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NEWS FLASH...

2007 ACP-OC Chapter Theme
"Innovation through Education
and Networking"

President's Message DeBorah J. Lozada, Ph.D., CBCP

Setting and Changing Goals

2007 was the year I set to obtain the Business Continuity Masters' Certification. However, I've been having an internal struggle over investing the time and expense in myself.

At first I thought, I should invest the time now in studying and completing the Masters' Certification, but then I've been evaluating how I can be instrumental in working with local colleges and universities in creating and implementing a Business Continuity degree curriculum. After all as a Business Continuity professional and a mother, I want to ensure that Business Continuity is a viable career for future generations. On the other hand obtaining the Masters' Certification is an investment in myself, it wouldn't be time wasted.

However, none of these arguments were getting to the heart of the matter. So I started looking at what I wanted and this started my new list of, 'I want'. I really want to be in an environment where I would be surrounded by people who were interested in effecting change at a high level. Moreover, people who were willing to put something at stake to happen. Working within the academia world sounds like a really fun thing to do for the next two years. But identifying what would be fun, and what I wanted, still hasn't gotten me closer to a decision on obtaining my Masters or investing my time in directing this profession to the next level.

I had been searching to make the right decision when my son, Donovan Lozada, invited me out to lunch to discuss his career and educational options within Business Continuity. After our discussion I needed to evaluate what I wanted to accomplish and to ask myself at this point, so I pulled out my 'I want' list and added another column, 'How Can I' make a positive change. "Do I work on my certification, or do I postpone that goal and work with my son in helping him understand his options, opportunities and educational opportunities." The decisions I make today has significant impacts on several levels but in the end living my life that best expresses what I am is the most important. Inquiring into how I can most effectively bring about change and securing future career options for the next generation is what turns me on, then the direction I've chosen has been made. So you won't see the MBCP after my name in the near future. My goal is to work with a local collage or university and establish an Associate or Bachelors Degree in Business Continuity.

As uncomfortable as this process was, it was productive, because it compelled me to look into the things that I hold important, and then act upon them. In asking some penetrating questions perhaps we will find some surprising answers.

Good luck in setting your personal and professional goals and adjusting them to meet life's surprises and/or challenges.

If you are interested in working with me and Donovan to pursue a degree program at one of the local colleges or universities please contact me at, djlozada@verizon.net.

DeBorah J. Lozada, Ph.D., CBCP
djlozada@verizon.net



Member Spotlight March 2007

Mike Marshall, Option One Mortgage

Mike has lead the Option One Mortgage team beginning back in 2001, when the team fell under his authority as the Director of IT Operations.

Mike's current title and role is AVP-Admin Services and Business Continuity Group. This group manages Real Estate, Space Planning, Facilities, Mail Services, Physical Security Services, and Business Continuity.

Just after starting with Option One, 9/11 hit and it became crystal clear that planning, and the lack thereof, can have a dramatic impact on an organization, in both a positive and negative manner. In our case, having a basic structure in place was not enough. Leadership in times of crisis is absolutely critical, yet some people who occupy leadership roles may not be suited to lead in times of great stress. Consequently Mike believes that the creation and maintenance of a comprehensive business continuity strategy is a great challenge to accept, and he had really enjoyed the opportunity.

Mike's available to partner on future Pandemic Planning in and feels that there is a great need to share various thoughts and strategies on this very important subject, and with no first hand experience to pull from, the need is greater than ever to get this right the first time.

Professionally, and prior to having a formal business continuity team, Mike played a similar role at two other organizations in the long-term healthcare and call center industries. The leadership, skills needed for this work seems to be fairly universal, with the primary differences being tactical approaches to both planning and recovery of a particular organization.

Earthquake Awareness

By: DeBorah Lozada, Ph.D., CBCP and Donovan Lozada, B.A.

One of the most frightening and destructive phenomena of nature is a severe earthquake and its terrible aftereffects. An earthquake is a sudden movement of the earth, caused by the abrupt release of strain that has accumulated over a long period of time.¹

Coming from earthquake country we tend to become complacent in our preparation for earthquakes. Having April as Earthquake Awareness month ensures that I prepare my family and ensure that the processes that we have established at work are in place.

Some helpful tips in preparing for earthquakes:

Take Protective Measures

The following are things you can do to protect yourself, your family, and your property in the event of an earthquake:

- Repair defective electrical wiring, leaky gas lines, and inflexible utility connections.
- Bolt down and secure to the wall studs your water heater, refrigerator, furnace, and gas appliances.
- Place large or heavy objects on lower shelves.
- Fasten shelves, mirrors, and large picture frames to walls.
- Store bottled foods, glass, china, and other breakables on low shelves or in cabinets that fasten shut.
- Anchor overhead lighting fixtures.
- Be sure the residence is firmly anchored to its foundation.
- Install flexible pipe fittings to avoid gas or water leaks. Flexible fittings are more resistant to breakage.
- Locate safe spots in each room under a sturdy table or against an inside wall. Reinforce this information by moving to these places during each drill.
- Hold earthquake drills with your family members.

During an Earthquake

Train your family to minimize their movements during an earthquake, to take a few steps, stay indoors until the shaking has stopped and they are sure exiting the structure is safe.

When an earthquake starts your actions will be governed on where you are. If you are:

- Indoors: Take cover under a sturdy desk or table, stay away from sharp objects such as glass, windows, and mirrors, stay in bed if you are there, use a doorway for shelter only if it is in close proximity, stay inside until the shaking stops, and be aware that the electricity may go out.
- Outdoors: Stay there, move away from buildings, streetlights and utility wires.
- In a moving vehicle: Stop as quickly as safety permits and stay in the vehicle, avoid stopping near or under buildings, trees, overpasses, and utility wires, and proceed cautiously once the earthquake has stopped.
-

¹ <http://fema.gov/areyouready/earthquakes.shtml>



IBHS Open for Business & ACP-OC Chapter

By: Diana McClure

At the March 14th meeting of the Orange County Chapter of the ACP, Diana McClure, VP & Director of Business Protection at the Institute for Business & Home Safety (IBHS), briefly described the ACP/IBHS partnership to help small to mid-sized businesses develop business continuity and property protection plans. The partnership is the result of an IBHS proposal a year ago at the ACP Board of Directors and Chapter Presidents' meeting to utilize its Open for Business program in support of the findings and "Next Steps" published in the ACP study on lessons learned from Hurricane Katrina.

ACP Lesson 1 - Emphasize the need for greater business continuity planning in the small and mid-sized business sector. Considering the Fortune 500 companies have the resources to hire business continuity staff or experienced consultants, small companies do not have the same luxury. ACP should organize seminars through the local Chambers of Commerce to help educate and guide these organizations on how to develop their own plans.

IBHS, is a national nonprofit initiative of the insurance industry to reduce the social and economic effects of natural disasters and other property losses, has generated a great deal of interest in the Open for Business program among Chambers of Commerce and other organizations around the country. These organizations can become the conduits through which the ACP chapters can get the business continuity message out to the broader community, make ACP better known, and utilize their members' expertise to help make their communities better prepared for natural and human-caused disasters. ACP Chapter President DeBorah Lozada will be meeting soon with the President and CEO of the Orange Chamber of Commerce, which wants to utilize the Open for Business program for its members.

Open for Business web links:

- www.acp-international.com
- www.ibhs.org/business_protection

(Continued from Page 2):

- Trapped under debris: Do not light a match. Do not move about or kick up dust, cover your mouth, and tap on a pipe or wall so rescuers can locate you. Shout only as a last resort – shouting can cause you to inhale dangerous amounts of dust.

Last weekend I successfully completed my earthquake preparedness kits and safety checks, so next weekend I'm extending my earthquake preparedness project to check how well my sons and their families are prepared. I know I'm going to have fun putting them on the hot seat.

My approach will be simple I will use FEMA's Knowledge Check to quiz them and then I will conduct a surprise earthquake drill. This is going to be so much fun!

Are you prepared!

FEMA's Knowledge Check

What action should you take during an earthquake? The answer varies by where you are when an earthquake strikes.

1. At home:
 - a. Stay inside
 - b. Go out to the street
2. In bed:
 - a. Stand by a window to see what is happening
 - b. Stay in bed and protect your head with a pillow
3. In any building:
 - a. Stand in a doorway
 - b. Crouch in an inside corner away from the exterior wall
4. On the upper floor of an apartment building:
 - a. Take the elevator to the ground floor
 - b. Stay in an interior room under a desk or table
5. Driving a car:
 - a. Stop the car in an open area
 - b. Stop the car under an overpass

If you have questions or comments regarding Earthquake Preparedness please contact DeBorah J. Lozada, Ph.D., CBCP at djlozada@verizon.net or Donovan A. Lozada at Shinogi218@aol.com.

Call for Articles:

The theme of our next IAEM Bulletin special focus issue is How Emergency Management Works Around the World. We are interested in how emergency management works in your part of the world.

Please read the Author's Guidelines, keep your articles under 750 words, and send them to Editor Karen Thompson, at thompson@iaem.com.

Deadline for article submissions is April 10, 2007.

International Association of Emergency Managers www.iaem.com or www.emex.org



UC Irvine extension

Principles of Emergency Management

Social Ecology X490 (3 units)

All-hazards disaster planning and preparedness is the foundation for a coordinated, timely and well-executed disaster response that applies to a broad range of events.

Get an overview of emergency management with a focus on the roles of local, county, state, and federal government; non-profit agencies; and the business community.

- Gain an understanding of the key principles of emergency management within the framework of mitigation, preparedness, response, and recovery.
- Enhance your knowledge of risk and threat assessments, preparing emergency plans, managing response, and developing and implementing recovery plans.
- Learn about the regulations and standards that govern emergency management, such as SEMS, NIMS, and NFPA 1600.
- The principles of emergency management are reinforced with lessons learned from real-life events.

COURSE HIGHLIGHTS:

- Visit an Emergency Operations Center (EOC)
- Complete FEMA's Online Course *Introduction to NIMS*
- Hands-on Table Top Exercises
- Interact with Public and Private Sector Professionals
- Hear Expert Guest Speakers

Instructor: Eileen Salmon, M.P.A., is the emergency management coordinator for the City of Irvine. She has over twenty-six years of experience in Emergency Management, Emergency Preparedness, and Fire Prevention. Salmon is active in professional associations including the Orange County Emergency Management Organization (OCEMO) and Southern California Emergency Services Association (SCESA). She has served as a member of the Southern California Fire Prevention Officers Board of Directors.

**When: Fridays & Saturdays, April 27-May 12, 8:30am-5pm; no meetings May 4 & 5;
4 meetings**

Where: Room 204, UCI Learning Center, 200 S. Manchester Ave., Orange

Fee: \$495

Reg#: 00236

Enroll at www.extension.uci.edu or (949) 824-5414

For more information: 949-824-6538

Mark Your Calendars for the Upcoming Summer Quarter Course!

Emergency Management Plan Development

Fridays & Saturdays, August 10-25; no meetings August 17 & 18;

8:30am-5pm; 4 meetings; UCI Learning Center



ACP Members and Non-Members

An Invitation

Event: Mock Disaster

Sponsors: ACP, Continuity Insights, Disaster Survival Planning Network (DSPN)

When: June 28, 2007, 8 am – Noon

Where: Evangelical Christian Credit Union Community Building
950 Mariner (enter from either Puente or Arovista)
Brea, CA 92821

Admission: \$165 per seat; ACP members pay only \$99 per seat

Registration: www.disaster-survival.com/mock.html or call 800.601.4899.

This event simulates a major earthquake which strikes Southern California on a Thursday at 9:03 AM. The 7.5 magnitude temblor occurs along the Newport-Inglewood fault with an epicenter around the Gardena area. Just west of the epicenter, the 700 employees of a local morning newspaper are getting ready to prepare the Friday edition. The paper is *The Daily Express*, owned by a publishing conglomerate in Chicago. Perry White, the newspaper's publisher, has recently led his employees to develop a business continuity plan to ensure that the paper can be published the next day after any disaster. In building their plan, they created a mutual aid agreement with *The World Planet*, a competitive evening paper about 35 miles away, but they have never tested their plans.

Perry White's primary concern is that the communications strategy for the plan is not robust enough to be effective for the various employee groups and advertisers that must work together although they are geographically disbursed across the area.

During the simulation, participants will assume the roles of the employees and clients of *The Daily Express*. There will be roles for members of the EOC, company executives, department managers, concerned overseers at the parent company in Chicago, and some of the newspaper's major advertisers. From their disbursed locations, they will face the communications problems that the earthquake has caused, and they will recommend changes to the plan that will make the communications more effective.

This simulation was developed and will be staged by Disaster Survival Planning Network (DSPN), a network of certified business continuity consultants based in Camarillo, California. DSPN has helped many companies develop and test their enterprise-wide plans since 1988. For more than two decades, they have been frequently recognized for their innovative and comprehensive designs.





**Upcoming Seminars/Workshops
2007**

April 21-25	Strohl	Phoenix, AZ
April 23-25	Continuity Insights	New Orleans
May 18-24	CPM West	Las Vegas, NV
Nov. 13-15	CPM East	Orlando, FL
June 13-14	IAEM Mid-Year	Washington, DC
Nov. 11-14	IAEM 55 th Annual Conf. & EMEX	Rena, NV
Oct. 23	Annual Disaster Preparedness Academy	Anaheim, CA

**IAEM Region 9
Biological Agents & the Threat of an H5N1
Influenza Pandemic**

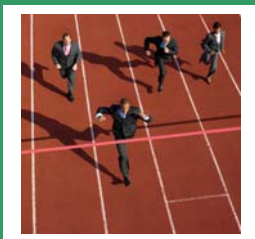
May 9, 2007: 10am-3pm in Marysville, CA
 May 23, 2007: 10am-3pm in Palm Springs, CA
 May 31, 2007: 10am-3pm in Irwindale, CA
 June 19, 2007: 10am-3pm in Sacramento, CA

University California, Irvine
Irvine, CA

April 27 – May 12 (4 Classes): Principles of Emergency Management (Section 1)

California State University,
Fullerton CA

June 2, 2007: Introduction to Business Continuity
 June 6, 16 & 23: Process of Business Continuity Planning
 July 14, 21 & 28: Business Continuity Plan Cycle – Design to Development
 August 4, 11, & 18: Exercising the Business Continuity Plan



**Chapter Meetings
2007**

Orange County

April 11	Emergency Housing Ready OC Program
	Vendor Spotlight: Glasshouse
May 9	Dare to Prepare Networking/Workshop
	Vendor Spotlight: Syntrix
June 13	BC/DR Toolbox
	Vendor Spotlight: TBD
July 11	Data Protection/Business Continuity
	Vendor Spotlight: TBD
August 8	TBD
September 12	Biological Agents and the Threat of an H5N1 Influenza Pandemic Networking/Workshop
	Vendor Spotlight: TBD
October 10	TBD
November 14	TBD
December 12	Holiday Luncheon OC Mining Company

Call for Volunteers:

- Guest Speakers for the Orange County Chapter Meeting
- 2008 Board
- **Outreach Projects:**
 - Girls Inc.
 - Working with IBHS and Chamber of Commerce(s)

If you would like to volunteer please see or contact DeBorah Lozada, at djlozada@verizon.net



Application-Driven Data Management
for Critical Enterprise Information


21ST CENTURY SOFTWARE
Bringing Intelligence to Data Protection

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Application-Driven Data Management for Mainframe, UNIX, and Linux environments

 <p>Bringing Intelligence to Data Protection</p>	<p>940 West Valley Road Suite 1604 Wayne, Pennsylvania 19087-1823 Phone: 800.555.6845 sales@21stcenturysoftware.com www.21stcenturysoftware.com</p>	<p>e3 Sciences Limited PO BOX 1195 Bedford MK42 8WY United Kingdom Tel: +44 (0)207 060 6601 Fax: +44 (0)207 060 6602 info@e3sciences.com www.e3sciences.com</p>	<p>Generic Systems Australia Level 21, 201 Miller St. • North Sydney, NSW. 2060. Australia Tel: (61-2) 9959-2239 Fax: (61-2) 9876-8392 bradley@gensys.com.au www.gensys.com.au</p>
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3 Business Continuity Workshops Coming To Orange County 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...<i>That Work!</i>
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Workshop #105: Essentials for Enterprise-Wide Business Continuity Programs (July 17)

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 (July 18)

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!* (July 19)

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.





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



CHAPTER MEETING HIGHLIGHTS

March 14th ACP-OC Meeting Guest Speaker: Mary Ann Marks

Mary Ann Marks is a contractor for the United States Agency for Development (USAID), Office of Foreign Disaster Assistance Bureau. As a member of a larger team called the DART (Disaster Assistance Response Team) she was recently deployed to DARFUR Sudan representing the U. S. Government in their efforts to support humanitarian needs of the internally displaced persons as a result of the ongoing civil conflict.

Since 1993 she has worked in the humanitarian, disaster response field in various international countries, Kenya, Ethiopia, Sudan, Swaziland, Nigeria, Bangladesh and Rome Italy to name a few.

Prior to here current position with USAID, she served as Program Coordinator for the United Nations World Food Programme responding worldwide to natural disasters, such as drought or floods.

Before her global travels she worked for General Dynamics Space Systems as a Sub-Contract Administrator and holds a Bachelors of Science International Business Administration degree.

When she is not living out of a suitcase somewhere in the world she makes here home in San Diego, California.

Disclaimer: Ms. Marks will be presenting her personal experiences and does not suggest being a spokesperson for the U.S. Government or any of its agencies.

Vendor Spotlight: Phil Lambert The Center for Continuity Leadership

CONTINUITY, Your future depends on it. ENGAGE, EQUIP, EMPOWER. At The Center for Continuity Leadership we believe that establishing a state of readiness to face any challenge while contributing to the bottom line is imperative to the success of any organization.

www.continuityleadership.com



Southern California Chapters

- Los Angeles Chapter every 2nd Tuesday
- San Diego Chapter every 3rd Tuesday

Other Southern California Associations

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

Other Resources
(Under Construction)

Visit our web site
<http://www.acpoc.com>



ACP ORANGE COUNTY UPDATE

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2008 Board Elections

Please see DeBorah Lozada or Alicia Stevens if you are interested in a Board position for 2008.