



OC Update

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Bill Wostenberg

President's Message



Mother nature has dealt some heavy blows in the first four months of the year reminding us once again of the importance of preparedness, including having recovery plans for critical business operations, systems, and data. Following is a brief recap of major disaster events.

January 31 through February 2 one of the largest and worst winter storms since the 1950s struck at least 30 states. Some have referred to the storm as "Snowpocalypse 2011". It left a 2,000-mile-long trail of snow and ice from the Midwest to the Northeast resulting in downed power lines, shuttered highways and thousands of airport cancellations.

On February 22 the 6.3-magnitude Christchurch Earthquake struck the Canterbury region in New Zealand's South Island causing widespread damage and the loss of 181 lives. This was nearly six months after the 7.1 magnitude 2010 Canterbury earthquake that caused significant damage to the region but no direct fatalities.

The Christchurch Earthquake was soon forgotten by many following the Great East Japan Earthquake. This 9.0-magnitude earthquake struck off the coast of Japan on March 11 triggering tsunami waves of up to 124 feet, some of which traveled up to six miles inland. Tsunami warnings were issued and evacuations ordered along Japan's Pacific coast and at least 20 other countries, including Hawaii and the entire Pacific coast of the Americas. Three nuclear reactors suffered explosions due to hydrogen gas that had built up within their outer containment buildings after cooling system failure. As of April 28, the death toll stood at 14,616 with other 11,111 people unaccounted for. This was the most powerful known earthquake to have hit Japan, and one of the five most powerful earthquakes in the world overall since modern record-keeping began in 1900.

More recently, disaster struck once again over a large part of the US. A violent tornado outbreak from April 25 – 28, 2011, affected the Southern Midwestern, and Eastern states, leaving catastrophic destruction in its wake. According to the Tennessee Valley Authority, "Wednesday [April 27, 2011] will go down in history as one of the worst outbreaks of tornadoes in a single day in American history. A new record was set with 875 recorded tornadoes in the month, more than five times the April average of 163.

Mother nature is formidable and unpredictable. Perhaps these events will help some of us in our challenge of sustaining, if not enhancing, executive support for our business continuity management program, especially in these times of limited funding resources. Threats to our employees and critical business operations are ever present, including wildfires and another hurricane season. And who knows what other disasters will strike in the remaining 8 months of the year.

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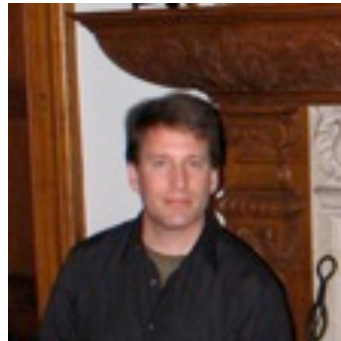
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Editor's Note



I was watching a show about the state of America's infrastructure. Obviously, the show was looking for the "wow" factor. I figured they were a little over the top. But they did reference a website created by the American Society of Civil Engineers on the subject: <http://www.infrastructurereportcard.org/>.

So I thought I would do a little investigation. After only a short while, I began to feel that there may be some truth to Chicken Little's words.

Here are some sobering statistics:

- U.S. Department of Transportation indicates that as of Dec 2008 there were 600,905 bridges across the US. Of these, 72,868 (12.1%) were categorized as structurally deficient and 89,024 (14.8%) were categorized as functionally obsolete.
- The number of high hazards dams, as reported by the Association of State Dam Safety Officials, has gone from 364 in 2001 to 1743 in 2008
- National Highway Traffic Safety Administration reported that in 2007, 41,059 people were killed in motor vehicle crashes and 2,491,000 were injured.
- The Road Information Project (TRIP) estimates these crashes cost the U.S. \$230 billion per year or \$819 for each resident in medical costs, lost productivity, travel delays, workplace costs, insurance costs, and legal costs.
- The Congressional Budget Office (CBO) concluded in 2003 that "current funding from all levels of government and current revenues generated from ratepayers will not be sufficient to meet the nation's future demand for water infrastructure."
- The EPA estimated (August 2004) that the volume of combined sewer overflows discharged nationwide is 850 billion gallons per year. They also estimated that sanitary sewer overflows, caused by blocked or broken pipes result in the release of as much as 10 billion gallons of raw sewage yearly.
- The Environmental Protection Agency's (EPA) 2004 report Cleaning up the Nation's Wastes Sites estimated that as many as 350,000 contaminated sites will require cleanup during the next 25 years.

The report goes on and on, covering a total of 15 categories of infrastructure. The overall Report card is alarming:

Aviation	D	Bridges	C
Dams	D	Drinking Water	D-
Energy	D+	Hazardous Waste	D
Inland Waterways	D-	Levees	D-
Parks and Recreation	C-	Rail	C-
Roads	D-	Schools	D
Solid Waste	C+	Transit	D
Wastewater			D-

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Have something to add? Contact us at:

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President's Message

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On to chapter matters. The Board continues to work diligently to assess the organization and establish goals and objectives for sustaining the organization and the value it provides its members, including programs and communications. Under Mikole Davey's leadership, we've completed an assessment and update of the chapter's articles of association aligning them with the ACP National bylaws. The proposed changes were approved by the chapter membership. Under DeBorah Lozada's leadership, we conducted an annual survey of our members. The results will guide us in our planning, including meeting schedule and member communications.

A big THANKS to everyone, including the following sponsors and guest speakers, for their support of our January – April programs::

- **Barry Gorelick**, Sr. VP, Enterprise Business Continuity, Union Bank
- **IBM / ABTech Systems**
- **Zacharias Beckman**, President & CEO, Hyrax International
- **Agility Recovery Solutions**
- **Jerry Shamburg**, Manager, West Coast Operations – Global Crisis Management, The Walt Disney Company
- **Walt Thomasson**, Managing Director, Rentsys Recovery Services
- **Jim Neumann**, Vice President, Power Analytics Corporation

Do you have any suggestions for future chapter meetings and events, including topics and presenters? Do you work for a provider of business continuity products or services and are interested in sponsoring a chapter meeting? If so, please contact me or one of the other Board members.

Looking forward to seeing you in the near future at one of our Chapter meetings.

Bill Wostenberg, CBCP, PMP

president@acpoc.com

Brocade leads the industry in providing comprehensive network solutions that help the world's leading organizations transition smoothly to a virtualized world where applications and information reside anywhere. As a result, Brocade facilitates strategic business objectives such as consolidation, network convergence, virtualization, and cloud computing. Today, Brocade solutions are used in over 90 percent of Global 1000 data centers as well as in enterprise LANs and the largest service provider networks.



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.

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/>.

January 12: Chapter Meeting

Presentation - "Ten Professional Practices" Barry Gorelick, Union Bank's

SVP Barry provided his unique perspective around the 10 BCP professional practices, which, if applied to your Business Continuity Planning process, will help ensure that the plan you develop is both effective and targeted to the specific needs of your organization.

Presentation - "Solar Flares & WikiLeaks OH MY! - Unconventional Threats in 2011" Bill Wostenberg, Manager BC Planning, Auto Club of Southern California

Bill led a discussion on planning for unconventional threats in 2011. Examples included: Fifty year solar flare cycle reaching its peak and potential to disrupt satellite communications, replication and electrical power grids. The impact of social media; what if your organization is part of the Wikileaks doomsday plan in which confidential communications are published on the internet?

Sponsors: IBM and ABtech Systems

February 9: Chapter Meeting

Presentation: "The Failure of Risk Management The Good, The Bad, The Ugly" - Zacharias J. Beckman, President & CEO, Hyrax International LLC

Over the past decade, less than one-third of projects have been deemed successful, according to KPMG and Standish estimates. The remaining 70% or more of projects failed to meet time, cost, and quality goals. And, in 2009, 24% of projects failed completely, either being cancelled outright or delivered but never used. Why? One root cause is poor practices in commercial risk management.

Sponsors: Agility Recovery Solutions

March 9: Chapter Meeting

Presentation: "Employee Emergency Training - Growing Your Teams" -Gerald (Jerry) Shamburg, Manager, West Coast Operations - Global Crisis Management, The Walt Disney Company

This presentation described the ongoing Crisis Management program for employees in the Los Angeles Area and the successful approaches to expanding participation and maintaining emergency teams.

"Recovering People 2011" presented by Walt Thomasson, Managing Director, Rentsys Recovery Services

The most critical part of any company is it's employees and over the past 10 years there have been many new, fast growing and new changing strategies on recovering people. Walt discussed these changes to the people side of the recovery equation.

**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

Upcoming Activities

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

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, we'll discuss these technologies, and how demanding 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 describes 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, describes the cyber security challenge and what needs to be done to solve it. This one-hour non-technical Executive Briefing is designed to provide organizational leaders with the critical knowledge and information they need to better meet their cyber security challenges.

June 15: Chapter Meeting ** Date Change ******

Special Guest Randy Till of The Till Continuity Group.

Randall Till (MBCP) has over 20 years experience creating and implementing business continuity practices for organizations to help manage operational risks. His expertise spans marketing, management, and application of business continuity practices following a holistic approach to protect company assets and build resilient services.



ACP OC Newsletter will be adding job search sites that specialize in continuity professionals

SOCIAL 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.

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

Editor's Note

Continued from Page 2

The overall GPA was a disappointing D with an estimated 5 year investment need of \$2.2 Trillion.

So how about here is California, how do we rate?

- 69 of California's 1,247 dams are in need of rehabilitation to meet applicable state dam safety standards.
- 59% of high hazard dams in California have no emergency action plan (EAP).
- California's drinking water infrastructure needs an investment of \$27.87 billion over the next 20 years.
- California ranked 11th in the quantity of hazardous waste produced and 1st in the total number of hazardous waste producers.
- 66% of California's major roads are in poor or mediocre condition.
- 68% of California's urban interstates are considered congested.
- 30% of California's bridges are structurally deficient or functionally obsolete.

It is actually not surprising, when you think about it. Most infrastructure, from water treatment plants to bridges, to sewers have useful lives between 25 – 50 years. A vast amount of our infrastructure was developed in the decades that followed WWII. With the continued growth and focus on "new" project, basic maintenance of the existing systems has been diminished.

So how does this impact contingency planning?

The most obvious might be that we don't adequately assess the threats we face. How many plans have contingencies for a dam bursting up river or the collapse of a major bridge? And what about the subtle events like contamination of drinking water. Then there are cumulative costs of lost productivity, increased medical and insurance cost, and general health and well being that are compromised by hours of commute time.

Other areas of concern include the dependability of our infrastructure to persist in a regional event. New building codes are designed to help resist major failures in event of an earth quake. But what about our road, dams, and water/waste water facilities? There is even a growing problem of fire hydrants with insufficient pressure to effectively fight a fire.

Our infrastructure provides us with clean water for our health, transportation corridors to fuel our economy, buildings in which to school our children, and numerous services that allow our cities and towns to function. A functioning infrastructure goes beyond a single business continuity plan; it can be about the well being of our communities.

As contingency planners, it is important to help our local, state, and Federal governments and agencies know the risks that we are facing if these core issues in our infrastructure are not addressed.

Until Next time,

Tim Coats, CBCP

newsetterdirector@acpoc.com



**Got an idea for the Newsletter?
Articles, tips, tricks, or just plain good advice?**

Email us at [Newsletterdirector.com](http://www.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/>

Business Continuity Management Calendar



CPM 2011

<http://www.contingencyplanning.com/Events>

May 9-11
Las Vega, NV

DRJ Fall World 2011

<http://www.drj.com/fallworld/conference/index.html>

Sept. 11 - 14
San Diego, CA

BCM World Conference and Exhibition 2011

<http://www.bcm2011.com/>

Nov 9-10
London, UK

World Conference on Disaster Management

<http://www.wcdm.org/>

Jun 9-12
Toronto, Canada

Having anything else to add, let us know: newsletterdirector@acpoc.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.

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

Quotables

(or maybe not so)

“A pencil and a dream can take you anywhere”

- Joyce A Myers

“A man begins cutting his wisdom teeth the first time he bites off more than he can chew.”

- Herb Caen