



# OC Update

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## ACP Picnic at DRJ West

The ACP International Annual Meeting event took place on Tuesday night, September 21. It coincided with 2010 DRJ Fall World, DRJ's 43rd annual conference, which took place between September 19-22. The ACP meeting was a great chance to meet members of our national leadership and understand their directions. We must never forget we are part of a larger organization and not in



this alone.  
Do you see anyone you recognize?

*Continued on Page 3*

### **Bill Wostenberg**

## President's Message

Doing more with less seems to be one of the ever present mantras in business today. The current economic environment in California and throughout the US is putting additional pressure on organizations to "trim to the bone". Could the walruses in the Gulf of Mexico emergency plans for several oil companies have been the result of doing more with less? I've been wondering if other major business news items, including Toyota's floor mat and gas pedal nightmare, have any relationship to doing more with less. Seldom these days do I read a major newspaper, magazine or a book on the New York Times® best seller list without finding at least one glaring error. Have all the proofreaders been "RIF'd" as part of organizational downsizing efforts?

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**BOARD MEMBERS****CHAPTER OFFICERS**

President:

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Automobile Club of Southern  
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Inc.

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Donna Griffin  
The Capital Group Companies,  
Inc.

**Tim Coats**

## Message From the Editor



It is election time again, and this time it is more than just your local ACP chapter. The political races that are taking place across the country are just another reminder of the power of involvement.

I am like most of you; I love a good political discussion over drinks, dinner, or with a stranger on the train ride to the airport. Discussion, debate, and conversation are the basis of democracy, but we have to do more.

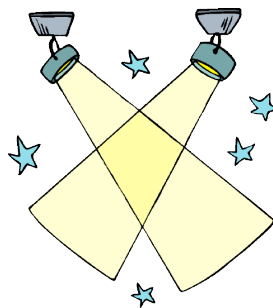
The Ukrainian presidential election of 2004 was a good example of involvement by the people. The Ukraine is a young democracy, declaring independency from the Old Soviet Union in 1991. The political atmosphere in 2004 was filled with allegations of media bias, voter intimidation and even poisoning of candidate Viktor Yushchenko. Beginning on November 22, 2004, massive protests started in cities across the Ukraine. The largest was in Kiev's Maidan Nezalezhnosti, where an estimated 500,000 participants peacefully marched in front of the headquarters of the Ukrainian parliament. The country has fewer than 50 million people. That's public involvement.

My point is that Democracy requires the direct participation of the people. Yelling at the TV may help relieve your stress levels, but it does little to get your thoughts into the public debate. And please, think before you form your opinion. You can't know everything and no one expects you to. But if you are going to go toe-to-toe in good conversation, do a little research and don't just recite the latest email thread as fact.

The decisions that are being made at all levels of government are going to affect the way we work, live, and (hopefully) retire. I want to be involved in those decisions, how about you?

## Member Spotlight:

### John Winn



John Winn has worked in business continuity for over five years full time, but has been involved in some form since 1996. John worked for 3 years at New Century Mortgage testing the DR plans and developing BC plans for the business units. He has also spent 2 years at Indymac Bank developing and delivering training sessions for embedded BC managers and testing recovery plans. John even guided the development of a company-wide crisis communication system. Most recently John has been developing a BC/DR system for a large inland empire church.

John grew up in the Sahara Desert, the Mojave Desert, and the Florida swamps; an upbringing that taught him that safety and survival depend on being prepared. It was what attract him to the BC/DR field.

John is an insatiable learner. He is seeking an MBA, has two certifications in information security and is planning for more.

## BOARD MEMBERS



### DIRECTORS

Vice President:

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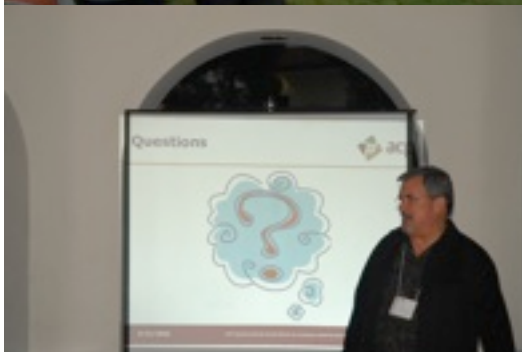
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Michael Young  
The Capital Group Companies, Inc.

Have something to add? Contact us at:  
[newsletterdirector@acp-oc.com](mailto:newsletterdirector@acp-oc.com)

Fun for all...



...and confusion for a few.

Mark your calendars for next year!

## President's Message

*Continued from Page 1*

I've just completed the 2011 budget for my business continuity program. Next year is going to be another belt tightening year with a budget that is significantly less than this year. I find myself challenged more than ever to find creative ways of advancing the program with less resources. Is your program budget expanding, contracting or staying the same? I'd like to hear your thoughts on this topic.

THANK you to everyone involved in the planning of our meetings this past quarter. A special thanks to Margaret Vinci, Cal Tech Office of Earthquake Programs and DeBorah Lozada, President of A Business Continuity by Design, Inc. Margaret and DeBorah agreed to present at the August meeting with one week's notice when the original speaker had to back out due to last minute business travel plans. Thank you also to MHA consulting for sponsoring the August meeting and to Tony Adame, Sr. VP, Marsh Risk Consulting, the guest speaker for our September meeting.

With programs developed for the rest of 2010, the Chapter Board is now focusing on the first quarter of 2011. Please let me know if you have suggestions for speakers and/or topics for future meetings. I'd also like to hear from you if you work for a provider of business continuity products or services and are interested in sponsoring a chapter meeting.

Wishing you all the best.

Bill Wostenberg

[president@acpoc.com](mailto:president@acpoc.com)

TIPS, TRICKS, & STATS



The Home Office

Many companies use the home office as an alternative for workspace in the event that the actual office is inaccessible. It can be a great alternative to renting workplace recovery facilities. But have you consider the impact?

- Do you need secure connection?
- Can your VPN architecture scale?
- Do you have conference rooms?
- What reception and call routing?
- Printer, faxes, and other office supplies?

Take a look around and see what you need on a day-to-day basis and make sure you have a replacement in the plan.

Have any tips or tricks? Email them to [newsletterdirector@acpoc.com](mailto:newsletterdirector@acpoc.com)

**Tim Coats**

# Chapter Elections are Here!

The OC Chapter will be holding its board elections in November. This is your chance to get more involved in your local chapter either by supporting your candidate or getting involved yourself. Below is current list of candidates and positions.

**Officers**

President	Bill Wostenberg
Secretary	Mikole Davey
Treasurer	Donna Griffin

**Directors**

Vice President	DeBorah Lozada
Public Relations Director	Greg Bendel
Information Director	Cindy Rhodes
Membership Director	Alicia Stevens
Newsletter Director	Tim Coats
Program Director	Rebecca Christy
Resource Director	Laurie Flores
Website Director	Michael Young

So bring you banners and bring your pens. No chads allowed.



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## REGULATIONS, STANDARDS & GUIDELINES



### NFPA 1600

National Fire Protection Association standard on disaster/emergency management and business continuity program.

### SARBANES-OXLEY (SOX) ACT

Federal law that establishes new or enhanced standards for all U.S. public company boards, management, and public accounting firms.

### HIPAA PRIVACY RULE

Regulates the use and disclosure of certain information held by "covered entities"

### 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.

### ISO 17799

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

Has produced a framework for IT service management which includes Continuity Management as one of its five service delivery disciplines.

*Have any more suggestions? Send an email to [newsletterdirector@acpoc.com](mailto:newsletterdirector@acpoc.com).*

## Meet the Board Donna Griffin



While attending the University of La Verne working on a degree in Organizational Management, Donna landed her first job...and so far only job...at The Capital Group. That was 1996. Always looking for new challenges, or perhaps just a change of pace, she decided to volunteer for the 1999-2000 DR test. She like it so much, she ended up transferring to the DR group in 2001 and has been there ever since. Someone should have told her about the dangers of volunteering.

Her involvement in ACP started as a matter of location. The chapter met at The Capital Group in Brea, right next to her desk. It looked interesting, so she joined in 2003. Her favorite subject matter is the development of effective communications of plans. Her motto: less is more.

Her hobbies are her 2 boys, 4 years and 6 years of age. She loves traveling with the family to places like Yosemite and the Grand Canyon, and the boys love camping. She sheepishly admits that her best recent trip was with her husband to Costa Rica, without the kids, though the trip with the family to New York City is a close second.

When she is not traveling, she enjoys yoga and photography. She has started the process of photo journaling the development of her children. It is a great way to document their development.

Donna currently servers as our Treasurer. This is her first board position.

## OC Chapter Update

### Last Quarter Recap

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/>.

### August 11: Chapter Meeting

**Presentation** - "Auditors Are Knocking on Your Door, Is Your BC Program Ready?" presented by DeBorah J. Lozada.

DeBorah Lozada, President of A Business Continuity Design, Inc, introduced an audit process for Business Continuity Management that helps business prepare for Title IX and for external auditors.

**Presentation** - "Living on Shaky Ground: 2010 earthquakes and ShakeOut Drill Updates" presented by Margaret Vinci, Manager, Office of Earthquake Programs, Caltech

Presentation included information on recent earthquakes in Haiti, Chile and Baja. Also covered were updates on ShakeOut 2009 and 2010 and resources for running a ShakeOut Drill in your business

**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](mailto: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](http://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](mailto: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

**September 8: Chapter Meeting**

**Presentation - "Workplace Violence as it Relates to Business Continuity Planning"** presented by Tony Adame, Sr VP, Marsh Risk Consulting

Tony provided a brief introduction on the current state of Workplace Violence (WPV) in America. This included statistics regarding WPV, an overview of the five general types of WPV, best practices related to a WPV program, and integration of the WPV program with your Emergency Response, Crisis Management, and BCP Programs.

After the presentation, the participants broken up into teams and the presenter facilitates a series of WPV scenarios for which each team developed respond. The scenarios where drawn from real life incidents that Marsh has assisted its clients in responding to.

**Upcoming Activities**



This quarter promise more great activities for OC Chapter members and guests. We have the elections in November and the Holiday Party in December. It will be fun for all. So mark your calendars, grab your friends, and make plans to be there.

**October 13: Chapter Meeting**

**Presentation - "Who's watching your computer"** presented by Michael Lattimore MCP DTM, IT Specialist/Engineer, Southern California Edison

Evil hackers are watching your computer and attempting daily to "own" your personal information. Cyber-attacks for purposes of identity theft are on the rise. Learn how viruses, backdoors, rootkits and other malware are used to take over your computer and steal your information. Learn how to create a layered defense strategy to protect your home computers and those who use them.

Paranoia is not a bad thing, if they really ARE out to get you!

**Presentation - "Preparedness Toolbox"** Facilitated by Susan Jacobo, ACP-OC Vice President

Don't reinvent the wheel, borrow someone else's solution, method, or process! Bring your unresolved problems and non-proprietary tools to share. Teams will be set up to respond to problems using an envelope strategy. Tools will be shared by presentation/display

**November 10: Chapter Meeting**

**Presentation - "A Resilient Nation"** presented by Steve Jordan, Principal, Traiden Global Solutions

**Presentation - "Ready OC - Emergency Preparedness Campaign"** presented by Rick Miltenberger, Senior VP, Westbound Communications.

This presentation will discuss how local residents can better prepare for a variety of emergency situations and get involved in local readiness efforts including the Promise to Prepare initiative.

**SOCAL CHAPTER MEETINGS**



**ORANGE COUNTY CHAPTER**

Meets every 2<sup>nd</sup> Wednesday of the month.

**LOS ANGELES CHAPTER**

Meets every 2<sup>nd</sup> Tuesday of the month.

**SAN DIEGO CHAPTER**

Meets every 3<sup>rd</sup> Tuesday of the month.

**EDUCATION OPPORTUNITIES & CERTIFICATIONS**



**DRII CERTIFICATION EXAMS**

BCP 501 Post - DRJ  
Sep 22-24, 2010 in San Diego

BCIP 2000 Post - DRJ  
Sep 22-26, 2010 in San Diego

**December 8: Annual Holiday Luncheon**

Time: 12:00 p.m. – 3:00 p.m.

Location: Foxfire Restaurant - Sonoma Room, 5717 E. Santa Ana Canyon Rd., Anaheim Hills, CA 92807

Cost: Members \$30; Guests, \$35 (please pay by cash or check, at the door)  
Members or guests receive a \$5 lunch discount when they bring any item to donate (toys or sundries valued at \$10 or more) to a non-profit agency (to be determined later).

Program: “Annual Holiday Luncheon”

- 2010 Chapter Achievements
- Announcement of ACP OC’s 2010 Most Valuable Player - MVP Award
- Announcement of ACP OC’s 2010 Member Recognition Point Program Winner
- Installation of 2011 ACP Board
- Holiday networking, fun, games and gifts

RSVP by December 3rd to [rsvp.acp.oc@gmail.com](mailto:rsvp.acp.oc@gmail.com) Please provide your name, phone number and email address.

**Please note: SPACE IS LIMITED, NO WALK-INS**

**Business Continuity Management Calendar**

The Great California Shakeout <a href="http://www.shakeout.org/">http://www.shakeout.org/</a>	Oct 21 CA
26th Annual Disaster Preparedness Academy <a href="http://www.oc-redcross.org/">http://www.oc-redcross.org/</a>	Oct 27 Anaheim, CA
CPM East <a href="http://www.contingencyplanning.com">www.contingencyplanning.com</a>	Nov 3-4 New York, NY

Having anything else to add, let us know: [newsletterdirector@acpoc.com](mailto:newsletterdirector@acpoc.com).



**SUPPORT ORGANIZATIONS**



**SOUTHERN CALIFORNIA**

**Ready OC** - A public service campaign aimed at educating and empowering Orange County to better prepare for emergency situations.

<http://www.readyoc.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/>

# On the Lighter Side

## Puzzle Challenge: Sudoku

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

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

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

## Quotables

(or maybe not so)

“It is not a very big step from contentment to complacency”

-Simone de Beauvoir

“Acceptance is not submission; it is acknowledgement of the facts of a situation. Then deciding what you're going to do about it”.

-Kathleen Casey Theisen