



## Message from the President



**Correction:** I'd like to extend an apology for identifying Ron Faucet incorrectly as the contact to send information/inquiries to for the CPM Global Assurance publication. It should be Paul Kirvan whose email is [pkirvan@witterpublishing.com](mailto:pkirvan@witterpublishing.com).

Onto ACP Orange County information! Great news! Orange County ACP has a new look and feel to our website! Many, many thanks to our Website Director, Tym Stark, for making this happen. He has toiled for a year learning, developing, designing, implementing, and testing our new look for our website. Please take a moment to peruse our site and give us your feedback. Click in to [www.acpoc.com](http://www.acpoc.com)!

Here we grow again! Our chapter has surpassed our membership goal of 91 members! Thank you for your confidence in our organization. I thank you also for your input on our surveys so we can align the monthly meeting activities with what our members need.

ACP International has also grown and hit a new high for active members of 1,626, a 21% increase since January 1, 2005. Part of the growth is thanks to our four new chapters: Garden State, NJ – Old Dominion, VA – NY Capital Region, NY – Northern OH, and OH. And, there is two more pending approval of their articles of association: NYC Metro, NY – Alamo, TX! Our Chapter Services Director, Jim Crosson, on the Corporate Board has been the force behind these great developments. And he is not done yet. He has more than ten other chapter locations in process! The Corporate goal to increase visibility and re-instate our association as the pre-eminent organization in our industry is coming to fruition!

Paul Striedl, the President of ACP has a productive and dynamic team! We have been seeing Press Releases concerning chapter growth, new chapters, and other events pushed out by the Public Relations Director, Leah Farr. Corporate is also looking at updating their website as well. We hope they will follow our example! We will have a booth at all major conferences and a new banner to post in the booth. So if you plan on attending any of the DRJ, CPM, and Continuity Insights conferences this year and are willing to spend an hour staffing the ACP booth, please let any Orange County Board member know! We also have ACP buttons that you can wear to the conference to show you are a proud member of ACP.

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 surveys helps 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.

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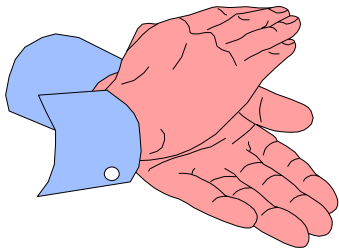
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**Message from the President Continued:**

September is National Preparedness Month. One event planned for September is the North America Regional Business Continuity Awareness Week (BCAW) scheduled for September 18-24, 2005. The purpose of this week is to continue to "Raise awareness, promote and enhance BCM in both the private and public sectors across North America." ACP along with the Business Continuity Institute (BCI), Canadian Centre For Emergency Preparedness (CCEP), Canadian Information Processing Society (CIPS), Business Continuity SIG, Disaster Recovery Information Exchange (DRIE), Canada, Disaster Recovery International (DRII) and its affiliate DRI Canada (DRIC), Emergency Preparedness for Industry and Commerce Council (EPICC), Global Partnership for Preparedness (GPP) are leveraging our areas of expertise to develop a package that will provide organizations and individuals across North America the required tools to enhance their knowledge and need for business continuity. As an ACP member, you are invited to participate in this initiative. Please feel free to send along ideas and materials you would like to share with the industry. This could be an opportunity for you to 'showcase your organization' by sharing a 'case study' or 'BCM tips'. So often we stumble upon a great solution through trial and error - why not take the opportunity to share your great solution with your colleagues. A paragraph, a page, a chapter, however much it takes to share, we're ready to learn from you! Confidentiality and privacy will be honored as requested. All correspondence should be forwarded to [bcaw2005@yahoo.ca](mailto:bcaw2005@yahoo.ca).



Have you looked at the National website for preparedness lately? [www.ready.gov](http://www.ready.gov) also has a new look, breaking down business, family, and children into separate categories. I heard of but have not seen a publication the Department of Homeland Security has developed to promote business continuity to all businesses. DHS recognizes that preparedness really is a grass roots program. It needs to be directed from the top and acted on from the bottom up. So the question is, how prepared are you? I know I have more to do and more to learn! And I want to learn from the best which is why I stay involved with ACP!



**CHAPTER MEETINGS**

**07/12/05: ACP-Los Angeles**  
**07/19/05: ACP-San Diego**  
**08/10/05: ACP-Orange**

**TRAINING/WORKSHOPS/SEMINARS**

**07/11-13/05: DRII BCP 501- Business Continuity Planning Review and Certification Exam, Costa Mesa, CA**

**07/14/05: CPM Disaster Simulation Exercise, Los Angeles, CA**

**09/18-21/05: DRJ's Fall World 2005, San Diego, CA**

**09/25-29/05: CESA Conference 2005, San Diego, CA**

**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](mailto:Timothy.r.stark@aero.org)**



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**NEWLY STRENGTHENED!**  
**Deluxe "Shelter in Place"  
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- 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
<b>Food</b>		
S.O.S. Food Bars <small>(5-yr. shelf life, 3600 Calories)</small>	5	10
<b>Water</b>		
Water Pouches 4 oz., <small>(5-yr. shelf life)</small>	48	96
Bottle of Water Purification Tablets (50)	1	1
<b>Warmth</b>		
Emergency Blankets	5	10
<b>Personal Safety</b>		
Work Gloves	1	2
Dust Masks - N95	5	10
<b>Lighting</b>		
12 Hr. Green Light Sticks	1	2
30 min. Yellow Light Sticks	1	2
Flashlights	1	2
"D" Cell Batteries, Alkaline	2	4
<b>Support</b>		
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
<b>Medical</b> Heavy Duty Kits w/ <b>QuikClot</b>		
2 Patient Deluxe Kit	1	---
5 Patient Deluxe Kit	---	1
<b>Hygiene/Comfort/Sanititation</b>		
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
<b>Personal Hygiene Kits in Ziplock</b>		
<b>Each Kit Contains:</b>		
15 - Moist Towelettes		
1 - Tissue, Pocket Packs		
1 - Comb		
1 - Toothbrush		
1 - Toothpaste		
<b>Communication/ Instruction</b>		
Survival Guides	1	1
Whistle w/ Lanyard	1	2
Solar Crank Radios - (No Batteries Req.)	1	1
<b>Packaging</b>		
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  
Tampor 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

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

P.O. Box 700704  
San Jose, Ca. 95170

(909) 798-8108 • Fax (909) 798-8718

(408) 973-1222 • Fax (408) 973-0470



## CHAPTER NEWS

### Monthly ACP-Orange County Chapter Survey Results

**April 2005** - 43 attendees. 80%+ rated the presentations favorably.

**May 2005** - 44 attendees. 97%+ rated the presentations favorably.

5 companies represented at the meeting have a contract with SunGard for business recovery facilities (1160 seats total).



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

Contact: [Russ Arnett, Newsletter Director](#)

[Stephanie Minasian, Advertising Director](#)

### New Members

#### January

Peter Bennett  
David Tanaka SunGard

#### February

Robert Bader New Century Financial Corp  
Andy Cuthbert Western Digital  
Laurie Flores State Comp Insurance Fund  
Amelia Hitchens SunGard  
Jim Nichols Nichols & Associates

#### March

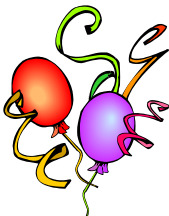
Sir Edwin Clark LA County  
Ken Gebert  
Thuong-Mai De Tran Fidelity National Financial  
Traci Hamilton California Credit Union  
Donald Lewis Guidant Corporation

#### April

Sonny Vu Pacificare

#### May

Devonna Brown Fremont Investment and Loan  
Mary Jo George HP  
Mary Gleason HP  
Matt Stamper Vericenter



### SPEAKER SPOTLIGHT

**Megan Thompson**  
Emergency Response Coordinator  
California ISO

Megan has worked at CAISO for nearly six years, two of which were in the Control Room during the Energy Crisis. She has spent the past 3 years in Operations Support as a Senior Analyst and an On-Call Emergency Response Coordinator. Megan currently serves as the ISO's Emergency Response Coordinator. In that capacity she leads a team of three individuals, responsible to coordinate the broadcast of timely and accurate information of system emergencies to California utilities, government agencies, and public safety organizations. Additionally, Megan serves as liaison to state and federal oversight and regulatory agencies and provides extensive community outreach.



**Communications with Top Management – 101**  
Russ Arnett, PMP, MBCI, CBCP

There are several ways to communicate with top management. I am not going to review the several ways to do this – but what I am going to do in this article is to show one approach that I have used over the years that had the most success.

Business Continuity is for the most part a difficult sale to top executives unless they have been involved in a disaster that has directly affected them – or they are in the compliance or corporate security area and have had some training on Disaster Recovery – Business Continuity.

Dealing with executives has made me aware that when they hear “Disaster Recovery” they cringe and think about “smoke and rubble” or some type of IT disaster. You must decide what it is you are going to make the main pitch to these executives – I can tell you that “Disaster Recovery” is looked at as “the sky is falling” – “the sky is falling” and not taken very seriously.

The approach that has worked extremely well for me has always been one where they could see some type of cost justification tied to a sound set of business reasoning. The approach that has worked the best has been the Single Point of Failure Analysis (SPOF) for both a process and a piece of equipment.

That is because it has the elements that are easy to understand:

- Process Oriented
- Clearly Identifies the process involved
- Clearly can show the cost
  - For doing nothing
  - For having training
- Easy to track
- Easy to assign responsibility

The following spreadsheet shows an example of data based on the performance of tasks by one individual in each instance and the risk of not having a trained back-up or what I like to refer to “life line”

**Refer to Illustration on Page 6**

This analysis is done during the initial BIA/Assessment stage and then updated and reviewed on a quarterly basis. The data is consolidated by region and reviewed by the Business Continuity Executive Steering Committee where immediate funding for education “to eliminate risk” can be acted upon. As you can see in this particular region we included those process steps that have a “life line” because this region is growing and additional training may be required.

I have found that the extra time required to talk to each department in depth and dig out the information for this analysis has paid big dividends.

- Shows the need for training
- Shows some level of cost justification
- Is easy to understand when presented
- Provides justification for a training budget – HR likes this
- Will keep the company in business if acted on

If you would like to have more detail on this chart please feel free to send me an email or contact me at the ACP-OC meeting.

[Russ.arnett@molinahealthcare.com](mailto:Russ.arnett@molinahealthcare.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](mailto:Jacobosk@sce.com)



Process Oriented SPOF Example

Department	Hours of down time	Number of staff effected	Internal Impact (1 = low, 5 = high)	External Impact (1 = low, 5 = high)	Life line identified?	Probability of Failure (1 = low, 5 = high)	Single Event Loss Expectancy - Staff (\$/hour)	Estimated # of Incidents Per Year	Annualized Loss Expectancies (\$/Year)	Time in hours required for cross-training	Cost required for cross- training	Savings with cross- training	Description of Single Point of Failure
<b>Compliance</b>	4	10	5	3	No	5	\$2,000	4	\$8,000	8	\$400	\$7,600	Compliance-Calendar
<b>Compliance</b>	8	1	5	5	No	3	\$400	4	\$1,600	12	\$600	\$1,000	Compliance-Communication
<b>Compliance</b>	8	15	5	5	No	3	\$6,000	1	\$6,000	20	\$1,000	\$5,000	Compliance-Verbal-Communication
<b>Credentialing</b>	12	4	5	1	No	3	\$2,400	2	\$4,800	20	\$1,000	\$3,800	Credentialing-OMPP
<b>Credentialing</b>	5	4	3	3	Yes	3	\$1,000	3	\$3,000	5	\$250	\$2,750	Credentialing-APP and Site Review
<b>Member Services</b>	6	2	5	3	No	4	\$600	5	\$3,000	8	\$400	\$2,600	Member Services-Eligibility
<b>Member Services</b>	15	6	4	5	No	4	\$4,500	5	\$22,500	36	\$1,800	\$20,700	Member Services-Member Service
<b>Member Services</b>	16	8	5	5	Yes	3	\$6,400	4	\$25,600	40	\$2,000	\$23,600	Member Services-Customer Service
<b>Utilization management</b>	8	2	5	3	No	5	\$800	2	\$1,600	40	\$2,000	-\$400	Utilization-Case Management
<b>Utilization management</b>	8	4	4	4	Yes	5	\$1,600	2	\$3,200	20	\$1,000	\$2,200	Utilization-Drug Authorization
<b>Utilization management</b>	12	3	3	3	No	3	\$1,800	3	\$5,400	20	\$1,000	\$4,400	Utilization-Inpatient Auth
<b>Utilization management</b>	16	4	5	5	Yes	3	\$3,200	3	\$9,600	40	\$2,000	\$7,600	Utilization-Outpatient Auth



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## 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.



### The new ACPOC Website.

Tym Stark  
ACP-OC Website Director  
[timothy.r.stark@aero.org](mailto:timothy.r.stark@aero.org)

After a great deal of time and effort the new Orange County ACP website is scheduled to launch the beginning of June. The goal for the new website was to provide a clean corporate look. The main pages were retained but were all given a new appearance. Gone is the old splash mosaic home page and we focused on a clean text look on a white background. Changing the look of the website from the award winning website that Verna Lucero created was not taken lightly. Given my limited web experience, I wisely recruited the help of Web Designer and friend Ruben Cote.

After the preliminary design and concept were approved by the Board, Ruben suggested using .NET Framework to create the new website. The key components of the .NET Framework are the common language runtime and the .NET Framework class library, which includes ADO.NET, ASP.NET, and Windows Forms. The .NET Framework provides a managed execution environment, simplified development and deployment, and integration with a wide variety of programming languages. The main advantages of .NET are in increased performance, increased stability and increased developer productivity.

Along with that, ASP.NET is a compiled, .NET-based environment; you can author applications in any .NET compatible language, including Visual Basic .NET, C#, and JScript .NET. Additionally, the entire .NET Framework is available to any ASP.NET application. Developers can easily access the benefits of these technologies, which include the managed common language runtime environment, type safety, inheritance, and so on.

One drawback in using .NET was that ACP International web host was not able to host our new .NET site and others that did were somewhat limited. In using .NET version 1.1, we are also looking at the enhancement that .NET 2.0 will offer. The new web host we selected allows us to beta test .NET 2.0.

The new website is designed in a frame architecture providing a similar look to all the pages and easy navigation. Along with the new home page, we have pages titled; Who We Are, Membership, Newsletters, Events, Advertising,

What's New, Contacts and a link to the ACP International website. The "Who We Are" page has our mission statement, our organization and links to the ACP partners. In the "Membership" page you will find information on membership including cost and benefits as well as links to our glossary, informational and vendor website links. Our "Newsletter" page has links to all our newsletters dating back to January 1999. The new "Events" page will now show our current yearly schedule of meetings with presentation material, presenter bios and vendor spotlight links. It also includes a list of the meeting topics and presenters for prior years. The "Advertising" page offers information on the cost and benefits of advertising with ACP-OC. The "What's New" page got a complete make over and will continue to offer information on both local and major meetings, conferences and training opportunities. It will also include links to "Career Center" for job postings as well as monthly meeting Member and Vendor Spotlight pages. The new "Contacts" page list the Orange County ACP Officers and Board Directors along with their contact information, bios and responsibilities.

It has been challenge and an experience in developing the new website and I hope it will be beneficial to our members as well as the business continuity community.

I believe the website like me is a continual work in progress and suggestions for improvement for either are always welcome.



[acpoc.com](http://acpoc.com)



## Is Your Resume Recruiter Friendly?

Deborah Walker, CCMC  
Resume Writer ~ Career Coach

If you are in the middle of a job search, recruiters can be either your friend-or your foe. They have the power to introduce you to corporate hiring decision makers -or to keep you out of the hiring process entirely. The quality of your resume plays a key role in determining how recruiters will treat you in the job market. It definitely pays to make sure your resume is recruiter friendly.

There are three elements to a recruiter-friendly resume:

- Focus
- Core competencies or transferable skills
- Accomplishments

If your resume lacks any of these crucial elements, then you probably are not capturing the attention you deserve, and you may be missing out on important interview opportunities.

### 1. Focus

Since recruiters' time is at a premium, they must know your career focus within seconds of opening your resume. If your career focus isn't clearly stated, you can't assume the recruiter will take the time to search your resume for clues. Most recruiters consider "Career Objective" statements worthless if they don't contain real information about the specific position you are looking for and the expertise you offer. A professionally written resume will give the recruiter a quick focus on your skills and abilities.

### 2. Core competencies or transferable skills

Once a recruiter understands your focus, he/she will want to know if you have the required core competencies or transferable skills to accomplish the job. Thorough research of typical job descriptions in your field will help you identify the core competencies your resume must feature. You'll capture and hold recruiter attention by including only those core competencies relating specifically to your focus. Be careful not to muddy up your personal marketing message by including extraneous skills. If you remember the all-important rule of relevancy, you'll go a long way toward keeping the reader's attention on your key skills.

## Speakers and Vendor Highlights

### April 2005

- **"Working with the Media in High Profile Crises."** Presented by Susan Tellem
- **"How to Plan and Execute a Successful Exercise."** Presented by Bob Takemura

### May 2005

- **"Working with the Media in High Profile Crises."** Presented by Susan M. Tellem, APR, President & CEO, Tellem Worldwide
- **"How to Plan & Execute a Successful Exercise."** Presented by Bob Takemura, Executive VP & CFO MLC & Associates Inc.
- **Vendor Highlight:**

#### **RENTSYS RECOVERY SYSTEMS**

A multi-dimensional supplier of top-of-the-line technology, and services to corporations worldwide. Presented by Tom Price, Manager, Western Region  
[www.rentsys.com](http://www.rentsys.com)

### June 2005

- **"2005 Summer Power Loads & Resources Assessment."** Presented by Megan Thompson
- **"Tsunami Relief Efforts."** Presented by Brent Woodworth, Worldwide Segment Manager IBM Crisis Management
- **Vendor Highlight:**  
**SUNGARD**  
Presented by Nils Kunces, Account Executive  
Matt Brunelle, Account Executive

### July 2005

- **DRII 501 Business Continuity Review and Certification Exam at Costa Mesa, CA.**

### August 2005

- **"Culture What Really Matters."** Presented by Phil Lambert, President The Center for Continuity Leadership
- **"BC Notification Strategy and Tools."** Presented by John Bogner, BC Manager and Ron Reyers, BC Communications Specialist, Capital Group Companies
- **Vendor Highlight:**

VENDOR HIGHLIGHT: **VERICENTER**® Your On Demand IT Resource  
Presented by Matt Stamper, District Manager <http://www.vericenter.com/>

Presented by Matt Stamper, District Manager  
<http://www.vericenter.com>



### 3. Accomplishments

Once your resume has made it through the initial screening for focus and skills, the recruiter will want to know how you stack up against other candidates. Remember, with record-high resume response to job openings, recruiters need good, solid reasons to recommend you for consideration over the mountain of other candidates. Clear, concisely stated accomplishments are the best way to distinguish yourself from your competition. Whether the recruiter works for one corporation or represents many corporate clients, he or she must be able to give valid reasons for promoting you as a viable candidate. You can make their job infinitely easier by including the information they need in a clear, professionally written format and bring your resume to the top of the candidate pile. When your resume sells itself, you gain the advantage and make the recruiter look good as well.

For optimum impact, write accomplishments that illustrate the strength of your core competencies, transferable skills and focus. An accomplishment is only valuable to your resume if it promotes the skills your target employers are looking for. Remember the rule of relevancy as you craft each of your accomplishment statements. For tips on doing this effectively, you might want to invest in a career coaching session.

In today's extremely competitive job market, employers rely heavily on recruiters to screen out all but the top few applicants. With a recruiter-friendly resume, you'll beat out your competition as the first choice for every interview.

~~~~~  
~~~~~

For more in-depth information on resumes, job-search strategy and interview skills, check out the article archive at my website:  
www.AlphaAdvantage.com  
Email: Deb@AlphaAdvantage.com  
Toll-free phone: 888-828-0814

#### **Newsletter Director Notes:**

**ACP Orange County Chapter does not recommend or suggest that it is necessary to use a career coach. The previous article was submitted and was deemed to be of interest to our membership as a whole.**

**Before investing in career coaching proper investigation of any claimed results and**

**of all charges and contracts should be carefully reviewed!**



## We're looking for a few Volunteers!

- Do you have a topic that you would like share with Business Continuity Professionals?

### Contact the ACP of Orange County Program Director

Cheyene Haase, BC Management  
949.260.8453  
[Chase@bcmanagement.net](mailto:Chase@bcmanagement.net)

- Do you like to write articles that cover Business Continuity, Disaster Recovery and/or Emergency Response?

### Contact the ACP Orange County Newsletter Director.

Russ Arnett, Molina Healthcare  
562.951.1531  
[russ.arnett@molinahealthcare.com](mailto:russ.arnett@molinahealthcare.com)

- Is there a committee that you would like to join at the ACP Orange County Chapter?

### Contact the ACP Orange County President or Vice President.

President  
Monique Weiland, California ISO  
626.537.2712  
[mweiland@caiso.com](mailto:mweiland@caiso.com)

Vice President/Newsletter Director  
Deborah J. Lozada, PacifiCare  
714.825.5377  
[DeborahLozada@aol.com](mailto:DeborahLozada@aol.com)



## How to Reach our Executive Board

### President

Monique Weiland, California ISO  
626.537.2712  
[mweiland@casio.com](mailto:mweiland@casio.com)

### Facilities Director

Christine Isaacson, The Capital Group  
Companies, Inc.  
714.257.5722  
[Christine Isaacson@capgroup.com](mailto:Christine.Isaacson@capgroup.com)

### Vice President/Newsletter Director

Deborah J. Lozada, PacifiCare  
714.825.5377  
[DeborahLozada@aol.com](mailto:DeborahLozada@aol.com)

### Service Project Chair

Marie Schlesinger, University Southern California  
213.740.3962  
[MSchlesinger@caps.usc.edu](mailto:MSchlesinger@caps.usc.edu)

### Newsletter Director

Russ Arnett, Molina Healthcare  
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[russ.arnett@molinahealthcare.com](mailto:russ.arnett@molinahealthcare.com)

### Program Manager

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