



Message from the President

Greetings and welcome to a 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 for the second year in a row. Thank you for your confidence. I am also honored to serve with such a sterling Board. All incumbent officers continued in their positions with the addition of two new members. The continuity of leadership will be great for the chapter to grow in excellence. We welcome Russ Arnett from Molina Healthcare who will be our Newsletter Director. We have all made a commitment this year to publish the newsletter on a quarterly basis and on time! As always, newsletters need the input of many people. We invite any member to submit articles, other print items, or to purchase advertising. Contact Russ for the Newsletter and Stephanie Minasian about Advertising. Board member contact information can be found later in the Newsletter and is the ACP website. We also welcome Marie Schlesinger from University of Southern California (USC) to the Board in a new position titled, Service Project Chair.

With the incredible success the chapter had in supporting Olive Crest Homes and Services for Abused Children and Families both in emergency plan support and gifts at Christmas, we knew we had more to offer. Thanks to Carinda Michelsen for introducing Olive Crest and double thanks to Peter Romero and Consuelo Esparza for volunteering their time to review Olives

Crest's emergency plan. You may have missed their presentation at our December meeting, but those of who attended, heard how much they appreciate the work you both did and how your efforts have elevated their preparedness education and desire to improve their program and planning.

Marie has now been given the challenge to look at service opportunities that will allow our members to give back to the community. She will search out these opportunities, share them with us all, then we will proceed based on member feedback. So, if you know of some great opportunities, please share them with Marie and be prepared for what prospects she discovers.

The Orange County Chapter has experienced great growth in active members during 2004 and an increase in member attendance. Thank you to our members. This chapter is only as strong as your participation. Thank you for attending, inviting guests, and sharing your opinions with us. Your feedback on the monthly meeting survey helped us plan the presenters and some changes in how we approach our planning and conduct our meetings. Thank you for helping us serve you better.

C
C **Continued on Page 2**

INSIDE THIS ISSUE

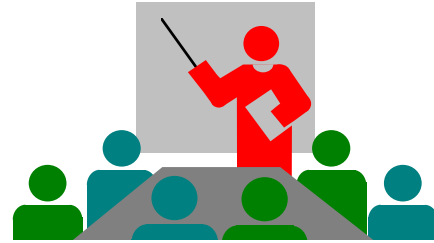
Message from the President	1
Upcoming Events	2
OC-ACP Web site	2
Vendor Advertisement	3
Survey Says Salaries are Up in 2004	4
Guest Speakers	5
Tips on Building a Project Team	6
Resources	7
OC-ACP Annual Survey	7
Business Continuity & Risk Management Company Reputation Depends on it	8
Vendor Advertisement	10
Executive Board	11





Message from the President Continued:

In my last President's letter, I promoted the Triangle of Life concept introduced by Douglas Copp. A lot of controversy has been circulating about the viability of his approach. I can't say it better than the following letter I received from Mark Benthien of the Earthquake Country Alliance.



Dear Earthquake Country Alliance members,

In recent weeks an email has been circulated regarding an alternative to the drop, cover, and hold called the "Triangle of Life".

Attached is a rebuttal to this theory, written by Rocky Lopes, Ph.D., Manager of Community Disaster Education of American Red Cross. In short, the American Red Cross and most all official preparedness organizations in the United States continue to advocate drop, cover, and hold as the appropriate action and message in the United States, where buildings rarely collapse completely in earthquakes. Also, to understand the background Doug Copp, the person advocating the "triangle of life," you should read the articles written by the Albuquerque Journal newspaper which show how he has consistently misrepresented himself and his actions during and after major disasters. The website for the articles is <http://www.abqjournal.com/terror/>

If you are getting questions about this issue as we are here at SCEC, I encourage you to read this information and to forward it to others as needed. Mark Benthien Director of Communications, Education and Outreach Southern California Earthquake Center, an NSF/USGS Center University of Southern California.

This corroborates what I was saying in my last letter: it is important to clarify what is fact and what is fiction. I promoted only one side of the story. I apologize for my error. Please do research both sides of the story and decide for yourself.

Upcoming Events

ACP-Orange County Chapter Meetings

April 13, 2005

- "What People Do To Make The Numbers Look Good After Disaster Strikes" presented by Hal Huffer & Sarah Carson, Private Investigator
- "Benchmark Your Business Continuity Program" presented by Cheyene Haase, BC Management

May 11, 2005

- "How to Plan & Execute a Successful Exercise" presented by Bob Takemura, MLC& Associates
- "TBA-Relating to Crisis Management", presented by Johathan Bernstein, Bernstein Crisis Management LLC

June 8, 2005

- "Engaging Senior Management & Enhancing Their Support with Status Reporting", presented by Russ Arnett, Molina Healthcare

July 11, 2005

- 501 Class and CBCP Certification Exam

August 10, 2005

- "Culture & Competency Assessments", presented by Phil Lambert, The Center for Continuity Leadership

September 14, 2005

- Tour: California Institute of Technology Seismological Laboratory Tour.

October 12, 2005

- Tool Box

Check the Orange County ACP Website!

You will find the following items and more on the Orange County Website
Newsletter

Career Center

To post open positions or to find out more about the ACP website contact:

Tym Stark, ACP-OC Website Director

Timothy.r.stark@aero.org



Vendor Advertisement



[Products](#)

[Services](#)

[Company
Profile](#)

[Sarbanes -
Oxley](#)

[In the News](#)

[Expense
Reduction](#)

[Trade Shows](#)

[Contact Us](#)

[Links](#)

[Job
Opportunities](#)

Bringing Intelligence to Backup and Recovery

No matter how well managed your IT center may be . . .

There will be times when reliable backups are needed to recover vital corporate data. It might be due to a power blackout, or weather related. It could be the result of a virus infection, or even a malicious act. Or it may simply be a common processing problem, or just human error. Whatever the cause, your backup is your protection, your means of recovery. 21st Century Software provides the only truly automated, intelligent enterprise solution for backup and recovery management. Take a moment to learn how your organization can benefit from our VFI Product Family.



Survey Says Salaries are Up in 2004!

BC Management is pleased to announce the release of the 4th Annual Salary Review exclusively for business continuity/ disaster recovery professionals.

The response to this year's salary review was exceptional! Over 1,200 respondents from 30 countries completed the on-line survey. The data was then trimmed to 1,174 valuable data points after removing duplicates, missing salary information and unintelligible data. Of those, 931 were classified as being full-time employees located in the United States. Our primary salary review focuses exclusively on the full-time employees within the United States.

The 2004 Salary Review indicated an increase in total compensation (base + bonus) for both full-time employees and independent contractors. Full-time employees noticed a 4% increase while independent contractors enjoyed a 13% increase in total compensations. It is important to note that salaries for full-time employees surpassed the total compensations reported in our 2001 Salary Review. Compensations in 2000 and 2001 were quite generous as companies rewarded their BC/DR professionals with large bonuses for their successful Y2K implementations. Full-time employees have noticed a slow upward climb since the dip in compensations in 2002. Our survey review indicated that 78% of the respondents in 2004 reported an increase in total compensation compared to 73% in 2003. Independent contractors enjoyed a large increase in total compensation; however, they are still well below their earnings from 2000 and 2001.

BC Management points to two factors that facilitated the increase in 2004 total compensations. One major factor is the recovery from the recession and continued corporate confidence in consumer growth. Corporations have been very frugal with budgets over the last two to three years; however, many seemed to ease back into budget spending as they responded to pressure to grow. Increased budget spending has led to the approval of salary increases, hiring new BCP professionals and paying larger bonuses throughout 2004.

The second factor is the continued corporate BC/DR awareness among corporate executives. Much of this awareness has been created as

companies strive to understand and adhere to changing regulations. Several executives have been challenged to re-invent a sound BC/DR program that makes sense with their company culture as well as being good for the business. This emergence of corporate awareness has led to the hiring of several Sr. BC Directors throughout 2004. These Sr. BC Directors have been tasked with developing a BCP enterprise program where BCP is intertwined with the company culture.

When reviewing the data in more detail, three trends became apparent. One is that it pays to be certified. An overwhelming majority of certified respondents continue to earn more on average than their non-certified peers. Our survey review indicated that many of the field related certifications reported a higher average total compensation compared to the non-certified respondents. The only exception was for the ABCP and CEM certifications. The ABCP certified professionals are known to be entry level to the BCP field, thus their compensations may be lower to those professionals with more experience, but no certification. The CEM certified professionals tend to work within the private sector. The private sector typically pays lower compensations; however, their employees tend to enjoy excellent benefits. Our salary review does not track benefit payouts as part of the total compensation.

The second trend we noticed is that more respondents were either certified or dual certified in our 2004 review compared to 2003. In 2003, 65% of the respondents were reported as being certified. In 2004, 64% of the respondents had one certification while 14% had 2+ certifications. (The 2003 review did not inquire about multiple certifications.) The 2004 survey also indicated that 8% of the respondents were waiting to receive their first certification while 11% were waiting to become dual+ certified.

The next trend that became apparent is that companies were rewarding their BC/DR professionals with increased bonus payouts. Our survey review reported that 58% of the respondents received a bonus in 2004 compared to 47.2% in 2003. Of those who received a bonus, the average was \$12,270 in 2004, compared to \$11,268 in 2003. On average, bonuses were up for all job titles except for "Other". Global Practice Managers within the professional services



reported the highest bonus payout as a percentage of their base salary, which was 47.8%.

It is important to note that when reviewing the 2004 Salary Review to analyze each graph and chart. Several factors determine a professional's total compensation. In this salary review BC Management analyzed the following criteria: job title, industry, certification, IT expertise, years in field (BC/DR, emergency management, etc.), degree, geographic location and travel. It would be incorrect to assume a salary range based on one graph since each graph indicates an average total compensation from less experienced to very experienced professionals. Total compensation throughout the salary review means base and bonus only.

A free copy of the 2004 Salary Review may be downloaded via our website at www.bcmanagement.com.

By Cheyene Haase
President
BC Management, Inc.



Guest Speakers

Thank You!

January 12, 2005

Monique Weiland, CA-ISO

Kathrene Hansen, Homeland Security Dept.

February 9, 2005

Colonel Greg Park, Los Alamitos Joint Forces Training Base

Keith Harrison, Southern California Region Office of Emergency Services

Joe Steinmetz, FEMA

Lieutenant Colonel Hal Kempfer, USMS Reserve, 5th Army Emergency Plans & Liaison Office

March 8, 2005

Jeffrey Wright, Principle Systems Engineer

April 13, 2005

Hal Huffer, Private Investigator

Sarah Carson, Private Investigator

Cheyene Haase, BC Management, Inc.

Wanted Guest Speakers

If you have a topic that you would like to present at the Orange County Association for Contingency Planners contact:

Cheyene Haase, Program Director
chaase@bcmanagement.com



TIPS ON BUILDING A PROJECT TEAM

It is a well-documented fact: Project managers set the tone for their project teams. The mood of a project team will be a direct reflection of the mood the project manager carries from selling the project to senior management, to recruiting project team members and facilitating the project kick off meeting.

If you take the time up front to develop a project contract, with a project plan, identify your Project Sponsor and Project Lead, and position the project goals correctly you will save hours of time lost due to inefficiency.

One method that is used is to *create a project team building strategy!*

BUILDING THE PROJECT TEAM

Building a business continuity project team starts with senior management buy-in. The first challenge is to identify and meet with the Project Sponsor. The purpose of this meeting is to obtain business continuity project support, identify a project lead and project team members. It also allows the Plan Sponsor to scope the project, identify the department's recovery strategy, critical business functions and an opportunity to assign a subject matter expert to participate on the business continuity project.

When the business continuity planner obtains approval and support from senior management the second challenge is pulling the team together. Scheduling a kick off meeting is the first — often the most significant — opportunity to boost the morale of the team. Some activities that help to encourage team members include:

- Arranging a team name contest
- Providing an opportunity for senior-management-level sponsors to address and encourage the team

RECOGNIZE PROJECT TEAM SUCCESSES

Recognizing project teams that are consistently meeting goals on a regular basis can be treated to relatively inexpensive activities. Even in cash-strapped organizations, many people will still feel a sense of pride when an event is organized by a

manager. The publicity, recognition of a job well done and the creation of an activity that is not part of everyday office life is a more powerful motivator than most project managers realize.

When a milestone is achieved — significant or not — recognize the event and focus on the accomplishment.

Even in cases where the milestone was achieved late or over budget, a respectful acknowledgement of the obstacles overcome and any lessons learned can take a team out of the blues and into a more productive mode.

TALKING TO YOUR TEAM MEMBERS

As the project manager one-on-one conversations with project team members on both a business and personal level can boost the esteem of individuals and the team as a whole.

To enhance a sense of belonging and purpose, ask your team members two pivotal questions. "What does this project mean to our customer?" and "What does this project mean to you?" A project manager that poses these questions and listens to the answers can accomplish a lot with the project team members, including a reflection of genuine purpose for the project and the need for the individual to be part of the solution.

PROJECT CLOSURE AND BUILDING THE NEXT PROJECT TEAM

The celebration of delivery and acceptance of the final deliverable can solidify the sense of pride and accomplishment within the team and cause the memories of working on the project to be positive ones. This will help the project manager when working with these team members in the future.

More important, however, the project manager who is diligent about documenting a one- or two-paragraph summary of the contributions of each team member and sending that to the team member's management team will earn a loyal team member for future projects. This important step will also bring the project manager a step closer to developing a team with high morale before the next new project even starts.



CONCLUSION

As business continuity planners and project managers you don't need the personality of a politician or looks of a movie star to build a productive project team. It might be helpful to have any of these attributes, but even without them, if you have a strategy in building project teams you can create an environment of trust, creativity and innovation that attracts individuals to the business continuity project.

If you have any questions or comments on the material within this article, please contact DeBorah Lozada: Deborahlozada@aol.com.
[Continuity Publishing Org](http://ContinuityPublishingOrg)

Authors:

DeBorah J. Lozada, PhD, CBCP - DeBorah has over 18 years in the health care and 5+ years in emergency response, continuity and recovery planning. DeBorah is currently the Vice President for the Orange County chapter of the ACP organization.

Jeff Dawson, MBA, CBCP, CAPM – Jeff has over 4+ years in emergency response, continuity and recovery planning.

**San Diego, California
ACP Chapter Meetings**

**3rd Tuesday of the Month
11:30 a.m. – 1:30 p.m.**

Contact Ted Plautz at
tplautz@quidant.com



Resources

New items you can find on the Resource Table at the monthly ACP Chapter Meeting are:

- * ACP Orange County Update-Newsletter
- * The Forum
- * Synergy
- * ACP Orange County Chapter 2004 Year-End Report

Contact Susan Jacobo, Resource Director

Jacobosk@sce.com

Orange County – ACP 2004 Annual Survey

Response Rate

- 15% response from those on the ACP-OC News email distribution list (28 responses from 182 individuals)
- 31% from membership (26 responses from 85 members)
- 83% from Board (10 responses from 12 Board members)

Communications to Member

- 75% rated the ACP News email as excellent.
- 25%-39% rated other categories as excellent.

Meetings

- 75% rated the facilities as excellent
- 64% rated the location as excellent
- 57% rated organization as excellent
- 25%-50% rated other categories as excellent.

Topics/Speaker Suggestions

- Workshops for crisis management & EOCs
- Exercise (structured walkthrough, tactical, and operation).
- BC education and awareness approaches and tools.



Business Continuity and Risk Management Company Reputation Depends on it

We have seen during our careers companies who feel that Disaster Recovery and Business Continuity belong to the IS/IT department.

Quite a few of these companies have had problems just during the recovery test because of the “who is in charge” syndrome. Getting business departments to participate in these drills have in some cases been creative exercises and sometimes the IT/IS folks have just taken over.

Based on our combined experience in DR/BC of over 20 years we can clearly state that Business Continuity should NOT be under any type of reporting relationship to the IT/IS department.

Business Continuity needs to be the driving force to get the business back into action after any type of business disruption.

If a company does not have a Risk Assessment / Management or Compliance department then they should have this responsibility belong to a senior business executive.

Because of the published information about large corporate collapses, public companies are under tremendous pressure to prove that they can continue business after any business disruption.

An important and required component of any continuity plan is the development of a media interface process. How well this is done and followed is as important as the recovery itself.

The risk of having a corporate reputation attacked is higher now than it has ever been. Some of the reasons include:

1. Increased stockholder scrutiny.
2. Close media tracking of any unusual events that will provide headlines.
3. Federal and state regulatory bodies being willing to “out” companies that do not have plans that will maintain their viability.
4. HIPAA and SOX will soon be generating fodder for the press and give politicians the extra press exposure that they need for continuing in office.

What is reputation?

It is essentially what others think of you.

It is intangible, but it can be an enormous asset. Federal Express once suggested - a good reputation – *“A life saver in a crisis, and a tail wind when you have an opportunity”*

What happens once a company’s reputation is destroyed?

1. No benefit of the doubt
2. Media portrays you as a “troubled company”
3. You lose business
4. It is harder to borrow
5. Loss of staff and potential employees
6. Regulators from federal and local bodies become overly interested.

Once this cycle begins it is a long and hard climb to get it restored.

We feel that one would be hard pressed to develop a scenario where the IT/IS departments could address the business issues that revolve around the corporate need to maintain an excellent reputation.

To be sure Business Continuity Planning by itself is not an end-all but it is *“Business Continuity” Not “IT/IS continuity”!*

The ability to recover a business entity completely will most likely need a strong IT/IS recovery plan. But unless a Business Continuity plan is developed to drive the creation of these recovery plans – there will not be a business recovery – or at the very least not one that will satisfy your customers, stock holders and the regulatory bodies involved.

Reputation can not be completely protected by contingency plans but certain areas can be protected.



1. Products – having a developed policy on how to continue the production of your key products when there is an issue of meeting customer demand, recalls or consumer safety issues will keep you in business and could save you from a disaster in public relations.
2. Health and safety of the public as well as your employees must be a consideration and while in a contingency plan model – this rarely if ever in a recovery plan.
3. Environment – If your company can effect the environment you had better develop a contingency plan that all employees from top to bottom understands and are trained on.
4. Customer relations – If your call center has a disruption that is going to last for several days – do you have the contacts and financial capability aligned and identified so your customer base is not obtained by your competitors?
5. Supply chain – have you reached out to your critical suppliers to understand what they would do for you if you were in a crisis? Also important is what will they do if they are in a crisis – do you have a back-up vendor for your critical needs – a contingency plan would identify these issues and scenarios.

Authors:

Russ Arnett CBCP, MBCI, PMP – Russ has over 40 years in the IS/IT arena and 15+ in continuity and recovery planning. He has consulted with international and local companies on contingency planning. He is currently on the Board of Directors for ACE International, Prestige Consultants Inc., Taxation Professionals, Inc. and is Newsletter Director for the Orange County chapter of the ACP organization. He has his BS and MBA from St. Regis University.

Joseph Arnett CBCP

Joseph has over 20 years of experience in the IT/IS arena and 12+ in continuity and recovery planning. He has provided technical support to several local companies. He is currently a Senior

Business Continuity Consultant for JDA International, Executive Editor for Continuity Publishing, Business Continuity Planner for Freemont Investment and Loan. He has his BS and MBA from the University of Phoenix and is currently in his Doctoral program with the University of Phoenix



**Want to advertise your
company, seminar, or would
like to submit a Newsletter
article?**

**Contact: Russ Arnett,
Newsletter Director**

**Stephanie Minasian, Advertising
Director**





Simpler Life's

Since 1981

NEWLY STRENGTHENED!
Deluxe "Shelter in Place"
5 & 10 Person 72 Hour Disaster Kits

- Ideal for any Facility • Three packaging choices • Good for Evacuations too!
- Custom built Kits available for your Climate & Risks...
Hurricanes, Snow, Tornadoes, Floods, Earthquakes.

	5 Person	10 Person
Food		
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

High Strength Industrial Totes with
Tamper Resistant Ties & Adhesive Signs
• (5 Person) Tote size: 21.5" L x 15.5" W x 12.5" H
• (10 Person) Tote size: 21.5" L x 15.5" W x 17" H



Simpler Life Emergency Provisions, Inc.

2035 Park Ave. Suite #1
Redlands, Ca. 92373
(909) 798-8108 • Fax (909) 798-8718

www.simplerlife.com
1-800-266-PREP (7737)

P.O. Box 700704
San Jose, Ca. 95170
(408) 973-1222 • Fax (408) 973-0470



How to Reach our Executive Board 2005

President

Monique Weiland, California ISO
626.537.2712
mweiland@caiso.com

Monique has over twenty years experience in the electric utility industry as an analyst supporting corporate processes and fifteen 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, and currently President. "ACP continues to be an incredible source for professional contacts and industry presentations to keep continuity, response, and recovery skills at the leading edge. My membership has great value."

Vice President

Deborah J. Lozada, PacifiCare
714.226.3527
DeborahLozada@aol.com

Deborah Lozada has been involved with the Association of Contingency Planners for four years filling the Vice President 2005, 2004, Information Director 2003, and Newsletter Director 2002 positions.

Deborah's career consists of 20 years in the healthcare management field and 4 years as a full time Business Continuity Planner. Deborah joined PacifiCare in October 2000 as a full-time Business Continuity Planner where she strives to meet the challenges of developing, updating and exercising the organization's Business Continuity, Crisis Management and Emergency Operations Center Plans.

She provides advice to ACP-OC members via [Continuity Publishing Org](http://www.contingencypublishing.org)



Newsletter Director

Russ Arnett, Molina Healthcare
562.951.1531
russa@molinahealthcare.com

Russ Arnett is the Business Continuity Program Manager at Molina Health Care one of the fastest growing Medicare companies in the nation. He has over 30 years of experience providing consulting, project management, and analytical support to higher education, manufacturing, finance, human resource, and health care organizations. Since 1990, Russ has been providing both local and international 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.

Russ is a certified Business Continuity Planner (CBCP), certified as a Member of Business Continuity International (MBCI) and Project Management Professional (PMP). He is a state and federal licensed tax consultant. He holds a Bachelors degree in Information Systems, and a Masters degree in Business Operations.

Program Manager

Cheyene Haase, BC Management
949.250.8172 Ext. 204
Chaase@bcmanagement.com

Cheyene is serving as our Program Director. She is responsible for arranging the speakers and topics for each meeting. This is Cheyene's third year serving on the ACP-OC's executive board. In 2002 she served with the ACP-LA executive board as the Vice President and Treasurer. Cheyene has been working in the business continuity field for over six years as an executive recruiter. She is exclusively dedicated to placing business continuity/ disaster recovery, emergency management and information security professionals internationally.

Secretary

Tanya Staples, Wescorp
909.394.6396
tstaples@wescorp.coop

Tanya has served as the Resource Director for two years and is currently serving in her second term as Secretary. Tanya currently works for WesCorp in Operational Integrity and Innovation. One of her responsibilities of the department is to oversee the Business Continuity Plan. Tanya maintains the Plan by working with the business units to keep their plans updated and assists them in the creation of new plans as well as overseeing the annual fully integrated testing at their recovery site. On July 22, 2002, Tanya became a Certified Business Continuity Professional through the Disaster Recovery Institute International. Tanya has been a member of ACP since January 2001 but has been working with her Business Continuity Director for five years.



Treasurer

Lynn Manzano, Experian
714.830.5474

Lynn.Manzano@experian.com

Lynn Manzano has been involved with the Association of Contingency Planners for about two and a half years as a member. Lynn is the current Association's Treasurer for 2005.

She has 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!

Resource Director

Susan Jacobo, Southern California Edison
626.302.7012

Jacobosk@sce.com

Susan Jacobo was our Advertising Director from 2001-2002, the Newsletter Director in 2003 and is serving as Resource Director in 2005. Susan has served as the ACP President and as Vice President. She has served every available capacity since she has been in ACP. Susan has been an ACP member since July 1992. Susan is a Contingency Planning Specialist in Risk Management at Southern California Edison.

Advertising Director

Stephanie Minasian

Stephanie.Minasian@ironmountain.com

Website Director

Tym Stark, The Areospace Corp.
310.336.6857

timothy.r.stark@aero.org

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

Facilities Director

Christine Isaacson, The Capital Group Companies, Inc.
714.257.5722

Christine.Isaacson@capgroup.com

Service Project Chair

Marie Schlesinger, University Southern California
213.740.3962

mschlesinger@caps.usc.edu



Information Director

Bill Wostenberg

714.226.3844

Bill.Wostenberg@phs.com

Bill Wostenberg is a Business Continuity Program Manager at PacifiCare Health Systems, one of the nation's largest consumer health organizations.

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). He holds a Bachelors degree in Financial Management and Quantitative Methods, and a Masters degree in Management Information Systems.

As an active community leader, Bill has organized and led numerous community service projects. He has held leadership positions with non-profit agencies; professional associations, and corporate, and government boards, commissions and committees.

Membership Director

Sandy Rheinecker, IT Resources

949.753.3963

sandy_rheinecker@wfsfinancial.com

Sandy Rheinecker has been an ACP member since June 1999. Sandy is one of our new board members. She is serving as our membership director for 2005. Sandy has more than 20 years experience in managing large Data Centers. One of her greatest challenges was to relocate a Data Center in less than 6 months. Sandy has been involved in Business Continuity for 7 years. She currently works for WFS Financial. Sandy holds two Bachelor of Science degrees: one in Business Administration and the second in Telecommunications