ACP
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.

May 2018

President's Comments – April 2018

Hello Fellow Members of North Texas ACP,

I recently had a very interesting discussion with a fellow colleague regarding the standard business recovery objectives (RTO and RPO). We agreed that a business process and the application that supports that process can have two different objectives. For instance, a business process could have a recovery time objective of 3 days while the application might be 2 days or longer. This might be dependent upon the business process having the ability for manual intervention without the IT application. It is also possible that the recovery of the business process does not require the specific application to be operational.

My colleague, however, believed if there was a negative gap and the business tolerated that gap, that the business objective should change. My response to them was "You've got to be kidding!! Change the business objective?" They believed that if the RTO for the business process was 3 days while the capability to recover the application was 5 days, that the RTO should change to 5 days, assuming the 5-day recovery time was acceptable to the business. I, on the other hand, believed that the business tolerance of the gap should be documented but that the original RTO should not change unless the business specifically said to change the objective.

I presented the following justifications for not changing the business objective:

- Each time an exercise/test/recovery is performed on an application, recovery capability has the potential to change. I've participated in exercises where recovery of the foundational OS was never successful thus preventing all subsequent dependencies (including the applications that resided on the server) from being exercised/tested. Since there was no valid full recovery capability determined, what value would the business objective then become?

- What if technology changes resulted in the negative gap being mitigated? I found it interesting that my colleague believed that the business objectives should only change as a result

of business acceptable negative gaps. This made no sense to me. Changing the business objective to the IT recovery capability should be consistent. I pointed from earlier in our conversation that the business objectives and IT objectives could be different. A gap being mitigated would have a positive effect on RTO for IT objectives but have little impact to the business objectives of providing those services.

- What if the business no longer requires a stringent objective? Whatever the IT recovery capability is, it could still be well within the needs of the business.

Unfortunately, I was not persuasive enough to change this person's mind and found myself simply shaking my head. I had to know where this belief came from. I asked where they had learned the technique of changing business objectives to IT recovery capability, accounting for only negative gaps. They replied that the process was developed on their own since "leadership doesn't like negative gaps." It was simply a solution to make their leadership happy.   All I could think of at that point was ways to educate leadership. Gaps should only provide discussion points on how IT capability could improve rather than how it should improve. Although there may be many negative gaps, the discussion with the business should focus on developing different solutions in order to close those gaps. Maybe all gaps are acceptable. Then again, maybe none are. Or possibly just one or two. The main point is that there should be a discussion rather than simply an action.

Gap analysis is the time to discuss what your current state is and where IT could be working to close any gaps. It's the discussion that's most important and not the gaps themselves. I just threw in the towel and came to the realization that sometimes others just don't get the purpose of a gap analysis.

I'd be curious as to your thoughts and beliefs on the purpose of a gap analysis. What does your company do with negative and positive gaps? Send me an email with your thoughts at Wendy.A.Nelson@raytheon.com. You may just present me with the one brilliant persuasive point that I can utilize to educate my colleague.

At your service,

Wendy

April Chapter Meeting Highlights

At our April chapter meeting, our own Greg Holdburg presented "Ranking the Maturity level of your BCP using a Resiliency Maturity Model" in advance of his presentation at Continuity Insights. What a great local opportunity, before anyone else, to see one of the presentations.

Dallas Cyber Security Summit

The N. Texas Chapter has been invited to attend the Dallas Cyber Security Summit on 5/15 from 7:45am to 6:00pm at the Dallas Ritz-Carlton. You can register for a special rate of $95 using the code ACP18NTX at CYBERSUMMITUSA.COM. Please see attached brochure for more information.

Updated Member Badges

Updated badges are now available. Please contact Carol DeLatte at carol.6323@gmail.com to make arrangements to have your badge mailed to you. Thanks again to our Chapter President, Wendy Nelson for undertaking this project. It is greatly appreciated!

It's Spring. It's North Texas ACP Mentorship Time

It's time for the North TEXAS ACP 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@ftr.com

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------------May 1, 2018

Time------------3:45pm - 7:00pm (Please not the special time!)

Location   Toyota Motor North America, Inc.
                      6565 Headquarters Drive
                      Plano, TX 75024

Refreshments: Sponsored by Toyota

Note: You must pre-register for this event. Please ensure you respond to the evite sent by Carol Delatte. Space is filling up fast so do not delay if you want to attend.

Meeting Agenda	
Topic	**Speaker**
Welcome……………………………………………………………………………….	**Wendy Nelson**
Upcoming Events…………………………………………………………………….	**Wendy Nelson**
ACP Officer Reports…………………………………………………………………	**ACP Board**

Program: Toyota DR and BCP overviews, Tour, and networking event following the meeting

2018 Meeting Schedule and Locations
Schedule and location are subject to change!
June 5, 2018…………………………………Boy Scouts of America
July 10, 2018…………………………….....Quest Diagnostics
August 7 2018…………………………….Boy Scouts of America
September 11, 2018…………………………Quest Diagnostics
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 at 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

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)

- 2018 Cyber Security Summit
  - May 15, 2018 – Dallas, TX
  - $95-Code: ACP18NTX
  - https://cybersummitusa.com/

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

- Disaster Recovery Institute International
  - www.drii.org

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

Association of Continuity Professionals
North Texas Chapter
http://northtx.acp-international.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