North Texas ACP

ACP ASSOCIATION OF CONTINGENCY PLANNERS - **Providing a powerful network for the advancement of the industry and the development of business continuity professionals.**

VOLUME 3. ISSUE 8 **AUGUST. 2012**

"Ambition is the path to success. Persistence is the vehicle you arrive in."

Bill Bradley

President's Comments…

Don't let the busy pace of your responsibilities keep you from participating in a major Business Continuity event occurring here in Dallas!

From Tuesday, October 9, through Thursday, October 11, the CPM West Conference will be held at the Gaylord Texan near the DFW Airport in Grapevine, Texas. This is the first time where a major BC/DR/EM event has been held in Dallas / Fort Worth.

- Attending the event? ACP has a discount because the conference vendor is a sponsor of ACP!
- Want to see the exhibits? You can get a free pass.
- Want to meet others in the industry? We will need people to staff the ACP booth at the show for a few hours. I've worked the ACP booth in the past and you will meet a great cross-section of individuals. Networking possibilities will be plentiful.
- Want to meet other ACP members? We have an ACP-only event one evening during the conference which will be after hours. The prior session (free to you) will include food and beverage. Our ACP-only event will be 1 hour and focused on allowing the ACP members to meet each other. Since this is CPM-West, the majority of the attendees will be based west of the Mississippi River. . However, if you want to attend the ACP meeting, you must pre-register as attending the vendor exhibition. Our meeting/ reception will be Tuesday evening after the vendor hosted event.

Susan Guinn has been working on the event planning for the conference along with about 10 other individuals from various disciplines across BC, DR, and EM. Thanks to Susan for her work with this group. I initially was in this role and could not devote the time needed. She stepped in willingly and even took on more work!

Mike

North Texas Chapter Meetings

INFORMATION ABOUT OUR UPCOMING MEETING

Date: Tuesday September 11, 2012

Subject 1: Tom Celantos

Speaker 1: Public Private Partnership (PPP) conference recap plus short overview on Ham Radio Operations

Affiliation - JCPenney

Location: Boy Scouts of America

(Note: There is a cafeteria available for lunch)

Time: 12:00 NOON - 2:00 PM CT

Agenda:

- **Welcome**
  - **Recognize new members**
  - **Recognize visitors**
  - **New certifications, jobs, job searchers**
- **Upcoming Events**
  - **Upcoming elections: The nominating committee - List of nominees**
  - **CPM West Conference: ACP meeting on Tuesday, October 9: Gaylord Texan**
  - **Career Corner**
    - **Spotlight: Mary Crea – DRII 2012**

Special Points of Interest/Inside this issue

- *Recap of Bureau of Engraving Field Trip in August*
- *Insight into upcoming CPM West convention*
- *BC/DR Professional showcase – Lessons Learned – IT Disaster Recovery*
- *News about Upcoming Elections*
- *Career Corner*
- *Meeting Calendar for 2012*

2012 Chapter Officers

PRESIDENT
Michael Carver
214-868-7506
michael.carver@tx.rr.com

TREASURER
Jerry Knight
214.589.2920
jknight@comerica.com

SECRETARY
Mark Weidner
972.868.8064
mark.weidner@energyfutureholdings.com

DIRECTOR OF INFORMATION
Dianne Stephens
214.679.1240
dianne.stephens@vertexgroup.com

DIRECTOR OF PUBLIC RELATIONS
Mia Marzullo
Mia.marz@hotmail.com

WEB MASTER
Mark Armour
972.526.6064
mnjarmour@sbcglobal.net

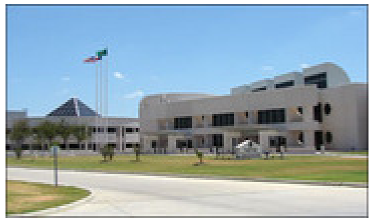
DIRECTOR OF MEMBERSHIP
Scott Hildner
469-203-5137
shildner@sbcglobal.net

DIRECTOR OF PROGRAMS
OPEN

DIRECTOR OF COMMUNICATIONS
Susan Guinn
469.220.8604
susan.guinn@citi.com

DIRECTOR OF EDUCATION
Mary Crea
214.616.3613
maryc2@airmail.net

BUREAU OF PRINTING AND ENGRAVING - TOUR



We had a great turnout for our tour of the Fort Worth Bureau of Engraving. ACP members were given an extremely informative tour of how the different bank notes evolve through the process of printing and drying to packaging. We literally looked upon millions of dollars …sigh!!

It is noteworthy to mention that this tour is open to the public, so if you have not taken your family for a visit yet – we highly recommend getting down there!

After finishing the tour we re-convened in a conference room to continue the 'BC/DR' part of the meeting. Gary Medesy from the Bureau treated us to an in-depth overview of their very mature Emergency Management program. We were also introduced to the Business Continuity and Security team that make everything happen behind the scenes. It was particularly interesting to hear their involvement with public organizations that are eager to participate in their annual exercises – whether by incoming helicopter or medical response! The presentation was followed by an interactive discussion regarding Emergency Response and Risk in general. All aspects were covered from planning to testing, as well as scenarios and roles of first responders. I think each of us learned a great deal.

A huge big THANK YOU to Gary Medesy for coordinating our visit, and Scott Hildner for making it all possible!

Photos were not allowed inside the facility; however we took the opportunity to capture a few of our lovely ACP members in the parking lot!

Welcome New Members

We would like to give a warm North Texas chapter "Howdy" to the following new members:

George Macrelli
Luis Tapia
Lauren Tascione
Karen Woodside

Congratulations!!

A hearty "Congratulations!" to the following members on their recent Certifications:

At time of going to press – we were not aware of any new certifications.

If you have recently received a certification and would like us to publish your achievement, please contact Dianne Stephens at Dianne.stephens@vertexgroup.com or notify any of the Chapter Officers (listed on page 2)

Career Corner

This column will be devoted to our members from the perspective of the employee.

We will be focusing on:

- Your job classification, are you:
    - Unemployed/ in Pre-Employment
    - Under employed
    - Miserably employed
    - Gainfully and Happily employed
- Jobs, which companies are hiring and how can I land that opportunity of a lifetime?
- Career Development/ Empowerment
- Using Social Networking- the Dos and the Don'ts
- Risk, how broad can we go to obtain opportunities?
- Internal HR, just what are they looking for?
- Head Hunters, are they working for me?
- Your community, what can we do to assist the community and also be recognized as a leader?

If you have any ideas or suggestions for topics you want included in the Career Corner, please send me a note at: Susan.Guinn@citi.com

Welcome to…

Career Corner:

Our article for Career Corner this month covers the job posting and how to gleam from it. In the job posting, you can analyze the open position for your strengths and opportunities. Taking those characteristics, find out if you want the job, or does it speak to you? Any way you look at it, this a deep dive into what a job posting says about the position and a comparison of your resume to it.

Speaking of positions, last week or so, I sent out a notice to our membership asking to submit your nominations for OUR board for 2013. Look at yourself in the mirror and see if you have what it takes to make our board even better! Review the qualification for the positions and either nominate yourself or anyone else that YOU think would do a GREAT job. If you need a nomination form, drop me a note and I can resend it to you. We can't do this job without you, so let those nominations roll on in!

Susan.

Again, all of this information will be driven from what you are interested in. If you have a particular area of interest - Please contact Susan at Susan.Guinn@citi.com or at 469-220-8604.

Pieces of Gold in Those Job Postings

Job Postings are "pieces of gold." They are your customer's wish lists.

Any sales person would tell you that in order to sell someone something you have to know what they need.

Read through job postings to find out what your customer (the employer) is looking for - what is the need?

By familiarizing yourself with the language of the job posting you will be able to not only read the words and the content, but you will be able to read between the lines.

Below is an exercise that will help you find the "gold" and make good use of it once you discover it.

Look at the job postings and the ads to see what experiences, skills and traits are in demand for the type of position you are seeking. In fact, look at several job postings that would be of interest to you.

For this exercise, don't limit yourself to geographical location. Look at jobs of interest located anywhere.

Your goal is to find key words and phrases. Some postings will be more vague about what it takes to get the job done and will require reading between the lines to determine what other skills are necessary. When you have several postings, read each word and sentence carefully, taking notes as you do.

Read the job posting three times.

- Read the first time for content.
- Read the second time for words - vocabulary. What words appear consistently in almost every posting?
- Read the third time and read between the likes - what would it take to get this job done? What are they looking for?

Now, take a piece of paper and divide it in half. On one side of the paper write, "What they are looking for," and on the other side, "What I have to offer." Each time you apply for a position, it will be invaluable for you to know how you stand against what they are looking for. This exercise will help you see how close a match you are and where you should focus.

Your next step is to add your uniqueness to the "What I have to offer" list. Some postings will list additional skills required, which make it easier for you to see what is important to them. An example would be, "Must have excellent communications skills, strong organizational skills, and be a willing team player."

If these words appear in most of your posting examples, then make sure that these are a part of your focus. Can you work these words and your five strengths into the interview to demonstrate your fit - and then some? It is your challenge to do just that to make yourself stand out in the crowd.

- Carole Martin

Carole Martin is the original interview coach for Monster.com and one of the most celebrated interview experts in America. Her books, "Interview Fitness Training," "Boost Your Interview IQ" and Perfect Phrases for the Perfect Interview are available at her web site www.interviewcoach.com

Upcoming Elections

ACP Members of the North Texas Chapter – you should have recently received an email with attachments for your participation in upcoming elections.

Time to kickoff the 2013 Election Process and we invite you to participate. We need you to do the following to support your chapter:

1. Review the Election Time Line doc to understand the timing for the election.
2. Review the Board Positing Description doc to determine how you can help.
3. Complete the Nomination Form and return to one of the committee members listed on the form.

While a listing of the incumbents is on the nomination form this doesn't mean those people will be running for office again, in fact many of them will not be. Our Chapter is fortunate this year to have many new faces, and we want to encourage new member to contribute by running for office.

If you have questions please contact any of the members of the nominating committee or board.

Upcoming Events

Contingency Planning & Management West

THE CONTINGENCY PLANNING AND MANAGEMENT (CPM) West Conference and Exposition focuses on the needs of CPM and information officers and professionals, in the public, private and education sectors, who are responsible for ensuring the ongoing flow, protection and rapid re-deployment of critical business information, functions and personnel in the instance of natural or man-made disasters. Both the conference and exposition highlight information, products and services that allow key decision makers to identify strategies for emergency and contingency preparedness.

BONUS - 3 Events in 1!

GOVSEC WEST

CPM WEST
CONTINUITY | RESPONSE | RECOVERY

EDUCATION SECURITY CONFERENCE

The 2012 Contingency Planning and Management West Conference is held jointly with the GovSec West Conference and Exposition, providing you with products and services related to government and education security vendors as well as COOP, contingency planning and disaster recovery all in one place!

CPM West is the only conference where you can fine-tune and reinforce your plan with the practical advice of leading national experts & contingency planning and COOP professionals who will share their hard learned lessons as they offer one-on-one, action-oriented advice.

Choose from sessions covering:

- Business Continuity Planning
- Data Protection & Recovery
- Disaster Recovery Planning
- Emergency Response Planning

- Risk Assessment

Fees::

http://contingencyplanning.com/events/cpm-west-2012/information/attendee-info/rates.aspx

You're invited to join ACP at the CPM West 2012 Conference & Expo! At the Gaylord Texan in Grapevine, TX Oct. 8-11, 2012

As a member of the CPM West Advisory Council, I've personally provided insight and direction to ensure this conference meets the needs of all those attending. I am excited about this event and because I know the content, I feel confident that you will find many of the sessions – as well as the free expo – beneficial to you.

CPM West is the only conference where you can fine-tune and reinforce your plan with the practical advice of leading experts, contingency planning and COOP professionals who will share their hard-learned lessons as they offer one-on-one, action-oriented advice.

Registering for CPM West also provides you access into the GovSec West and Education Security West conferences. These events have additional sessions on government and educational security that I believe you will find interesting.

Your registration for the conference will include:

- CPM West educational conference sessions October 9 - 11
- Access to all GovSec West and Education Security West Conference sessions Tuesday October 9 – Wednesday October 10
- Access to the Expo Show –learn about the latest technology and solutions
- Opportunity to attend free pre-conference workshops on Monday October 8 or add a hands-on paid workshop to enhance your experience
- Keynotes, receptions, networking opportunities and other special events!

For more information on the conference, take a look at the conference website: www.CPM-West.com

I invite you to join me for this unique and rewarding experience and have arranged for you to receive a special 20% discount off the registration prices. When registering, please use this discount code (AC20). See you at the Gaylord Texan! Susan Guinn

* * *BC/DR Professional Showcase* * *

An Interview with Phyllis MacLachlan
Lessons Learned – IT Disaster Recovery

Phyllis MacLachlan is the Directory of IT Service Continuity Management at CoreLogic, a financial, property and consumer information, analytics and services company. She began her career in IT disaster recovery in the late 90s. At the time she was responsible for managing the recovery of two mainframes and a handful of distributed systems at a third party recovery center. Today, her team is responsible for disaster recovery of over 20 CoreLogic business lines using an internal recovery strategy.

NTACP: You have been in the "DR world" for a significant number of years. What change in the industry has had the most impact in the way you recover?

PM: In my experience, eliminating the use of a third party recovery vendor and bringing DR in-house was the biggest change. We used to fly a dozen or more people and ship thousands of tapes to our recovery site. Now we use continual data replication from one data center to the other. Bringing DR in-house also allowed us to utilize virtualization to reduce our DR footprint and cost, and enhance server recovery. But, the fact that we no longer have to deal with tape recovery allowed us to reduce our RTOs from 72+ hours to about 24 hours. In addition, our testing costs were significantly reduced by no longer sending people and tapes offsite for nearly a week. Together these represent a huge benefit for the business. Of course, the engineers who used to go miss those DR trips and the food that was constantly available!

NTACP: In your experience working with either Company owned or 3rd party data centers, have there been common themes in overcoming obstacles?

PM: Probably the biggest obstacle we have faced in either situation is keeping the DR environment current with the ongoing changes in production. It feels like people change production with no thought to DR: add databases, add servers, change how data routes through the application. All of these things have a downstream impact to DR: is the new database being replicated, is the new server provisioned in DR, are all firewall rules in the DR environment ready to allow the new data routes? Unless it's a significant change – for example migrating an application from one OS platform to another – the developers and engineers tend to forget to consider DR. This was exacerbated when we were with a third party vendor because there were all the contractual details that needed to be dealt with, but even in-house it requires a good bit of thought, planning and time to execute the DR changes.

The second biggest obstacle we face is trying to get people to focus on DR when there are so many other things going on in the production environment. DR tends to take a back seat. I'm sure everyone reading this will be able to relate. All levels of the organization realize that BC/DR is important, but it's not what is paying the bills; the day-to-day operations pay the bills and have to be given the majority of the attention. On top of that, there are always new projects vying for resources. As a result, DR becomes important twice a year as we ramp up for our tests.

NTACP: Have you noticed a difference in challenges between recovering from SAN or Tape backup? If yes, what tips can you share with us for successfully managing either process?

PM: Yes, the obvious difference is that tape recovery is sequential so it is S-L-O-W. You mount a tape and it spins till it finds the data you need. Then, it starts reading that data. If it's a big database it could take 10 or 12 hours for the data to be read from the tape. You cross your fingers and say a little prayer that there are no tape errors. Then, you field the calls from the users: when is my data going to be ready? With SAN-based replication the data is just there. The time consuming part for us now is recovering the servers (we don't have a "hot" environment; most of the DR servers are brought down between events to conserve resources). But, once the server is up and the data is presented to it, you're ready to go. Our challenge now is to make sure application teams keep us in the loop when they add new storage so we can ensure it is replicated. With the quantities of data everyone is building and storing now this can be a real problem. We work with our Change Management team to try to stay in the loop, but unfortunately it's not foolproof.

NTACP: Can you walk us through a typical recovery event?

PM: Well, let's see. The goals for our test in March were to recover 88 applications for twelve business lines. To do that we planned to restore over 100 mainframe, Linux, Unix and Windows servers.

We presented the storage and began the server recoveries in parallel for all platforms late on Tuesday evening using offshore resources. Wednesday, during U.S. business hours, we completed the server recovery and started business application recovery. (We've learned it's best to wait until all the servers are ready before turning the environment over to the developers so we don't divert engineers to troubleshoot while they are still being pushed to recover servers.) Business application recovery and validation ran pretty much around the clock from Wednesday evening until Friday afternoon. As the development teams made the business applications ready, business users were brought in to conduct validation and experience a DR environment. We had people from across the globe actively involved in the test. Throughout the test we had a team of people from various IT process groups assisting my team with coordinating, troubleshooting and communicating to the rest of the organization. Once testing completed we unmounted the storage and gracefully shut down the DR environment.

NTACP: What method do you use to provide evidence of successful testing?

PM: We have Application Verification Scripts that the users employ during their validation to document their business application test results. The completed Application Verification Scripts are retained by my team in a central repository as testing artifacts. In addition, my team prepares an overall test recap describing the scope, objectives and results of the infrastructure recovery. The way our organization is structured the business lines are responsible for their business application recovery, so they prepare a recap of the business application recovery if necessary for their clients. Typically the recap prepared by my team is sufficient evidence for clients or auditors.

NTACP: Running a well-orchestrated event requires a cool head, the ability to multitask, as well as sound technical knowledge. What other skill sets have helped you on your road to success?

PM: Listening and being nosy! Engineers love to talk about what they do, and as long as you don't ask really moronic questions, they will give you more information than you can possibly process, especially if there is a white board around (the cell phone camera is a good tool for capturing those white board sessions)! Good timing – so you don't interrupt a particularly intense moment with your questions – doesn't hurt either.

NTACP: If someone was new to the world of BC/DR, what advice would you give them if they were considering entering a DR profession?

PM: You've got to have a good understanding of IT. If you don't get the general concepts and the logical sequence of building systems, you won't be successful in disaster recovery. You've also got to build relationships with key individuals in each area so you always have someone you can go to with questions and the occasional request for a favor. Nurture those relationships by offering assistance and watching their backs. Strive to understand the technical environment and the challenges it presents to the engineers who are responsible for its care, feeding and recovery.

NTACP: In an 'ideal' world, where do you consider the appropriate placement for DR within an organization?

PM: In my world disaster recovery lives in the IT organization although I'm not sure that's really the best place for it. I personally think it fits better in a Risk Management organization which oversees not only DR, but also business continuity, supply chain risk management, emergency management, vendor management, security (IT and physical), compliance, etc. All of those areas are critical to the success of the organization and directly responsible for mitigating organizational risks. Now of course, being part of Risk Management isn't where I've been so to me it sounds good on paper but I don't know if it is really the best organizational fit or not!

NTACP: In order to succeed as a DR professional, in your opinion what is more important – to be a geek or to be well organized?

PM: In my opinion you've got to be both. You absolutely have to be well organized and detail oriented to manage all of the moving parts, especially during an event or a test. But, like I said earlier, if you're not a bit of a geek with a good overall understanding of how it all works, you're not going to be successful. DR is not simply 'insert tab A into slot B.' You have to know why A goes into B, and what will happen if they don't fit well, in order to make good DR decisions.

NTACP: Is there anything else you'd like to share with our readers?

PM: Being involved in DR is always a challenge, and there are always new things to learn. You've got to stay involved with the IT organization to understand where things are heading, what new technologies are going to be brought in-house, and how those things will impact your world.

I've found that DR has helped me build my general knowledge of our overall IT environment in ways that very few other technical positions could, since I'm exposed to a little bit of everything not a lot of just one thing. This has helped me successfully contribute to data center moves, major incident war rooms and other projects outside of DR.

It's pretty frightening when you get called to invoke DR for an actual event, but there's an enormous sense of accomplishment when you lead the team through a successful recovery and the users are back in business. Then you just want to sleep!

Thank you so much for asking me to participate in your professional showcase. I'd be more than willing to answer reader questions or offer an opinion on a DR dilemma. I can be contacted at pmaclachlan@corelogic.com.

If there is a particular topic/field you would like us to cover, please reach out to Dianne Stephens at diannestephens@vertexgroup.com. We will be happy to set up an interview with a Professional in your area of interest.

2012 SECUREWORLD Expo Theme
Decrypting the Mayan Code

We wanted to let you know SecureWorld is returning to Dallas for its 8th annual conference! Attached is an invite for our members to attend this year's event. Members can register for the complimentary Exhibits and Open Sessions pass with this code OR use the discount code for CPE credited Conference tracks (12 CPE) or SecureWorld PLUS (16 CPE) registration. Please feel free to distribute to your associates and peers, see you October 10-11, 2012 at the Plano Centre!

Having trouble viewing this email? Click here

Save $100 or **Save $200**	Use Discount Code DALACP12 to save $100 off the 2 day Conference Pass ($265) or $200 off SecureWorld Plus registration ($695).

DALLAS

OCTOBER 10-11, 2012
Plano Centre

SecureWorld Expo conferences feature dynamic keynote addresses, conference tracks addressing the most current IT Security topics and offer CPE credits 'Certificate of Attendance'!

CURRENT AGENDA

KEYNOTE:

Gene Kim,
Founder and Former
CTO of Tripwire, Author

Gene Kim will talk on, "Security is Dead. Long Live Rugged DevOps: IT at Ludicrous Speed". Kim is founder and former CTO of Tripwire.

Christopher Pierson will present, "The Evolving Cybersecurity Threat Matrix and Legal Landscape". Pierson is the EVP and Chief Security Officer and Chief Compliance Officer of Security Solutions at LSQ Holdings.

Conference tracks include: Virtualization, Cloud Security, Mobility, Advanced Persistent Threat, Business Intelligence, Cyber Crime, Business Continuity, Compliance, Social Networking, and much more.

In addition to the Two-Day Conference Pass and SecureWorld PLUS CPE credited content, complimentary admission is also available that includes access to Keynotes, Industry Expert Panels, and Exhibitor Show Floor (does not include CPE Certification).

TWO DAY CONFERENCE	**$265**
With discount code	*-$100*
Total	**$165!**

Join us October 10-11, 2012 at Plano Centre!

Christopher Pierson,
EVP, Chief Security

Since 2002, SecureWorld brings intensive training for information security professionals to a city near you. Each conference offers a regional model designed to keep pace with rapidly evolving security threats. Join with the industry's best thought-leaders and solutions providers for two days of high-quality education and networking. Leave equipped with the knowledge and tools necessary to secure

	Officer and Chief Compliance Officer, LSQ Holdings		the digital-age enterprise business.	

UPCOMING MEETING CALENDAR

Meeting calendar

Date	Location	Spotlight	Career Corner	Presentation 1	Presentation 2
Sept 11	Boy Scouts			Private Public Partnership: Mia getting a speaker	[swap with November if date is an issue]
Oct 2--tentative	UNT (evening)			UNT speaker	NTX ACP Overview for the students
Oct 9 2-4 PM	Gaylord Texan	CPM West: ACP Regional	N/A	Keynote (Nat'l Board?)	Introductions
Nov 6	Boy Scouts [consider holding this meeting topic at H5 CoLo]	none	none	Overview on DRII Professional Practices: Short by section, then roundtable--identify SMEs for future sessions	[swap with September if date is an issue]
Dec 4	Lawry's	Annual Luncheon: 65 people limit	Recognize 2012 MVP	Welcome / All 2012 Certifications & Awards	Prizes

acp Association of Contingency Planners

Meeting Schedule and Locations for 2012

Date	**Location**
Sep 11th	Boy Scouts of America
Oct 2nd	Evening Field Trip
Nov 6th	Boys Scouts of America
Dec 4th	Holiday Luncheon

Click here> ACP website