



ASSOCIATION OF CONTINGENCY PLANNERS

VOLUME 2, ISSUE 1

ACP Update

JANUARY 1999



From the President...

As we close out a successful year, I'd like to thank David Bartash for all of the positive gain we have enjoyed due to his leadership. We had diversified events and a 'non-political' year. He laid the foundation for some infrastructure that we can build upon throughout 1999. The 1998 board was a wonderful group to work with and I know that I've learned a lot from each one. This year, I have been blessed with a wonderful group and I believe we have a powerful team of very generous people willing to dedicate very precious time to our chapter members and guests. There are a few continuing board members who will not only bring their ACP board experience to the table, but will also enable us to make a smooth transition and hit the road "running". To briefly introduce them I will list their names and positions only. Elsewhere in this edition you will find a brief biography on each as well as a section on our contact information.

Goodbye 1998



Hello 1999!

As we close out a successful year, I'd like to thank David Bartash for all of the positive gain we have enjoyed due to his leadership. We had diversified events and a 'non-political' year. He laid the foundation for some infrastructure that we can build upon throughout 1999. The 1998 board was a wonderful group to work with and I know that I've learned a lot from each one. This year, I have been blessed with a wonderful group and I believe we have a powerful team of very generous people willing to dedicate very precious time to our chapter members and guests. There are a few continuing board members who will not only bring their ACP board experience to the table, but will also enable us to make a smooth transition and hit the road "running". To briefly introduce them I will list their names and positions only. Elsewhere in this edition you will find a brief biography on each as well as a section on our contact information.

President
Vice President
Treasurer
Secretary

Pati Scanlan
Larry Conard
Monique Weiland
Phyllis Gargano
(interim Treasurer)

Membership Dir.
New Member Dir.
Advertising Dir.
Newsletter Dir.
Information Dir.
Resource/Historian

Pat Eskanazi
Susan Jacobo
Erin Harty
Rhona Slaughter
Sandra Hagan
Claudia King

Many thanks to Phyllis Gargano for very generously offering to perform the Treasurer's duties as well as the secretarial ones. Both positions are demanding. Phyllis, what would we do without you? When you meet Phyllis at our events, give her a big 'thank you' hug. Originally Monique Weiland planned to fill this position but personal health issues changed her plans. For those of you who pray, say one for her too.

Okay everyone, this is the first quiz of the year. How many thousands of calories were served up and consumed by our group at the Christmas luncheon? My guess is about one million. The food was terrific, but the dessert bar was unbelievable. Orange Hill Restaurant did a terrific job. Susan Jacobo was the only one who potentially offset the calorie overload as she had to walk all the way up that huge hill (against the wind) and loaded down with stuff! The Toys for Tots program was a successful undertaking as we had more than two large barrels filled with goodies. We had gifts all around with the gifts for the member incentive program winners, raffle gifts galore and gifts for the '98 board members. Even the speaker, Bill Furlow of Furlow Communications got one. Bill was a very good presenter and gave an excellent presentation on Crisis Communications. Lots of tips and case studies helped us all to put Crisis Communications into perspective with a little clarity. *Adios 1998.*

As we move into the last year of the century, we are challenged to face the coming millennium with issues such as potential Y2K bug problems, major contingency planning uncertainties (both business and personal levels) as well as

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Orange County Chapter 1999 Board Members

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pgargano@amerquest.net

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From the President....continued

problems relating to solar flares. The bottom line on the solar flare problem is this: Solar flares happen all the time, but for some reason, they peak in their frequency and intensity, every eleven years. The last solar flare peak was (you got it) in 1989. These flares cause all kinds of problems from infrastructure melt down (like underground cables getting fried) to greatly increased electromagnetic interference (EMI). Power grid problems, PC and magnetic media problems, communications problems and some unexplainable equipment malfunctions are what we could be experiencing, much like we did during the last peak "flare" season. Year 2000 will definitely be interesting.

One of the challenges we, the board, face is to bring you information, experts and resources on the topics you want to know about, in this most critical year. As contingency planners and emergency response leaders for your companies and families alike, what kinds of topics do you want us to address? Although we already have four months of events planned, there's still plenty of room for more. We want to make this year responsive to member interests so please forward your ideas to me at pati_scanlan@infonet.com



Small Business Administration (SBA) Urges Business Beware of Y2K

By Claudia King

I notice that every article I read gives a brief explanation of what the Y2K problem is. I will credit you with already knowing and understanding the issue.

Most large companies are well into their Y2K projects, and if they are not, they are definitely behind. This article is addressing small businesses and the need for small business to take Y2K as seriously as large companies are.

Under the direction of Aida Alvarez the Small Business Administration (SBA) is trying to get the word out to **23 million small businesses** that small businesses must address, prepare, and try to mitigate damage in relation to Y2K. Approximately 75% of small businesses use computer systems. There are numerous Y2K resources available to assist anyone concerned with being Y2K compliant. Books, magazines and web pages are available with extensive information. As each day of 1999 passes the media will become more involved in drawing our attention to "the new millennium" (which technically does not occur until 2001).

The Y2K issue is real and if you have not started preparation, you need to do so now. The following three steps are recommended by the SBA.

- Determine your business' Y2K risk with affected hardware, software or data chips. A self-assessment test is available on the SBA's Internet Y2K web page at www.sba.gov
- If you are vulnerable, take action now. Don't wait. Fix your problem and test the results. Develop contingency plans to deal with the effects of Y2K problems outside your control.
- Stay informed. Accurate information may change as solutions evolve.

I previously led the Y2K project for a subsidiary of a fortune 500 company and advise that you take extreme caution with testing. Be sure to do your homework and utilize all of the resources available to you. Solicit letters from your computer suppliers with recommended

test procedures

Do not forget that most machines today have some computerized components, so if you manufacture products check your equipment. For contingency planning ask the "what ifs":

What if

1. There is a break in my supply chain?
2. My main supplier for a product is not Y2K compliant, therefore cannot ship product that I need for my business?
3. The contracted shipping company is grounded?
4. Employees cannot get to work due to.
 - a) Travel
 - Airlines not flying?
 - Public Transportation unavailable?
 - Traffic engineering problems?
 - Gasoline not available
 - Cars not starting because circuits indicate a mechanical failure?
 - b) Bank is unavailable for a day or two?
 - ATM service is delayed?
 - Customers cannot process accounts payable?

Understand your process flow and where a break is fatal to your business. Plan a contingency for each one. Be thorough, you won't need to do this again for 1000 years. Spend the time necessary to inventory, assess, and plan for the possibility of failure.

Your time will not be wasted because you will end up with a complete inventory and a contingency plan. Auditors and Insurance companies **really, no really** like these and as an added bonus you just might save your business! Most importantly remember there is always a solution, share your information and assist your neighbors. Ring in the New Year with the knowledge that, as situations come up there is someone dedicated to resolving it.

Please attend our Y2K Symposium on May 12, 1999. Details will be provided in the next issue.





★MOVING TO E-MAIL★

We need everyone's e-mail address, ASAP! Please send yours to Sandra at shagan@prodigy.net

★INCREASED MEMBER BENEFITS FOR '99★

Member benefits will be delivered at chapter meetings so don't miss out! Susan & Pat will be working hard to get us lots of goodies! We've already got over \$500 in savings ready for you!

★1999 GOLF TOURNAMENT★

Back by popular demand! The '98 ACP Golf Tournament was a smash, thanks to a very experienced Mike Noyes and Mickey Mefford. Look for details of the '99 Golf Tournament in the spring!

★LOOKING FOR A TREASURER & PROGRAM DIRECTOR★

Volunteers for Chapter Board Positions needed. Get the details from any board member.

This year our newsletter will grow and be enhanced in several ways to serve you better. Check it out, get involved and submit your input! We need your help to make it as valuable as it can be. Here are some of the new features:



★MEMBER ARTICLES★

We really do want to hear from you. Our chapter's most valuable resource is you and your expertise. Most of us would never dream of speaking at a crowd, but would be comfortable in sharing our expertise on paper. Send us your articles. This is what ACP is all about. We'll publish it in the next available newsletter. For publication dates and article submission deadlines, see chart below.

★EVENT REGISTRATION★

Every newsletter will now contain either an event form or a generic event registration form to make your life a little easier.

Networking ⇄ Sharing ⇄ Information Exchange

★MEMBER BIOGRAPHIES★

We plan to highlight a few members in each upcoming issue of the newsletter and hope to cover all members, should you want to participate. It's strictly optional, but we'd like to know about everyone. What's your specialty or expertise? Tell us about yourself. And, if you're not too shy, we'd love to have a picture, too! Send your bio's to Rhona Slaughter at rslaughter@amerquest.net

<u>Articles/Photographs Due</u>	<u>Publication Date</u>
January 25	February 8
March 24	April 5
May 24	June 7
July 26	August 9
September 27	October 11
November 29	December 13

Be sure to check out Claudia King's article on small business Y2K issues in this issue!

Meet your '99 Board Members

Pati Scanlan

I have over 10 years experience in the DR field with my early years as a planner for Computer Sciences Corp. I am currently a Certified Business Continuity/Disaster Recovery Planner and am the manager of the corporate-wide DR Program at Infonet Services Corp. I am responsible for all aspects of business continuity which includes risk assessment, plan development, auditing & testing, response team training, emergency response, LORPS administrator and overall program development. I serve as the technical expert and project manager for all DR related projects, for all of Infonet, world-wide.

My background specialties include systems analysis and conversions, programming in four languages and user/technical training course development and implementation. In my spare time, I volunteer for Mothers Against Drunk Driving, the Orange Police Dept and the Red Cross. I am currently volunteering on the Red Cross Disaster Preparedness Academy committee. I also serve as an advisory member of the El Segundo Emergency Preparedness Professionals Organization.

Phyllis Gargano

I am the Corporate Recovery Manager for Amerquest Mortgage Company. My responsibilities include assisting the various Department Managers with the development and maintenance of comprehensive Recovery Plans for their business functions.

In addition to my recovery responsibilities, I am also responsible for Amerquest's Emergency Response Program. The program encompasses the preparation of location-specific safety manuals for all of Amerquest's Corporate and branch facilities, as well as OSHA required staff safety training.

I am assisted by the excellent support of Rhona Slaughter, and together we comprise Amerquest Mortgage Company's Recovery Unit.

Patricia Eskenazi

I have been the owner of Servpro of Seal Beach/ Los Alamitos/Cypress since January 1993. Servpro is a full service restoration franchise for the emergency services of fire, smoke, and water damages. I was President of the Orange County Chapter of ACP October 1995 through 1996, and have also served as Vice President and Program Director.

My outside activities consist of BOMA, CFI (carpet and fabric institute), Los Alamitos Rotary, Chairperson of the Los Alamitos Chamber Ambassadors, and Women's Referral Service where I was chosen 1998 Orange County Networker of the Year.

Susan Jacobo

I have over 13 years of experience in Contingency Planning/Disaster Recovery in both the Banking & Utilities industries. I have been a long time member of the Orange County Chapter, & have held various board positions including Secretary, Vice President, & in 1997 Chapter President. I will be serving as our New Member Director for 1999.

Claudia King

I am the Information Technology Supervisor for 3M. My current project management responsibilities include: Y2K, Y2K BCP, IT Project Leader for Research and Development, and Site wide BCP. My other duties include supervising Computer Operations, Telecommunications, and Data Control, including all system and Communication installations. My major accomplishments include:

- Site wide contingency plans without funding. (The plan received "best practices" from Internal Auditing!),
- Analysis, Design, Installation - consolidating 3 buildings to 2 buildings including the relocation of the Data Center; and
- Installation of 2 phone systems, 8 data systems in 10 years! Along with all the other duties!

My favorite thing to do is be home with my family. Second to my family is reading. Fun weekends away and travel are tons of fun. I enjoy most things!

I sat on the board of directors for OC ACP in 1997. My husband and I are very active with our church.

Larry Conard

I am the General Manager for Arcus Data Security in the Orange County/San Diego District. I provide disaster recovery services and off-site storage of electronic media to over 1,100 clients in the Southern California area. In my 19 years in the industry, I have participated in over 500 client disaster recovery exercises and have supported 37 clients in actual disaster situations. I have also successfully coordinated the efforts in relocating 44 data centers to or from the Southern California area. I am the Team Leader for Orange County and San Diego County as it relates to Arcus Data Security's business continuity and disaster recovery plans. I reside in Escondido, California and have two wonderful children (Jason & Katie).

Sandra Hagan

I am currently a Project Manager (Contractor) for Modis on Year 2000 and Business Resumption Planning. My responsibilities include monitoring the Y2K Project Plan for PFF Bank and Trust including all phases of Year 2000 management, writing the Y2K Event Plan Handbook as well as updating the current Business Resumption Plan Handbook. My major accomplishments include meeting the deadline date of a major bank conversion at my last position as MIS Director and coming under a one million dollar budget. My hobbies include golf, music and computers.

Rhona Slaughter

I am the Contingency Planning Coordinator for Ameriquest Mortgage Company. My responsibilities include corporate recovery, records management and emergency response coordination. I have been in this industry a little over a year. However, I have many years of experience writing newsletters and publications for various organizations.

When I'm not learning about Disaster Recovery, I like to travel and spend time with my husband.

Ern Harty

I have been employed as a Contingency Planner with Long Beach Mortgage Company for two years. My primary responsibilities include creating, implementing and maintaining the Company's disaster recovery plans. In my spare time I am a volunteer with Pet Pro Life.

CALENDAR OF EVENTS

February 10 Tour of San Onofre Nuclear Generating Station
Learn about Y2K and Solar Flare Contingency
Plans, plant operations, safety, security backup
systems & alarms! Casual slacks and comfortable
low heeled shoes are recommended. Remember to
bring a photo identification.

March 3 Tour and Presentation of the Orange County
Sheriffs Emergency Operations Center in
Silverado Canyon. See a serious EOC. Learn how
big emergencies are handled in the County. Space
is limited, so please sign up early. Free event.
Refreshments will be provided.

April 7 & 8 Tour of the Seismology Lab at Cal Tech University
(identical tours each day). Learn about quake de-
tection, monitoring and information distribution.
Speak with the quake experts. Space is limited, so
please sign up early! Free event.

May 12 Y2K Event!!! Leo Crawford, the CIO of Orange
County, will speak at our May event. Mr. Crawford
will speak about the Y2K status of the county
agencies and organizations. More information to
follow.

Corporate Sponsorship Opportunities available for upcoming events!



March One Speaker Gift Sponsorship
Refreshment Sponsorship



April Two Speaker Gift Sponsorships

May Postage Sponsorship
Lunch Sponsorship
Three Speaker Gift Sponsorships



Future Events Various sponsorship opportunities will be available for the 1999 Annual ACP Golf Tournament.



**For more information please contact
Pati Scanlan at (310) 335-4501.**

Event Registration Form for the Orange County Emergency Operations Center Tour

Date: March 3, 1999

Time: 10:00am - 12:00pm



Name _____ Company Name: _____

Address: _____ City, State, Zip _____

Work Phone: _____ E-mail: _____

Due to space availability, this event is limited to current ACP Members only, and will be restricted to a maximum of 40 participants.

To register please mail this completed form to:

**Pati Scanlan
Infonet Services Corp
2100 E. Grand Ave., MS-B302
El Segundo, CA 90245**

Questions? e-mail address pati_scanlan@infonet.com or 310/335-4501

HOW CAN YOUR BUSINESS REACH THE DISASTER RECOVERY PROFESSIONALS IN ORANGE COUNTY?

ANSWER: ADVERTISE IN OUR NEWSLETTER!

The ACP Newsletter will be published 6 times annually. Advertising space will be available on a first come, first serve basis. Advertisers may place advertising orders anytime during the year for one or multiple issues in order to lock in current rates and discounts. Once rate changes have been implemented, they will apply to all advertisers from whom we have not received an advertisement order.

Advertising orders must be placed by the 15th of each month prior to publication to ensure ad space for that issue (please see chart below). Copy-ready artwork and a check made out to the Orange Chapter, ACP, must be received within 5 business days of the date the order was placed.

To place an order for inclusion in the next Newsletter, please contact Erin Harty, Advertising Director, 1100 Town & Country Road, Suite 300, Orange, CA 92868, or contact her on 714/541-5378, extension 7709.

1999 Advertising Rates

Full Page	\$100
1/2 Page	\$75
1/4 Page	\$50
Business Card	\$25

1999 ACP Advertising Important Dates

	<u>Place Order By.</u>	<u>Date Published:</u>
January/ February Issue	1/15/99	2/7/99
March/April Issue	3/15/99	4/5/99
May/June Issue	5/15/98	6/7/99
July/August Issue	7/15/98	8/9/99
September/October Issue	9/15/98	10/11/99
November/December Issue	11/15/99	12/13/99

ACP Orange County Chapter
P.O. Box 7231
Newport Beach, CA 92658

ACP UPDATE



CLASSIFIEDS

WANTED: JOB POSTINGS

Do you have an open position at your company related to business continuity, emergency preparedness/response or disaster recovery? Send us the information and we'll post it for you - FREE!!!

E-mail your information to
rslaughter@amerquest.net
or fax it to
(714) 245-0972
attn: Rhona Slaughter

*Your Advertisement Here!
See Page 9 for more details.*