolutely. For Toyota, come and find out! This presentation will examine how Toyota's regional business operations and three facilities in Puerto Rico prepared for and recovered from Hurricane Maria. Come and learn how we worked around these problems and how the organization rallied to a response level that was unprecedented even for Toyota. Be a better practitioner and stronger leader by gaining insights and experiences without having to go through such a Black Swan.

Michael Garza has worked with Toyota Motors for 21 years.

Phil Lambert is the founder & program architect of Ripcord Solutions.

BREAKOUT TRACK 7

Tuesday 1:30 – 2:30 p.m.

Breakout Track 7 – Session 1

Beyond Tabletops – Comprehensive Exercise Programs

Joe Bechtold

Texas Instruments

If you want more out of your exercise program than checking the compliance box then this is the session for you. In it you'll learn:

- what's missing from a tabletop centric exercise program
- the benefits of more advanced exercises
- exercise design concepts that will help you build effective and efficient exercise
- how to best incorporate exercises into your business continuity program
- challenges with more advanced exercises and possible solutions

Exercises are critical because they stress your plans, validate your training, and confirm your readiness. Make sure you're getting the most out of them.

Joe Bechtold, CBCP, BC Specialist for Texas Instruments & a FEMA certified master exercise practitioner.

Breakout Track 7 – Session 2

What Matters to Internal Audit for BCP Programs?

Joe Miner

P&G

This presentation would cover what an internal controls organization would expect to see as evidence to ensure the BCP/BCM program is designed to succeed, and can demonstrate that appropriate risks are being managed throughout the enterprise. ISO 22301 and the Lines of Defense Model serve as the road map for success.

Joe Miner currently works in P&G's global internal audit organization, serving as an IT Audit Manager. Miner began his 33-year career at P&G after graduating with a B.S. in industrial engineering and operations research from Virginia Tech.

Breakout Track 7 – Session 3

Disaster Case Study: 6 Steps to Simplify your BC Program Response Before, During and After a Disaster

Joe Layman

Molina Healthcare

The 2017-18 season has been an exceptional period for disasters, from hurricanes and wildfires to mud slides and winter storms. Learn from this interactive session how businesses responded to and recovered from business interruptions to disaster declarations. We will discuss the responses from our companies and share real-world examples of what to do, and what not to do, in the aftermath of a disaster. Join the conversation to learn more about what you can do to actively prepare, mitigate and ultimately respond to disasters that affect your organization.

Susan Zielan

CoreLogic

Joe Layman is the director, business continuity management for Molina Healthcare and oversees the business continuity and emergency management teams.

Susan Zielan, BCM program manager, is responsible for the development and implementation of enterprise-wide emergency management, business continuity, and crisis management plans.

Breakout Track 7 – Session 4

Be Proactive: The Benefits of Planning for Climate Risks

Tashonda Haugabrook

Metropolitan College of New York

Across the world today, we face a host of weather extremities – extreme winds; extreme flooding; several, back-to-back, high category hurricanes in one season. The unpredictability of the environment forces continuity planners to take into account hazards once unimaginable. As well, regulations are beginning to reflect the NEED for the consideration of climate risks.

This presentation focuses on the most pressing issues regarding climate change and highlights what organizations in various sectors are doing to prepare. It provides long-term resolutions to efforts in planning and awareness building around climate risks.

Tashonda Haugabrook, MPA, is an adjunct professor in the emergency and disaster management program at Metropolitan College of New York, and a consultant for KETCHConsulting.

Breakout Track 7 – Session 5

Cyber Resilience: BCI Annual Report and Practitioner Perspectives

Alice Kaltenmark

The BCI US Chapter

Has your firm been the target of a cyber attack? What controls does your organization have in place to identify and triage potential cyber threats? And how confident are you that you would know about a breach prior to it impacting your operations or reputation?

Lisa Jones

The BCI US Chapter

Alice Kaltenmark and Lisa Jones will review the highlights of the third annual BCI Cyber Resilience Report providing insight into cyber incidents, their costs, and consequences to organizations. They will also share personal insights and lessons learned from their practitioner experience.

You will leave this session armed with key themes, facts and figures from the 2018 BCI Cyber Resilience Report on the top cyber threats and what measures organizations are undertaking to protect themselves from these threats. You will also leave with tips and insights from fellow resilience practitioners to aid you in discussing and evaluating the effectiveness of your own cyber resilience capability.

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

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

"Love DRJ conferences. I have been to six so far and will continue to attend."

— Jody Harris

TUESDAY WORKSHOPS

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

September 25, 2018

Tuesday Workshop Session 1

Are you Ready for Your Breach? If not, get Prepared by Conducting a Cyber Breach Exercise

Regina Phelps

EMSS

Are you ready for your breach? Your chances of having one soon are excellent. It could be a loss of customer data, ransomware, loss of access or information or any number of issues. The number of major cyber-breaches that have occurred in the last 12 months is mind-boggling. The Equifax hack alone affected more than 143 million Americans; that number represents all of the people working in the labor force! In spite of all of these incidents, few companies have serious plans for how they will respond to the impact of an actual cyber breach – and even fewer stress-test those plans. Such exercises force real-time situation analysis and decision-making in much the same way that a fire drill does, while recognizing that cyber incidents are infinitely more complicated.

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

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

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

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

Tuesday Workshop Session 2

Disaster Recovery and Going to the Cloud: Create Your own Exercise and Path to Success

Jim Nelson

BCS, Inc.

Dennis Wenk

Dimension Data

This session will guide you on how to design, develop and conduct a facilitated workshop session customized to your organization. Critical insights will be provided that can guide your organization to make informed decisions focused on what needs to be considered and included to make these decisions unique to your organization in a structured and risk-based approach.

Attendees will be positioned to apply content to their organizations as they start or continue their transition to the cloud and the various offerings in the marketplace. Valuable information will be presented derived from significant experience in heavy technical issues and business imperatives.

Key insights to monitor the current progress of the cloud transition program, along with specific access to take-a-ways will also be discussed.

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

Dennis Wenk is principal consultant for Dimension Data, Data Center/Cloud.

> *"Overall great conference – worth the time and money."*
> — Jody Grizz

> *"Excellent program that attracts a diverse group of BCM professionals. I enjoy renewing old acquaintances and making new."*
> — Marianne Hoag

Tuesday Workshop Session 3

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

Steven Goldman

Steve Goldman Associates

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
- 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, Steve 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.

Tuesday, 3:00 – 5:30 p.m.

Tuesday Workshop Session 4

Robert Chandler

Lipscomb University

Reimagining Multilingual Considerations:
A Development Workshop for Enhancing Communication Resiliency with Changing Demographics

During a large-scale crisis such as a natural disaster, industrial accident or pandemic, successful incident notification and communication are critical to preserving life, health and safety. Breakdowns in communication during such emergencies can have tragic widespread consequences. Effective communication must consider not only how messages are distributed, but also how messages are understood by those experiencing fear, panic, anxiety and heightened stress. Relatively little attention has been given to human cognitive function during peak periods of crisis. However, regardless of even high proficiency in their second language, bilingual and multilingual first-responders and others anecdotally report experiencing occasionally reverting to first language (their first-learned language or "mother tongue") in thinking, speaking and listening comprehension under periods of peak stress during emergency situations. Cognitive reversion to first language has significant implications for crisis and risk communication, directly impacting practical applications for communicating to bilingual and multilingual individuals during a disaster.

Grow your professional knowledge. Learn skills and insights for improving communication with employees, coworkers, customers and target audiences. The general issue of language variables overall is increasing in significance and is ripe for reimagining. In the USA, most emergency messaging is still primarily in English, even in geographic regions where there are predominately non-English speakers, or where English is spoken largely as a second language. This session is relevant for those who are accountable for preparing crisis communication messaging strategy, those who interact with diverse colleagues and constituents, those who work with linguistically diverse communities, and everyone who is interested in learning more about language processing issues during high critical events.

The workshop will review the traits, characteristics, and factors of communication with culturally and demographically diverse audiences. We will Identify key focal areas for improvement in communication effectiveness. This will include a self-assessment of communication with coworkers, employees, customers and community members.

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

Tuesday Workshop Session 5

Michael Herrera

MHA Consulting, Inc.

The Two-Minute Drill

It's the last two minutes in the game and you're down by a few points. It's a high-pressure, fast-paced situation that requires that you use every second wisely. It's critical that you have the right tactics in your playbook to enable your team to pull ahead.

In this in-depth session, we'll apply this methodology to an incident. An incident has occurred, and the first 24 hours are the most critical. The two-minute drill allows you to focus your activities to maximize your time and resources, and it must be based firmly in your strategies and requirements. You've gathered a lot of information in your planning, but all that data is not really power if it's not organized to meet your needs on the field.

This session will tackle the who, what, when, where, why, and how to execute your playbook in the first 24 hours. We'll go beyond talking about it to giving participants an opportunity to create their own two-minute drill. Participants are encouraged (though not required) to bring their existing plan(s) to use to create a two-minute drill of their own under the guidance of our presenter.

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

"Excellent conference, very informative, able to take away lots of actionable information, concepts, data."

— Shannon Loyd

SOLUTIONS TRACK

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

Solutions Track 1: Change Readiness: A Must Have Skill for Building Business Resiliency

Keith Frederick
Duke University

Scott Ream
Virtual Corporation

Change is an unavoidable constant in our profession. Whenever a major change or crisis arises, getting it right the first time becomes imperative. In this session, you will learn about how people react to change and the different types of change styles, skills and best practices for inspiring change, and explore the changes and challenges facing business continuity, disaster recovery, and enterprise resilience programs.

Keith Frederick, AFBCI, CBCP, CHEP is the head of the organizational resilience program for the Duke Clinical Research Institute at Duke University.

Scott Ream is CEO and founder of Virtual Corporation.

Solutions Track 2: It's Time to Reimagine the BC/DR Foundation

Skip Williams
KingsBridge BCP

Eric Thedaker
Blizzard Entertainment

Business continuity and disaster recovery planning are a lot like insurance. It is only critical when it is needed until then, it is a nuisance. No budget, no time and no buy-in are common hurdles that have to be addressed when starting our respective projects. It is time to reimagine the approach to BC/DR planning and think outside of outdated "best" practices. Reimagine the foundation of BC/DR planning, starting with the threat risk analysis and business impact assessment. It's been called an "all threats" approach, but it should be known as "results based planning." The year is 2018, NOT 1983, it's time to look forward and reimagine how BC/DR planning should be done into the next decade.

With 15 years of international business continuity consulting experience and the prestigious 2014 BCI Consultant of The Year award, Skip Williams has developed plans for every size of organization across dozens of business sectors.

Thedaker has more than 25 years of corporate/enterprise experience in IT and IT service management.

Solutions Track 3: Goodbye Yellow Bricked Road: The Convergence of Cybersecurity and Business Continuity

Christopher Duffy
Strategic BCP

Mark Eggleston
Health Partners Plans

In today's environment a major cyber attack or breach is at the top of the list. So why do business continuity and cyber security continue to be managed in separate silos? Recovery in isolation leads to failure. Attend this session to hear how the merger of these two groups creates successful recovery strategies, and how to affect this change in your organization.

Christopher Duffy leads Strategic BCP's professional services division.

Mark Eggleston is a senior executive specializing in security and privacy programs. He currently serves as vice president, chief information security officer and privacy officer at a leading Philadelphia HMO where he leads the maturation of various security technologies and privacy initiatives and manages a business continuity and disaster recovery program.

Solutions Track 4: Program Totality – Managing the Connectivity and Completeness of an Entire Program

Andrew Witts
BC in the Cloud

The field of BC/DR has multiple facets, ranging from business continuity, internal audit, risk management, building security and disaster recovery. Each have different ways of approaching a problem and can have different expectations for results. In our session, we will discuss the flow of data, who can provide the correct and critical data points and how does that benefit the organization.

With more than 11 years of experience in the industry, Witts works closely with program admins and users to ensure they are using the BC in the Cloud platform to full potential.

Solutions Track 5: What are the Most Mature BCM Programs Doing to Gain Executive Attention

Cheyene Marling
Firestorm Solutions, LLC

More than ever business continuity professionals want to know how the most mature programs are approaching business continuity planning. What are these organizations doing differently from the rest? How are they achieving the visibility within the organization? How are they obtaining the necessary executive support? This session will assess the differentiating factors between the "very immature" programs and the "very mature" programs.

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

Solutions Track 6: When Worlds Collide: Enhancing Your BCM and ERM Disciplines

William Hord
Quantivate

When worlds collide, it doesn't have to necessarily be a bad thing. Strong forces drive both business continuity management (BCM), and enterprise risk management (ERM), this increases the ultimate collision course for these two important disciplines. This presentation is designed to provide an understanding of the current challenges risk managers are facing when they have separate BCM and ERM departments, committees, management, and/or reporting lines. What are the commonalities that exist and ultimately how these two important disciplines can begin to capitalize on their respective expertise to increase each other's overall risk management effectiveness?

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

Solutions Track 7: Why Business Continuity Is Becoming Community Continuity

Brandon Tanner
Rentsys Recovery Services

From billion-dollar disasters to ransomware attacks, business continuity (BC) planners around the nation are being forced to put their plans to the test like never before. As the impact of disasters on communities grows, executives and BC planners are being faced with two decisions:

1. Do what's best for the community and stakeholders
2. Do what's best for the bottom line

In some cases, these options overlap. This session will highlight the new ethical dilemmas of business continuity planning. You'll learn why it's important to ask the question: "Does our BC response reflect our corporate mission?" If the answer is no, will you be the person to pave the way for change in your organization?

Brandon Tanner, senior manager for Rentsys Recovery Services.

Solutions Track 8: A Case Study – Is your Organization Prepared to Handle Cascading Disasters?

Sherri Flynn
Recovery Planner

Devon Coleman
AGIA Affinity

Trevor Schall
AGIA Affinity

In late 2017 and early 2018, Santa Barbara and Ventura counties experienced back-to-back natural disasters. The Thomas Fire, the largest wildfire in California history, lasted from Dec. 4, 2017 to Jan. 12, 2018. The fire created a burn scar which left the area vulnerable to mudslides and debris flows. On Jan. 9, 2018, a heavy rainfall in Santa Barbara resulted in the Montecito mudslide which caused loss of life, catastrophic property damage and the closure of the main traffic artery in the area (Highway 101) for 12 days. AGIA Affinity, an insurance broker, marketer, and administrator, is located in Carpinteria, right in the heart of both events. During this session, we will share how these events and other similar events demonstrate both strength in advanced planning, as well as revealing areas for improvement.

Sherri Flynn, MBCP, CISM serves as a senior product specialist, bc planner at RecoveryPlanner.

Devon Coleman serves as compliance specialist at AGIA Affinity.

Trevor Schall CBCP, serves as AVP of compliance at AGIA Affinity.

Register by July 23, 2018 and SAVE $200

SPONSOR SPOTLIGHTS

Gold Sponsor

STRATEGIC BCP® ResilienceONE®

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

Silver Sponsors

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

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

FUSION Fusion Risk Management provides the award-winning Fusion Framework System, the business continuity risk management solution of choice for enterprise organizations. Fusion is again named a Gartner Magic Quadrant Leader for BCM software, positioned highest for Ability to Execute, and is the BCI Global Award Winner for Continuity and Resilience Provider of the Year. Learn more at www.fusionrm.com.

IBM IBM Resiliency Services can help clients develop an enterprise-wide resiliency strategy to address the risks and opportunities of today's business environment which requires near-continuous operations. Our portfolio encompasses innovative Resiliency as a Service offerings including resiliency orchestration, data backup, virtualization and disaster recovery cloud services to full-scale compute, data and applications resiliency, high availability and recovery solutions, and the most resilient and efficient facilities and Data Centers. IBM has proven expertise, knowledge and technology to provide the best consulting, build, manage and run services that will ensure the continuous availability of your business in the face of any opportunity or threat. Learn more at www.ibm.com/services/resiliency.

ONSOLVE OnSolve is the market leader in event-driven notification, alerting, and collaboration solutions capable of delivering millions of alerts in response to any type of critical event. Whether addressing emergency situations that threaten public safety, or routine organizational messages, our products provide business and government organizations across the globe with tools to communicate and collaborate quickly and securely with any audience. OnSolve brings together three of the top solutions in the notification industry: MIR3, Send Word Now and CodeRED. With combined company experience of over 60 years, no other provider understands secure, event-driven notification and collaboration better than OnSolve. Learn more at www.onsolve.com.

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

Co Sponsors

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

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

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

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

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

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

KONEXUS Konexus connects people and information for business resiliency, operational efficiency, and crisis management. Our world-class crisis management and collaboration platform simplifies incident reporting, enables efficient multi-lingual collaboration, streamlines crisis response, and transform business continuity and crisis management plans into actionable, role-based, task-lists and critical information. Our Clients rely on us to keep millions of employees, partners, and citizens informed and protected in over 100 different countries.

nccgroup NCC Group is one of the world's leading software escrow providers protecting mission critical software, data and information for over 30 years through escrow, verification and cloud continuity services. Our experience in the industry has shaped the escrow market and driven the awareness of disaster recovery and business continuity planning. NCC Group is a trusted, independent third party with a recognizable reputation for providing long term credible solutions. Over 18,000 organizations benefit from our ability to offer services under a variety of international laws and the assurance that comes from our global network of secure storage vaults. Our expertise, offering and global scale are backed up by in-house technical and legal teams, guaranteeing an independent and quality service.

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

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

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

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

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

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

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

Partners

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

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

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

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

PRE–CONFERENCE COURSES:

Earn up to 16 Additional CEAPs by attending a Pre-Conference Course. To register visit www.drj.com/fall2018.

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

Sat., Sept. 22, 8:00 a.m. – 5:00 p.m.
$1,450 per person
Presenter: Regina Phelps

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

CMT Development
- The CMT – Who should be involved.
- Team methodologies, including the incident command system.
- Incident assessment, team, and processes.
- Incident action planning.
- Role of senior management.

EOC Development
- Risk assessment – Where to have one.
- Physical design factors.
- Equipment and tools.
- Communication concerns and solutions.
- Sustained operations.
- Forms and processes.
- Virtual EOCs.

For more course information email regina@emssolutions-inc.com or call 415-643-4300.

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

PRC–2: ICOR'S CE 1000: Essential Knowledge of Critical Environments

Sat., Sept. 22, 8:00 a.m. – 5:00 p.m.
Sun., Sept. 23, 8:00 a.m. – 11:30 a.m.
$1,495 per person
Presenter: Jim Nelson

Essential Knowledge of Critical Environments is designed for those newer to working in the critical environment or those in information technology management seeking to understand the critical environment facility. It is the first in a series of ICOR courses for those who work in the critical environment. The focus of CE 1000 is on creating a base set of knowledge for those working in critical environments such as data centers, call centers, research and development, hospitals, clean rooms, banking/trading floors, broadcasting sites, and manufacturing facilities. Includes practical activities that focus on problem solving to bridge theory with learning that can be applied immediately on the job.

Course outline:
1. The Evolution of Critical Environments – Philosophy & Lessons Learned
2. Building a Critical Environment – Starting Logic
3. Infrastructure – Up-time Tiering
4. Measuring & Reporting for Successful Capacity Planning
5. Procedures: What Should you Have?
6. Maintenance of Critical Infrastructure
7. Individual Components of a Critical Environment
8. Aesthetics: What a Critical Environment Should Look Like

Credentials: The Critical Environments Technician Associate (CETa) certification exam will be offered online at the convenience of the student.

For more information regarding this course contact ICOR at: education@theicor.org or at 866-765-8321 or 630-705-0910.

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

PRC–3: IT/DRP/Certified Business Resilience IT Professional

Sat., Sept. 22, 8:00 a.m. – 5:00 p.m.
Sun., Sept. 23, 8:00 a.m. – 11:30 a.m.
$1,695 per person
Presenter: Rick Wellman

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

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

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

Students will learn various recovery techniques, strategies, and practical methods that will help them build a robust and resilient technology support infrastructure and critical process recovery capability to ensure a fast and efficient recovery of business operations and mission-critical IT systems, applications, and data. Students will receive a workbook and take-home disaster recovery plan templates. Students may also take the optional multiple–choice CBRITP (Certified Business Resilience IT Professional) certification exam. Learn more about this course and certification at www.brcci.org or call 1-888-962-7224.

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

Register by July 23, 2018 and SAVE $200

THESE COURSES REQUIRE AN ADDITIONAL FEE.

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

PRC–4: ICOR'S BCM 4000 – ISO 22301 Assessor Workshop

Sat., Sept. 22, 8:00 a.m. – 5:00 p.m.
Sun., Sept. 23, 8:00 a.m. – 11:30 a.m.
$995 per person
Presenter: Lynnda Nelson

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

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

The workshop reviews the following topics:

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

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

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

PRC–5: Reimagining Personal Resilience: Improving Situational Awareness Skills

Sun., Sept. 23, 8:00 a.m. – noon
$695 per person
Presenter: Robert Chandler

Situational Awareness (SA) is the ability to identify, process, and comprehend information about how to best manage or perhaps even survive in an emergency. Stated simply, it's knowing what is going on around you, understanding what it "means" and having the best opportunity to successfully respond Situational awareness is a dynamic and higher order skill set, and is hard to enact, maintain and sustain, as well as all too easy to lose. It is a key aspect of personal resilience and success in many circumstances – sometimes even the difference between life and death.

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

The workshop will review the core concepts, traits, characteristics, and factors of situational awareness. A self-assessment of your situational awareness knowledge, skills and abilities will be discussed. We will Identify key focal areas for improvement of your situational awareness knowledge, skills and abilities. And finally, practice key techniques associated with situational awareness knowledge, skills and abilities.

For more course information email: robert.chandler.phd@outlook.com.

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

PRC–6: Developing Workplace Violence and Active Assailant Preparedness Plans
Sponsored by KETCHConsulting

Sat., Sept. 22, 8:00 a.m. – 5:00 p.m.
$1,200 per person
Presenter: Dave Hunt

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

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

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

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

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

For more course information email ted.brown@ketchconsulting.com or call 484-919-2966.

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

"Rich learning opportunity for professionals at all levels. Current, relevant and actionable material in every session. Great investment in the time and money."

— Jeffrey Pinckard

POST–CONFERENCE COURSES:

Earn up to 16 Additional CEAPs by attending a Post-Conference Course. To register visit www.drj.com/fall2018.

POC–1: ICOR'S BCM 2000.6: Documenting & Implementing Business Continuity Procedures

Wed., Sept. 26, 1:30 p.m. – 5:00 p.m.
Thurs., Sept. 27, 1:30 p.m. – 5:00 p.m.
$1450 per person
Presenter: Lynnda Nelson

A critical aspect of your business continuity program is documenting and implementing the necessary procedures in plans that are used during an incident. Effective procedures must be directly related to the strategies chosen as an outcome of the BIA and Risk Assessment. Attend this 1.5 day class and learn how to document procedures as required by ISO 22301. As a result of completing this course you will also have a clear understanding of a repeatable process for choosing strategies, what needs to documented, and how procedures should be documented for effective plan implementation.

Course Outline:

1. Protecting Prioritized Activities
2. Determining Resource Requirements
3. Documenting the Strategy
4. Documentation Requirements for Business Continuity Procedures
5. Creating an Incident Response Structure
6. Communication Procedures
7. Business Continuity & Recovery Procedures

For more information regarding this course contact ICOR at: education@theicor.org or at 866-765-8321 or 630-705-0910.

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

POC–2: Rapid Continuity® : A Field Guide for the Modern Planner

Wed., Sept. 26, 1:30 p.m. – 5:00 p.m.
Thurs., Sept. 27, 8:00 a.m. – 5:00 p.m.
$1,250 per person
Presenter: Phil Lambert

In our ever changing crazy and frazzled world of business today, we are constantly being asked to do things differently: to do more with less.

Many resiliency programs are understaffed with choking budgets and have been operating in this restrictive environment for years. These challenges have created opportunities to implement innovative strategies, to create effective tools to use in the planning process, and to learn how to provide just the right strategic and tactical strategies that are short, engaging, and effective.

We call this program Rapid Continuity® which includes three strategic components: rTactics, rTools, and rTraining.

Come and find out everything you need to know to implement these program principles and how you can easily stack the deck in your favor when working with your organization.

Each class member will receive a three-ring workbook and thumb drive full of information, documentation, templates, reports, PowerPoint slide decks, presentations, graphics and charts that can be modified for your program.

For more course information email: phil.lambert@repcordsolutions.com.

Phil Lambert is the founder and program architect of Ripcord Solutions.

POC–3: ICOR'S ICT 2000: Critical Environments Technology Professional (CETP), Offered by ICOR

Wed., Sept. 26, 1:30 p.m. – 5:00 p.m.
Thurs., Sept. 27, 8:00 a.m. – 5:00 p.m.
Fri., Sept. 28, 8:00 a.m. – 11:30 a.m.
$1,495 per person
Presenter: Jim Nelson

The focus of ICT 2000 is on preserving, protecting, and recovering data, aligning IT resources with business objectives, managing risk, and optimizing efficiency. It provides and in-depth look at IT frameworks, storage management, availability challenges, clustering and machine virtualization, the role of backup components, architecture and media as well as IT risk, ICT continuity, and the more traditional disaster recovery. The course includes practical activities that focus on problem solving to bridge theory with learning that can be applied immediately on the job.

Certification exam fee included but exam offered online after the course.

For more information regarding this course contact ICOR at: education@theicor.org or at 866-765-8321 or 630-705-0910.

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

POC–4: Successfully Conduct your FIRST BCP/DRP Drill!

Wed., Sept. 26, 1:30 p.m. – 5:00 p.m.
Thurs., Sept. 27, 8:00 a.m. – 5:00 p.m.
$995 per person
Presenter: Steve Goldman

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

Topics include:
- The company politics of your first drill
- "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!
- Documents you will need
- Expected problems and their solutions
- Critique the drill and still keep your job
- Using the leverage from this drill to move onward and upward!

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

Attendees will also:
- Receive e-files of the forms and templates presented in class
- Develop drill objectives, events, and a timeline for your organization
- Practice what you learn as you participate in an in-class tabletop drill!

For more course information email Steve@SteveGoldmanAssociates.com.

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

THESE COURSES REQUIRE AN ADDITIONAL FEE.

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

POC–5: Create A Table Top Exercise – An Exercise in BC/COOP Preparedness!
Sponsored by KETCHConsulting

Wed., Sept. 26, 1:30 p.m. – 4:30 p.m.
$600 per person
Presenter: Ted Brown

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

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

For more course information email ted.brown@ketchconsulting.com or call 484-919-2966.

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

POC–6: Cyber Security- How to Execute a Cyber Security Exercise, A Management Primer for Business Continuity Practitioners
Sponsored by KETCHConsulting

Thurs, Sept. 27, 8:30 a.m. – 4:30 p.m.
$1,200 per person
Presenter: Lee Eisen

This course will provide the participants with an overview of the threat landscape that exists for all entities (corporate, government, or combination). In Depth discussion on how business continuity, cyber security, and physical security can work together. A discussion on what types of techniques and tools are available to address the threats and the pros and cons for these techniques and tools.

Sources and methods which can be used to help acquire techniques and tools. The importance of a governance process in cyber breech response. How to help your organization's staff become aware of cyber security threats. Best practices for all staff to avoid a cyber security breach. Engaging senior leadership. Identifying the basic components of a cyber security exercise. Identifying who should participate in a cyber security exercise. Types of cyber security exercises. How to help senior leadership interpret the results of an exercise.

For more course information email ted.brown@ketchconsulting.com or call 484-919-2966.

Lee Eisen, MBCP and MBCI, has a significant background in business continuity management and compliance programs.

The following are pre- and post–conference courses offered by BCI. For additional course information email bci@thebci.org or to register visit www.drj.com/fall2018.
All BCI courses subject to minimum numbers.

The BCI BIA Master Class
Sat., Sept. 22, 8:30 a.m. – 5:30 p.m.
$695 per person
Presented by Betty Kildow
This course is designed to provide participants with one day focused entirely on how a BIA is carried out in an organization. It combines a presentation on the theory and current good practice on doing a BIA with a real-life application of this theory. It is delivered by an expert facilitator to share hints, tips and lessons learned on the BIA process. Actual BIA client results will be reviewed. You will have the opportunity to take part in a facilitated practical session to carry out a BIA using a case study with example questionnaires and templates to take away. This course is for those BC professionals who are responsible for carrying out a BIA at a Strategic, Tactical or Operational level within their organizations, and for those who require a better understanding of this essential part of the BCM Lifecycle.

CBCI Certification Course – Good Practice Guidelines 2018 Edition
Wed., Sept. 26, 1:30 p.m. – 5:00 p.m.
Thurs., Sept. 27, 8:30 a.m. – 4:30 p.m.
Fri., Sept. 28, 8:30 a.m. – 4:30 p.m.
Sat., Sept. 29, 8:30 a.m. – 12:00 p.m.
$2,156 per person
Presented by Betty Kildow
The Good Practice Guidelines (GPG) are the independent body of knowledge for good Business Continuity practice worldwide. They represent current global thinking in good Business Continuity (BC) practice and now include terminology from ISO 22301:2012, the International Standard for Business Continuity management systems. The real value of the GPG to BC professionals lies in the fact that it considers not just the "what" to do but also the "why," "how," and "when" of practices written by real-world experts. This training course is intended to meet the technical and professional needs of BC and resilience professionals working in organizations of any type and size, in any industry or sector worldwide, and is based on the six professional practices that make up the BCM Lifecycle. Once you have taken the course you are ready to sit the CBCI exam (not included) and become a certified professional and member of the BCI. (CBCI Online Exam to be booked separately via the BCI shop and taken from your home or office at a convenient time to you.)

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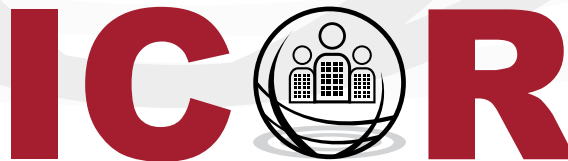
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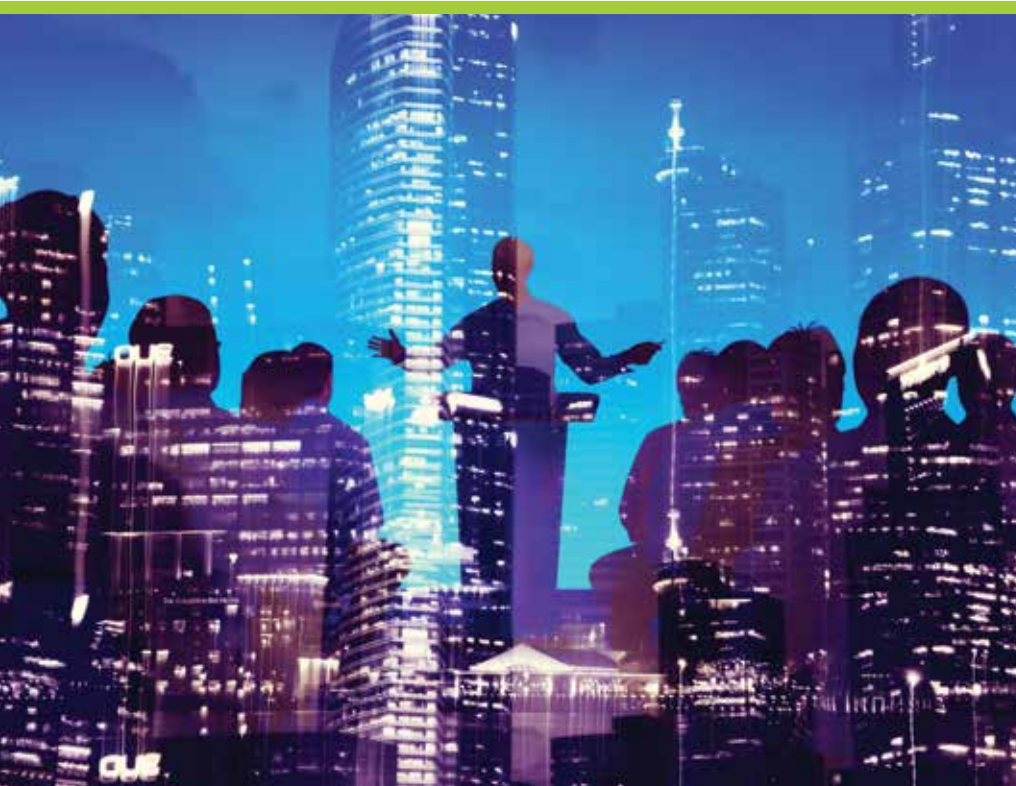
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