

President's Comments..... 1
 Program Updates..... 2
 Chapter Meeting Info..... 2
 FEMA News..... 3
 Chapter Officers..... 3
 BCI News..... 4
 ACP National News 4
 2019 Schedule 5
 Continuity Insights 2019 5
 Training Opportunities..... 6

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



President's Comments

Hello Fellow North Texas Chapter Members.

Hope your recent festivities with family and friends was all you hoped and planned it would be. I had the pleasure to see my 16-month-old grandson, Zachary. He is at that age where he is amazed at all the new things, we customarily do during the Easter season, like the egg hunt. It is wonderful to see the world fresh again through a child's eyes. There may be some of you who do not fully understand what I'm talking about, that's okay. My hope for you is that one day you will know what I mean. When I do observe a child seeing and learning things for the first time it reminds me – a good way to get off the hamster wheel (work, relationships, leisure) is to “be” like a child. Even if you've seen something again and again, ask yourself, “What's different about this time and then be amazed at *something*.”

Turning the focus of this President's article to something you really care about reading, though it may be a stretch for continuity readers. Just a week ago my husband was commenting on how I shouldn't use Google as a search engine anymore because they are “profiling” me and there is no way to turn off the analytics. BTW, there is the ability in other search engines on the market, like duckduckgo.com. I pondered that statement for quite a while. I see that information gathered about people can be used for 1 - the greater good, 2 - horrible things (I don't want to think about) or 3 - simply mishandled. Example: say that I was performing searches on health for natural cures or prevention for diabetes –

1. Greater good – the hits I was provided (and opened) combined with other health searches show a large portion of the population is searching for natural cures for diabetes prevention and the Mayo Clinic decides to provide grant money to the research team on how best to educate the public on natural prevention for diabetes,
2. Horrible things – My insurance company pays Google for information about me and concludes I've been diagnosed with diabetes and raises my insurance (believe me analytic data gathered is theirs not yours and they have the right to sell it! Have you gone to the bottom of any Google.com web page – yes, the very bottom and *read the terms?*),
3. Simply mishandled – I start receiving emails targeting supplements to lower HDL and raise LDL that Google has a contract with.

About 2 days after the “choose a different search engine” from my husband, I had a meeting with Forrester, and they made the comment that 90% of the data in the world has been created in the last 2 years! I was kind of surprised at that statistic and was glad my manager asked them is the statistic from Forrester research? Short Answer: No. Long Answer: a Forbes article the Forrester representative recently read. Forrester provided us this link to the [article](#) where the very third sentence is “Over the last two years alone 90 percent of the data in the world was generated.” WOW let that seep in for a moment. For any of you in IT continuity, that should scare the bejeebers out of you, and thankfully we prioritize important data from unimportant data. But just the same, all data should have a backup, right?

For all continuity folks who have read this far, I want you to click the link and consider the section on Internet of Things (IoT). Specifically, the connected “smart” devices that interact with each other with the sobering statistic of a 100% increase in end points! From 2 billion in 2006 to 200 billion in 2020. This will transform the way our businesses operate in the very near future. How will you provide continuity of service? What will be the alternate processing of a connected “smart” device after failure? What if the products we sell include an IoT device, what will be the continuity needs of the device failure or malfunction? This will not just be an IT (Information Technology) challenge, it will become a Business Process challenge. Our continuity world is changing, and our continuity solutions and risk mitigations put in place must keep pace with change.

While there are many interesting links provided in the Forbes article the one last one I recommend you take a peek at is the [infographic](#) on data never sleeps, while it is a year old now, it sure is interesting.

I'm looking forward to our May chapter meeting at the Toyota Plano site. The 2018 Toyota meeting was in a single word, fantastic!! Great presentation by the Toyota continuity team and the networking was so much fun. You really shouldn't miss this year's members-only meeting there!

Until my next missive enjoy - our short North Texas Spring.

At your service, Wendy

Program Updates by Chet Bojarski

We had a full house at our April 2nd monthly meeting where our presenter was FBI **Special Agent (SA) Laird W. Hightower** who presented on *Active Shooter Emergency Action Planning for Critical Incident Leadership*. This was a great opportunity to continue our chapter focus on Active threats as in March we had a presentation on the October 2017 shooting in Las Vegas. We are appreciative of the Dallas FBI for allowing Special Agent Hightower to present to our ACP North Texas Chapter members.

We cannot wrap up our April recap without thanking **Becky Murphy** (Sr. VP of SIRIUS sales) and **Tony Tomasi** tony.tomasi@siriuscom.com for their support. SIRIUS Computer Solutions www.siriuscom.com was kind enough to both host our monthly meeting while also being our lunch sponsor for the month. We are grateful for all those who step up monthly to plan, sponsor and share their knowledge and insight with our members.

The May 7th ACP-NT meeting will be a Members Only event with pre-registration required. We will be at the **Toyota North America Headquarters – Plano** with a special start time of 4 PM. Toyota not only will be hosting our meeting at their site but, but we will also be hearing from multiple Toyota business units. Toyota has also generously offered to sponsor a networking event after our regular meeting, so please plan to stay around after our normal meeting timeframe.

For anyone who attended the Toyota event last year, you know that the event was not just informative, but memorable for all. Don't forget to pre-register (and if your plans change, please update your RSVP by Friday morning May 3rd as a courtesy to our hosts, as we provide a final count and registration information to streamline security check-in and other required planning for that day). Parking is in the visitor's lot on either side of the main lobby entrance on Legacy. Check in at the main lobby, and Toyota staff will escort groups to the appropriate room. Please give yourself some extra time to ensure you are seated at the start of the meeting & wear your ACP-NT badge!

Special Announcement: Starting at our May meeting, when you sign in at the meeting you will see a new column for you to fill in. We are going to start requesting the zip code of where you drove from to get to the meeting. Why do we ask? Well as we begin our 2020 planning for meeting space, we wanted to create a heat map to assist us in our logistical efforts. By providing us your zip code each month, you will assist us in better determining preferred areas to host our future monthly meetings.

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 May 7, 2019
Time 4:00 pm –
Location Toyota North America Headquarters
6565 Headquarters Dr
Plano, TX 75024 [Map](#)
Event Sponsored by Toyota

Agenda

Call to Order/Welcome	Wendy Nelson
Upcoming Events	Wendy Nelson
Featured Speaker	Mark Doi
Program	Multiple business unit presentations, site visit, and networking event



Six Tips for Becoming a Great Mentor

The difference between being a “mentor” and being a “life-changing mentor” involves more than just showing up and showing the mentee how to do the work. It takes time, careful thought, an open mind and a caring spirit.

The heart of being a trusted mentor involves making yourself available to support and advise someone when they need it, delivering that support in a way that makes sense to them, and always keeping that person’s best interests in mind.

Take the time to get to know your mentee and allow them to get to know you.

Not all people learn in the same manner or at the same rate. Understanding how to best communicate paves the way for a relationship that easily identifies early challenges. It also builds trust and comfort between the mentor and the mentee. Take a genuine interest in your mentee as a person. Remember that communication is a two-way street, and your mentee may have much to bring to the discussion.

Set expectations together in the very beginning.

Set the ground rules so there can be no ambiguity or misunderstanding of what is expected of both you and your apprentice. People will surprise you when they know how they are expected to perform.

Don't assume anything about your mentee; ask.

Perspective is important to understanding. You are coming from a level of experience and education. Your trainee usually has no basis for truly understanding the “what” or “why” of the task they are trying to learn. It is easy to fall into stereotypes or not see a situation from another person’s perspective. But great mentors recognize that it is their responsibility to break through common assumptions by asking questions and digging deeper.

Know when to wait before giving advice.

Providing advice at the wrong time or in the wrong place will damage your credibility and the lesson to be learned. If you do not have the right information, experience or emotional state to react to a scenario properly, hit pause. Constructive, informed feedback should always be welcome from both of your perspectives.

Always be honest and forthcoming with your own lessons learned.

There is much to be gained by owning your past mistakes and failures. Hiding them will not help your mentee overcome the same errors you have made. There will be plenty of opportunities for your trainee to have their own challenges and discover the strength within themselves to overcome them, just as you had to do. Owning up to your blunders also solidifies your credibility as an honest human being.

Celebrate their achievements.

Dozens of studies have shown that self-esteem and actualization are more important than cash rewards. Building your mentee’s confidence, reinforcing good behavior, and keeping them focused and motivated satisfies that psychological need for recognition.

We cannot predict the world faced by this new generation. Being a great mentor is its own reward when you have provided your mentees with a base for understanding and tools for dealing with the challenges ahead. [Article](#)

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BCI News

Business Continuity Awareness Week (BCAW 2019) Investing in Resilience

Business Continuity Awareness Week shines a spotlight on the BC and resilience community to recognize and raise awareness of the work being done within these professions. The BCI produces extensive free resources for professionals to use in achieving this but we really want to find out what you, our community, will be doing this May to increase visibility of your work. We have included some suggestions below as to how you can take part but feel free to get in touch via bci@thebci.org or by tweeting #BCAW2019 to @thebceye on Twitter with your own campaigns and ideas.

Ways to get involved in BCAW 2019

Host a webinar: We will be hosting a packed webinar program relating to the theme of Investing in Resilience across the week of BCAW. This is a perfect opportunity to raise your profile in the profession and engage with a wider community. Find out more on how you can get involved by clicking the Webinar tab above.

Social media: We will be running various social media activities throughout the week of BCAW but why not get involved with your own campaigns and tweet us at @thebceye using the hashtag #BCAW2019 to join in the conversation online.

For more information: <https://www.thebci.org/event-detail/event-calendar/bcaw2019.html#take-part>

ACP National News

ACP National Chair Scott Ream shared the [2019 ACP goals and committees](#) the National Board of Directors set forth to further ACP's mission with members earlier this year. As a testament to the progress we made in 2018, this could not have been done without the collective efforts of our fellow ACP members who volunteered to serve on these committees.

Wendy Nelson, who served as a valuable contributor to our Marketing and Communications committee in 2018, has relinquished her volunteer role which has opened opportunities for other ACP members to serve on this committee. Recognizing that we have an extraordinary amount of talent across our members, we want to extend the opportunity for ACP members to contribute in areas where they feel they have something to offer and, in this case, an immediate need for a volunteer for the Marketing and Communications committee. As a reminder, each of the National Board committees have seats for interested ACP members.

Through your contributions, we believe we can continue to make a profound Impact shaping and supporting resiliency practitioners on a global level. This is your ACP – and together, we will be the world's premier association of resiliency professionals. We strongly encourage you to consider serving on one of these committees in some way. If you are interested in a role on the Marketing and Communications committee, please contact one of the co-chairs: Catherine Robbins at cathy.robbs@guidewellsources.com or David Sayles at dsayles@tristategt.org.

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 MEETING SCHEDULE

Schedule and Locations are Subject to Change!

Date

June 4
July 9
August 6
September 10
October 1
November 1
December 3

Location

Boy Scouts of America, Irving
Boy Scouts of America, Irving
Boy Scouts of America, Irving
Site Visit (TBD)
Federal Reserve Bank, Dallas
Mary Kay Headquarters, Addison
Maggiano's Little Italy (Willow Bend), Plano

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.



Continuity Insights Conference 2019 - New Orleans

Hundreds of business continuity professionals gathered in New Orleans on April 15-17, 2019 for another successful Continuity Insights Management Conference. Three days of comprehensive educational programming, information sharing, networking... and add in some good old-fashion fun and activities.



“North Texas ACP members Carol DeLatte and David Schwartz were recruited by the Firestorm team captain, Cheyene Marling, to compete against other teams during a networking evening at Fulton Alley during the recent Continuity Insights conference in New Orleans. Honestly – there were enough North Texas ACP members in attendance that we could have formed our own team, had we known in advance! Regardless, great fun was had by all.”

Members of the ACP North Texas Chapter who attended the Continuity Insights Management Conference this week. The North Texas Chapter had the highest percentage of members represented: Mark Armour, Preston Bates, Dustin Carter, Jesse Davis, Carol DeLatte, Dawn Fitch, John Grimes, Julie Hicks, Joel Navarro, Steve O'Neal (honorary), David Schwartz, Jesse Vu and his team from Southwest Airlines. Some of these folks were also pulling double-duty as speakers, vendors or both!

TRAINING OPPORTUNITIES

Upcoming Conferences

Business Resilience Conference

May 30, 2019 – Grand Hyatt DFW, Dallas, TX 75261
Approx. \$795 [Conference link](#)

Gartner Security & Risk Management Summit 2019

June 17-20, 2019 – National Harbor, MD
Approx. \$3350 (\$350 Discount until 4/19/19)
[Conference link](#)

DRJ Fall 2019

September 29-October 2, 2019 – Phoenix, AZ
Approx. \$1395 [Conference link](#)

DRI2020

March 1-4, 2020—Savannah, GA
[Conference Link](#)

DRJ Spring 2020

March 15-18, 2020—Orlando, FL

Continuity Insights Management Conference 2020

April 20-22, 2020 – Hyatt Regency, San Antonio, TX
Approx. \$1395
[Conference Link](#)

Local Certification Classes

DRI

ABCP Certification Class - BCLE 2000 Dallas 7/15/19 – 7/19/2019, \$2750 Does not include lodging/ transportation. [Class link](#)

CRMP Certification Class - RMLE 2000 9/9/19 - 9/13/19 @ Mercedes Benz, Fort Worth, TX, \$2650 Does not include Lodging/transportation. Contact DRI for more info.

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

BCI

CBCI Certification Course
No local classes scheduled for 2019
[Class listings](#)

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

Follow us on **Twitter:** @Northtxacp

