



ACP Orange County *UPDATE*

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Message From the President

My wife has been mad at me lately because I keep waking up in the middle of night, and to make matters worse, she's moody because she hasn't gotten her sleep. I keep telling her I can't control what I think about while I'm sleeping! See, I've been having these recurring nightmares lately. I'm going through my second audit in four months at work and it is scary. In my dreams I keep seeing these smiling, friendly people holding knives and chain saws behind their backs, and I was their target!

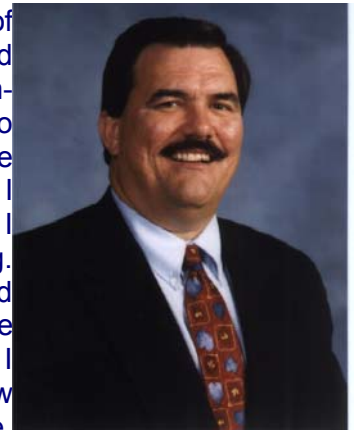
Now, I do understand the importance of being audited. As a matter of fact, when they first came around I welcomed them with open arms. (They were empty handed the first time they came to visit me.) I thought that at least they would help me to state my case for resources, time and energy being spent within contingency planning. OK, OK, so I'm naive. I'm pretty new at this BIG corporation stuff. So we opened our door, our hearts and our files, and spent hours letting them look around.

I would like to believe that I am open to "honest and constructive criticism." But as I read their report, the written word sure was a bit more potent, (I'm being sarcastic here) than what they were saying face to face. My first reaction was that auditors must have their own language, you know like a foreign language! Cause boy, I didn't have the slightest idea what they were talking about. What I was reading sure wasn't what our team conveyed to them or anything we had talked about.

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Ever since the beginning of time, when man has faced challenges bigger than himself, he does one of two things. He either runs like hell or stands and fights. I have to be honest here, I thought a lot about running. But, if I ran, who would have the victory? It sure would not be the company I work for, because I know that we are recoverable.



We have planned, trained and tested throughout the whole organization. I agree that we could have better documented what we have accomplished, especially with auditors in mind. And because we are teachable, we are adding to our recovery plan update, testing and developing strategy, one final objective: an audit report checklist. With this added objective, our recovery plans will improve.

I was having a conversation with our CEO the other day and he wants to know only one thing - "Can we recover?" I have thought much about that question. Sure does put my mission statement, vision and directive in one short simple format! He redefined my job, my role and my responsibilities; he did all that in just three words. I am impressed.

Often as multiple issues are forced on us, as our companies grow and as systems and technology become more complex, things can quickly become overwhelming. When all this comes upon me again, I'm going to say to myself, "Can we recover?" and that will help to bring me back to earth. Consider this - sometimes the most beneficial response is not to run away, but to stand up. When you face these chal-

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How to Reach Our Executive Board

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ACP-OC Career Center

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

Any business seeking applicants to fill their vacancies can contact Verna Lucero, ACP-OC Website Director, to have the position posted.

2002 Advertising Space Available

Advertising space is available in each publication of *The Update*. For information and rates contact our ACP Advertising Director, **Susan Jacobo**, Southern California Edison; 626.302.7012; jacobosk@sce.com.

Resources

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

- Discount booklets "Wild Vacations in California". These coupons offer discounts to various hotels and amusement parks throughout California.
- "Emergency Survival Program 2002" ESP Focus provides valuable information to increase emergency preparedness at home, in the community, at work and at school.

2002 Calendar of Events

All Events are subject to change.

Unless otherwise indicated all Chapter meetings will be held the second Wednesday of each month at:

The Capital Group
145 South State College Boulevard, Brea, CA

April 10

American Red Cross Tour & Speaker
Critical information from
American Red Cross

May 8

Ameriflight/UPS, Air and Airport Security

June 12

Armored Car Security/Contingency Planning
Airline Security

July 10

Review of Business Continuity Exercising
Clarice Yamamoto and Ken Hanley

August 14

DSI "Protecting Your Intellectual Property"
Iron Mountain/Live Vault – "Real Time Electronic
Vaulting for Windows 2000/NTServers"*

September 11

Simplifying the Continuity Process"
Phil Lambert

October 9

Education and Certification for Emergency Planners

November 13

Cyberknights – Internet Security Issues

December 11

Holiday Luncheon

*Due to changes in presenters' schedules topics may change during the year.

Accidental 911 Calls

from LA Times

Twenty million accidental 911 wireless calls are made each year nationwide and this number is increasing by 30% annually.

Nearly two-thirds of all the 911 calls from wireless phones in California, and even higher proportions elsewhere in the country, involve people pushing emergency buttons on their cell phone keypads without knowing it.

Auto-dial 911 functions are standard on many cell phones. If the function is not deactivated, each time a phone rolls in a purse or someone accidentally sits on the keypad, there is a chance that a 911 call will be made.

Some cellular companies have recently moved to fix the problem. But so many cell phones with auto-dial 911 features have been sold that officials say the flood of accidental dialing probably is not likely to ebb soon.

Although specific cases could not be cited in which 911 phone systems hindered response to a genuine emergency, experts say there is a potential for people in trouble to be harmed, either because of long waits or because 911 operators mistakenly assume that a disconnected call was unintentional.

OC-ACP Web Site Stats

- In Feb the ACP-OC web site ranked #7 in "Top Entry Pages" from ACP International's home page and #9 in our newsletter section.
- OC ranked #2 in "Most Accessed Directories" (#1 was ACP International, and Los Angeles ranked #3.
 - 1st - International at 4,152 hits
 - 2nd - Orange County at 2,738 hits
 - 3rd - Los Angeles at 1, 409 hits
- In the "Most Downloaded Files" category, we ranked:
 - 1st - Feb 2002 Newsletter at 362 downloads (WOW!)
 - 3rd - Dec 2001 Newsletter at 76 downloads
 - 7th - Sept/Oct 2001 Newsletter at 45 downloads
 - 9th - July/Aug 2001 Newsletter at 26 downloads

Other Upcoming Events

CPM 2002

April 15-17
 Morial Convention Center
 New Orleans, LA

Membership News

Welcome to our newest member:

Lon Taulbee
 Mainstay Consulting Group LLC

Web Site

Valuable information is located on the Orange County ACP web site. It continues to be a one of the most often visited sites within the ACP organization.

www.acpoc.com

We Invite Your Comments

The ACP-Orange County *UPDATE* Newsletter is published bi-monthly. Your comments are needed and appreciated. Inquiries and suggestions about *UPDATE* Can be sent to **Jan McArthur** at kotacal02@aol.com or call her at 949.856.9684 . For advertising questions contact **Susan Jacobo** at 626.302.7012 or jacobosk@sce.com.

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 related field, as well as prospective members. You may place advertising orders any-time 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!

Susan Jacobo
Advertising Director
 (626) 302-7012

CROSS ANAGRAM

Here's a puzzle for anagram fanciers. With the help of the letters in the grids, answer the clues to discover six pairs of six-letter anagrams. Each answer in grid A has the same letters, rearranged, as the answer on the same line in grid B. (Answers read across only, not down.)

A

B

B					
	A				
		N			
			A		
				N	
					A

1
2
3
4
5
6

S					
	P				
		L			
			I		
				T	
					S

Clues "A"

1. Woman's undergarment, of old
2. Used a file
3. Christmas tree decoration
4. Narrow water passage
5. Mountain climb
6. Belgrade's home

Clues "B"

1. Rent again
2. Expand
3. Join, as the Army
4. Matisse, for one
5. Makes into law
6. Mad dog's disease

Message from the President

Continued from Page 1

Challenges in your job every day, whether it be auditors, executives or others who just like to grumble and complain, stand up, and with confidence proclaim the simple, "We are recoverable." The only reason that I can say this here where I work is because talented people who work in business contingency are hard at work, doing what they do best. Ensuring our recoverability. I bet you can say the same where you work too!

Sure, we are under more scrutiny now than ever before from within our companies and from external agencies since 9-11, but as I read the other day and just as I needed it, "accountability means credibility." I am finding out the hard way that a disaster recovery program cannot be an island all to itself. The responsibility and urgency must be shared with others within the organization.

I am a firm believer that we will lose our relevance if we stop learning and start thinking, "Ah, this is old stuff, let's just do it the same way we did it last time!" We must find new ways to stand above the crowd, above reproach and ready for any inspection. Not that we are better than anyone else but the quality of our work, the integrity of our character and the manner in which we do business, speaks for itself. Only in this way will we still be standing in the future.

Our goal is to be able to declare with confidence that our company is recoverable. And we will know with confidence because of who we are, Professional Business Contingency Planners.

Courage is not the absence of fear; it is moving toward your objective despite the fear. You and what you are doing are worth it. Keep up the good work.

Have a super duper day.

Phil

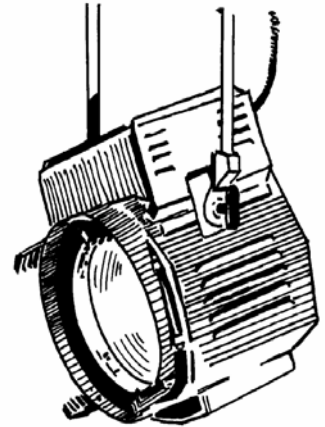
ACP SPOTLIGHT

★★MEMBER SPOTLIGHT★★



Phil McCabe is the Corporate Manager for Business Continuity at Pacific Care. Phil's first exposure to the emergency response industry occurred fourteen years ago with the San Bernardino Sheriffs. His career however, was already well rooted in the field of project management. He worked as a project manager for St. Joseph's. St. Joseph's saw the HMO trend in the industry and prepared for that transition with the purchase of Health Plan of America.

One of Phil's special projects and biggest challenge was that Health Plan was located in San Francisco. He had to make sure that all the people, assets, and networks were relocated to Orange County! Shortly after, he made another career move to a small network company. While attending lunch one day, his was approached by an old friend who was a recruiter who offered him an opportunity to be on the ground floor of the PacificCare business continuity program. He has been there ever since building the synergy of his initial skills as a project manager in the new field of business continuity.



★★VENDOR SPOTLIGHT★★

Heart Plus Emergency Training Services was founded in 1995 by Linda Marsile who has been involved in the medical and childcare industry for 24 years. She has been responsible for curriculum, new product development, instructor training, and marketing. Her expertise in the industry and her commitment to excellence assures the most current accurate training and dependable service to the clients. Training programs are brought onsite to the host organizer. Her company offers many services including:



- ♥ Heartsaver: First Aid/CPR for adults, children, and infants, original and recertification courses for corporate and private groups
- ♥ Automatic External Defibrillation (AED) training and equipment
- ♥ Healthcare Provider: Designed for healthcare professionals includes First Aid/CPR, AED, and other safety practices
- ♥ Pediatric Basic Life Support
- ♥ EMS First Aid Child Care - AB 243
- ♥ Life Safety Training
- ♥ First Aid and Emergency Preparedness Products
- ♥ Special Program of BIG JOHN the Talking Fire Engine to educate the community on fire safety practices

**Answers to Cross
Anagram puzzle
from page 5**

B	U	S	T	L	E
R	A	S	P	E	D
T	I	N	S	E	L
S	T	R	A	I	T
A	S	C	E	N	T
S	E	R	B	I	A

S	U	B	L	E	T
S	P	R	E	A	D
E	N	L	I	S	T
A	R	T	I	S	T
E	N	A	C	T	S
R	A	B	I	E	S