



ASSOCIATION OF CONTINUITY PROFESSIONALS

North Texas Chapter

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



September 2018

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President's Comments – September 2018

Dear Fellow North Texas Chapter Members,

We are in the last third of the year and have four months to complete our 2018 goals. For me however, it is really only three months. Why? At my company, many people take off most of December to burn down their personal time off (PTO). Additionally, my company provides generous holiday paid time off for all employees the week between Christmas and New Year. While December maybe a great time to accomplish individual tasks and goals (reduced interruptions), it is

extremely difficult to do anything that would require the assistance of others.

I've just completed two of my three 2018 scheduled recovery exercises. The two exercises conducted in August taught me a lot and reinforced three key elements to an IT recovery exercise, a real recovery, and continuity in general: People, Engagement, and Attention to Details.

In hindsight, I clearly didn't allow enough time for planning. One exercise was the first to be performed for that location. For the other, the entire infrastructure (server, storage, and network) was upgraded. I must confess that I put a high level of trust in an already enormously busy infrastructure staff. Only one staff member was new to IT recovery exercises while all of the other infrastructure staff had exercised with me before. I assumed they were engaged (and we all know what assume means!) during the exercise. What unfolded was that my assumption was wrong. None, that's right, none of the infrastructure staff exhibited any engagement. Many hours were wasted adding IP's that were not previously planned for. While it is simple to add IPs to a LAN switch and all of the other pre-requisites (VPN, DNS, and AD), it can take time to ensure all the required services recognize the newly added address. When the new IP address adds a VLAN (third octet in the IP address), it further complicates matters. Making these unplanned changes at disaster declaration time unleashes what I call "relationship learning." Very little IT infrastructure can exist on its own, and there is usually a pre-requisite, or a co-

requisite definition, required in another infrastructure system. Infrastructure people who do not execute the exercise from a written document many times forget *downstream definitions*. What can be worse is when an infrastructure person does not exhibit the necessary level of caring! They **must** learn to realize the end-user could care less which part failed but rather whether the technology can be used. It takes **all** of the infrastructure definitions to be correct for the technology to be available to the end-user.

People are the key element to the execution of any plan or for the development of a plan on the fly. Please note that this comment is not just applicable to IT continuity but any continuity planning whether it's incident management, crisis management, IT recovery, or business continuity. People can be quirky and unpredictable (I know, I *am* one!). It's imperative for any continuity professional to know their people, when and where to push, and to encourage engagement.

When people are sufficiently engaged in continuity planning, they aren't just looking for barriers to recovery for their discipline. They are *inspired to uncover any barrier to recovery*, period!! They are a team. And yes in IT recovery, TEAM means Together Everyone Achieves More. Without this level of engagement, recovery time increases and everyone involved loses sleep. If you have suggestions and solutions for 'people engagement', I'm ready and willing to listen.

My last key element to successful recovery is attention to details. I firmly believe that all IT technologists believe they possess that specific skill. It was evident during my August exercises that one of the most influential things that was counterproductive to 'attention to details' was lack of sleep. When someone is tired, it is hard to focus. I've tried to get this across to SMEs who work my recovery exercises. Too bad that they have to learn the hard way. Most IT SMEs get embarrassed by mistakes brought on by lack of sleep. They should be embarrassed! It's a hard lesson to think that "If I'm the only one who knows this, and I'm tired, and I make a costly mistake.... why do I keep doing this?" It can hit them like a slap in the face. IT Continuity isn't rocket science (well, maybe in the case of Raytheon, it *could* be!). It's about writing it down in steps someone else can follow. If there is no alternate SME, find someone who would like to perform your discipline and see if what you've written can be

followed. It amazes me how many IT SMEs don't understand that they are single points of failure (maybe they like it that way). Not much a continuity professional can do about that.

I see my job as motivating people to become engaged in preparation for continuity of service with the proper level of documented details. My August recovery exercises reinforced that view. I also learned how to prop my eyelids open with toothpicks!

Hope you've found this either entertaining or insightful. Looking forward to seeing you at our September 11<sup>th</sup> meeting.

At your service, Wendy

### Programs Update From Chet Bojarski:

We had a great turnout for our August meeting that had Mr. Jeffrey Murray from the **Department of Homeland Security - Office of Infrastructure Protection** as our featured speaker. Jeff's presentation was on "DHS Tools and Resources" and was very well received by those attending (we had a pretty full house). Need more information about infrastructure? Go to [www.dhs.gov/hometown-security](http://www.dhs.gov/hometown-security) that will link you to the latest information and tools that are available (don't forget the Tools and Resources tab on the left). A reminder for those attending (or those who did not) that both Chad (last month for Cyber) and Jeff (this month for Infrastructure) are your regional contacts who can connect you with any resource or region you may need to work with your company to be successful. We also hope that our members and guests enjoyed the lunch that was sponsored by the Board of Directors of the ACP-North Texas.

Looking forward because of the Labor Day Holiday, **our next meeting will be held on Tuesday, September 11th, 2018 starting at Noon and will be at our normal Farmers Branch location (Quest Diagnostics)**. We all recognize that within our profession is a personal commitment to planning, emergency / business preparedness and life safety. With our next meeting being held on 9/11, we will be having a presentation that aligns with both this day and National Preparedness Month. As professionals we recognize what we do is to normally train and educate others, but on 9/11 our scheduled presentation we now be the **DHS Active Shooter training** session we are bringing directly to our ACP-NT members. I cannot think of a better way to recognize the sacrifices those have given while ensuring that we continue to prepare ourselves and others. We saw at

the last meeting that only 25% of our attending members had been through Active Shooter training, and we are working to make that 100%. We encourage your attendance no matter if you have been through training before (use it as a refresher), have never been through the training (it could save your life), or you need to evaluate it for your company by going through it yourself (remember DHS offers it). Your ACP-NT is committed to bringing you the resources and information you need to make you and your company successful, while also keeping you safe. I would put money on it most our members can remember exactly where they were on the morning of 9/11/2001 when they heard the news of the World Trade Center Towers. We look forward to you attendance at this special session we have created for you.

### **SMB Business Continuity Workshop:**

DRI International is coming to Frisco, TX to conduct a special session at the Frisco Chamber of Commerce on 9/26/18. This is a special session for Small and Medium Businesses on Business Continuity.

- A one day specially designed session led by a DRII certified trainer
- Session covers all of DRII's 10 Professional Practices and will include working sessions during the workshop
- Receive up to 8 CEAP credits for attending or if your are a CBCP or MBCP you can volunteer as a SME for the day
- A local and very cost effective opportunity for those wanting to put a plan in place that are a part of the supply change, looking to become certified, need a refresher, want to network in the area, or even wanting to get into the resiliency business!
- Donation: \$99 payable to DRI Foundation – a 501(c)3 charitable foundation (how is that for a deal and it is in North Texas!)
- More information and registration at:  
<https://drii.org/events/course/5b26f69281>  
[\[drii.org\]](http://drii.org)  
(Space will be limited)

#### **2018 CHAPTER OFFICERS**

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**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 Web Site for location information. If you have a topic you would like discussed or presented, please contact any of our board members in the table above.

**Next Meeting**

**Date**-----September 11, 2018

**Time**-----12:00 pm

**Location:** Quest Diagnostics  
2655 Villa Creek  
Dallas, TX 75234  
[map](#)

**Lunch**-----Not Provided

**Meeting Agenda**

<u>Topic</u>	<u>Speaker</u>
Welcome.....	Wendy Nelson
Upcoming Events.....	Wendy Nelson
ACP Officer Reports.....	ACP Board
Featured Speaker.....	Jeffrey Murray

Program: Department of Homeland Security (DHS) Active Shooter Training

**2018 Meeting Schedule and Locations**

*Schedule and location are subject to change!*

October 2.....	Boy Scouts of America
November 6.....	Quest Diagnostics
December 4.....	Holiday Luncheon-North Texas ACP Members and invited guests ONLY-RSVP Required

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

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.

## The Benefits of ACP Membership

Submitted by: Carol DeLatte, MBCI, CBCP and Secretary  
for the North TX Chapter of ACP

Why should you join or renew your ACP membership? We polled several active members of the North Texas Chapter, here's what they had to say:

- ... information provided ... which helps me stay relevant in the industry.
- ... network, which often includes sponsored lunches (free to ACP members)
- ... BC learning/improvement and support group
- ... the friends I have made (i.e. networking)
- ... learning new ways of doing things
- ... behind-the-scenes field trips which are interesting, relevant, educational and fun
- ... personal development – Over and above the professional side, by being a member and working with peers across multiple companies, industries and disciplines, I have a better appreciation of areas that I may not have exposure to within my own company. As such, I can use that information about my industry to advance myself personally and professionally.
- ... deep-dive discussions on relevant and timely topics

... networking. Meet the best people within the DFW area that have similar job duties.

## What's your "WHY"?

What does ACP National list as top benefits of membership? Here's their top ten list:

10. Online Resources – news, information etc. [www.acp-international.com](http://www.acp-international.com)
9. Recognition – peer support and industry acknowledgement of accomplishments
8. Industry Presence – recognized as authoritative voice for the profession
7. Local Chapter Presence – 30+ chapters across US
6. Speaker's Bureau – locally and nationwide
5. Sharing Accomplishments – share your news, we will broadcast it!
4. Member Discounts – group insurance, conferences, trade publications
3. Social Media – LinkedIn, Twitter, Facebook – to name a few
2. Education – local presentations, monthly national webinars, annual conference
1. Networking – often with food/drinks involved!

**If you haven't renewed for 2018, now is the time to reconsider.**

**Phone 800-445-4227**

## Training Opportunities

**Upcoming Conferences** (training courses often available pre- and post-conference)

- DRJ Fall 2018
  - September 23-26, 2018 – Phoenix, AZ
  - <http://www.drj.com/fall2018/>
- ASIS 2016 Seminar and Exhibits
  - September 23-27, 2018 – Las Vegas, NV
  - <https://www.gsx.org/>
- BCI World
  - November 6-7, 2018 – London, UK
  - <https://www.thebci.org/event-detail/event-calendar/bci-world-conference---exhibition-2018.html#about>

### **Ongoing Webinars:**

- Federal Government
  - <https://www.fema.gov/continuity-webinar-series>
    - The [Continuity Webinar Series](#) is held on the **1st Wednesday of every month at 1 P.M. Central Time.**
- ACP International
  - <https://www.acp-international.com/professional-development/webinars>
    - Held monthly. Check website for details.
- Firestorm
  - <https://www.firestorm.com/>
    - Held at least once a month. Check website for details, scroll down and look under Events
- Bright Talk
  - [BC webinars and recordings, by date](#)
    - Random scheduling.

### **Courses beyond conferences/webinars:**

- Business Continuity Institute
  - [www.thebci.org](http://www.thebci.org)
- Disaster Recovery Institute International
  - [www.drii.org](http://www.drii.org)

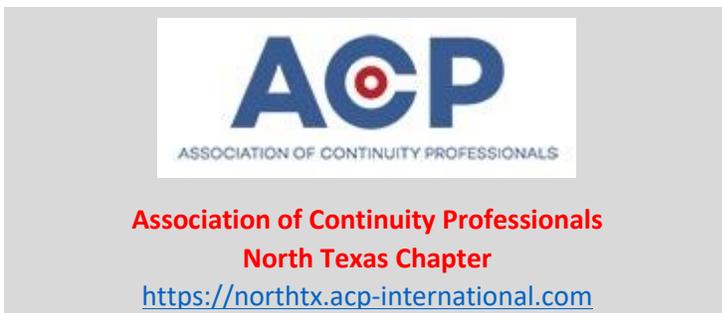
- ISO Based Training
  - <https://pecb.com/training>

## Member Badges

Updated member badges have now been mailed out. If you did not receive yours or are a new member and would like to request a badge, please contact Carol DeLatte at [carol.6323@gmail.com](mailto:carol.6323@gmail.com). Ensure your membership information is up-to-date.

## Mentorship Program

The Mentorship Program is a chance to form a relationship with new and future ACP members and develop your personal and professional skills! Don't miss this chance to further your development within the ACP industry! We are looking for volunteers. If you would like to be a Mentor or Mentee or know someone that may be interested, please contact George Philpott at [George.Philpott@EmployBridge.com](mailto:George.Philpott@EmployBridge.com)



There are a number of ways to find out what we have planned:

- Our web site: <http://northtx.acp-international.com>
- Join our LinkedIn Group for the latest updates and job opportunities: <https://www.linkedin.com/groups/2670621>
- Our monthly newsletter
- Follow us on Twitter: @Northtxacp