



ACP Orange County Update



ACP Orange County, P.O. Box 1842, Orange, CA 92856

<http://www.acpoc.com>

January through April 2008

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President's Message

By Monique Weiland

Greetings and Happy New Year! As always, the year is full of hope and promise. No doubt reality will intrude with all its wonders and disasters. At least we know it will never be a dull moment!

I am honored to serve as the President of the Orange County Chapter. Thank you for your confidence. I look forward to working and serving with the 2008 Board members, I would like to welcome our new and returning Board Members:

| | |
|---------------------------------------|------------------------------------|
| Jim Tess, Vice President | William Walker, Secretary |
| Mike Marshall, Program Director | Mike Anzis, Membership Director |
| John Winn, Newsletter Director | Sandy Rheinecker, Public Relations |
| Jackie Jaeger, Resource Director | Rhonda Russell, Treasurer |
| Bill Wostenberg, Information Director | Mikole Davie, Website Director |

This past year has been one of great opportunities for the Orange County Chapter. Checkout Page 3 for our accomplishment list!

We've seen one California State University, Fullerton Business Continuity Certificate Program successfully completed, presented at the Orange County Chamber of Commerce and hosted the DSPN Exercise Workshop. We feel that our success with the chapter is due to our ability to provide monthly meetings with great speakers on timely events. That is largely due to the board members having contacts that have brought these great speakers to us.

We owe a TREMENDOUS amount of thanks to The Capital Group in Brea, RxSolutions in Irvine, and California State University, Fullerton for permitting ACP to use their great facilities for our meetings. We'd like to extend a special thank you to the Capital Group Companies for supporting our chapter for more than five years!

We hope to see you at our monthly meeting at the California State University, Fullerton Garden Grove Campus.

Monique Weiland
president@acpoc.com

Call for Volunteers

- Guest Speakers for the Orange County Chapter Meetings

Please contact Mike Marshall, Program Director - Programdirector@acpoc.com

Outreach Projects

- IBHS and Chambers of Commerce

Please contact DeBorah Lozada, djlozada@verizon.net

3 Business Continuity Workshops ACP Members Receive Discounts Up to \$275

**Essentials for Enterprise-
Wide Business
Continuity Programs**

**How to Benchmark and
Sustain Your Program**

**How to Create Drills
and Exercises...*That
Work!***

Workshop #105: Essentials for Enterprise-Wide Business Continuity Programs

Attendees learn best practices for designing and implementing a comprehensive, properly sequenced, enterprise-wide Business Continuity Program. All elements of disaster response and business recovery are covered, including examples collected from 19 years of successful planning with organizations such as Toyota, Macy's, California Public Employees Retirement System, Discovery Communications, Yamaha, and many more. Content is appropriate for any experience level, but it is especially geared for beginning business continuity managers and executives from various departments who oversee such programs. DRII-certified professionals who attend this session can receive 4 continuing education points for re-certification. Half day. \$225 per seat. ACP members pay only \$170.

Workshop #201: How to Benchmark and Sustain Your Program

This session examines emerging standards and best practices for keeping a program current and extending its reach. Standards include NFPA 1600 for organizing and administering your program and the Incident Command System for improving crisis communications. Using these standards, attendees examine best practices for continuous program improvement, creating more mature action plans, and improving logistics and facilities. DRII-certified professionals who attend this session can receive 8 continuing education points for re-certification. One day. \$445 per seat. ACP members pay only \$335.

Workshop #301: How to Create Drills and Exercises...*That Work!*

Participants review best practices for designing and implementing effective drills and exercises for a business continuity program. You will study proven steps for constructing exercises efficiently, using industry best practices. You will examine examples of 4 types of exercises, including an orientation session for executives, a communications drill for an IT department, and a table-top exercise for a business unit. Then you will participate in designing and executing a functional exercise for an Emergency Operations Center. DRII-certified professionals who attend this session can receive 8 continuing education points for re-certification. One day. \$445 per seat. ACP members pay only \$335.

These workshops are professionally designed by Disaster Survival Planning Network (DSPN) a sponsor of ACP. Instructors are experienced business continuity planners who employ lecture, video clips, and breakout exercises to deliver an energetic, content-rich agenda that is thought-provoking as well as entertaining. Each participant receives a ring binder detailing the proceedings and providing useful tools.

Content for these workshops was developed by Judy Bell, a former president of the Los Angeles chapter of ACP. She is also a former Division Manager for Pacific Bell, and author of the first book on business continuity for the private sector, Disaster Survival Planning: A Practical Guide for Businesses. Ms. Bell is a frequent speaker at national and international conferences.

Visit this link for more details and to register online: <http://www.disaster-survival.com/workshop.html>

To receive your ACP discount, register using this promotional code: "ACP 2007"

DSPN is a proud sponsor of ACP.





Member Services

ACP-OC eNews

Receive an e-mail reminder of all upcoming ACP-OC events. Join the **ACP-OC eNews** by sending an e-mail to informationdirector@acpoc.com

ACP-OC WEBSITE

Visit our website at www.acpoc.com. 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.

ACP-OC 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. You can obtain a free copy of the next Newsletter sending your e-mail request to newsletterdirecto@acpoc.com

ACP-OC DRI POINTS

ACP-OC members receive DRI points for joining and attending monthly chapter meetings.



Orange County Chapter 2007 Theme and Accomplishments

- Theme:
 - 'INNOVATION THROUGH EDUCATION AND NETWORKING'
- Accomplishments:
 - Align chapter meeting with 2007 Theme
 - 1st Business Continuity Certificate Program, California State University, Fullerton
 - California State University, Fullerton Business Continuity Advisory Board
 - University California, Irvine Emergency Management Advisory Board
 - Host DSPN Exercise Workshop
 - Outreach community projects such as presenting at the Orange County Chamber of Commerce
 - Partnership with Orange County American Red Cross - October Disaster Preparedness Conference
 - Increase membership participation by actively seeking volunteers for the Holiday Luncheon, Elections, guest speakers for the Business Continuity Certificate Program and Chamber of Commerce
 - Confirm chapter meeting location for 2008

- **Call to all Members!**

Take an active role in 2008 submit goals to the Chapter Board Member.

Helpful Tips:

Developing a Business Continuity Plan

Have you been given the responsibility of developing a business continuity plan with a specific time frame?

Follow the Project Management Institutes proven process:

- Meet with Executive Plan Owner.
- Start a 'project' with the Executive Plan Owner.
- Identify project team members.
- Initiate and obtain approval for a 'project charter'.
- Schedule weekly project team members.
- Keep the Executive Plan Owner informed.

If you have any questions or comments please contact DeBorah J. Lozada, djlozada@verizon.net



*Looking to Hire?
Looking to Advance Your Career?*

BC Management, Inc. is the premier executive search firm for the Business Continuity profession. Our reputation and dedication to the field has become recognized worldwide.

BC Management Adds Value to You & Your Organization

- **Experienced Recruiting Team:** Our recruiting team has decades of combined recruiting expertise within the BC/DR field as well as over 30 years combined experience in recruiting and human resources.
- **Global Reach:** BC Management's extensive contingency candidate database extends to over 45 countries.
- **Established, Exclusive and Extensive Database:** Our recruiting efforts focus on our established database of over 30,000 experienced contingency professionals the majority of which are passive job seekers whom rely on us to keep them informed of career building opportunities.
- **Partnerships:** We are partnered with the DRI International and ACP as well as being long standing members of the BRMA and CPE.
- **Confidentiality:** BC Management upholds strict confidentiality and maintains the highest ethics.
- **Quick Results:** We pride ourselves on meeting our client's and candidate's expectations in providing quality and timely feedback.

We Take the Time to Get to Know You

We are pleased to provide BC Management's 2006 BC Compensation Report and BC Management's 2007 BC Program Benchmarking Report as a free service to all Business Continuity professionals. BC Management has been providing annual Business Continuity compensation reports for 7 years in an effort to educate professionals on necessary compensations needed to retain and hire qualified Business Continuity personnel. You may access these complimentary reports via our website at www.bcmanagement.com under "Our Research".

***BC Management, Inc.
Website: www.bcmanagement.com***



Jackie Jaeger

Jackie is the Director, Facilities Operations at WesCorp Federal Credit Union, joined ACP OC fourth quarter 2007 and is the current Resources Director.

Jackie has had a 27+ year career in Facilities, with 20 of those being involved with Emergency Response and Safety. She became interested in ACP and decided to join after the chapter's mock disaster exercise held last summer. Her personal business continuity slogan is "Be prepared or be out of business." Personally, she enjoys motor cycle riding on the sand in the winter, and water skiing in the summer.

ACP-OC Chapter Meetings

Cal State Fullerton Extension Building

12901 Euclid Street, Room 158
Garden Grove, CA 92840-5214
Building is shared with Coastline
College - FREE PARKING

January through April ACP -OC Chapter Meetings 2nd Wednesday of the Month

January 9th

Chapter Meeting

- **Human Factors - Much More Than Having a BC Plan** by Rick Shaw founder and CEO of Awareity
- **Convergence for the Real World: How will Security and Continuity Look in a Few Years** by Tony Adame, Vice President Business Continuity Risk Management Marsh Risk Consulting

Chapter Business

- Chapter Theme
- 1st Quarter Newsletter

February 13th

Chapter Meeting

- **Lessons from History: TheTitanic** by Mark Cozak-Holland, Author, Consultant, and Historian

Note: This is a special event cost is \$20 for members and \$30 for non-members

Chapter Business

- Presidents Face to Face Report

March 12th

Chapter Meeting

- To Be Determined

Chapter Business

- Newsletter Articles are due to Newsletter Director

April 9th

Chapter Meeting

- To Be Determined

Chapter Business

- Newsletter Articles are due to Newsletter Director

FIRES, EARTHQUAKES, TERRORISM THREATS

Are You Prepared?

UCI IRVINE | EXTENSION

COURSE SERIES IN Emergency Management and Disaster Response

Our courses are designed to help public and private sectors preserve lives and valuable assets during a catastrophic regional event or local crisis.

| Course | Quarter Offered |
|---|-----------------|
| ■ Principles of Emergency Management | Spring |
| ■ Emergency Management Plan Development | Summer |
| ■ Emergency Management: Training and Exercises | Fall |
| ■ Crisis Communications Management | Winter |
| ■ Emergency Management: Business Continuity Planning | Spring |

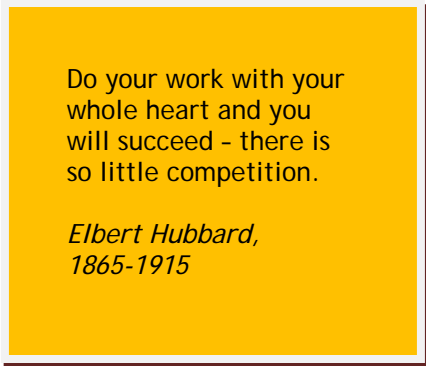
For More Information: (949) 824-6538; japurewa@uci.edu
For Course Schedules and To Enroll: www.extension.uci.edu

ACP - OC Membership Service Points

2008 our members have new opportunities to achieve the Orange County Chapter's Membership Service Point award at the December holiday luncheon.

Recognition Points Program

- 5 pts When a Member donates a raffle gift
- 5 pts When a Member accepts a Board position
- 5 pts When a Member presents at a member meeting
- 4 pts When a member participates on a committee or provides support to a Board Member
- 3 pts When a Member's Guest joins OC ACP
- 2 pts When a Member brings a Guest to the meeting
- 1 pts When a Member attends a Chapter meeting



CITIES OF CALIFORNIA - *The table below has 28 cities in the State of California.*
Bring the completed puzzle to the March chapter meeting and enter the raffle.

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| B | E | V | E | R | L | Y | H | I | L | L | S | D | K |
| L | A | R | J | C | P | L | L | O | D | I | E | Q | C |
| H | L | R | E | T | O | T | O | N | V | E | L | P | I |
| O | E | B | S | C | O | T | I | A | W | F | E | L | R |
| L | E | M | S | T | A | O | D | P | K | T | G | A | O |
| L | S | A | E | V | O | E | S | A | R | L | N | T | G |
| Y | W | E | O | T | J | W | R | A | C | K | A | H | E |
| W | O | N | L | U | A | V | C | T | N | O | S | N | I |
| O | T | I | K | D | I | Y | N | S | C | I | O | S | D |
| O | H | L | D | N | E | G | S | I | V | O | L | C | N |
| D | A | F | L | N | H | E | H | V | T | F | L | A | A |
| H | E | O | C | S | I | C | N | A | R | F | N | A | S |

ARVIN
BARSTOW
BEVERLY HILLS
CHICO
CLOVIS
DAVIS
HEMET
HOLLYWOOD
INDIO

LEBEC
LODI
LOS ANGELES
NAPA
NEEDLES
NOVATO
OAKLAND
OJAI
ORICK

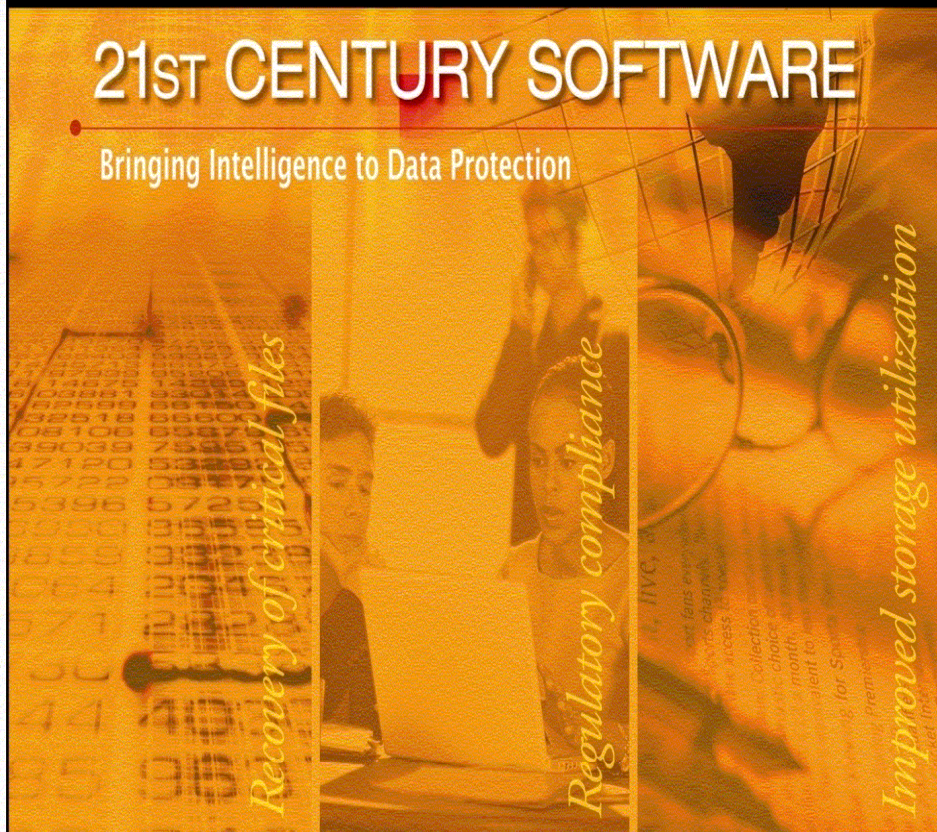
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SAN DIEGO
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www.gensys.com.au

Program Series in
Business Continuity Planning



Are You Ready?

Businesses need to plan for the unthinkable. Earthquakes, fires, a global pandemic of avian flu, power failures and manmade disasters could interrupt normal business operations and put your company at risk. Every business needs a contingency plan that creates a strategic operations framework to continue providing products and services in the face of a catastrophic event.

Completion of the program in Business Continuity Planning will prepare you with an in-depth and applied understanding of the business strategies and skills you need to develop and implement a successful business continuity plan for your organization. The Association of Contingency Planners (ACP), university faculty, and other industry experts in business continuity and disaster recovery collaborated on this program.

The program in Business Continuity Planning consists of four required courses totaling 50 hours of lecture and discussion. 5.0 Continuing Education Units will be awarded to the graduate.

Offered in collaboration with the Association of Contingency Planners (ACP) – Orange County

Upon completion of the program, graduates will be able to:

- Demonstrate an understanding of the purpose and scope of business continuity planning
- Identify and assess the various components of risk management inherent in business continuity planning
- Understand the elements and benefits of a Business Impact Analysis (BIA) and conduct an actual analysis
- Describe business continuity strategies for timely and cost-effective recovery plans
- Develop an actual Business Continuity Plan (BCP) for organizational implementation
- Understand the importance of business continuity testing and maintenance

Register today at www.csufextension.org or 714.278.2611

For more information,
 Please contact Sue Meyer
 714.278.2761, smeyer@fullerton.edu



ACP-OC 2008 Board Members

President

Monique Weiland
California ISO
(626) 537-2712
president@acpoc.com

Monique has over twenty years experience in the electric utility industry as an analyst supporting corporate processes and fourteen years in contingency planning. She is a Certified Recovery Planner and has a Professional Development Series certificate from CSTI. She is currently with the California Independent System Operator as the Strategic Contingency Planner where she continues to enhance the corporate emergency management program. Prior to her position with the ISO, she was with Southern California Edison for ten years. Her contingency planning strength is in the development, documentation, revision, and testing of business recovery plans. She has also managed emergency operations centers both during drills and actual events. She has developed and conducted many drills from functional to table top, from local to integrated internally and externally. She participated in the development of executive assessment teams and emergency information coordination systems. At the ISO she helped develop a customized emergency management information application that is used corporate wide. She is now focusing on how to merge a preparedness BIA into a response management tool for managers and directors. Monique has made many presentations to local organizations and conferences as well as facilitated sessions at a national preparedness conference. Her education includes an MBA from Claremont Graduate University and many contingency specific courses. She has facilitated multi-organizational task forces and taught courses for CSTI. She has participated on the ACP Orange County board since 1997 serving as Treasurer, Vice President, and currently President.

Treasurer

Rhonda Russell
treasurer@acpoc.com

Vice President

Jim Tess
vicepresident@acpoc.com

Newsletter Director

John Winn
newsletterdirector@acpoc.com

Website Director

Mikole Davey, The Capital Group Companies, Inc.
714.257.5576
websitedirector@acpoc.com

She has over 13 years experience in business continuity. Mikole has been a member of ACP-OC since March 2000 and prior to that was a member of the ACP-LA. She holds a Bachelors degree in Business Administration with an emphasis on Finance.

Secretary

Will Walker
secretary@acpoc.com

Will Walker worked as a Business Continuity Professional with First American Corp. He has over twenty five years experience in the Information Technology field providing sales, marketing, project management and technical support to human resource, IT, healthcare and real estate organizations. Since 2003, Will has provided project management support for Disaster Recovery plans and testing within the IT organization.

During that time, Will also provided business partners with business continuity planning, emergency management services and Incident Command Structure training. Will facilitated through cross functional teams of business and IT professionals the creation, implementation and testing of DR and BC plans with successful results in the recovery of mission critical systems and processes.

Will is a certified Business Continuity Resiliency Professional (BCRP).

Membership Director

Michael Anzis
Ingram Micro, Inc.
Membershipdirector.acpoc.com

MIKE ANZIS, CBCP, is Director of Business Continuity Worldwide for Ingram Micro, Inc., headquartered in Santa Ana. Mike spent over 30 years in IT before specializing in Disaster Recovery and Business Continuity Planning after 9/11/2001. He has held positions as CIO for Emulex and Mazda North America, and as a Consulting Director for Deloitte, CSC, and RSM McGladrey. Mike has developed and tested DR and BC plans in the manufacturing, distribution, hospitality, high tech, retail, and financial services industries, and developed and taught courses in Emergency Preparedness and Business Continuity Planning at U.C. Irvine Extension. Mike holds a Bachelors degree from U.C. Berkeley, and a Masters in Business Information Systems from the UCLA Anderson School of Management.

Information Director

Bill Wostenberg, M.S., CBCP, PMP
Automobile Club Southern of California
(714) 885-153
Informationdirector@acpoc.com

Bill Wostenberg is the Business Continuity Manager for the Auto Club of Southern California. He has over 20 years of experience providing consulting, project management, and analytical support to finance, human resource, and health care organizations. Since 1999, Bill has been providing clients with business continuity planning and emergency management services. He has led several cross-functional teams of business and IT professionals in the planning and execution of operational exercises that resulted in the successful recovery of mission critical business systems and processes at designated recovery facilities.

Bill is a certified Business Continuity Planner (CBCP) and Project Management Professional (PMP).

Public Relations Director

Sandy Rheinecker, CBCP
Wachovia Dealer Services
Business Continuity
949.753.3963 office
publicrelations@acpoc.com

Sandy Rheinecker has been an ACP member since June 1999. She is serving as our Public Relations Director. Sandy served as the membership director for three years. She is a Business Continuity Consultant for Wachovia Dealer Services. Sandy is a Certified Business Recovery Coordinator from DRII. Sandy was responsible for IT Disaster Recovery for 16 years and has several years of experience in Business Continuity as well. Sandy has 20+ years experience of Data Center Management in the PharmaDRI Pointstical, Automotive, Banking, and Consulting businesses. One of her greatest challenges was to relocate a Corporate Data Center in less than 6 months. Sandy holds two Bachelor of Science degrees: one in Business Administration with Data Processing from California State University Dominguez Hills (CSUDH) and the second in Telecommunications from DeVry.

Resource Director

Jackie Jaeger, Facilities Manager
WesCorp Federal Credit Union
resourcedirector@acpoc.com

Jackie Jaeger is director of Facilities Operations for WesCorp Federal Credit Union, a \$30 billion dollar national financial cooperative headquartered in San Dimas, California. Jackie's resume covers more than 25 years of experience in the profession of facility management services. In her role at WesCorp, she manages construction projects, space planning, corporate security, physical asset protection, safety programs, and disaster recovery ops.

Jackie began her career in facility management within the financial services industry at Crocker National Bank in Pomona, California. After serving in multiple roles, from proof operator to collection teller, she eventually moved into administration with responsibility for records retention and asset management. Jackie has earned a Bachelor of Science and a Bachelor of Arts in Business Management from the University of Phoenix. Born and raised in California, Jackie is married and has two children.



Southern California Chapters

- 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

Other Southern California Associations

- PMI - Orange County
<http://www.pmi-oc.org>
- International Association of Emergency Managers (IAEM)
<http://www.iaem.com>

Seminars and Conferences

- Gartner BC Management Summit
03/05-03/07/08 Chicago
- Strohl International User Group
03/16-03/19/08 Orlando, FL
- DRJ Spring World
03/30-04/02/08 Orlando, FL
- World Continuity Congress
04/14-04/18/08 Singapore
- Continuity Insight
05/05-05/07/08 New Orleans, LA
- CIO Business Continuity Forum
07/14-7/16/08 Brooklyn, NY