

**Liberty Valley ACP Chapter Meeting Review**  
**Thursday, June 15, 2017**  
**Hosted and Sponsored by Sungard Availability Services**  
**Philadelphia, PA**

**Brad Grant, Business Continuity Manager, Vanguard**

**“What Does a ‘Next Generation’ BCM Program Look Like?”**

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

**Lynn Fisher, Community Preparedness Program Manager, Office of Emergency Management, City of Philadelphia**

**Derek Ziegler, Deputy Director for Planning, Office of Emergency Management, City of Philadelphia**

**“Emergency Response”**

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](http://www.phila.gov/ready)

Follow them on Twitter: <https://twitter.com/philaoem>

**Justin Knowles, Security Consulting Solution Principal, Sungard Availability Services**

### **“Cybersecurity”**

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 10<sup>th</sup> year and provides an in depth look at how to build your defenses wisely against cyber-attacks.



**Brad Grant from Vanguard**



**Lynn Fisher and Derek Ziegler from the City of Philadelphia**



**Justin Knowles from Sungard Availability Services**



**Pictured above – The ACP Liberty Valley Chapter Board and the Presenters**

**L to R – Justin Knowles, Amy Lane, Brad Grant, Jeremy Gudgeon, Trish Knowles, Stephanie Marjoram, Donna Arobone, Millard Jackson, Lynn Fisher, Derek Ziegler**