



ASSOCIATION OF CONTINGENCY PLANNERS

# ACP ORANGE COUNTY UPDATE

Volume 6, Issue 1

January, February, March 2003



## Upcoming Events

ACP OC Presents  
Excelleron  
Workshop  
May 14  
11:00 AM- 4 PM

\$25.00 per Member  
\$50.00 per Guest

For additional  
Information refer to  
Page 8

Sign up early

Space is Limited

For more details and  
registration forms go  
to the OC ACP web  
site:

[WWW.ACPOC.COM](http://WWW.ACPOC.COM)

## Message from the President

Have you heard the latest rumors? There are a lot flying around! Have you felt the numerous changes going on around you? Yep, there are a lot of those, too! Have you taken notice of the paradigm shift within our industry? 2003 should be a very interesting year. How many new conferences are already being marketed for our attention and how many new and different workshops are there? How many old friends have shown up at different companies? How many new companies are positioning themselves for your business? How many new ideas have you heard about within our industry?

“Watch for people messing with the rules, because that is the earliest sign of significant change,” is a quote that I wrote down about six months ago. In selecting my new continuity team here at Option One, I was looking for people who did not follow the rules. Not because they are rebellious, but because they can think for themselves and challenge established procedures. I was looking for people who don't just accept what another says, but will check to see if it fits, if it's right, and it will work for them in this place.

I cringe when I see the commercial on TV that repeats, “Same time, same place, same thing.” How boring! Yuk! Who wants to work on what seems to be an assembly line, doing the same thing, in the same place, day after day? No one I have ever met!

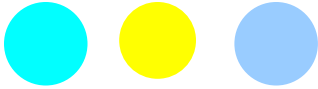
That's one of the benefits of working within our industry. It is nothing like the same thing any two days in a row! For some of us, we have to run just to keep up with the changes our companies are making.

In all companies, people have to adapt to change. There is no question about that in the new marketplace of the 21<sup>st</sup> century. Companies change or they lose market share. Every employee, from the oldest to the youngest, from the top to the bottom, from the highest paid to the entry-level, must learn to change, or die.

In most companies, business continuity is a service that stretches across the enterprise, both in planning business unit strategies and in technology planning. Having enterprise responsibilities, means that almost any change in any department has an impact on our ability to provide a quality product to our customers. Wow, we are one of the only services in our organization for whom change has such a huge impact.

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### ACP-OC Career Center

Contingency Planner or Contingency related career opportunities are now listed on the ACP-OC web site.

To Post Open Positions  
Please Contact:  
**Verna Lucero, ACP-OC Web Site Director**

### RESOURCES

New items you can find on the resource table at the monthly ACP Chapter meeting are:

- ❖ **The Form**  
Publication from the City of Los Angeles on Emergency Management
- ❖ **Synergy -**  
Publication from the City of Los Angeles Emergency Preparedness Department
- ❖ **Disaster Recovery Journal**
- ❖ **2003 Resource Guide**
- ❖ **Emergency Survival Program**
- ❖ **The ACP Sentinel**
- ❖ **ACP Orange County Update Newsletter**

### Message from the President

Continued from Page 1

When change happens with our customers, we have to document those changes, reconsider the impact it would have on recovery strategies, and mitigate any added risk.

Sounds like job security to me. As business continuity professionals we provide a very important service. I would encourage all of us, to **stimulate, anticipate and embrace change**. It will serve us well in our careers, our employers, and the associates with whom we work.

Happy Planning,

Have any great questions; send them to me at [phil.lambert@oomc.com](mailto:phil.lambert@oomc.com).

### Special Thanks to our Guest Speakers

#### January

Peter Taranto  
Managing Partner, Haines Cottie & Associates

Hendre Coetzee  
Healthy Life Management, Systems and Reality Training

#### February

Bob Snedeker  
Simpler Life, Emergency Provisions, Inc.

Tom Broadston  
OC Disaster Recovery Alliance Specialist, American Red Cross, OC Chapter

#### March:

Brian Conley  
Director of Business Development, National Center for Crisis & Continuity Coordination, (NC4)

Dr. Richard Andrews  
Senior Director, Homeland Security Project NC4

Ellis Stanley  
Sr. CEM  
General Manager, City of Los Angeles

### Special Thanks to our "Member Spotlight"

#### January

Tom Brodston  
Disaster Recovery Alliance Specialist, American Red Cross, OC Chapter

#### February

Bill Villalobos  
Information Security Engineer, BCP

Ken Hanley  
Sr. Technical Planner, Option One Mortgage

#### Great Job

Copies of Bios for our speaker/member spotlights are available at our resource table.

**DRILL DEVELOPMENT USING A DRILL MATRIX**

By Monique Weiland, Vice President ACP Orange County and Strategic Contingency Planner for the California ISO

Developing effective drills is not always an easy task, but it is absolutely necessary for the integrity of any business continuity or emergency management program. How do you develop, conduct, and evaluate drills for participants of varying skill and experience levels? It is better to drill for the desired outcome than to address the skill and experience level of the participants (unless that is your desired outcome!). Hopefully, the skilled and experienced will guide and assist the newer players, bringing them up to speed and leveling the disparity.

Where to begin with drill development? Sometimes this is so overwhelming it paralyzes the developer. However, a methodical approach is conceivable for drill development. It takes all participants from a minor event through to a catastrophic drill in a sequential and planned process. Develop a drill plan for the entire year. Decide how many drills you can conduct and what groups of responders need to be drilled. With that in mind, pull out a calendar and the drill matrix below to begin developing your scenarios for the year. By using a matrix of event impacts, you can select an appropriate drill type and escalate the scenarios from involving no harm to personnel, property, or data, to a total catastrophe. Introducing a new element to address with each progressive drill allows a true learning process to occur. Using the drill matrix also provides a tracking tool as to what kind of drill has been conducted. An ultimate goal can be to conduct one of every type of drill over a specified time.

Type	Length	Personnel	Property	Data	Continuity Impact*	Possible Scenarios
Localized to company	½ day	No harm	No damage	No damage	Low-Medium	Gas leak, bomb threat, ethical misconduct event
	1+ day	No harm	Minor damage	Some damage	Medium	Small fire and sprinkler damage, computer worm or virus
	1+ day	Some harm	No damage	No damage	Medium	Environmental or chemical contamination; armed prison escapee in area
	1+ day	Some harm	Minor damage	No damage to some damage	Medium	Aggressive hostage situation, destruction of neighboring facility, car crash into building, nearby explosion
	1+ day	Personnel loss	No damage	No damage	Medium	Workplace violence, sudden death, flu epidemic, fatal accident, biological terrorism
	2+ days	Personnel loss	Major damage	Major damage	High	Violent terrorism, roof collapse, gas/electric explosion
Widespread	Advance to No to 2+ days notice	Personnel and family loss	Major damage to facility and civil infrastructure	No to major damage	High	Flood, tornado, earthquake, wildfire, storm, flood, dam failure, dirty bomb, multiple and simultaneous terrorist events

\* Definition to be determined by company

Drills are serious business, but they can also be fun. Drill design and development lets your creative juices flow. Two unannounced drill ideas that I have heard of and hope to use one day are:

1. Schedule an emergency management meeting with some of the top decision makers. Once they have arrived in the meeting room, simulate taking them hostage. Help them learn how they can handle the situation with as little information as the note pad they brought with them. This drill is very useful to educate the participants on how effective company processes can be for working automatically, without depending on a single decision maker for it to be successful.
2. Develop a scenario based on individual players and seal their scripts in individual envelopes. At a specified time, have multiple assistants drop the envelopes on the participants' desk to initiate the drill. This drill is effective in determining how effective the notification processes are in initiating emergency response. The sophistication of the drill scripts determines the involvement of additional players and implementation of response and/or continuity procedures.

Always try to drill for success. Help participants learn and improve from the drill. There will always be lessons learned from drills and real life experiences, but that is what you are trying to identify so you can grow through continual improvement. Once the drill has been terminated, always conduct an "autopsy," where three basic questions are posed;

1. What went right?
2. What needs to be improved?
3. How will improvements be made, who will make them, and by what date?

There is much more to drill development than I have provided here. There are multiple drill types: tabletop, functional, simulated, announced, unannounced, etc. There are certain tools that a drill designer needs beyond the drill matrix provided above. These include:

1. Drill Development Form
2. Drill Schedule
3. Drill Guidelines
4. Drill Evaluation Form
5. After Action Report

Drills are a lot of work, but worth everything you learn from conducting them! Good luck!



## 2003 Business Continuity Conferences

**May 20:** - Homeland Security & Business Continuity Conference, Irvine CA.  
[www.avayasolution.vodaone.com](http://www.avayasolution.vodaone.com)

**June 2 - 4:** Continuity Insights Conferenece in Miami FL.  
[www.continuityinsights.com](http://www.continuityinsights.com)

**June 4 - 19:** Annual Disaster Preparedness Academy, Fullerton CA.  
[www.OCDPA@oc-redcross.org](http://www.OCDPA@oc-redcross.org)

**June 22 - 25:** World Conference on Disaster Management in Toronto, Ontario, Canada.  
[www.wcdm.org](http://www.wcdm.org)

**September 21 - 24:** DRJ Fall World 2003 in San Diego, CA.  
[www.drj.com/sd03call.doc](http://www.drj.com/sd03call.doc)

**September 28 - October 1:** Strohl Systems International User Group Conference - San Francisco, CA.  
[www.karis@strohlsystems.com](http://www.karis@strohlsystems.com)

**Coming Soon to Orange County ACP.....**

**May 14:** - Eagles Flight - Special Event (see page 8 for details)

**June 11:** - Strohl Systems/BC Management/ Disaster Recovery institute/Business Protection Systems

**July 9:** - Tool Box Day - All members share and learn

**August 13:** - Strohl Systems, LDRPS Software Tool/Business Protection Systems

## Welcome New and Returning Members.....

### New Members:

Andre Sharp  
Jim Salladin  
Sharon Savoy  
Mike Polizzi  
Bill Villalobos  
Rick Schiesser  
Tracy Martin  
Consuelo Esparza  
Mikole Davey  
Marie Schlesinger

### Renewals:

Carol Earley  
John Macri  
Garry Herron  
Susan Groover  
Deborah Lozada  
Phil McCabe  
Don Saracco  
Mike Noyes  
Robert McCord



VENDOR ADVERTISEMENT



# Personal Response Evacuation Safety Kit

A slight modification of this kit was in place with a company in the World Trade Center shortly after the 1993 bombing. These kits greatly aided many employees in the evacuation after the Sept. 11, 2001 tragedy. **A proven life saver!** These kits should be in the desk of **every employee** who works in a high rise building.

**Features:**

- Potential injury & Life Saver
- Long shelf life
- Easy storage
- Quick response
- Cost effective
- Custom units available (see below)

**Contents:**

- 2 - Particle masks
- 1 - Water pouch (5-year life, 4.2 oz.)
- 1 - Safety goggle
- 1 - Light stick (3 to 4-year life, 12 hour)
- 1 - Emergency blanket
- 1 - Ziplock bag

**Cost:** Only **\$4.90** each (#0106092)

### Build Your Own Custom Kit!

**Options:**

- Flashlight with batteries
- Additional water pouches
- Medical supplies
- Poncho w/hood
- Wet Naps
- Gum
- Toxic gas mask
- Whistle w/lanyard
- Hand warmers
- Gloves
- Hard hat
- Pocket tissue
- Energy bar (5-year life)

**Packaging Choices:**

- Waterproof pouch w/strap & Velcro closure
- Backpack
- Fanny pack



Contents pictured is the original kit used in the World Trade Center.

**SIMPLER LIFE EMERGENCY PROVISIONS INC.**  
 P.O. Box 700704  
 San Jose, CA 95170-0704  
 (408) 973-1222 • FAX (408) 973-0470

[www.simplerlife.com](http://www.simplerlife.com)

**QUANTITY DISCOUNTS AVAILABLE**

**SIMPLER LIFE EMERGENCY PROVISIONS INC.**  
 2035 Park Avenue, Suite 1, Redlands, CA 92373  
 (909) 798-8108 • FAX (909) 798-8718  
 (800) 266-PREP (7737)

## We Want You!!!

The Orange County Chapter of the ACP

Would like to invite you to advertise your business in our newsletter.

We publish six issues annually and currently distribute to over 50 companies and over 200 individuals throughout our industry, as well as prospective members. You may place advertising orders anytime during the year. Orders must be placed by the 15th of each month prior to publication to ensure space for that issue.

I look forward to hearing from you!

Tonia Piccioni

Advertising Director

(626) 330-2215

# Are you serious about recovery? We are!

**21st Century Software provides  
business recovery solutions for your  
OS/390 and z/OS platforms.**

From identification of critical data to successful recovery, DR/VFI provides the tools and facilities to tackle the challenges of Business Resumption

DR/VFI simplifies critical file identification with a proven analysis engine and assures accurate recoverability with application level backup facilities. The DR/VFI solution works with a wide variety of software and hardware systems ranging from basic tape rotation to mirrored environments, local and remote virtual tape servers as well as high capacity 3590 tape media.

DR/VFI is flexible in design so tailoring the product is not a difficult task. Whatever your needs, 21st Century Software is there to help you achieve your goals.

*Prepare for the Worst. Expect the Best.*

21ST CENTURY SOFTWARE INC.  
940 West Valley Road, Suite 1604  
Wayne, PA 19087-1823  
1-800-555-6845  
[www.21stcenturysoftware.com](http://www.21stcenturysoftware.com)



# ACP Orange County Presents

## An Eagle's Flight Excelleron Workshop

Wednesday, May 14, 2003 ~ 11 AM to 4 PM

ACP OC members receive priority, followed by other chapter members, then guests. Part of the costs will be subsidized by ACP OC. Reservations must be prepaid.

**No Walk Ins ~ No refunds for no shows and cancellations without two weeks notice.**  
A waiting list will be established. Rates and workshop information are provided below.

**ACP Members: \$25      Guests: \$50**



**Learning that Powers Performance™**

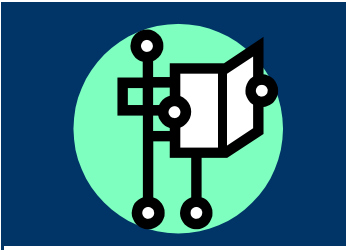
[www.eaglesflight.com](http://www.eaglesflight.com)

**Eagle's Flight® is an innovative world leader in the development and delivery of experiential training programs.** Our programs are designed to improve your business results by unleashing the human potential within your organization.

**Excelleron™** highlights the issues surrounding personal effectiveness. Participants must take responsibility for producing quality results in the midst of uncertainty, lack of direction, competition and an often changing environment. Participants learn the value of exchange where information is shared, referrals are created and business is repeated. While some teams focus solely on results, others socialize and lose the focus of achieving a productive outcome. Participants discover that combining the skills of being productive with the skills of building and maintaining relationships creates a competitive edge that leads to success.



In **Excelleron™**, the elite members of 12 clans are gathered for their final challenge - the Order of Excelleron. The clans compete, trade, negotiate and work together to get what they need to qualify. Clans must also pass the Test of the Shumas - a test of ethics as judged by their fellow clans. Participants will experience the challenges and rewards of real win-win negotiating and learn how to achieve best results through productive relationships.



## HOW TO REACH OUR EXECUTIVE BOARD

### **President**

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*We're on the  
Web!*

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