



December 2019 Newsletter

Our Mission: Everything we do professionally and as an organization is dedicated to protecting lives, safeguarding businesses, and fostering community resiliency.



Inside this issue

- President’s Comments..... 1
- Program Updates..... 2
- Chapter Meeting Info..... 2
- InfoSecurity Article 3
- Chapter Officers..... 3
- BC/DR Job Postings 3
- ACP Renewal Information..... 3
- BCI News..... 4
- President’s Comments (cont)..... 4
- 2019/2020 Schedule 5
- Elected 2020 Chapter Officers 5
- Training Opportunities..... 6

President’s Comments

Hello, Distinguished North Texas Chapter Members,

As I write the December article of 2019 I’m kind of melancholy. This my last presidential newsletter article. What words of wisdom or encouragement can I impart with my chapter members?

Our chapter has had a fantastic year. Great meetings, networking events, and a wonderfully dedicated group of individuals (the chapter’s board of directors) who have ensured you get the most out of your ACP investment. The best thanks you can give your chapter leaders is your meeting attendance. I know it’s tough when you can’t get through the email inbox, the program deadline looming around the corner, and the person commitments all fighting for a piece of you. Yep, I know it’s tough.

What I’d like to leave you with is two thoughts that have been bugging me for a number of years within the continuity industry. First, the continued separation of DR and BC. And second, lack of understanding that a business process doesn’t have a recovery point objective.

Separating DR and BC is one of the biggest mistakes made within our industry. What’s worse is when DR is only identified for information and technology (IT). Last time I checked every functional area needs a plan to recover from a *disaster* and also for less severe interruptions. Supply chain, finance, HR, engineering, IT and every other functional area in our companies need a plan for a severe interruption. Even more so than for small interruptions. Disasters...real big disasters... are rare and tend to be severe and if not accounted for in your planning can severely disrupt operations and revenue streams. Often times on the scale of mega. To actually be resilient it is imperative to have a plan of action for any size interruption from small to severe at least for critical business processes. I often say IT recovery could care less if the disaster is flood, fire, or famine the recovery steps are the same. You see server recovery steps are the same whether the server was damaged by fire or water. This is not true in the business [continuity] sense as the *type* of disaster does matter since the recovery steps need to be associated with what and how things damaged a business process. There is so much to this DR vs. BC. I believe DR is a subset of BC for every functional business area and DR simply mean you have to move operations or change SOP dramatically.

Now for my thoughts on Business Process (BP) Recovery Point Objective (RPO). This value is *completely different* than an IT application RPO. Not all business processes need to know a process recovery point objective. Many of you who protect manufacturing of some sort will fully understand what I’m about to discuss and some of you may have to ponder what I’m about to say. I encourage you to consider BP RPO’s in your business continuity plan as it must consider how to recover from a gap in this area first. Put another way, any time sensitive points in your business processes should be planned for first. I became aware of BP recovery point in 1981 when I worked for Anderson Clayton Foods (7 Seas Salad dressing and Chiffon Margarine). Each of these ‘products’ had a recipe bill of materials and in one case the order of ingredients when mixing was extremely important so the product would not sour.

Continued on page 4

Program Updates by Chet Bojarski

What a colorful and informative event at our November Chapter meeting hosted by **Joel Navarro** with a site visit to the R&D Labs of Mary Kay, Inc. After arriving, we were split into multiple groups and taken on a behind the scenes tour of the R&D Labs and their new production facility. Our tour guides were informative and answered all our questions along the route as we toured the impressive and newly built R3 campus.

After the tours, we all gathered for our regular chapter meeting that included a presentation by **Nikki Marshal** who discussed some of the challenges the teams faced on the move to the new facility and the impacts that they dealt with. It was an honest insight into the reality of the risks our business partners face no matter if they are natural disasters or the impacts a move can have on processes, staff, & supply chain. We especially thank Nikki for stepping in and doing such a wonderful job presenting to our members after the initial speaker was called away the day before.

We networked at R3 after our meeting to discussions, snacks, and beverages with chapter members (nice call on the Pink lemonade Joel, you know how to market!). Our chapter appreciates Mary Kay, Inc. for opening their “new” doors to our members and to Joel for coordinating the event us, he was a gracious host. I can’t wrap up without telling all our members we also received Mary Kay custom cookies and Mary Kay gift bags for all the attending members.

Looking ahead we have our year end event at Maggiano’s on December 3rd. Please make sure you respond to the invite that was previously sent out as we have space and seating limitations. The event is always a wonderful recognition of our year and its members. I appreciate the committee members and all the work they are doing as they coordinate the event on behalf of the chapter.

Finally, we now have all our dates locked in for the 2020 calendar year. Please check the website for location information and times as updates become available. I do suggest you take a moment to make sure you save the following dates on your calendar (note there were a couple of recent date changes in January and November since last month). I hope everyone has a great Thanksgiving Holiday shared with friends and family.

Tuesday January 14th
Tuesday February 4th
Tuesday March 3rd
Tuesday April 7th
Tuesday May 5th
Tuesday June 2nd
Tuesday July 7th
Tuesday August 4th
Tuesday September 1st
Tuesday October 6th
Tuesday November 10th
Tuesday December 8th

If you attended the November Chapter meeting at Mary Kay, don’t forget to fill out your survey, we always appreciate the feedback. Scan the picture and it will take you to the survey.



North Texas ACP Chapter Meetings

Meetings are generally held the first Tuesday of every month from 12:00 noon to 2:00 pm. The location varies, so check the Chapter Newsletter or [Website](#) for location information. If you have a topic you would like discussed or presented, please contact any of our board members (Sidebar on page 3).

Next Meeting

Date December 3, 2019
Time 11:00 am—1:00 pm
Location Maggiano’s Little Italy (Willow Bend, Plano)
6001 West Park Blvd.
Plano, TX 75093 [map](#)

Agenda

Program Holiday Luncheon

News from InfoSecurity Magazine

Target Sues Insurer over Data Breach Costs

By Sarah Coble

Published November 22, 2019



Target is suing its insurer for costs of up to \$74M that were incurred as a result of a data breach. America's eighth-largest retailer claims ACE American Insurance Co. failed to pick up the tab for issuing customers with new plastic payment cards after their existing cards were compromised in the November 2013 incident.

New cards had to be issued after a hacker installed software on Target's computer network and gained access to the personal information of 60 million customers and the payment card information of 40 million customers in November 2013.

Target filed the [lawsuit](#) against Pennsylvania-based ACE, which is now part of Chubb Corp, on Tuesday in the US District Court in Minnesota. In the suit, according to the [Star Tribune](#), the Minneapolis-based retailer states that it has paid out a total of \$138 million (including attorney's fees) to banks to settle claims related to the data breach. [READ MORE](#)

BC/DR Job Postings

Looking for a new position, Cheyene Marling at BC Management suggests subscribing to their BCM Career Alerts (orange button) on their [website](#). The system quickly notifies professionals once a new job is posted that might be a potential match to your search preferences.

Business Continuity & Disaster Recover Manager (LinkedIn)

Independent Financial , McKinney, TX

<https://www.linkedin.com/jobs/view/1607251146/?alternateChannel=search>

Disaster Recovery/Business Continuity Specialist (LinkedIn)

VBeyond Corporation (Automotive Client in Dallas)

<https://www.linkedin.com/jobs/view/1618495559/?alternateChannel=search>

National Director—Disaster Preparedness (LinkedIn)

Markent Personnel

<https://www.linkedin.com/jobs/view/1618722395/?alternateChannel=search>

ACP Early Renewal Incentive

There will be drawings for a \$100 Amazon gift card for early renewals in October, November and December. Renew today for you best chance to win!

2019 Chapter Officers

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BCI News

Women in Resilience webinar: Reputation Risk Management - Protecting your organization's most intangible asset

Webinar Tue, Dec 10, 2019 5:00 AM - 6:00 AM CST

In this webinar Jacqueline Ratcliffe will explore:

- Defining reputation risk
- The impact of social media on reputation risk
- Crisis response: reputation management & recovery
- Developing reputation risk readiness on the ground & in the boardroom

[Registration Link](#)

Jacqueline leads the Group Operational Risk & Resilience function for MERAAS, a Dubai-based holding and development company. She previously ran the Asia Pacific and Middle East offices of Register Larkin, a specialist crisis, issues and reputation management consultancy that was acquired by Deloitte in 2016. Based in the UAE since 2006, Jacqueline has advised and coached organisations at various stages of risk maturity and crisis preparedness across the Middle East, Africa and Asia Pacific.

President's Comments (Continued)

Much of today's environments now have IT systems to record process steps. Many times there is a local factory IT system/server that captures and performs timing steps. How can one reconcile a BP and an IT system/server if there is not a thorough understanding the critical process points along with RPOs? This may be easier for you to see with a semi-conductor manufacturing example. At Texas Instruments I learned of a few key critical business processes in semi-conductor manufacturing. One was called acid etch. After the circuitry image was made on the wafer metal surface (copper, silver, gold) it was then set in a pool of acid to etch-off all of the metal not part of the circuitry. If the wafer set in the acid too long the wafer was ruined and would have to be replaced. If the wafer was not placed in a bath of water within a specific amount of time the wafer was ruined and have to be replaced. The point I am targeting is that the BP recovery plan must consider these not the IT system recovery plan simply recording points in the manufacturing process. IT is completely subordinate. This is particularly Important concept for business leadership to understand in their planning for resiliency and how best to include in the plan to limit loss.

I'm looking forward to seeing everyone at our December Holiday Luncheon at Maggiano's. I cannot thank you enough for the privilege of being your chapter president for the past 2 years. From the depths of my heart I thank each of the 2019 chapter board of directors, without which I could not have gotten through this year – Carol DeLatte (Secretary), Phyllis McLaughlin (Treasurer), Chet Bojarski (Programs), Tim Prewitt (Membership), Michelle Sherman-Cheng (Information & Education), Mark Pousard (Web Master), and George Philpott (Mentorship). Each of you have provided an invaluable service not only to me but the entire chapter. Thank you, thank you, thank you!!

Wishing each and every one of you a happy, joyous, and relaxing holiday season, then a stupendous 2020.

At your service, Wendy

Why Join?

Knowledge.

Integrity.

Innovation.

Support.

ACP is the premier organization for business continuity professionals providing a powerful networking and learning environment for its members.

Known for its progressive programs, workshops and symposiums, the organization has become a unifying force in defining and leading the continuously evolving fields of business continuity, disaster recovery and emergency response.

2019/2020 MEETING SCHEDULE

Schedule and Locations are Subject to Change!

Date	Location
December 3	Maggiano's Little Italy (Willow Bend), Plano
2020 Dates	
January 14	FEMA, Denton
February 4	Ericsson, Plano
March 3	Sirius Computer Solutions (New Location), Dallas
April 7	Fannie Mae (Granite Park VII), Plano
May 5	TBD (Hosted by Fusion) 3 Hour Afternoon Workshop & Networking Event
June 2	Toyota Motors North America, Plano
July 7	Boy Scouts of America, Irving
August 4	Boy Scouts of America, Irving
September 1	Sirius Computer Solutions (New Location), Dallas
October 6	TBD (Hosted by Fusion)
November 10	Boy Scouts of America, Irving
December 8	Holiday Luncheon & Year End Event (North Texas Chapter members-only)

Check [here](#) for most current topic, speaker, and meeting location updates

Please contact a board member if there is a topic that you would like discussed, if interested in presenting, or know of others who would be willing to present an upcoming meeting.

2020 Chapter Officers

A huge thanks to our chapter 2020 Nominations Committee of Mark Weidner and Joe Kieszowski for conducting our 2020 elections, and to everyone who ran in the campaign. It was so refreshing to see multiple chapter members put their hats in the ring when asked to serve on the board. The chapter is essentially run by this board of leaders with the main purpose – to derive benefit and value out of every chapter meeting and treasury.

These are elected positions and require your support for the chapter to be successful. If you want change, then be a chapter leader. If you eventually want a leadership position for whom you currently work for, then take on a leadership role in in our chapter.

Please welcome your 2020 Chapter officers –

President	Luis Tapia
Secretary	Michelle Sherman-Cheng
Treasurer	Phyllis MacLachlin
Director of Information and Education	Tim Prewitt
Director of Membership	Joel Navarro
Director of Programs	Chet Bojarski

TRAINING OPPORTUNITIES

Upcoming Conferences

Business Resilience Conference

December 5, 2019—Minneapolis, MN
March 26-27, 2020—San Diego, CA

[Conference Link](#)

DRI2020

March 1-4, 2020—Westin Savannah Harbor Golf Resort
Savannah, GA
Approx. \$1395 (DRI Certified) [Conference Link](#)

DRJ Spring 2020

March 15-18, 2020—Orlando, FL
[Conference Link](#)

Continuity Insights Management Conference 2020

April 20-22, 2020 – Hyatt Regency, San Antonio, TX
Approx. \$1395 [Conference Link](#) (\$200 Discount if attending both conference and ACP Summit)

ACP Summit (Post Conference)

April 22-24, 2020 – Hyatt Regency, San Antonio, TX
Approx. \$195 (Link to follow)

DRJ Fall 2020

September 28—October 1, 2020—Phoenix, AZ

INTERFACE Dallas

October 14, 2020—Irving Convention Center
[Conference Link](#)

DRJ Spring 2021

March 28-31, 2021—Orlando, FL

Critical Facilities Summit

2020 TBA

North Texas Facilities/Managing Green Buildings Expo

2020 TBA

Local Certification Classes

DRI

ACRP Certification Class - CRLE 2000 Dallas 12/9/2019 -
12/13/2019, \$2750 Does not include lodging/
transportation. [Class link](#)

ABCP Certification Class - BCLE 2000 Dallas 3/9/2020 -
3/13/2020, \$2750 Does not include lodging/
transportation. [Class link](#)

BCI

CBCI Certification Course (Dallas, TX)
December 2-4, 2020 through Premier Continuum
[Class Link](#)

Ongoing Webinars

Federal Government

[Webinar link](#) Held on the **1st Wednesday of every month at 1 P.M. Central Time.**

ACP International

[Webinar link](#) Held monthly. Check website for details.

Firestorm

[Webinar link](#) Held monthly. Check website for details, scroll down and look under Events

Bright Talk

[Webinar link](#) Random scheduling.

Courses Beyond Conferences/Webinars

Business Continuity Institute www.thebci.org

Disaster Recovery Institute International www.drii.org

InfraGard (Partnership between FBI and Public Sector)
www.infragard.org

TEEX www.teex.org

ISO Based Training <https://pecb.com/training>

National Initiative for Cybersecurity Careers and Studies (NICCS)
Training [More info](#)

Here are a more ways to find out what we have planned:

Our web site: <http://northtx.acp-international.com>

Join our [LinkedIn Group](#)
for the latest updates

