



# OC Update

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**Tim Coats**

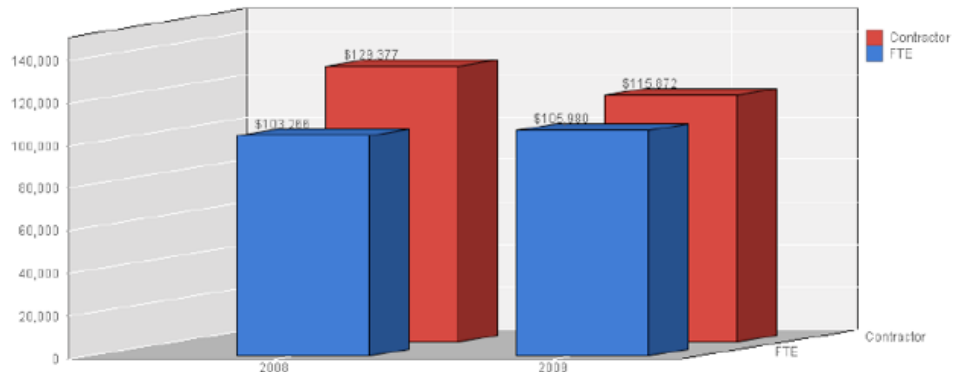
## BCM Compensation Report

BCM released their annual Complimentary Compensation Reports Complimentary Summary in March 2011. The increased response to the survey has enabled assessment to compensation data around the globe. USA BCM Compensation Report focuses on 2009 compensations for full-time, permanent employees in the USA.

The findings indicate that although we're still working through a very challenging economic environment, there are positive signs toward a recovery. The data results showed only a 2.6% increase in average total compensation for full-time employees (FTE). In 2007 and 2008, results indicated roughly a 7% increase in average total compensation. Independent contractors were the hardest hit, with a 10.4% decrease in their average total compensation. This contrasted the typical 9-12% increase seen in the past few years.

On a positive note, the average total compensation for FTE was the highest ever reported at \$105,980, compared to between \$100,496 and \$101,554 in 2007.

Average Total Compensation – USA



And what are some of the key differentiators that helped drive these salaries? They are what you might expect: Education and Certification.

### Impact of Education

The following table graph indicates a gradual increase in average total compensation by degree. When comparing the 2010 study results to 2009 we discovered that the average total compensation decreased only for those professionals indicating a High School Diploma, from \$91,033 to \$88,821 respectively for 2008 and 2009 compensations. The bar graph also indicates a high concentration of study respondents who have obtained their Bachelors and/or Masters Degree.

*Continued on Page 3*

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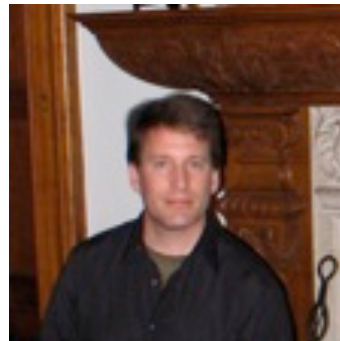
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**SOCAL CHAPTER  
MEETINGS****OC CHAPTER**Meets every 2<sup>nd</sup> Wednesday**LOS ANGELES CHAPTER**Meets every 2<sup>nd</sup> Tuesday**SAN DIEGO CHAPTER**Meets every 3<sup>rd</sup> Tuesday**Bill Wostenberg****President's Message**

We congratulate Bill on his new position as IT Service Continuity Consultant with Pacific Life. Bill has been dealing with all the craziness that comes with changing roles and companies. He will be back next quarter to share his experience and insight.

For now, we wish Bill all the best in his new job!

**Tim Coats****Editor's Note**

The BCM compensation Report got me thinking about the organizations that manage and enable our emergency management and business continuity programs. There are many great tools to capture processes and procedures; executive boards that dictate policy and authorize programs; and exercising and training programs that can explain the response scenarios. But effective business continuity and emergency preparedness is really about building a culture in the enterprise and community.

But what is culture?

The Merriam Webster dictionary defines culture as "the set of shared attitudes, values, goals, and practices that characterizes an institution or organization." Ok, that helped...maybe. But do computer systems have attitudes, Angry Birds aside? The "values" in programs are of an entirely different nature; and the goals referred to are not a way of keeping score. In fact, every aspect of that definition involves human characteristics. So in short, culture is about people.

Building a culture of preparedness is difficult work and it involves more politics than many of us may be comfortable in handling. At one level, preparedness is about sacrificing now to protect against major loss later. Asking those to "sacrifice" time and convenience-after all, who wants to document how they do their job-doesn't usually make many friends at the water cooler. But proper programs in times of emergency save lives; and that is something worth a bit of inconvenience today.

So I hope you can now see what started me down this path. BCM and ER personnel are critical components, and not interchangeable parts, to a successful program. This is not a checkout line for documents and technologies where the cashier can be swapped with little impact. The culture of your program will be defined by the relationships of those involved. And ask anyone in Washington, relationships take time. In this business, time means longevity with an organization, and longevity means job satisfaction. And let's be honest, compensation is a big part of job satisfaction.

So next time you are called to a response training exercise or asked to participate in a fire drill, sure you can tease the floor monitor about the Orange vest. But remember, they are there taking the abuse to improve your safety. So I would offer them to buy next time you are at the water cooler.

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**BCM Compensation Report, cont.**

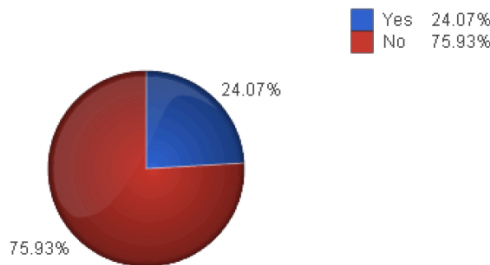
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	Average Total Compensation and % of Respondents by Degree				
	High school Diploma	Associate degree or equivalent	Bachelors Degree or equivalent	Masters Degree or equivalent	Doctorate or PhD. or equivalent
2009 Comp	\$88,821	\$94,779	\$106,288	\$113,894	\$124,841
% of Resp	9.01%	11.55%	47.23%	30.25%	1.96%

**Impact of Certification**

Our survey data indicated that 24.07% of the respondents attributed an increase in their compensation to earning a certification, down slightly from the previous years 25.84%. Historically, this has been an upward trend from the indicated 13% back in 2006. The average increase in compensation attributed to becoming certified was \$8,651. This is a 4.2% decline from the previous \$9,027, but up from the \$6,417 reported in 2006.

Increase in Compensation as a Result of Certification



Assessing how certification impacts earning potential continues to be an interesting trend as more and more business continuity professionals seek one or more certifications to maintain their marketability in a still very challenging job market. Hiring managers seek the best talent to manage their business continuity programs. As a result, more job descriptions state certifications as a requirement. Hiring managers depend on certifying bodies to verify and endorse a professional's knowledge and credentials more than ever before.

**About the BCM Compensation Study**

Since 2001 BC Management, Inc. has been gathering data on business continuity management programs and compensations to provide professionals with the information they need to elevate their programs. Each year our organization strives to improve upon the study questions, distribution of the study and the reporting of the data collected.

Below is a timeline of growing expertise of the compensation study:

**2001 - First BC Management Study Launched:** BC Management's first annual business continuity management study was launched. The study focused exclusively on the factors that impact compensations within business continuity and related disciplines.

## 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).*

**2005 - Program Management Section Added:** The study expanded to also include issues of importance in managing a business continuity program. In this year, BC Management also published the first Business Continuity Management Benchmarking report.

**2006 - Study Gained International Recognition:** BC Management launched an international distribution campaign to increase respondents worldwide. Also this year for the first time, BC Management published customized business continuity compensation reports for Canada, the United Kingdom, India, and Asia Pacific. BC Management began offering customized program management benchmarking reports tailored to a company's specifications including, but not limited to industry, revenue, number of company employees and or number of company locations.

### Conclusion

This report is designed to give your organization a brief overview on business continuity compensations. BC Management also offers a more extensive business continuity compensation report. The extended report was distributed to individuals who completed BC Management's BCM Annual Study as a thank you for their participation. An outdated version of the extended report may be viewed at <http://www.bcmanagement.com/complimentary-reports.html> - Comprehensive Review - Published March 2010. For inquiries or further information, please contact a BC Management representative at [info@bcmanagement.com](mailto:info@bcmanagement.com).

### About BC Management, Inc.

BC Management, Inc., founded in 2000, is an executive staffing and research firm solely dedicated to the business continuity, disaster recovery, risk management, emergency management, crisis management and information security professions. With decades of industry expertise, our staff has a unique understanding of the challenges professionals face with hiring, benchmarking and analyzing best practices within these niche fields.

## OC Chapter Update

### Last Quarter Recap



Last quarter was another great one for 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/>.

### April 13: Chapter Meeting

**Presentation: "Taking the Unpredictability Out of Power"** - Jim Neumann, Vice President, Power Analytics Corporation

Experts estimate that 40% of all business downtime is the result of electrical power problems; in 80% of those cases, the power fault was the result of a completely avoidable on-premise problem. These cost America more than \$150 billion per year in economic losses... exceeding flood, fires, earthquakes, lightning strikes, and weather-related damages combined. New analytical technologies are enabling mission-critical facility operators to understand the real-time health and safety of their power infrastructure... including identifying potential problems before they strike. In this presentation, these technologies were discussed along with how demanding

## ACP-OC MEMBERSHIP SERVICES



### NEWS

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
Attend a Chapter meeting:	1 pts

facility operators are using them to preempt problems long before business continuity is threatened.

**Presentation:** Break out group discussion - Responding to Power Interruptions.

### May 11: Chapter Meeting

**Presentation:** "Neighborhood Preparation Plan" - Larry Bufton, Advisory Panel for Irvine CERT.

This presentation described a process that can lead a group to prepare, as individuals and as a block, to be self sufficient in the event of a disaster. More than only issuing a checklist, the NPP provides specific, lead- by-the-hand instructions, to self prepare and doing it in bite size steps.

**Presentation:** "Cyber Security Challenges & Solutions - An Executive Briefing" - Stahl, Ph.D, President, Citadel Information Group.

One of Los Angeles' top cyber security experts, described the cyber security challenge and what needs to be done to solve it. This one-hour non-technical Executive Briefing was designed to provide organizational leaders with the critical knowledge and information they need to better meet their cyber security challenges.

### June 15: Chapter Meeting

**Special Guest Randy Till of The Till Continuity Group.**

Randall delivered a workshop consisting of a 2-hour presentation intermixed with group discussions. He presented and addressed attendee's questions on the following Business Continuity Management topics:

- Governance
- Metrics, Measurement and Reporting Processes
- Exercises and Testing
- Crisis Management/Emergency Management Planning
- Business Impact Analysis (BIA) Processes

## Upcoming Activities

This quarter promise more great activities for OC Chapter members and guests.

**July 13: There was no chapter meeting in July.**

### August 10: Chapter Meeting

**Presentation:** "How the Private Sector has enhanced the Public Health Response" - Keith Olenslager, HCA Program Manager, Alison Kellman-Lewis, Cities Readiness Initiative Coordinator, Joe Byrne, Program Consultant Orange County Health Care Agency

This presentation will discuss the partnerships the Health Care Agency has developed through private partnerships, the role private partners play in public health preparedness efforts and how private sector partners can get involved in planning efforts

There will be a tour of the Emergency Operation Center following the presentations.

\*\*\* Register Early \*\*\* Space is limited to 40 Attendees

**\*\* SPECIAL DRAWING \*\***

Two passes to DRJ's Fall World conference in San Diego are available to ACP Members in good standing courtesy of Disaster Recovery Journal (\$1,000 value each).

To register for the drawing you must be available to attend the conference from Sept 11-14, 2011 and cover hotel and parking fees. Register by Thu, Aug 4th

**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.ochealthinfo.com>

# Business Continuity Management Calendar



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

[DRJ Fall Word](#)  
San Diego, CA

Sep 11-14

[Red Cross Preparedness Academy](#)  
Anaheim, CA

Oct 26

## 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.

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

### Quotables (or maybe not so)

“Action and reaction, ebb and flow, trial and error, change - this is the rhythm of living. Out of our over-confidence, fear; out of our fear, clearer vision, fresh hope. And out of hope, progress. “  
-Bruce Barton