



ASSOCIATION OF CONTINUITY PROFESSIONALS

Central Arizona Chapter Meeting Minutes January 9, 2020 9:00AM- 11:00AM

AGENDA	ATTENDEES
<ol style="list-style-type: none"> 1. Call to Order..... President 2. Welcome/Announcements..... President 3. Program Speaker 4. Wrap Up Board 5. Meeting Close President 	<p>BOARD MEMBERS: President/Past President* – Ed Simko President Elect – Steve Westwood Treasurer* – Susan Czarnowski Membership – Joanne Storbeck Web Resources Director – Monique Hafler Program Director – Liz Brainard</p> <p>*Executive Committee</p> <p>Absent: Secretary* – Shelly Metzger Public Relations Director – Magaly Mancillas Information Director – Grainne McClorey-Mitchell</p>

DISCUSSION THREADS	
Call to Order	Ed opened the meeting 9:10AM Ed reminded folks to sign in and for folks to renew membership on the National site, making sure their information is correct.
Local Sponsors	<ul style="list-style-type: none"> • MHA Consulting • Fusion Risk Management • BC in the Cloud
Meeting Host	<ul style="list-style-type: none"> • Host: Alaska USA FCU • Breakfast sponsor: Alaska USA FCU • Emergency Procedures explained



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DISCUSSION THREADS	
Welcome	<ul style="list-style-type: none"> • Meeting Attendance- <ul style="list-style-type: none"> ○ Guests – 3 ○ Central Arizona Members - 13 ○ Total- 16, including speaker
Reports from your Board of Director	<ul style="list-style-type: none"> • President/Past President* – Ed Simko <ul style="list-style-type: none"> ○ ACP National having some staffing changes. Shouldn't impact members. Presidents' calls now chaired by David Sayles. • Secretary* – Shelly Metzger - Absent • Treasurer* – Susan Czarnowski – • Information Director – Grainne McClorey-Mitchell - Absent • Membership – Joanne Storbeck • President Elect – Steve Westwood • Program Director – Liz Brainard • Public Relations Director – Magaly Mancillas - Absent • Web Resources Director – Monique Hafler <p>*Executive Committee</p>
Get Connected	<ul style="list-style-type: none"> • National's site <ul style="list-style-type: none"> ○ www.acp-international.com ○ Has a lot of good information and webinars • AZ's site <ul style="list-style-type: none"> ○ http://chapters.acp-international.com/centralarizona • LinkedIn <ul style="list-style-type: none"> ○ Arizona ACP Chapter • Continuity Counts newsletter • Arizona Chapter Email address <ul style="list-style-type: none"> ○ Arizona@acp-chapters.com



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DISCUSSION THREADS

Today's Event

Speaker: Carol Paasch

Carol Paasch is a Senior Security Risk and Compliance Analyst with Alaska USA Federal Credit Union. She holds a PMP, CBCP, and FBCI and has been in the industry for 20 years. Carol is always willing to mentor as well as learn about working smarter, not harder with this industry.

Topic: Key Performance Indicators (KPIs) in Business Continuity can be a feat next to impossible to obtain to establish a Return On Investment of a good program. Carol will cover KPIs that are shared monthly with her Board of Directors as well as additional KPIs that are shared with her Operational Continuity Committee quarterly. The presentation / conversation may lead itself into Business Impact Analysis and Executive Support of the BC Program.

Contact info:

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Carol asked how many attendees have Key Performance Indicators (KPI's). KPI, according to Wikipedia, are defined as a type of [performance measurement](#). KPIs evaluate the success of an organization or of a particular activity (such as projects, programs, products and other initiatives) in which it engages.

It's okay to have Red KPIs. It's a place to start making improvements.

Alaska FCU uses Orange, Yellow and Green indicators in reports. Execs only like seeing Green KPIs.

Do what you can to keep others engaged when working with them.

Alaska's board of directors is engaged and wants to be informed. They get monthly reports. Carol uses the report for the Board. Look at Data Centers, IT Systems, Operations, Communications, Facilities and Life Support.

Question asked about how the data is collected. Carol uses Excel for the KPIs and Fusion for some BCP reports. She pulls three different Excel spreadsheets and approximately 24 reports from Fusion and SharePoint together.

Data Centers – looks at disaster preparedness, effectiveness, coprocessing preparedness and effectiveness (i.e. failovers) Did their first time “real time” failover between Glendale and Alaska locations.



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IT Systems – DR playbooks (about 200 currently with another 100 in the pipeline), and exercise results.

Operations – About 60 COOP plans, reviewed annually, Business unit exercise results, awareness and training (every employee does annual online training)

Communications – Uses Everbridge for their notification system. Does quarterly notification exercises. Biggest issue is employees not ensuring their contact information is current in the HR system.

Facilities – 28 generator compliance based on run times and output %

Life Support – 36 life support kits and 17 pandemic kits, which Facilities maintains, based on Ready.gov.

Reconciles RTO (IT’s capability) and RPO with RTE (Recovery time expectation [for business units] They have a max 30 minute downtime expectation for necessary functions only; with RTA (Recovery time actuals [from exercises and gap analysis]. All these are used for gap analysis.

Question about differentiating between activations and testing/exercises. Incidents are reported separately. She does crisis management level disruption analysis and reports on incidents.

OCC (Operational Continuity Committee [Steering]) have identified 12 critical functions.

Carol provides recommendations to close gaps between the RTO and RTA.

Summary:

- Don’t be afraid of measurements
- Start small
- If you can’t measure it, you can’t improve it – Peter Drucker
- Focus on improvements annually
- Guide where you want to mature/improve your program

Next Meeting

Date: **February 6, 2020**

Location: **SRP
Administration Building
1500 N. Mill Avenue Tempe, AZ 85281**

Speaker: **Membership Roundtable**

Topic: **Membership Roundtable Discussion**



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DISCUSSION THREADS					
	DATE	LOCATION	ADDRESS	SPEAKER	Topic
Future Program Outlook	1/9/2020	Alaska USA Federal Credit Union	5551 W Talavi Blvd, Glendale	Carol Paasch	Key Performance Indicators (KPI) for Executive reporting
	2/6/2020	SRP Project Administration Building	1500 N. Mill Avenue Tempe, AZ 85281	Roundtable	Membership Roundtable Discussion
	3/5/2020	Webinar (or remote speaker)		David Lindstedt	Adaptive BCP
	4/2/2020	Central Arizona Project (CAP)		Bradley Johnston	TBD
Events	•				
Wrap Up	<ul style="list-style-type: none"> • 50/50 Winner: \$7.00 – Joanne Storbeck • Achievements – Liz Brainard got her CMCP; Carol Paasch got her FBCI and James Knox gets his FBCI week of 1/12/20. • Carol Paasch did a presentation on BIA, mostly using Fusion, that she is willing to present on at a chapter meeting. • Susan asked for feedback from the December luncheon. All favorable. Ed mentioned that we've done different types of December members, i.e. charity, scavenger hunt, etc. • Liz asked for feedback from members if they like discussion/networking topics vs. lecture format. • Board will discuss sending out a poll/survey asking members to identify one thing are most concerned about in their companies/jobs, etc. • Ed reminded folks to renew their dues. 				
	Meeting adjourned at 11:15 am				



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