



ASSOCIATION OF CONTINUITY PROFESSIONALS  
Mid Penn Chapter

**Come To The**

**Mid-Penn ACP June Meeting  
Notification System Health Check/  
Adaptive BC/Managing Vendors**

**Wednesday, June 19th, 2019**

**11:45 a.m. – 4:00 p.m.**

**Pennsylvania State Employees Credit Union (PSECU)**

1 PSECU Way, Harrisburg, PA 17110

*Free Parking is available for guests in the front of the building; Proceed through the main entrance.*

**Agenda:**

11:45a.m. – 12:30 p.m. – Lunch (Provided by Chapter and Sponsor)

12:30 p.m. - 12:40 p.m. – ACP Welcome/Announcements

12:40 p.m. - 1:30 p.m. – Sponsor Session, It's Time for a Health Check  
Kelly Williams, Onsolve

1:45 p.m. – 2:35 p.m. – Adaptive Business Continuity  
Dr. David Lindstedt, Author, Speaker, and Founder of  
Adaptive BC Solutions

2:50 p.m. - 3:40 p.m. – Managing Vendors and Mitigating Risk  
Aaron Miller, Bank of America

4:00 p.m. – 4:30 p.m. – Mid Penn ACP Chapter Meeting

**To register, email Connie Schuler at [cshuler@psecu.com](mailto:cshuler@psecu.com)**

**DRII Continuing Education Activity Points (CEAP) – 3.0.**

Mid-Penn Association of Continuity Professionals

<http://www.midpenn.acp-international.com/>

*Session details are on the following pages:*

## Sponsor –Kelly Williams, Onsolve Director, Enterprise Accounts

### Time for a Health Check! Is your notification system efficient, effective and ‘crisis ready’?

As professionals in business continuity, crisis communications are an important part of our knowledge base, preparation and training. Most companies utilize notification software tools to communicate with their people during a crisis event and to manage critical next steps.

Join Kelly Williams of Onsolve, as she zeroes in on the most common problems when the software tools you’re using do not work as planned. People aren’t responding, they’re hanging up, the wrong alert was sent etc. If critical communications falls into your area of responsibility, it’s time for a health check! Learn key strategies for ensuring you don’t just have a notification system in place but that your notification system is efficient, effective and ‘crisis ready’.

Kelly Williams is the Director of Enterprise Accounts for OnSolve. OnSolve is an Emergency Notification Software company providing cloud based emergency and collaboration tools including MIR3 and Send Word Now. For the past decade, Kelly has been helping companies of all sizes and in every industry streamline and improve their business continuity and communication processes across the enterprise. She is involved in all aspects of implementation, training, rollout and account management for many of the largest companies in the world.

## Dr. David Lindstedt Author, Speaker, and Founder of Adaptive BC Solutions

"Adaptive Business Continuity (Adaptive BC) has emerged as a potential alternative to Traditional BC practices. Just in the last few months, representatives from Assurance SW, Avolution Consulting, the BCI, Continuity Logic, and other organizations have weighed in on this new approach. But just what does it all mean?

Here is your chance to hear about Adaptive BC from co-founder Dr. David Lindstedt. Dr. Lindstedt will provide a brief overview of Adaptive, address relevant topics such as audits, certification, and executive adoption, and allow plenty of time for questions and answers."

To learn more about Adaptive BC prior to the webinar: <https://www.adaptivebcp.org/>

David Lindstedt is an author, speaker, and unconventional thought-leader in business continuity. He is the founder of Adaptive BC Solutions, and developer of: The Readiness Test™, the Adaptive BC Toolkit™, and other SaaS solutions.

Dr. Lindstedt is the co-author (along with Mark Armour) of the *Adaptive BC Manifesto*, and the *Adaptive Business Continuity* book. He helped establish the international Adaptive Advisory Group and AdaptiveBCP.org,

Dr. Lindstedt taught for Norwich University's Master of Science in Business Continuity Management. He serves on the Editorial Board and is a frequent contributor to the *Journal of Business Continuity & Emergency Planning*. He occasionally lectures at university classes in BC and project management.

## Aaron Miller, Bank America of America IT Risk & Governance Analyst

### Managing Vendors and Mitigating Risk

Managing vendors effectively involves more today than tracking SLA's and expiration dates. Regulatory and compliance issues heighten the responsibility of the contractor and reinforce the fact that while services can be outsourced, the responsibilities cannot. Those responsibilities include data protections (with an eye toward GDPR in Europe and heading to the US), data security, data retention and any necessary notifications.

Aaron will provide a presentation that will trace the evolution of vendor management, with an eye toward risks organizations face when outsourcing and how to manage and mitigate those risks. We'll anchor our discussion with the requirements for financial institutions that align with the Federal Financial Institutions Examinations Council (FFIEC) for compliance. We'll examine new trends in vendor management including tracking and scoring vendor performance with useful and useable metrics.

Aaron Miller is an IT Risk and Governance Analyst at Bank of America. In that role, he coordinates compliance, access, business continuity and disaster recovery work for applications relating to fraud technologies.

Prior to joining Bank of America, Aaron worked as the Director of Business Continuity at Fulton Bank in Lancaster, and has worked for Barclays and JPMorganChase. He also spent six years working with Protiviti's business continuity practice.

He holds an MA in Economics and Math from the University of Memphis and a BA in economics from Grinnell College in Iowa. He maintains several certifications including the CBCP, MBCI, CISA, CRISC and PMP.