



Message from the President

DeBorah Lozada, Ph.D., CBCP

Happy New Year!

Welcome back from the holidays. As we look forward to a new and exciting year, I'd first like to take a look back at 2005 and thank Monique Weiland for her leadership and dedication to our chapter. Monique has lead the way for this chapter to move ahead and to soar to new heights in 2006.

The 2005 ACP-OC board can be classified as innovative business and disaster continuity professionals. The board thoughtfully established challenging goals, set objectives, and planned strategic initiatives that helped ACP-OC achieve its vision and mission. I would like to take this opportunity to thank the 2005 board members. Without their support, dedication and willingness to volunteer we would not have a successful Chapter. I believe we now have the foundation in place to allow us to fulfill our vision, mission and long-term goals.

Background

I am excited and honored to serve as your 2006 ACP-OC president. I would like to take a few moments of your time to introduce myself.

I have developed and managed four centralized staffing offices, supervised nursing and clerical personnel, managed a wide range of business process improvement projects, and developed, enhanced, and exercised business continuity, crisis management and emergency operations center plans. My current position is interim lead Program Manager, Business Continuity at PacifiCare my responsibilities include maintaining and enhancing the business continuity program which include the emergency response, crisis management, emergency operations center, business recovery and business restoration programs.

I joined ACP-OC in 2001 and have been an active member, as well as an active board member since 2001. Choosing to become a board member for ACP-OC chapter was one of my best personal and professional decisions. As a board member, I learned about developing and distributing a quarterly newsletter, experienced the challenge of compiling and distributing information to chapter members, and gained first hand experience in

overall project management. Most importantly, I have the opportunity to work closely with other business continuity professionals.

2006 Board Members

The 2006 ACP-OC board will continue to establish challenging goals, objectives and execute the initiatives that will help enhance the vision and mission of the chapter.

Welcome new members:

- Susan Zielan (Treasurer),
- Alicia Stevens (Program Director),
- Kern Vogel (Information Director).

Welcome back members:

- DeBorah Lozada (President)
- Bill Wostenberg (Vice President)
- Tym Stark (Website)
- Russ Arnett (Newsletter)
- Lynn Manzano (Secretary)
- Stephanie Minasian (Advertising Director)
- Sandy Rheinecker (Membership Director)
- Marie Schlesinger (Service Project Coordinator)
- Monique Weiland (2003-2005 chapter president).

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President Message (Continued):

2006 Challenge

I challenge each of you to examine your career goals and ask yourself how the chapter service can benefit you. Additionally, what services and events can our chapter offer to help you reach your goals? Your ideas and service to the chapter are the keys to fulfilling our objectives. I am looking forward to growing with you this year.

Do not forget about security!

Joe Arnett, M.B.A.

We must maintain an awareness of our situation at all times at work and at home. I have seen on several occasions' lack of simple security that could put people and companies at risk.

We must all be aware of the process called "Social Engineering" in which an individual or an organized group infiltrate a company for the purpose of obtaining privacy data about individuals, groups of customers, or employees of a company. Things to do or consider include:

- When you leave your work area, always lock your computer screen.
- Do not leave privacy data, purse or wallet on desk unattended.
- There is usually a good reason why someone's badge is not working – don't let someone follow you into secured areas
- On your outgoing voicemail message, do not indicate that you are out of the office and not checking voicemails – this could allow someone to infiltrate your business by using your identity
- Presenting a business card should never serve as sufficient evidence that a person is a company employee – if your company requires a badge ask for it
- Consider having all visitors to your area and company be escorted at all times
- Another new trick that is being used thanks to technology – is the taking of your pin number at a store or an ATM by videoing it as you punch it in.
- One of the latest Credit Card information gathering scams – someone captures your credit card number but needs your security number from the back – they call you as the bank or credit card company and ask you to provide them the number for verification – please DO NOT DO THIS the bank or credit card company would never call and ask for this information.

UPCOMING EVENTS

ACP CHAPTER MEETINGS

1/10 ACP-LA
1/11 ACP-OC

Time: 12:00 p.m. – 3:00 p.m., Capital Group, Brea, CA

"Selecting the Best Recovery Site?", presented by Rich Schiesser, RWS Enterprises

"Program Development for Enterprise BC & Testing", presented by Ed Sullivan, Gemstar – TV Guide

Vendor Highlight – 21st Century Software, Inc.

1/17 ACP-SD

Training/Workshops/Seminars

UCI Extension Winter 2006

Emergency Preparedness: Business Continuity Planning

Risk Assessment, Security Policy Development, and Legal Aspects of Information Security

=====

International Safety & Security Conference 2006, February 8 - 10, 2006, New York City



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Food	5 Person	10 Person
S.O.S. Food Bars (5-yr. shelf life, 3600 Calories)	5	10
Water		
Water Pouches 4 oz. (5-yr. shelf life)	48	96
Bottle of Water Purification Tablets (50)	1	1
Warmth		
Emergency Blankets	5	10
Personal Safety		
Work Gloves	1	2
Dust Masks - N95	5	10
Lighting		
12 Hr. Green Light Sticks	1	2
30 min. Yellow Light Sticks	1	2
Flashlights	1	2
"D" Cell Batteries, Alkaline	2	4
Support		
Box of Waterproof Matches (50)	1	1
Multifunction Tool	1	1
Pry Bar 18"	1	1
Tarps 8' x 6'	1	2
Nylon Cord 50'	1	2
Duct Tape 2" x 50 yds.	1	2
Survival Bag - for Waste, Body Bags, Sealing Windows, etc...	1	2
Medical Heavy Duty Kits w/ QuikClot		
2 Patient Deluxe Kit	1	---
5 Patient Deluxe Kit	---	1
Hygiene/Comfort/Sanititation		
Refreshing Large Wipes (8 pk.)	2	4
Toilet Seat Covers (5 pk.)	3	6
"Wag" Sanitation Bags - Jells Liquids, up to 60 oz., Process solids...	5	10
Personal Hygiene Kits in Ziplock	5	10
Each Kit Contains:		
15 - Moist Towelettes		
1 - Tissue, Pocket Packs		
1 - Comb		
1 - Toothbrush		
1 - Toothpaste		
Communication/ Instruction		
Survival Guides	1	1
Whistle w/ Lanyard	1	2
Solar Crank Radios - (No Batteries Req.)	1	1
Packaging		
Choice of Duffles, Rigid Industrial Tote & Mobile Kits		



5 Person Duffle Kit shown

NEW
QuikClot with both medical kits
QuikClot stops bleeding almost instantly!

5 Patient Medical Kit Contents
(See-through waterproof pouch)

- | | |
|-------------------------------|-------------------------|
| 1 - QuikClot | 2 - Coldpacks |
| 3 - ABD Pads (5" x 9") | 2 - Triangular Bandage |
| 12 - Gauze Pads (4" x 4") | 3 - Safety Pins |
| 6 - Butterfly Closures | 4 - Sugar Pack |
| 2 - Gauze Roll (2" x 5 yds.) | 1 - 2" Elastic Bandage |
| 2 - Gauze Roll (3" x 5 yds.) | 8 - Antiseptic Wipes |
| 1 - Eye Pad | 8 - Antibiotic Ointment |
| 1 - Shock Blankets | 1 - EMT Scissor |
| 8 - Q-Tips | 1 - First Aid Guide |
| 1 - Splints/Tongue Depressors | 10 - Exam Gloves |
| 4 - XL Band-aids | 1 - Forcep / Tweezer |
| 10 - Band-aids | 1 - Penlight |
| 1 - 1" Tape | |

- 5 Person Duffle Kit # 0106080D \$219.00
- 5 Person Tote Kit # 0106080T \$219.00
- 5 Person Mobile Kit # 0106080M \$289.00

- 10 Person Duffle Kit # 0106081D \$329.00
- 10 Person Tote Kit # 0106081T \$329.00
- 10 Person Mobile Kit # 0106083 \$399.00

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 - (10 Person) Tote size: 21.5" L x 15.5" W x 17" H



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**Monthly ACP-Orange County Chapter
Survey Results
January 2006**

Please be sure to return your evaluation

NEW MEMBERS

Are always welcomed – please see a board member for more information!



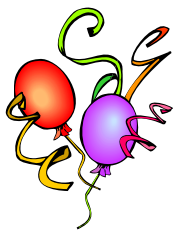
Want to advertise your company, seminar,
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Contact: [Russ Arnett, Newsletter Director](#)
[Stephanie Minasian, Advertising Director](#)



Do you have a great idea that you would like to
present to the membership?

Please see one of your board members all
ideas are invited and will be considered.



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radio communications, broad cast satellite, and cable. The EOC local area network includes

Helpful Tips in Developing Emergency Operations Center Plan

DeBorah Lozada, Ph.D., CBCP

As business continuity professionals we are given the challenging task developing and implementing an Emergency Operations Center Plan.

The first challenge is providing senior management with:

1. Why does the organization need an Emergency Operations Center Plan?
2. What is the cost to implement and maintain the Emergency Operations Center Plan?
3. Where will the Emergency Operations Center be located?
4. How often will the organization need training?

Prior to approaching senior management some research and analysis is required to tailor the plan around the organization's needs. Also, it's beneficial to assess past incidents and to prioritize building locations for identifying and establishing primary and alternate local and regional Emergency Operations Centers.

Once the research and analysis is completed create an Executive Summary and present to a pilot group prior to implementing. Find a project sponsor to support the plan and the activities required to ensure senior management is familiar with the plan and their roles and responsibilities.

Ensure that the Executive Summary addresses the purpose, objectives, scope and notification process of an EOC. The following is an example of an EOC Executive Summary.

Purpose

The Emergency Operations Center (EOC) Plan establishes the command and control protocols for the organization actions and procedures necessary to manage recovery of critical business functions in the event of a natural or man made disaster. This plan is designed to minimize the operational and financial impacts of an incident or event. This plan will not be all-inclusive or detail every action, but is intended to provide an organized response to emergency situations.

The EOC facility includes the EOC Operations Room, Incident Command Center and functional work area, and staff work area. The EOC utilizes

access to data, communications and connectivity to the emergency power systems, and is intended to provide independent operations throughout the incident or event.

Objectives:

1. The EOC provides a secure location to determine situational status, coordinate actions and make critical decisions during an incident or event.
2. The EOC establishes communication and resources to meet the demands required in validating that the following teams have been initiated at time of event:

- **First Responders:** The First Responders manages the post evacuation support of the company's work force and may include the activation of the EOC. In this case, the planning assumption is that the building is not safe to occupy and the EOC will be located in a safe place close to the original building.
 - **Incident Management:** The EOC may be used by the Incident Management Team to manage those sets of incidents defined in the Incident Management Plan. If the building is not affected by the incident then the EOC may be located in a specific area within a the building.
 - **Business Recovery:** The EOC will be used by the Business Recovery Team (BRT) and will be located a sufficient distance from any one campus to prevent a regional disaster from affecting any company's facility and EOC.
3. The EOC may be located in a variety of locations, dependent on the type of incident and conditions of the facilities.

Scope:

- Emergency Operations Center activation and implementation.
- Emergency Operations Center command, response and control.

Continued on page 6



Helpful Tips in Developing Emergency Operations Center Plan: Continued

Notification:

Incident Management Team Leader has the responsibility of notifying the Emergency Operations Administrative staff of a pending and/or active event this is achieved by using a combination of methods, i.e., work extension, home telephone, pager, and cell phone. If after 20-minutes the primary Emergency Operations Center members have not been reached, their designated alternate will be contacted.

2005 Most Valuable Player Award

The votes came in and were carefully counted and reviewed – by a very large and significant margin the winner was –

DeBorah J. Lozada, PacifiCare

DeBorah J. Lozada, Ph.D., M.B.A., CBCP, is program manager and lead business continuity planner at PacifiCare Health Systems. She had served as vice president of the Association of Contingency Planners – Orange County in 2005. DeBorah 's experience covers 18 years in healthcare in a variety of nursing administrative roles including Nursing Administration, Program Manager, and Database Analyst.

She is an outstanding teacher, leader and mentor. To those who know her she is a precious and wonderful friend and confidant.

She has provided service to our chapter in so many ways from planning to volunteering without a word of complaint.

Please be sure to take a moment to congratulate her if you have not already done so.

Interested in developing a “How To” handbook for developing Continuity Plans as a ACP Chapter activity? If you are please contact: Russ Arnett rarnett@acpoc.com

Chapters in the handbook would include the full range of subjects from BIA to final testing and review.

A Challenge to consider:

Russ Arnett M.B.A., MBCI, CBCP, PMP

I had a conversation this week with our COO and it was a very good one. She is committed to the bottom line for the corporation as you would expect all top executives like her to be – but she was also aware that it quickly becoming a regulatory and insurance requirement to appropriate Recovery Plans.

This is her first week on the job and after our conversation is willing to be the “business owner” of this process. What does this mean? It means that she will be the one who will assure that budget dollars will be available, and that other resources will be allocated.

My responsibility will be to provide high level and critical education for her that will provide the insights that will be used for education of the other executives who may need some additional encouragement to participate.

I would like for you to consider how you would approach this opportunity – it is after all a rare one and must be taken advantage of professionally as possible – and one that can show the potential of a strong ROI when and if a disaster occurs.

Remember these are first and foremost business professionals and not Information Technology professionals. (IT has their act together) so the process involved must make business sense within reason.

I am tossing all of you a challenge – and a prize (Starbucks) for what I consider the best submittal. Provide me with how you would develop a position paper about Business Continuity Recovery Plans and in general what would be in these plans.

Please no shorter than one page and no more than a hundred. I will be happy to share with you my approach if requested – it will be available in early March.

Hints of my approach:

- Strike Teams
- Knowledge Experts
- Internal / External Life-lines
- Corporate global communications

If you are interested please supply me your submittals to rarnett@acpoc.com



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Business Continuity Benchmarking Study

Continuity Insights magazine and KPMG Advisory Services are inviting you to participate in its annual Business Continuity Benchmarking Study. Study respondents are entitled to receive a FREE, no cost or obligation copy of the study results. Once the results have been compiled, respondents can also request at no cost or obligation specific study segmentation reports by business, size of organization, and other criteria, for benchmarking purposes.

The *Continuity Insights*/KPMG study over the years has become an important industry research tool for senior management and other continuity professionals. Your participation and insight will provide information and other valuable metrics required to elevate continuity discussion and leading practices to its next level.

All responses are completely confidential. An independent research organization, Continuity Research, will be fielding and tabulating the study results.

TO TAKE THE SURVEY, GO TO www.ContinuityInsights.com OR CLICK ON THE FOLLOWING LINK:
<http://www.questionpro.com/akira/TakeSurvey?id=329644>

Should you have any questions prior to completing the survey, please feel free to contact me directly at 215 230- 9556, ext. 104 or Bob@ContinuityInsights.com. Thank you for your time and support.



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<http://www.acpoc.com>



WHO WE ARE

MEMBERSHIP

NEWSLETTERS

EVENTS

ADVERTISING

WHAT'S NEW

Did you know?

That less than \$1.00 was spent on the campaigns for officer positions for this years ACP-OC Chapter!

That Well over 100 years of experience is represented on the board!

That several of your board members have actually been involved in a "real" disaster situation!

Several Board members when interviewed have indicated that these are of interest

Are you interested in these Issues?

- Regulatory requirements
- Business continuity industry standards
- Lessons learned from actual events

Would you like to have templates that cover these areas?

1. Risk Analysis
2. Business Impact Analysis
3. Contingency Planning
4. Business Availability / Recovery
5. Disaster Recovery
6. Strike Team standards

Please let me know – Russ Arnett

rarnett@acpoc.com



How to Reach our Executive Board

President

DeBorah J. Lozada, PacifiCare
714.226.2683
dlozada@acpoc.com

DeBorah J. Lozada, Ph.D., M.B.A., CBCP, is program manager and lead business continuity planner at PacifiCare Health Systems. She serves as vice president of the Association of Contingency Planners. Lozada's experience covers 18 years in healthcare in a variety of nursing administrative roles including Nursing Administration, Program Manager, and Database Analyst.

Since 2000, DeBorah has been providing clients with business continuity, crisis management and emergency operations center planning. She has led several cross functional teams of business professionals in the planning and execution of structured and tactical exercises.

Vice President

Bill Wostenberg
Automobile Club Southern California
bwostenberg@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).

Information Director

Kern Vogel
kvogel@acpoc.com

Kern Vogel is a Business Continuity Planner at Fremont Investment and Loan. He has over 25 years of experience providing consulting, project management, and analysis to many of the major companies in the United States. Kern has been providing disaster recovery and business continuity services since the mid 1990's. Kern has a Bachelors of Science in Mathematics from The Ohio State University and a Masters in Business Administration from Babson College."

Newsletter Director

Russ Arnett, Molina Healthcare
562.951.1531
rarnett@acpoc.com

Russ Arnett, M.B.A., MBCI, CBCP, PMP, CRTP is the Corporate Security Officer and Program Manager for Disaster Recovery and Business Continuity at Molina Healthcare one of the nation's fastest growing health plan organizations. He has over 35 years of experience providing consulting, project management, and information system services to healthcare, manufacturing, finance, human resource, retail and automotive organizations. Russ is an internationally certified Business Continuity Planner and Project Management Professional. He holds a Bachelors degree in Financial Management, and a Masters degree in Management Information Systems and Risk Management

Program Manager

Alicia Stevens, BC Management
Phone: (949) 250-8172 ext.203
astevens@acpoc.com

Alicia Stevens has been a corporate recruiter for over 10 years. Most recently, Alicia was the Technical Recruiter with Option One Mortgage and previously, a recruiter with Pacific Life Insurance Company. Her career as a corporate recruiter began soon after graduating from National University, San Diego with a Bachelor degree in Behavioral Science. As a corporate recruiter, Alicia has placed professionals from Business Continuity Administrators to Senior Executives both in information technology and financial services. She is looking forward to assisting you with your career development and staffing needs.

Website Director

Tym Stark, The Aerospace Corp.
310.336.6857
tstark@acpoc.com

Tym has been a member of the OC-ACP since December 1997. He has worked for The Aerospace Corporation for the past twenty-two years and is currently the Manager of Facilities Electronic Support Services. Tym has a BS in Technical Management and has twenty-six years of experience in the fields of telecommunications and security and safety and over ten in business continuity



Secretary

Lynn Manzano
LManzano@acpoc.com

Lynn Manzano has been involved with the Association of Contingency Planners for about three and a half years as a member. Lynn is the current Association's Secretary for 2006.

She has over 25 years of experience in software development and project management working for TRW, now Experian. Her first experience in business continuity was in leading the Y2K program for Experian. She is now the Director of Experian's Business Continuity Program. Lynn holds a Bachelor of Arts degree in Mathematics.

Being part of ACP is an excellent way to learn more about the business and to leverage best practices and lessons learned from other businesses!

Treasurer

Susan Zielan, Experian
714.830.7115
susan.zielan@experian.com

Susan Zielan has been involved with the Association of Contingency Planners for about two years as a member. Currently, she currently is a Business Continuity Planner at Experian. Her first experience with business continuity was as a contributing member of the Y2K team for Experian. In 2005, Susan passed the exam to become a Certified Business Continuity Professional (CBPC), and looks forward to receiving her certification in 2006.

Susan holds a Bachelor of Science in Music from Washington State University, and a Master of Music from North Texas State University.

Resource Director

Susan Jacobo, Southern California Edison
626.302.7012
sjacobosk@acpoc.com

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Advertising Director

Stephanie Minasian
SMinasian@acpoc.com

Former President

Monique Weiland, California ISO
626.537.2712
mweiland@acpoc.com

Monique has over twenty years experience in the electric utility industry as an analyst supporting corporate processes and sixteen 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 tabletop, 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 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 is a member of IEAM, BICEPP, and has participated on the ACP Orange County board since 1997 serving as Treasurer, Vice President, President, and currently Past President. She now joins the Corporate ACP Board as Board Administration Officer. "ACP continues to be an incredible source for professional contacts and industry trends to keep continuity, response, and recovery skills at the leading edge. My membership has great value."



VENDOR ADVERTISEMENT

3 Business Continuity Workshops Coming To Newport Beach ACP Members To Receive Discounts Up to \$130

February 7, 2006	February 8, 2006	February 9, 2006
Essentials for Enterprise-Wide Business Continuity Programs	How to Benchmark and Sustain Your Program	How to Create Drills and Exercises...<i>That Work!</i>

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 17 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. \$195 per seat. ACP members pay only \$165.

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. \$395 per seat. ACP members pay only \$345.

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. \$395 per seat. ACP members pay only \$345.

These workshops are sponsored by Disaster Survival Planning Network (DSPN). They are professionally designed to be educationally sound. Instructors 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 additional reference materials.

Content for these workshops was developed by Judy Bell, 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. She is a frequent speaker at national and international conferences.

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

To receive your ACP discount, register using this promotional code: "ACP 2006"