



September 2019 Newsletter

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



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President’s Comments

Hello Fellow ACP Members.

September has been a tough month for me since 2001 because my youngest son, Eddie, was born on September 11. The terrorist attacks on his 17th birthday affected him greatly as a junior in high school. He became extremely patriotic and pleaded me in December to sign my permission for him to join the Texas Army National Guard. Eighteen months later he was deployed to the “sand box.”

Some of you may understand what it is like to have your son deploy into a war zone. To make things worse my oldest son, Donald, had been in “sand box” for about 6 months with the Army, mainly Iraq and Afghanistan, as a Blackhawk helicopter crew chief. His job was to ensure the helicopter can return to base from any flight. When he would call me I would ask where in the world he was. All Donald could reply was. “I can’t say.” I understood. For 2 years both of my sons were in 3rd world countries fighting for freedom. Our freedom. I count myself blessed to live in the US of A and that both of my sons have returned safely.

September is the peak month for hurricanes. Which for us in preparedness keeps us vigilant, if not in the fray of the path of a hurricane. Hurricane Dorian is pummeling the Bahamas with the predictions of the east coast of Florida hit Labor Day night. At least those on the east coast of Florida have had some time to baton down the hatches.

This is our time fellow preppers to use real life examples as our test case to see just how prepared we are personally and professionally. Nothing can predict exactly how and when something is going to happen. Preparedness is a mindset and the process should just get more efficient and effective when incorporating learning from prior events. Use your experience, business acumen, and analytic skills to calmly return to normal. Hopefully some of this year’s ACP chapter sessions have broadened your knowledge base too. All of the experiential inputs make us better prepared. Always remember to put your oxygen mask on first or you can’t help others as effectively.

A recent news story I heard was interviewing an environmentalist about the fires in the Brazilian rain forest and the gent referred the rain forest as ‘the lungs of the earth’ and how much this will affect overall world weather. I may sound like a tree hugger...I wonder how much the fires in the Brazilian rain forest have inflamed the oceans to rebel on mankind. Similar to humans rebelling on humans with so many shootings. Between human and natural disasters we have plenty of opportunities to hone our preparedness skills.

I do hope you enjoy the Summit Chet has put together this month. Take the time to meet with local emergency and government support teams. Getting to know each other and making that contact will help both our companies and communities.

May your September be safe and trouble free.

At your service, Wendy

Program Updates by Chet Bojarski

We wrapped up our Summer Speaker Series August 6th where our own President Wendy Nelson shared her experience of a technology issue and what she went through to recover her data. That was followed with a presentation by Steven Aldridge from Ace Data Group www.datarecovery.net who assisted Wendy. Steven discussed hardware data recovery and the services they provide and why it should be a part of everyone’s resiliency plan. He also shared what to look for in a data recovery company and details of their Corporate Business Continuity Program. The ACP-NT Board generously provided lunch for the session. We appreciate both Wendy and Steven taking the time to share their response to a technical challenge that at some point, we all experience.

REGISTRATIONS CLOSE FOR THE PUBLIC/PRIVATE SUMMIT September 5th at 9AM (We require time to process the access request and know you understand). If you have not responded to your Evite from our secretary, Carol DeLatte, sent for the September 10th Public/Private Summit, do not delay as that starts the process. **You must RSVP in advance as NO walk-in’s will be allowed**, as JPMorgan Chase & Co. is a closed campus. We ask for you to be remotely parked by 2PM so that you can catch the parking shuttles, check in, and be ready for the start of the event. This off-site parking is required due to campus construction, as there is NO parking at the JPMorgan Chase & Co. campus. You will be sent parking details to [print and bring with you](#) after your registration information is received and Carol confirms your registration.

Expect a very information packed afternoon that will include presentations by the US Secret Service and the Cybersecurity

and Infrastructure Security Agency (CISA/DHS). There is also a panel discussion with Public Sector Emergency Management leadership from the City of Plano, Frisco and the Mayor of Aledo Texas. The ACP-NT is proud to be able to bring you this unique Summit and the scheduled speakers to its members, and we promise you that you want to make the time for it.

Immediately after the event we will have a “Meet the Speakers” event until 6:30 where you can connect with Public and other Summit attendees for a deeper discussion of what was presented as we all continue to protect North Texas.

Looking to 2020 – Planning is going on now. If you would like to host one of our monthly meetings, be a speaker on a topic, please email our Programs Director soon and add in the subject line “ACP Host”.

- 2020 ACP-NT Meeting Calendar/Host site
- Tuesday January 7th
- Tuesday February 4th (Host-Ericsson in Plano)
- Tuesday March 3rd (Host-New Sirius Computer Offices)
- Tuesday April 7th
- Tuesday May 5th
- Tuesday June 2nd
- Tuesday July 7th
- Tuesday August 4th
- Tuesday September 1st (Host-New Sirius Computer Offices)
- Tuesday October 6th
- Tuesday November 3rd
- Tuesday December 8th (Year-end chapter event)

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 September 10, 2019
Time 2:00—5:15 pm Networking 5:15—6:30 pm
Location JPMorgan Chase & Co.
Legacy West Campus
Plano, TX 75024
Event [North Texas ACP Public/Private Summit](#)

Presenters:
Department of Homeland Security, Cybersecurity and Infrastructure Security Agency, US Secret Service, City of Plano, Frisco, and Parker County offices of Emergency Management (and more)

News from InfoSecurity Magazine

PDF Reader Biz Breached: Foxit Forces Password Reset

By Phil Muncaster
Published 9/2/2019



Customers of popular PDF firm [Foxit Software](#) are being asked to reset their passwords after a data breach at the firm led to unauthorized access.

The developer of the PhantomPDF editor and Foxit Reader PDF reader tools has yet to go fully public with the news and its official Twitter feed remains devoid of any updates. However, affected customers were emailed late last week and told to choose new passwords after the firm reset their log-ins.

“Foxit has detected that unauthorized access to some of its data systems has taken place, including access to its ‘My Account’ user account data. This means that data you have entered on our website when signing up for our services has likely been accessed by hackers,” the firm admitted. [READ MORE](#)

Hack Exploited Apple Users for Two Years

By Sarah Coble
Published 8/31/2019



Researchers from [Google's Project Zero](#) have discovered a threat campaign that operated against users of [Apple](#) iOS devices for two years.

Earlier this year Google's Threat Analysis Group (TAG) discovered that a small collection of hacked websites was being used to carry out indiscriminate watering-hole attacks against visitors, using iPhone zero-day.

Victims were ensnared just by visiting one of the hacked websites, which are estimated to have attracted thousands of visitors per week. This simple action alone was enough to inadvertently trigger an exploit server to attempt to install a monitoring implant on the user's device.

Hackers exploited flaws in iPhone software to stealthily take over a victim's device and access a user's contact info, media files and GPS location, together with data from [Instagram](#), [WhatsApp](#), [Telegram](#) and [Gmail](#). [READ MORE](#)

BC/DR Job Postings

Business Continuity Senior Analyst — Fort Worth, TX

GM Financial

[via LinkedIn](#)

Responsible for driving, supporting and maintaining the Business Continuity Management (BCM) Program including the development, coordination, and execution of line of business continuity plans to promote and ensure enterprise resiliency during crisis events. In executing the responsibilities of this role, the BCM Sr. Analyst provides consultation and support to the business on different business continuity topics.

2019 Chapter Officers

PRESIDENT

Wendy Nelson, CBCP, PMP
972-643-1357

wendy.a.nelson@raytheon.com

SECRETARY

Carol DeLette, CBCP, MBCI
972-638-3446

carol.6323@gmail.com

TREASURER

Phyllis MacLachlan
817-699-4358

pmaclachlan@corelogic.com

DIRECTOR OF EDUCATION & INFORMATION

Michelle Sherman-Cheng, ABCP
972-239-0200

michelle.scheng@systemware.com

DIRECTOR OF MEMBERSHIP

Tim Prewitt, CBCP
972-240-2401

timprewitt@verizon.net

DIRECTOR OF PROGRAMS

Chester Bojarski, MBCP
972-244-5974

chet_bojarski@yahoo.com

WEB MASTER

Mark Pousard, MBCP, CBCLA
970-817-1258

mwpousard@gmail.com

MENTORSHIP

George Philpott, CBCP
214-296-0708

George.Philpott@EmployBridge.com



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.

Contemporary business continuity soft skills and entrepreneurship

A modern-day business continuity specialist lacking in foundation soft skills and entrepreneurship is doing it the hard way. [ARTICLE](#)

The following is a "top ten" list of soft skills compiled by Eastern Kentucky University from executive listings.

- Communication – oral speaking capability, written, presenting, listening, clear speech & writing.
- Courtesy – manners, etiquette, business etiquette, gracious, says please and thank you, respectful.
- Flexibility – adaptability, willing to change, lifelong learner, accepts new things, adjusts, teachable.
- Integrity – honest, ethical, high morals, has personal values, does what’s right.
- Interpersonal skills – nice, personable, sense of humor, friendly, nurturing, empathetic, has self-control, patient, sociability, warmth, social skills.
- Positive attitude – optimistic, enthusiastic, encouraging, happy, confident.
- Professional – businesslike, well-dressed, appearance, poised.
- Responsibility – accountable, reliable, gets the job done, resourceful, self-disciplined, wants to do well, conscientious, common sense.
- Teamwork – cooperative, gets along with others, agreeable, supportive, helpful, collaborative.
- Work ethic – hard working, willing to work, loyal, initiative, self-motivated, on time, good attendance.

Crisis communications lessons from a statement made by the UK National Grid CEO



Published August 22, 2019

On August 9th the UK experienced its largest wide-area power outage for over a decade, causing widespread disruption. Following the incident, National Grid CEO John Pettigrew issued a crisis communications statement, which provides some interesting lessons.

The statement is reproduced below with some learning points inserted by Continuity Central’s editor, David Honour.

“There is never a good time for a power cut. But ten to five on a Friday afternoon in August, when people are trying to get home to their families and friends after a hard week at work, is one of the worst.”

Learning point: Mr. Pettigrew recognises the extent of the difficulties caused by the incident and attempts to express empathy with those impacted. [READ MORE](#)

An approach to cyber resiliency: unifying cyber security incident response and business continuity

Published August 22, 2019

Bringing cyber security incident response and business continuity teams together will enable organizations to better manage cyber resiliency suggests Chandrasekar S.

Cyber risks are nowadays considered as a business risk and not limited to being simply an IT risk. The after-effects of a cyber incident are not only restricted to loss of IT systems but also include other business impacts, such as loss of reputation, loss of transparency and honesty, financial instability and operational losses. In many organizations, the security incident response function, which is the foremost team to manage these kind of events, is aligned within the security department while the business continuity function is owned by business and IT DR is owned by the infrastructure managers. It is high time to integrate these disciplines under a common function called cyber resiliency.

In general, any form of a cyber risk is considered as one of the sub scenarios, or a small part, of the larger business continuity plan of the organization; while the main scenarios for the business continuity plan are more focused on non-availability of a facility or data center/centre due to natural disasters or unavailability of critical systems. [READ MORE](#)

2019 MEETING SCHEDULE

Schedule and Locations are Subject to Change!

Date

October 1
November 1
December 3

Location

Federal Reserve Bank, Dallas
Mary Kay Headquarters, Addison
Maggiano's Little Italy (Willow Bend), Plano

2020 Dates

January 7
February 4
March 3
April 7
May 5
June 2
July 7
August 4
September 1
October 6
November 3
December 8

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.

8 critical blind-spots in business continuity: Why ignoring them is a risk

By Nalin Wijetilleke
Published 8-8-19



Irrespective of size or nature of the business, every enterprise is exposed to ever changing threats that could disrupt its business. According to Forbes report 2019, the top five global risks in terms of likelihood are:

- Extreme weather conditions
- Failure of climate change mitigation and adaptation
- Natural disasters
- Data fraud or theft
- Cyber attacks

In addition, there are several other threats that organisations are exposed to. Technology failures, terrorism, supply chain failures and rapid spread of infectious diseases are some of the high impact emerging threats that organisations should be aware of.

It is a common understanding that the randomness of these harsh or destructive threats is much higher today, than a decade ago. Furthermore, there is also a certain degree of denial that the harsh disruptions will not happen any time soon, and that they can remain 'safe'. Staying in denial is the worst obstacle to tackling the issues and threats. They fail to understand the big picture as they are engrossed in their day-to-day activities. It is often seen that these business leaders down-play the consequences of materialisation of the threat.

However, there are others who think more rationally and with a strategic vision. They attempt to understand the threats and the risks that are associated with them. They take the right action to diminish the impact or measures to reduce the frequency or scale of occurrence. They are committed to continue their business activity. They want to protect their businesses, safeguard their people and assets, when the worst happens.

Blind spot #1: Relying on the trouble-free past

When things are smooth everyone is happy. It is human nature to think that tomorrow is an extension of today. If today is good, why not tomorrow? History has shown that many business leaders are blindsided by apparent risks around – may be political, natural disasters, people related, cyber threats, etc. There is no preparation for any of the unforeseen events. People are not trained and the senior leadership refuses to accept the evolving threat landscape. They lack the vision to see beyond the obvious and have conveniently grown to be complacent. [READ MORE](#)

TRAINING OPPORTUNITIES

Upcoming Conferences

INTERFACE Dallas

September 11, 2019 – Irving Convention Center
FREE [Conference link](#)

Critical Facilities Summit

September 24-25, 2019 – Hilton Anatole, Dallas
ACP Member Price \$295 [Conference link](#)

North Texas Facilities/Managing Green Buildings Expo

September 25-26, 2019 – Arlington, TX
FREE [Conference link](#)

DRJ Fall 2019

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

Disaster City and Agility Field Trip

October 16, 2019 – College Station, TX

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

ISO 22301 BCNS Lead Implementer Course

Sept 16 to 20, 2019 – 325 N. St Paul St, Dallas, TX 75261
Approx. \$2850 [Class link](#)

DRI

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](#)

ABCP Certification Class - BCLE 2000 Dallas 3/9/2020 -
3/13/2020, \$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



SAVE THE DATE – October 16, 2019

Texas ACP chapters – North Texas, South Texas, Capital of Texas, and Alamo – are sponsoring a combined field trip, all day October 16, to the premier emergency management training facility in the country known as Disaster City. Located near College Station, Disaster City is a 52-acre training facility used by emergency management teams all across the US. Also located near an Agility Recovery site, formerly Rentsys, will be providing lunch to all registered participants. ACP North Texas is sponsoring transportation for our members and we will need your registration to determine the best transportation vehicle. Sorry helicopter is not available. Agility will have a specific registration for the lunch portion of the field trip. Don't miss this great opportunity to network with ACP members across Texas while being amazed with the Disaster City, Texas A&M Engineering Extension Service (TEEX) Brayton Fire Training Field, and learn what Agility has to offer. More communications forthcoming.