



Association of Contingency Planners
Dedicated to the Evolution of Business Continuity

Garden State Chapter Newsletter

President's Corner

By Stan Carlstadt

A warm Hello to all our Garden State Members and Supporters!

I just got back from a project in Cincinnati and last week it was 65 degrees on Monday and 15 degrees on Thursday!! The weather extremes this year have been interesting and Sandy stands out as the most memorable by far. I understand that there are people living in the Sandy devastated areas that still do not have electrical power or any utilities. I'm thankful for those of us that got through it fairly unscathed.

I watched the Super Bowl and cannot believe that they don't have UPS or generators for their field night lighting - especially for such a special event!! They say it has also happened at Giants stadium in the past. Do you think those stadium support people should attend some of our chapter meetings?

Our Newsletter Editor - Bernie Jones, has mentioned at our Board of Directors meetings that he is going to shoot for putting out one newsletter a month this year. I think that all of us should feel fortunate to have such a productive person in our Garden State Chapter. Bernie has been a major asset to our Chapter since joining us way back in the beginning. I hope you will enjoy his work!

I have been working with a few of our Members on an "Advertising Committee" in the past months: Rich Rehak, Karin Peklak & Bernie Jones. We have been developing a policy to allow BCP/DR/EM and other industry companies to place advertisements in our Newsletter and on our Website. It will give them the ability to make our members aware of their services and also generate some funds for our Chapter Treasury.

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2013 ACP Garden State Executive Board

- Stan Carlstadt President
- Lori Keenan Secretary
- Richard Rehak Treasurer
- Tatiana Pezzoli Education
- Bernard Jones Information
- David Stuart Membership
- Michael Beninato Program
- Bernard Jones Publications
- Morten Mikkelsen Public Relations

Please visit our Garden State ACP Chapter website:

<http://gardenstate.acp-international.com/index.htm>

Do you have questions regarding our website?

Contact Bernard Jones at:

bernienj@hotmail.com

Looking for a new career opportunity?

Go to our employment webpage to learn more:

<http://gardenstate.acp->

A new section will be coming soon to our Newsletter:

"Vendor Advertising Section"

Look for additional details in an upcoming

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President's Corner (cont.)

We see it as a win/win situation. We are looking to introduce this feature in the coming months. If you know of any potential advertisers, please do let me know.

Looking forward to seeing you at our next Chapter Meeting.....

All MY Best,
Stan Carlstadt

Emergency Management, Business Continuity, and Disaster Recovery "Tid-Bits"**[Sandy Created a Black Hole of Communication](#)**

Familiar issues, including lack of communication, crop up during Sandy and give lessons for the future.

[Catastrophic Power Outages Pose Significant Recovery Challenges](#)

Hurricane Sandy knocked out power for weeks, but what if the weeks had turned into months?

Emergency Management Summits bring together the whole community of public and private-sector leaders to help predict, mitigate and better handle crisis situations in order to save lives and property. [See a list of 2013 dates and locations.](#)

[Backup and disaster recovery: Storm tips refresher](#)

More than 31,000 Long Island, N.Y., residents lost power on Jan. 31 — many of whom were without during Superstorm Sandy and were reminded of what it was like to be powerless for weeks. While many of these customers were households, businesses were also affected including the clients of managed services providers. If anything was learned from Sandy, a backup plan is needed, and it's important to prepare for any future disasters. [MORE](#)

[FEMA Smartphone APP:](#)

The FEMA App (smartphone app for mobile devices) contains disaster safety tips, interactive lists for storing your emergency kit and emergency meeting location information, and a map with open shelters and open FEMA Disaster Recovery Centers (DRCs). The app is free to download through your smartphone provider's app store

- [Android devices](#)
- [Apple devices](#)
- [Blackberry devices](#)

[IAEM bulletin call for articles: 'Lessons learned: Natural disasters'](#)**[Deadline for Submissions: Feb. 15, 2013](#)**

The IAEM-Global Editorial Work Group is interested in articles about natural disasters that have occurred within the last 12-24 months, especially in articles on mitigation and recovery. Tell us what worked and what did not work, in retrospect what would have worked better, and what you plan to do next time. Please keep your article to no more than 750 words, and read the Author's Guidelines at www.iaem.com before submitting your article to [IAEM Bulletin](#) Editor Karen Thompson no later than Feb. 15, 2013.

[ACP Corporate Update:](#)

Webinar Archives are an ACP Member Benefit! Log-in to the Member Library and listen to previous webinars, including the most recent:

January 2013 - ISO's New and Emerging Standards on Societal Security

December 2012 - Six Secrets to Surviving and Thriving with a Mobile Workforce

October 2012 - 2012-2013 Winter Weather Outlook

October 2012 - Tropical Storms, Delegates & Protestors and More - Preparing an EOC for a National Political Convention

[Click here](#) to log in to the Member Library

More BC, EM, and DR "Tid-Bits" will be provided here each month!

Remember to bring your business cards to the chapter meetings to help facilitate your networking and communication beyond the bi-monthly meetings.

Job Posting Section

Director – Facilities, Administration and Business Continuity

General Purpose of Job:

The Director of Facilities, Administration and Business Continuity is responsible for managing the company's facilities, disaster recovery and business continuity planning as well as print output and mail center operations. The incumbent serves as the company's **Facilities Director**, requiring a deep understanding and proven track record of facilities /lease management, back-office mail imaging operations and large-scale print output operations. The incumbent serves as the company's **Business Continuation Manager (BCM)**, responsible for coordinating the company's response to events resulting in business interruption and maintaining the company's business continuity plans. The incumbent is expected to manage an extensive list of high-value vendor relationships providing critical goods and services to the company.

Essential Duties and Responsibilities:

- Provides overall management and support for all of the company's offices /facilities located in New Jersey and Pennsylvania. This includes overseeing all lease negotiations and leasehold improvement projects that may arise from changing business needs.
- Serves as the company's Business Continuity Manager (BCM) and oversees the development and maintenance of the company's business continuity plans.
- Oversees and manages the company's multi-million dollar print output operations, including all of its critical suppliers and vendors. Ensures expected Service Level Agreements (SLAs) are actively monitored and met.
- Recommends short and long-term space planning strategies to senior leadership that are efficient and cost-effective.
- Forecasts, develops and continually monitors departmental expense budget, constantly looking for opportunities to reduce operating costs.
- Develops cost/benefit models as needed in response to business needs/requests.
- Oversees projects as assigned using established Project Management techniques.
- Develops and installs metrics that continually measure Key Performance Indicators (KPIs) and adherence to Service Level Agreements (SLAs).
- Drives administrative vendor management selection process in adherence to established company best practices. Monitors vendor performance and adherence to negotiated terms & conditions.
- Serves as the company representative on various enterprise teams charged with establishing common metrics and providing forward-thinking recommendations to senior leadership.
- Oversees the company's centralized mail processing center which serves a vital role in the success of the company by ensuring all in / out-bound mail is processed in an imaged paper-less environment using Scan on Arrival (SOA) and Scan On Demand (SOD) workflow processes.
- Leads a team of Supervisors, Analysts and Technicians.

Education and Experience:

- Bachelor's degree (B.A.) from a four-year college or university. Prior P&C Insurance experience a plus.
- **Proven expertise in Disaster Recovery and Business Continuity planning and execution.**
- Significant strategic facilities management experience.
- Minimum 10 years of related experience and/or training. SME in Vendor Management. Project Management and Business Continuity Planning certification a plus.

Computer Skills and Knowledge:

Working knowledge of Microsoft Office suite, MS Project, Visio. Knowledge of imaging and workflow systems and Business Continuity Planning software such as LDRPS™.

Additional Information:

This position will require 24x7 availability and access. A company-issued laptop and cell phone will be provided.

Location:

Red Bank, NJ

Contact Information:

If interested, please contact:

Janet Tenzer, SPHR

Project Manager, Human Resources

Plymouth Rock Management Company of New Jersey

732-978-6082

www.plymouthrocknj.com

Are you interested in hosting a Chapter meeting at your facility?

Contact your ACP Garden State Chapter Program Director: Michael Beninato at michael.beninato@bankofamerica.com for a complete list of 2013 available dates.

Our Newsletter Needs Your Story!

Whether you are a Garden State ACP member or a vendor to our ACP Garden State community, we are looking for your input. If you have experiences, lessons learned, or have been through a DR/BC situation and have a story to tell, please share it with the rest of us. Even if you are not the greatest writer in the world, don't fret; the newsletter editorial staff will gladly massage your missive into something memorable. Photos are welcome too.

Don't be shy – it's your newsletter – and it's a great way to participate in our Chapter. And best of all – you qualify for continuing education points for your certification requirements

Email all items to Bernard Jones: bernienj@hotmail.com

Welcome, New and Renewing Members!

Please join us in extending a hearty welcome to new and renewing members!

Let's extend a big "shout-out" to the following new or renewing members for their continuing commitment to our stellar network of continuity professionals here in the Garden State:

Adrienne Taub, Joseph Calafiore, Michael Pursell

Renewals may be performed via the corporate website: <https://www.acp-international.com/renew.taf>

5 Questions

Each month a member of our Garden State Chapter will have an opportunity to answer 5 questions about our profession. Our hope is that the questions and answers will stimulate further discussion among our chapter members on various DR/BCP/EM "topics of the day".

This month's chapter member: **Michael Beninato**

Question #1: "Michael, what made you select DR/BCP/EM as your profession?"

"It all started way back in 2000. I was a young lad then. I had just started a new job at Merrill Lynch when I was "volunteered" to maintain the tax reporting services department business continuity plan. Being there was not much to go on, I had to start from the very beginning. I got really interested in it and it just stuck with me. After working at Merrill Lynch for a few more years as BC planning as a side job, I decided I wanted to do it full-time. I was notified of a position in Corporate BCM and interviewed for the job. I was lucky enough to get it and have been here as a full-time BC coordinator ever since. Along the way, I obtained my certification to make it official. Besides being a full-time firefighter, I can't think of doing anything else."

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Question #2: “Michael, what is the number one challenge in your day-to-day DR/BCP/EM work?”

“I have to say my daily challenge is to get folks to listen to what I have to say regarding BC planning. Since what my group asks the technologists to do is not top priority on their lists, they do not really give us the attention they should. It is only during an audit when they are in the hot seat or a live event do they remember our phone numbers and “need” us.”

Question #3: “Michael, was your organization impacted by Sandy? What were some of your challenges?”

“Sure, a few of our data centers had to run off of generator power due to instability in the power grid. We also had a few people displaced as they lived near the Jersey Shore. We found that it got really difficult to keep track of our employees and their needs. We use an automated notification system for employee accountability. Being people did not have power in their homes and could not charge their mobile phones, we had a hard time communicating to them. Another issue we ran into is that our parent organizations were activating automated notifications without telling us. This caused confusion amongst the employees in our organization and resulted in the employees that still had power ignoring our notifications because they were tired of their phone ringing.”

Question #4: “So Michael, what are your thoughts on ways to enhance our chapter for 2013?”

“I would like to see more of our members get involved with the Chapter meetings. We have such a vast membership listing that we should not really have a problem finding a location to host our meetings. Since location scouting is really the most difficult part of setting up a meeting, it would be great to get some volunteers to help with that aspect.”

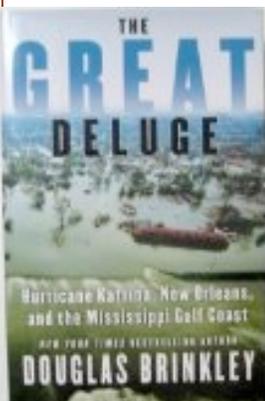
Question #5: “Final question Michael, so what do you like to do during your personal time?”

“Wow, since I am still a big kid at heart, I love riding on fire trucks!! I spend most of my time volunteering at my local fire company/rescue squad. My other time is spent with my kiddies. I have two children. We like taking walks on the Delaware & Raritan Canal walking path.”

Book of the Month

Each month we plan to feature a book/publication within the field of Disaster Recovery, Business Continuity, or Emergency Management.

If you would like to offer suggestions for an upcoming book to feature, please contact Bernard Jones – Publications Director: bernienj@hotmail.com



Title: The Great Deluge: Hurricane Katrina, New Orleans, and the Mississippi Gulf Coast

Written by: Douglas Brinkley, **ISBN:** ISBN-10: 0061148490

In the span of five violent hours on August 29, 2005, Hurricane Katrina destroyed major Gulf Coast cities and flattened 150 miles of coastline. But it was only the first stage of a shocking triple tragedy. On the heels of one of the three strongest hurricanes ever to make landfall in the United States came the storm-surge flooding, which submerged a half-million homes—followed by the human tragedy of government mismanagement, which proved as cruel as the natural disaster itself.

In *The Great Deluge*, bestselling author Douglas Brinkley finds the true heroes of this unparalleled catastrophe, and lets the survivors tell their own stories, masterly allowing them to