



OC Update

IN THIS EDITION

RECOGNIZING PRIVACY AS A BC RISK

Eric Nelson P1

LETTER FROM THE EDITOR

Tim Coats P2

MEET THE BOARD

Mikole Davey P2

BCM EVENT CALENDAR

FEELING BOARD? JOIN THE BOARD

OC CHAPTER UPDATE

ANNOUNCEMENTS

ON THE LIGHTER SIDE

SIDEBARS

Chapter Officers P2

Just Ask P2

Directors P3

Regulations, Standards, & Guidance P4

Tips, Tricks, and Stats P5

SoCal Chapter Meetings P5

ACP-OC Member Services P6

Supporting Organizations P7

Education Opportunities & Certifications P8

Eric Nelson

Recognizing Privacy as Business Continuity Risk



Background

Earthquakes, floods, and pandemic diseases are just a few examples of disasters that can severely impact an organization, but how often is the loss of a customer's personal information recognized as a risk to business continuity?

The ability for any organization to collect personal and sensitive information has grown exponentially over the past few years, while the complexity and risks of managing that information has grown at an even greater pace.

Organizational Impact

Heartland Payment Systems, which processes payments for over 250,000 businesses, experienced a data breach last year which compromised over tens of millions of credit and debit card transactions.

Since that time, the number of financial institutions stating publicly that they have been affected by the Heartland breach has grown to 673. This number is estimated by experts to represent only one-fifth of all banking institutions affected by the breach.

A class action suit was filed on September 23rd on behalf of more than 30 financial institutions from 22 states. The complaint contains a 10-count complaint against Heartland, charging the payment processor with, among other counts:

- breach of contracts;
- negligence;
- violations of the New Jersey Consumer Fraud Act;
- violations of state statutes broadly prohibiting unconscionable acts or practices.

In addition to multiple lawsuits and regulatory sanctions, Heartland's market cap dropped approximately 40% the day the breach was announced.

The results of a 2008 joint survey by Deloitte & Touche and the Ponemon Institute indicated that 85% of privacy and security professionals in North America acknowledge that a reportable data breach occurred within their organization last year and that 63% of those professionals surveyed had multiple reportable privacy breaches.

Continued on Page 3

BOARD MEMBERS**CHAPTER OFFICERS**

President:

president@acpoc.com

Jim Tess

Vanguard Network Engineering

Vice President:

vice-president@acpoc.com

Mike Anzis

Ingram Micro

Secretary (Interim):

secretary@acpoc.com

Kim Hau

UCI

Treasurer:

treasurer@acpoc.com

Patty Thews

First American

JUST ASK

Have a question that you would like to ask, here is the place. Email us at newsletterdirector@acp-oc.com. Include the best way for the response to get back to you.

Tim Coats

Letter from the Editor

Well, it is that time again. The leaves on the advertisements flyers are changing, the air-conditioning doesn't run at night anymore, and football pools once again make their way into the Friday afternoon discussions. That can only mean one thing: ACP elections are upon us.

That's right, it is time to elect your leadership for another year of thought provoking, informative, and often entertaining association activities. Looking back, it has been a great year and I would personally

like to thank the current Board for all of their hard work. It has been educational, insightful (did I spell that right?), and even a little bit of fun working as a board member this year. Not to abuse my privileges as Newsletter Director, but I am putting my hat in the ring for next year as well.

On a sad note, we are loosing Monique Weiland to the North, Northern California, where she is starting a new position with California ISO. This is a particularly hard for someone from the South to deal with. Monique was the first in our "Meet the Board" series. Those of you following that column know that she has been with us here in the OC since 1997. She has been at the heart on sole our chapter and a contributing member to the national organization. Monique, we thank you for everything you have done. Best of luck!

We hope you enjoy your newsletter. Please feel free to provide comments and suggestions to newsletterdirector@acpoc.com

Meet the Board

Mikole Davey, CBCP, is Senior Manager of Contingency Planning and Assistant Vice President Central Services for The Capital Group Companies, Inc. The Capital Group Companies has offices globally and Mikole works at their Irvine campus. Mikole has worked for the Capital Group Companies for over 16 years and has been involved in Business Continuity for over 14 years.

She has been a member of ACP-OC since March 2000 and before that was a member of the ACP-LA. Mikole holds a Bachelors degree in Business Administration with an emphasis in Finance from Cal State Fullerton.

On a personal level, Mikole is married and has three girls ages 12, 11 and 5. She calls Chino Hills her home and has lived in that community for 15 years. She is active with her children's school heading the fund raising committee for the 6th grade class two years in a row. Mikole and her husband Dan have a sand rail, motorcycles, and quads and enjoy weekends camping in Glamis or the desert with friends.

Mikole currently serves as the OC Chapters Website Director.

BOARD MEMBERS



DIRECTORS

Program Director:

programdirector@acpoc.comSusan Jacobo
Southern California Edison

Resource Director:

resourcedirector@acpoc.comJackie Jaeger
WesCorp FCU

Advertising Director:

advertisingdirector@acpoc.comGreg Bendel
Hewlett Packard

Newsletter Director:

newsletterdirector@acpoc.comTim Coats
EMC Corporation

Information Director:

informationdirector@acpoc.comBill Wostenberg
Automobile Club of Southern
California

Membership Director:

membershipdirector@acpoc.comSandy Rheinecker
Wachovia Dealer Services

Website Director:

websitedirector@acpoc.comMikole Davey
The Capital Group Companies, Inc.

Recognizing Privacy as a BC Risk

Continued from Page 1

Another study, the 2007 Fulbright Annual Litigation Trend Survey, revealed that 40% of companies with at least \$1 billion in revenue have at least one class action lawsuit pending with more than \$20 million at stake. The study also found that nearly 40% of the largest companies spend over \$5 million annually on this type of litigation.

Assess, Manage and Prepare

Identifying Risks

How can you protect something when you don't know what you have to protect?

Managing privacy risk begins with recognizing that the loss of personal information may be a significant risk to an organization. The organization should then incorporate privacy and information security into the organization's overall approach to governance, compliance and risk (GRC).

According to a recent Microsoft publication on Data Governance, "*A holistic approach to data governance begins with an understanding of the information life cycle, including the collection, updating, processing and eventual deletion of personal information.*

It also requires all relevant players to understand statutory and regulatory demands and translate them into clear and specific business and technology requirements.

With that knowledge in place; organizations can then create and adopt a framework which includes controls for safeguarding individuals' privacy."

The point is that most large organizations perform some type of security assessment and develop privacy and security policies. However, many don't take the crucial first step and actually perform an inventory of their organization's personal information and understand the internal and external flow of that information.

Managing Risk

Most privacy and information security regulations have one common requirement – to designate one employee with the primary role of administering an information security program. The responsibilities of this role include understanding privacy risks and applicable regulatory requirements, coordinating the development of policies and processes and ensuring that employees are trained and constantly aware of their responsibilities associated with protecting personal information.

Incident Response

Over 44 states have enacted some type of privacy and breach notification legislation and the federal government recently enacted privacy legislation that applies to *any* organization that handles protected healthcare information (PHI). Responding properly to a breach of personal information may be the difference between the life or death of an organization. An incident response team should be coordinated by a team leader, possibly the contact mentioned above, and include dedicated members from departments within the organization, e.g., legal, IT, HR, sales and marketing, etc.

The team and their responsibilities should be defined by an incident response plan and that plan should be reviewed and practiced by all team members on a regularly scheduled basis. This plan should also include any third parties that manage or retain any of the organization's personal information.

REGULATIONS, STANDARDS & GUIDELINES



BCI GOOD PRACTICE GUIDELINES

The Business Continuity Institute (BCI) has published the Business Continuity Management Good Practice Guidelines (2007) and these are available free of charge from the BCI.

ISO17799:

International standards for Information Security Management, include the need to implement a business continuity management process to help protect the organization's information and computing assets from harm.

ITIL

In respect of IT service provision, ITIL – the IT Infrastructure Library – has produced a framework for IT service management which includes Continuity Management as one of its five service delivery disciplines.

BS25999

The British Standard published by the British Standards Institute for Business Continuity Management. It is published in two parts: *Part 1: Code of Practice, Part 2: Specification.*

Have any more suggestions? Send an email to newsletterdirector@acpoc.com.

SummaryI

Individuals expect their privacy to be respected and their personal information to be protected. With almost daily reports of identity theft, they are no longer willing to overlook a company's failure to protect their privacy.

While other departments, e.g., IT, HR, etc., may have responsibility for managing or protecting personal data information, business continuity professionals have the opportunity to ensure that privacy is recognized as a business risk and that breach mitigation and appropriate incident response procedures are integrated into the organization's risk management program.

About the author:

Eric Nelson is a Practice Leader with Lyndon Group serving clients that have needs with privacy and information security. He is a Certified Information Privacy Professional (CIPP) and specializes in federal, state and international privacy and information security compliance and breach mitigation.

Eric has participated on legislative and regulatory committees and served as an advisor to local and state governments. He has contributed to federal identity theft legislation and developed privacy and information security student curriculum currently used by the University of Illinois.

Eric is an active member of The Privacy Consortium, a collaborative group of leading international privacy experts and a frequent speaker on the subject of privacy and information security through people, policies and processes. For more information visit: www.lyndon-group.com

Business Continuity Management Calendar

The Great Shake Out 2009 Oct 15
<http://www.shakeout.org/> Southern California

American Red Cross Disaster Preparedness Academy Nov 4
<http://www.oc-redcross.org/> Anaheim, CA

The Orange County Chapter of the American Red Cross is presenting the 25th annual Disaster Preparedness Academy on November 4, 2009 at the Anaheim Convention Center. This event is well established and highly regarded as a one of a kind preparedness seminar for Southern California and surrounding areas.

ACP Orange County Board Elections Nov 11

TIPS, TRICKS, & STATS



KNOW YOUR SCENARIO:

From Bill Wostenberg

When developing emergency response plans, its good to focus on the cause of the event. Whereas with business recovery plans, its best to focus on the effects. Four recommended planning scenarios are as follows:

- Loss of facilities
- Loss of critical systems
- Loss of critical vendor, supplier, or business partner
- Loss of critical staff

SOCAL CHAPTER MEETINGS



ORANGE COUNTY CHAPTER

Meets every 2nd Wednesday of the month.

LOS ANGELES CHAPTER

Meets every 2nd Tuesday of the month.

SAN DIEGO CHAPTER

Meets every 3rd Tuesday of the month.

Feeling Board? Join the Board!

Would you like to become part of the vital and active team that runs the ACP-OC Chapter?

Being a Board of Directors (BOD) member can provide a number of benefits for the individual volunteer. It will enable you to:

- Develop a close network with other business continuity professionals on the Board
- Practice and improve your leadership and team skills
- Improve your communication and networking skills
- Earn CEU's per year
- Have a major impact on the growth and success of our ACP-OC Chapter and make a contribution that will last well beyond your term of service

Nominations for 2010 Members of the Board of Directors are now being accepted for the following positions:

- President
- Vice President
- Secretary
- Treasurer
- Public Relations Director
- Information Director
- Membership Director
- Newsletter Director
- Program Director
- Resource Director
- Web Site Director

Each position is a one-year term. See our website for a description of each position.

Being a Board Member is a professional commitment. ACP-OC Chapter Board Member are expected to attend monthly board and chapter meetings, and committee meetings as needed. Directors should be Team Players and are expected to help cultivate chapter members as volunteers for their committees and to help train their successors.

To become a candidate or for additional information, please contact Patty Thews at: ptheaws@aol.com

Elections will be held at the next ACP-OC chapter meeting on November 11th.

We look forward to hearing from you and thank you for your continued interest in and support of the ACP-OC Chapter.

ACP-OC MEMBERSHIP SERVICES



ENEWS

Receive e-mail reminders of all upcoming ACP-OC events. To be added to the distribution list, e-mail: informationdirector@acpoc.com.

WEBSITE

Make reservations for the chapter meeting, as well as other events, and stay informed of activities that are important to members and to the business continuity industry.

Visit us at www.acpoc.com.

NEWSLETTER

ACP-OC members receive our quarterly Newsletter, containing timely information on upcoming events, continuing education, volunteer activities and other announcements related to our chapter.

Obtain a free copy of the next Newsletter, e-mail request to newsletterdirecto@acpoc.com.

MEMBER RECOGNITION POINTS

Donate a raffle gift:	5 pts
Accept Board position:	5 pts
Present at Chapter meeting:	5 pts
Participate on a committee:	4 pts
Support to a Board Member:	4 pts
Guest joins ACP-OC:	3 pts
Brings a Guest to a meeting:	2 pts
Attend a Chapter meeting:	1 pts

OC Chapter Update

Last quarter was another great one for attendance and quality of presentations. If you missed any of the meetings, here is a recap. If you want more information, visit the events section of our website: <http://www.acpoc.com/events/>.

July 8: Chapter Meeting

Presentation - "Developing & Implementing BC Standards in your organization" - presented by Jackie Woods, Southern California Edison

Presentation - Update on the BC Management 8th Annual Survey" - presented by Zoye Boyles, BC Management

Vendor Spotlight - Service Master, the premier provider of restoration services for water, fire, smoke and mold damage, professionally minimizing business interruptions when disaster strikes one of its customers

New member Spotlight - Kim Kerwin

Kim has been a Business Continuity Planner at University of California Irvine (UCI) for three years. The UCI BC team mission is to enable the campus to carry on the mission of teaching, research and service without drastic interruptions. Previously she was a Contracts Administrator.

Kim recently joined ACP and is filling in as interim Secretary since the departure of Monique Weiland.

Kim has a 20 month old daughter, Abbigail. She enjoys playing with her and watching her blossom into a beautiful little girl.

August 12: Chapter Meeting

Presentation - "Planning for Health Disasters" - presented by Sadina Renaldo, Ph.D., Deputy Director, Pandemic Influenza Unit, LA County, Dept, of Public Health

For some, the recent swine flu outbreak provided an opportunity to exercise pandemic response plans. It was also a discovery that plans based solely on the World Health Organization alert did not take into account severity of the incident. For others, this was a wake up call to develop emergency response plans, as well as business recovery plans in preparation for a health disaster that disrupts critical business operations.

The August ACP-OC program covered preparedness and recovery planning for health emergencies such as pandemic influenza as well as bio-terrorism (anthrax, small pox etc.) and other events.

Presentation - "Los Angeles County Pandemic Influenza Preparedness Measures and Methods Enhancing Private Sector Preparedness In Orange County PODS" - presented by Keith Olenlager and Nicole McCarty.

Vendor Spotlight - Dialogic Communications Corporation

New member Spotlight - Kit Meader

Kit is the Business Continuity Program Manager for Pacific Life Insurance Information Technology shared services. Last summer she volunteered for this role when her predecessor left the company, as she couldn't resist the challenge. Kit's responsibilities include business continuity planning for IT shared services (mainframe, midrange, storage, network, telephony, and email) for the organization.

SUPPORT ORGANIZATIONS



SOUTHERN CALIFORNIA

Project Management Institute (PMI), Orange County Chapter
Volunteer organization of innovative project management professionals.

<http://www.pmi-oc.org>

International Association of Emergency Managers (IAEM)

Non-profit educational organization dedicated to promoting the goals of saving lives and protecting property during emergencies and disasters.

<http://www.iaem.com>

NATIONAL & INTERNATIONAL

ACP National - ACP provides a forum for the exchange of experiences and information through a network of local chapters.

<http://www.acp-international.com>

American Red Cross - The nation's premier emergency response organization that offers neutral humanitarian care to the victims of war.

<http://www.oc-redcross.org>

DRI - DRI International was founded in order to develop a base of knowledge in contingency planning and the management of risk.

<http://www.drii.org>

OC Health Department - Working toward a healthier future for all the people of Orange County.

<http://www.orchd.com/>

She has more than 30 years of experience in IT and project management and has her PMP certification. She was the project manager for disaster recovery tests and for infrastructure build-out projects for the DR Data Center.

She joined ACP as a new Business Continuity profession.

September 9: Chapter Meeting

Presentation - "[The Business Case for BCM Software: Three Factors](#)", presented by Chris Alvord, CEO, COOP Systems

Large organizations are increasingly concerned with their enterprise risk exposure of all types, including operational risk factors like information technology, people, processes, business relationships, physical assets, sales, marketing, supply chain, business interruption, health & safety, and fraud. Business Continuity Management (BCM) software is a key contributor to the mitigation of operational risk.

Surprisingly, despite the many benefits, organizations often fail to use BCM software, settling for Word and Excel documents. To BCM practitioners, the need for a software package to help their programs is obvious. Senior management frequently does not see the same benefits. How do BCM practitioners make a convincing case for their needs?

Announcements

Emergency Management: Business Continuity Planning, UCI Extension, Winter 2010

Gain an understanding of the concepts necessary for an organization to address in preparing for a natural or man-made catastrophic emergency event (fire, terrorist act, hazardous material spill, internal sabotage, etc.). Explore the practical steps necessary to develop and test a plan to assure continuity of business operations. Learn about business continuity planning professional practice subject areas including: risk evaluation and control, business impact analysis, developing and implementing business continuity plans, awareness and training programs, and exercising and maintaining business continuity plans.

When: Tuesdays, February 2 – March 9, 2010, 6:30pm-9:30pm (no class on March 2nd); 5 meetings

Where: UCI Learning Center, 200 S Manchester, Orange

For additional information go to: <http://unex.uci.edu> or call (949) 824-5414

**EDUCATION
OPPORTUNITIES &
CERTIFICATIONS**



**DRII CERTIFICATION
EXAMS**

Qualifying Exam
Los Angeles, CA 2/12/2010

UCI EXTENSION

Emergency Management: Business
Continuity Planning, Winter 2010
<http://unex.uci.edu> or call (949)
824-5414

Have something to add? Contact us
at: newsletterdirector@acp-oc.com

On the Lighter Side

Puzzle Challenge

Feeling like a challenge, this Sudoku is of modest difficulty. Each row & column should have the numbers 1-9 in them, as does each of the nine smaller boxes.

	5		4	6		7		1
						6	2	
	8	3	7				5	9
				3	4	8		
	7	8	5		1	3	9	
		6	8	7				
8	9				6	2	1	
	4	1						
2		5		4	7		3	

Quotables

(or maybe not so)

"The plan is nothing, the planning is everything."

-Dwight Eisenhower

"Always plan ahead. It wasn't raining when Noah built the ark."

-Richard C. Cushing