



ASSOCIATION OF CONTINUITY PROFESSIONALS

Liberty Valley Chapter

2nd Quarter 2017 Newsletter

The Liberty Valley Chapter conducted 2 meetings in the 2nd Quarter.

Please find the meeting summaries below.

Chapter Meeting

Thursday, April 20, 2017

Hosted at Merck & Co. Inc., North Wales, PA

Lunch sponsored by Sungard Availability Services



FEMA

Engaging Employees and Clients in Crisis Preparedness Planning

John DiSpaldo - Regional Preparedness Liaison

Melissa Wiehenstroer - Private Sector Preparedness and Digital Engagement

John DiSpaldo and Melissa Wienhenstroer from FEMA, Region III, provided an overview of the organization and gave examples of how their office has supported various companies in the region with preparedness activities. Region III works closely with the emergency management agencies of the District of Columbia, Delaware, Maryland, Pennsylvania, Virginia, and West Virginia to prepare for, protect against, respond to, recover from and mitigate all hazards. Their office has 200 employees in 6 different divisions: National Preparedness, Recovery, Response Grants, Mitigation, and Mission Support.

Melissa highlighted a few events where FEMA has provided education and support:

- Amtrak Preparathon Event – Set up a table, promoted “See Something, Say Something
- Delmarva Power – Power outage preparedness, promoted power safety
- Temple University – Shelter-in-Place drill, included social media and live tweeting during the event

Also, the Regional Business Emergency Operations Center (RBEOC) creates a platform for FEMA to engage directly with the private sector during disaster response and recovery. Formally adopted in 2015, the RBEOC empowers coordination, communication, and engagement between the public and private sectors throughout the disaster life cycle. For more information about RBEOC and membership, visit: <https://www.fema.gov/region-iii-rbeoc>.

[FEMA's Region III Website](#)

[Follow FEMA Region III on Twitter](#)



A Strategy for Intelligence-Led Patient Protection

Tony Zook - Executive Director of Global Security Group, Product Integrity

Tony Zook's presentation was a mix between enlightening and frightening! Tony is responsible for the integrity of Merck & Co., Inc.'s products. To help attendees understand how challenging his role can be, Tony first explained the high-level pharmaceutical supply chain. After Merck makes the product, it can be sold to one of three distributors. Those distributors can sell it to retail pharmacies or hospitals, which in turn deliver it to the patient. Merck can control making the product and selling it to the distributor. The other points of distribution are not in Merck's control. Tony deals with issues such as a secondary illegitimate supply chain, with stolen, misbranded, counterfeit or diverted products with illegal distributors

and retailers.

The mission of the Product Integrity group is to protect patient and company reputation. Specifically, the group:

- Focuses on external illicit actions
- Responds to all complaints
- Identifies threat impact to negative patient safety

Tony provided the group several examples of what “the bad guys” are doing with pharmaceuticals to make his job difficult. His group continues to recognize various threats, while developing effective mitigation capabilities and enforcement.



The Direction of Third Party Risk Management

John Beattie - Principal Consulting Engineer

One of John Beattie’s responsibilities at Sungard is to work with clients to help transform their business continuity programs to focus on key business issues of regulatory compliance, revenue protection, risk management and mitigation. He believes one of the top concerns in the C-suite of most companies is the availability of 3rd parties and their corresponding service levels. John polled the audience to see how many attendees were stakeholders as part of their company’s vendor risk program. Several people raised their hands which led John to ask, “How often do we need to discover risk-related information about our vendors?” It may depend on the criticality of the vendor or the type of service they are providing.

John presented information from Deloitte’s 2016 Third Party Governance and Risk Management Global Survey¹ and BCI’s 2016 Supply Chain Resilience Report² regarding the Disruption Occurrence Profile of firms:

- 87% of firms experienced a third party disruptive incident in the past 2-3 years¹
- 70% of firms experienced a supply chain disruption in the past year²
- 41% of those disruptions came from Tier 1 suppliers²
- 40% of firms do not analyze the source of disruption²
- 66% of firms do not have full visibility of supply chains²

The environment is changing as it pertains to third party risk management. John highlighted that firms want to drive down costs while improving insight. Firms are rethinking the scope of their assessments and even receiving information about vendors from negative news services, such as LexisNexis and BitSight to help with continuous monitoring.



Pictured clockwise from the top left:

- John DiSpaldo and Melissa Wienhenstroer from FEMA, Region III
- Tony Zook from Merck & Co., Inc.
- Liberty Valley ACP Chapter Board and Presenters
 - **L to R** – Amy Lane, Melissa Wiehenstroer, John DiSpaldo, John Beattie, Tony Zook, Jeremy Gudgeon, Michael Harding, Donna Jacobs, Donna Arobone, Millard Jackson, Stephanie Marjoram, Trish Knowles
- John Beattie from Sungard Availability Services

Chapter Meeting

Thursday, June 15, 2017

Hosted and sponsored by Sungard Availability Services, Philadelphia, PA



Vanguard

What Does a 'Next Generation' BCM Program Look Like?

Brad Grant - Business Continuity Manager

For those looking to transform your BCM Program, Brad offered a few ideas on how to approach it. First, Brad provided the attendees the definition of "Next Generation". Next Generation is pertaining to the next stage of development or version of a product, service, or technology. A few other principles of Next Generation thinking are outlined below:

- Is a transformation (not a change)
- Leverages lean principles
- Identifies and implements multiple enhancements
- Results in measurable improvement
- Excludes nothing in consideration

The BCM industry seems to have polar perspectives when it comes to program design. Some adhere to strict standards while others are challenging the norms (i.e. not relying on a Business Impact Analysis). A hybrid approach may be something to consider.

When preparing to transform a BCM program, Brad suggested the following:

- Observe, listen and validate – Communication is key.
- Categorize and prioritize – Sequencing is important.
- Prepare to launch – Persuade and influence, rally the team
- Measure – Quantify the investment in BCM
- Pivot and iterate – Assess why things are working or why they aren't working



City of
Philadelphia



Emergency Response

Lynn Fisher - Community Preparedness Program Manager

Derek Ziegler - Deputy Director for Planning

Within the City of Philadelphia's Office of Emergency Management (OEM), there are 30 people in 3 divisions: External Affairs, Operations and Emergency Planning. As the Community Preparedness Program Manager, Lynn Fisher works with residents, businesses and communities to achieve a more ready and prepared Philadelphia. As Deputy Director for Planning, Derek Ziegler leads a team of professionals focused on the areas of health and human services, infrastructure, and training and exercises.

The Philadelphia COOP Program was launched in August 2014. The overall COOP Program is managed by the OEM but ongoing maintenance is owned by the individual departments. 18 different departments within the City have functional responsibilities as part of the Program.

Along with ReadyPhiladelphia which provides emergency communication to interested parties, the ReadyBusiness Program was launched to help small-to-medium businesses plan in the case of an incident. In a few steps, the business can prepare a Business Continuity Plan, which ultimately allows them to PLAN to stay open should something happen. Workshops or individualized meetings are conducted with business owners to assist them in their planning as well.

Learn more at: www.phila.gov/ready

Follow them on Twitter:

<https://twitter.com/philaoem>



Cybersecurity

Justin Knowles - Security Consulting Solution Principal

A couple of years ago, security events accounted for ~8% of invoked disasters. In 2015/2016, that number has risen to almost 15% for declared disasters. Justin Knowles highlighted some of the threats noted in the 2017 Cyberthreat Defense Report created by the CyberEdge Group:

- Mobile devices
- Failure to monitor privileged users
- Ransomware
- Employees could be the weakest link

Justin also mentioned how regulations / audit pressures, privacy concerns and third-party management risk are triggering companies to change their strategy regarding cybersecurity. The cross-section of Business Continuity + Disaster Recovery + Cybersecurity = Cyberresiliency. All 3 competencies are important as part of a company's overall program.

Justin encouraged attendees to take a look at the 2017 Verizon Data Breach Investigation Report. The report is in its 10th year and provides an in depth look at how to build your defenses wisely against cyber-attacks.



Pictured clockwise from the top left:

- Brad Grant from Vanguard
- Lynn Flsher and Derek Ziegler from the City of Philadelphia
- Liberty Valley ACP Chapter Board and Presenters
 - **L to R** – Justin Knowles, Amy Lane, Brad Grant, Jeremy Gudgeon, Trish Knowles, Stephanie Marjoram, Donna Arobone, Millard Jackson, Lynn Fisher, Derek Ziegler
- Justin Knowles from Sungard Availability Services



The next Liberty Valley ACP Chapter meeting will be held Thursday, September 14, 2017.

The SEPA Regional Task Force is sponsoring the meeting at the Penn

State Great Valley Campus in Malvern, PA. More details to be provided soon!

Michael Harding, Director of Education and Seminars for ACP Liberty Valley, had the opportunity to speak at the Continuity Insights Management conference in Denver, Colorado in April.

The session was called 'Let's Measure our Capability to Recover!' and primarily focused on discussing how to move away from a metrics based planning system, such as number of plans, frequency of updates, etc. to a more measurable program. After you collect the Business Impact Analysis requirements and document the strategies in the Business Continuity plan, it is extremely helpful to understand whether adequate components will be readily available following a disruption to ensure the department can recover within the Recovery Time Objective. The ability to measure the program will help to ensure you understand current recovery capabilities and will guide you towards enhancing the overall recoverability of your operations.



Looking Inside the NFPA 1600 Standard
Contributed by Ginnie Stouffer

The National Fire Protection Association (NFPA) Technical Committee is well into the process of updating the "1600 Standard for Disaster/Emergency Management and Business Continuity/Continuity of Operations" that will be released to the public in 2019.

This business continuity (BC) standard follows a rigid update cycle of every three (3) years. Four months after the most recent version is released, the first 'Public Input' period is opened online to allow the users of the standard an opportunity to provide input on the content along with their recommendations for improvement. It is extremely important to the NFPA that all of their standards' update process include collaboration with real life users across the sectors of "public, not-for-profit, nongovernmental, and private entities on a local, regional, national and international" as well as from other NFPA committees. The 1600 Technical Committee's work begins with the close of the 'Public Input' period.

Every online submission is reviewed by the 1600 Technical Committee and taken into consideration for inclusion in the First Draft of the new version. The First Draft is published and the 'Public Comment' period is opened online. The 1600 Technical Committee reviews the public comments which results in a Second Draft that is then released for public review online. If the Second Draft is not contested by a user or another NFPA committee, the Second Draft moves on for final approval by the NFPA Council Appeals and Issuance of Standards. The final version comes out of that Council.

Of all of the standards organizations that have published standards focused on continuity, contingency and IT infrastructure, the NFPA is the oldest organization. It was founded in 1896 with the sole purpose of "eliminating death, injury, property and economic loss".

- **1896 - NFPA** (National Fire Protection Association)
- **1901 - NIST** (National Institute of Standards and Technology) founded by the U.S. Congress as the National Bureau of Standards (NBS)
- **1919 - CSA** (Canadian Standards Association)
- **1931 - BSI Group** (British Standards Institute Group) founded in 1901 as the Engineering Standards Committee, established as BSI in 1931
- **1947 - ISO** (International Organization for Standardization)
- **1955 - ASIS** (formerly known as American Society for Industrial Security)
- **1980's - ITIL** (The IT Infrastructure Library) founded by UK's Central Computer and Telecommunications Agency

Of all the continuity standards, the NFPA 1600 is the oldest, developed in the early 1990's as "The Recommended Practice for Disaster Management" and published in 1995. In 2000 a 'total approach' was taken by NFPA to consolidate the key elements of planning for and managing continuity and it was published as "Disaster, Emergency Management and Business Continuity". This 'total approach' standard was published one (1) year before the 9-11 terrorist attack on the U.S.

As a result of the terror attack in 2001, the 9-11 Commission was created by Congress to identify the events leading up to that horrific tragedy. This report included recommendations for what could be done by the public and private sectors. In the 9-11 Commission's report the NFPA 1600 Standard was recommended as the "National Preparedness Standard" for the U.S.

In 2009 NIMS, Department of Homeland Security's National Incident Management System, listed the NFPA 1600 as a recommended standard for voluntary adoption.

In 2010 the NFPA 1600 was selected as one of the three (3) voluntary standards for the Private Sector Preparedness Program (PS-Prep). This program was established by the Department of Homeland Security to encourage the private sector businesses and organizations to implement the necessary steps for instituting and maintaining a comprehensive management system that addresses business continuity, organizational resilience, emergency and disaster management.

Today, the NFPA 1600 has been adopted by organizations not only the U.S. but around the world with a large acceptance of this standard in South America, the Middle East and Asia.

The NFPA has grown from an organization of twenty (20) members in 1896 representing the U.S. insurance underwriters, one of which was the Philadelphia Fire Underwriters Association, to a world-wide organization with 60,000 members in 2017.

If you are looking for a clear, concise standard to adopt for your organization's continuity program, include the NFPA 1600 in your research. The NFPA 1600 is available as a free download at: <http://nfpa.org/1600>.

If you are interested in participating as a member of the 1600 Technical Committee, you may contact me for more information on the application process and guidelines.

Ginnie Stouffer, FBCI, MBCP has been a member of the 1600 Technical Committee on Disaster/Emergency Management and Business Continuity/ Continuity of Operations since 2010.



Coming in 2018...

The Liberty Valley ACP Chapter will begin a **Sponsorship program.**

The **Sponsorship levels are:**

- \$250
- \$600
- \$1,000



Click [here](#) to review the benefits of each **Sponsorship** level.

***A \$50 discount is being offered to any new 2018 **Sponsorships** that commit before December 1, 2017.*



Welcome to the newest members of the Liberty Valley Chapter!

- **John Duffy**
- **Jeff Holland**
- **Jennifer March**
- **Steve Vinkler**

Do you know someone who would like to become a member of the ACP? Encourage them to join the Liberty Valley Chapter! Direct them to the [National ACP site](#) to become a member!

The new [Liberty Valley Chapter website](#) went live on June 15th with an updated layout!

Thank you to **Ginnie Stouffer** for all of her hard work during the transition to this new site. Thank you to **the Chapter Board** as well who assisted with the review of the website prior to its launch.



Don't forget about the [ACP Liberty Valley Chapter LinkedIn group page!](#)

This social media group is a great way to network with fellow Chapter members outside of our bi-monthly meetings.

We hope you'll join in this online conversation! If you have any questions about the group page, please email publicrelations@libertyvalley.acp-international.com or membership@libertyvalley.acp-international.com.

*(**In order to be a member of the LinkedIn group, you will need to have an active LinkedIn profile.)*

2017 Liberty Valley ACP Chapter Board

Officers:

- President - Donna Arobone**
- Secretary - Donna Jacobs**
- Treasurer - Millard Jackson**

Directors:

- Education & Seminars Director - Michael Harding**
- Information Director - Ginnie Stouffer**
- Membership Director - Stephanie Marjoram**
- Programs Co-Director - Patricia Knowles**
- Programs Co-Director - Jeremy Gudgeon**
- Public Relations Director - Amy Lane**

Do you have news to share for the next Newsletter? Brag about yourself! We'd love to hear from you!

E-mail contributions / ideas to [Amy Lane](#).

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