



ASSOCIATION OF CONTINGENCY PLANNERS

ACP Orange County *UPDATE*

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November-December 2001

Message From the President

The time has come for me to express my thanks to all of you for your interest in the Orange County ACP Chapter. It has been a great three years as a board member serving as Information Director then later as Vice-President, that first year under Pati Scanlan's tutelage. These past two years have been serving as your president. This was accomplished by working with a great group of people that served as ACP Board members. It can only be done as a team - there are no single stars. The quarterback must have the other 10 players to play the game and to score.

This past year has been one of great opportunities for the Orange County Chapter. We started the year with 47 members and will finish with 60 members. We are delighted that our growth has been this great. Verna Lea Lucero has brought this Chapter a terrific web page and continues to dazzle us with her talents. Jan McArthur has provided us a class newsletter every other month. We feel that our success with the chapter is due to our ability to provide monthly meetings with great speakers on timely events. That is largely due to the board members having contacts that have brought these great speakers to us. Our meeting location has been consistent each month and extremely convenient. We owe a TREMENDOUS amount of thanks to The Capital Group in Brea, for permitting

ACP to use their great facility for our meetings. The Capital Group has also provided the board members with complimentary Continental breakfast. This is one of the perks we have had this past year.

On this page I could tell you something wonderful about each one of the board members that I have served with, but you'll just have to come to the Christmas Luncheon, at the Foxfire in Anaheim Hills, on Wednesday, December 12th, from 11:00 to 3:00, to hear my comments. We will be offering a choice of Petite Filet Mignon or Salmon as our main entrees. The cost is the same as last year members \$25, non-members \$30. If you bring a \$10 toy we will credit you with \$5 off the price of your lunch.



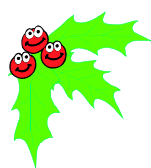
We look forward to celebrating with you at our Christmas Luncheon as we present 2001 outgoing board members and incoming board members for 2002, Orange County Most Valuable Person for 2001, the winner of this years' Chapter Incentive Program, and other special recognitions. We will be doing the "Toys for Tots" again this year with our guests from Camp Pendleton Marine Base in Oceanside. There will be a guest comedian, Rich Praytor to entertain you and we will have drawings galore as we close out 2001.

Those persons not able to attend, you will be missed. My wish for you all is a most Happy Holiday season and bright 2002.

Sandy Hagan

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Send in your registration for the December 12th Holiday Luncheon reservations by **December 5.**

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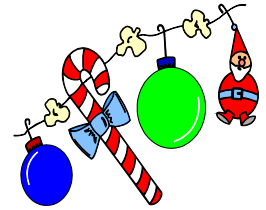
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2002 Advertising Space Available

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

Membership News

2001 has been a very exciting year for growth in the ACP-OC membership. In November our total membership reached an all-time high with 59 members.

Welcome to our newest members:

Eugene Maesta

New Century Financial

Marcia Searles

New Century Financial

Bruce Martineau

English Language Inst./China

Richard Monfils

Red Cross

Cheyenne Haase

BC Management

Julie Haase

BC Management

TOYS FOR TOTS



You will receive \$5.00 off of your luncheon price if you bring a toy valued at \$10.00 or more to the Holiday ACP Luncheon on December 12.

The U.S. Marine Corps Reserve Toys for Tots Program is the Marine Corps' premier community action program and the only charitable endeavor within the Department of Defense which reaches outside the military establishment to give something back to the communities from which the nation draws the young men and women who wear the uniforms of the armed services of the United States.

Over the past 53 years, the U.S. Marines have distributed over 272,000,000 toys to 133,000,000 needy children throughout the nation.



Moving Forward in 2002

by Clarice Yamamoto
with contributions by Ken Hanley

It's the last quarter and we're fast approaching the end of the first year of the new millennium. Along with the hustle and bustle of the holidays, you're probably rushing to complete projects before the whistle blows on December 31st. In addition, you've probably been asked to develop a 2002 project plan identifying goals and project timeframes. Before boldly going forward, let's look at the recent past.

Y2K popularized the concept of disaster recovery/business continuity to the business sector. The events of 2001 (power crisis, terrorism, anthrax, bomb threats, etc.) validated the importance for contingency planning. Following the WTC event, many businesses are re-evaluating the effectiveness and efficiency of their disaster recovery programs to minimize the interruption to business operations. Management wants the assurance that business will continue with minimal impact should an event occur. So, with your list of projects and probably limited resources, how do we contingency planners fulfill management's expectations?

Managing a disaster recovery program is similar to mowing an overgrown lawn...you have to do it in several passes. If you tried to mow your overgrown lawn in one sweep using the mower's lowest setting, you would repeatedly stall the mower not to mention frustrate yourself. A better approach would be to start mowing your lawn with the mower on one of the higher settings and making several passes (cycles) each time lowering the setting until you've achieved a well manicured lawn. Likewise, to undertake the task of coordinating and implementing an effective DR program in one attempt is to commit hara-kiri.

Here's a simple, cyclical DR model which is composed of four phases – Planning, Development, Execution and Maintenance. This model is taken from the DRII's ten phase process. The first phase in this model is the Planning Phase. The objectives for this phase is to identify the project team, the risks that could potentially affect business operations and to analyze the impact to business operations. A business impact analysis (BIA) identifies a business unit's critical functions, critical timeframes, resources used in supporting these functions and internal/external interdependencies. Given various scenarios, such as the facility or systems being unavailable, the project team identifies areas of exposure and recommends to management a recovery strategy that would minimize the exposure. The strategy should all fall within the scope and capability of the corporate disaster recovery strategy.

Once the strategy is approved by management, the BIA findings and the recovery strategy are documented in a DR

plan in the Development Phase. Components of the plan may include critical functions, recovery timeframes and tasks, resources, internal/external contacts, etc. Phil Lambert shared the importance of plans being "simple, accurate and viable" in the July/August newsletter. The DR plan should document only the information that is needed for immediate response and recovery. The location of procedures and other documents should be referenced instead of included in the plan. Once the draft is completed, you may want to review the plan with key users to ensure that the plan is accurate and viable.

In the Execution Phase, business units validate their plans by participating in an exercise. The DR coordinator works with the business unit to determine the appropriate type and objective of an exercise. Exercise participation provides an excellent opportunity for associates and their alternates to become familiar with the recovery process. Exercise results are collected and the plans are amended as needed. For exercise ideas, reference Monique Weiland's article on exercises in the March 2001 newsletter.

The objectives of the Maintenance Phase is to publish the document (either hard copy or electronic), set the expectation of business unit's ownership of their plan, training and determining the next review/update of the plan. The plan should be accessible to key associates, so it might be a good idea to have a copy of the plan at home as well as in the office. Emphasis on plan ownership is important. The business unit is responsible for maintaining the plan and keeping the information current. Training on how and when to use the plan is also executed in this phase. It doesn't matter how great the plan is if no one knows how to use it.

Of course, this is a simplified model of a disaster recovery program. It does not include the specifics of project management, nor the challenges of multi-tasking and working with business units that have other priorities and responsibilities. Disaster recovery is very similar to the overgrown lawn, you can't tackle the whole job at one pass or you'll get overwhelmed. Take it a cycle at a time, refine the process with each rotation until you achieve an effective DR program. Neglect it, and the process becomes a challenge again. So, keep your plans simple and usable by your company. Remember to use ACP as a resource instead of re-creating the wheel.

Happy New Year and Best Wishes in 2002!

Website Stats

Verna Lee Lucero continues to amaze us with her creativity at enhancing and maintaining the ACP-OC website. Each month Verna has pulled together the statistics relating to the OC chapter's website.

September's stats show that from the ACP International home site the Orange County newsletter for July and August was the 3rd most downloaded file. Our site received 1,152 hits in September. August gave us 1,852 hits. These numbers are impressive and I am very proud of what Verna and the chapter's board has made available to its members.

Thank you Verna and thank you all for visiting this site to help make it the best!

Comments Please!

The ACP-Orange County *UPDATE* Newsletter is published bi-monthly. We invite your comments, inquiries and suggestions about *UPDATE*. Please contact **Jan McArthur** at 949.856.9684 or e-mail caljanm@yahoo.com. For advertising questions contact **Susan Jacobo** at 626.302.7012 or jacobosk@sce.com.



RICH PRAYTOR

Store, Laugh Factory and numerous comedy clubs across the nation.

Are You Ready?

You won't want to miss the Holiday Luncheon entertainment by *Rich Praytor*, national and international comedian at the ACP-OC December 12 Holiday Luncheon at Foxfire Restaurant. Rich has performed on ABC and is a regular at the Improv in Orange County. He has also performed at the Comedy



\$\$ Membership Discount Program \$\$

An active Member will receive a \$10 discount coupon for any of his/her guests who joins the Orange County Chapter. Only the first discount coupon can be applied towards a discount on the Member's renewal. Additional discount coupons may be applied toward any Chapter event.

ACP-OC Shirts

What! You haven't purchased an ACP-OC shirt? Denim & polo shirts can still be purchased from Carinda Michelson. Please see her at the next member meeting. One can be yours for only \$25.00.

"The problem with the rat race is even if you win, you're still a rat."

—Lily Tomlin