



# March 2020 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

ACP North Texas,

I recently had a conversation with my undergraduate class on the topic of technology and disasters. We spent time identifying many of the tools available that may help a resiliency professional with their work (i.e. dashboards, mass notification tools, cloud-based incident management software). We focused not on the use, but on how to overcome the barriers for implementation. There are many ACP members who have struggled with adding tools to their resiliency programs for one reason or another. Here are a few observations we discussed.

Obsolescence. Has this ever happened to anyone when car shopping? You carefully research and make the purchase or lease decision on your new car, only for a completely re-designed version to come out 6 months later with additional appealing features at no extra charge. In many ways, our delayed decisions on resiliency tools may render some tools as obsolete when we finally receive the green light to purchase and implement the tool. Systems have a lifecycle and understanding how the system will change over time can influence your adoption decision.

Another pitfall discussed was the limited amount of benefit received to a single business unit, department, or process. All organizations have their own “turf” and boundaries. Technology integration that can overcome some of the organizational boundaries may mean you hear “no” fewer times. Technology solutions that offers you and others from different teams a way to leverage the automation provided can go a long way. If your notification system is integrated with finance to alert of looming deadlines or other transactional benefits. Setting up your task force with members that may receive benefit from the proposed technology can remove the disaster focus and emphasize efficiencies within your operations. With the emphasis lately on information security, perhaps there is some overlap and opportunity with resiliency professionals to team up on technology solutions.

What barriers are you seeing as your review and evaluate new technology solutions? Do you have some lessons learned to share? If so, let’s talk about it during our next chapter meeting.

Lastly, we have a great social event planned for ACP members who are able to attend the ACP Summit at Continuity Insights in April. On Monday April 20<sup>th</sup>, join us for dance lessons, karaoke, games, and BBQ at Cooter Browns Saloon from 6:30pm-10pm (Sponsored by Fusion Risk Management). I hope to see you there.

Thank you for all you do to keep your organization resilient!

Luis Tapia

**TEXAS BBQ for ACP Members**

Hosted by: Alamo ACP, North Texas ACP, South Texas ACP and Capital of Texas ACP

Y'ALL SADDLE UP AND JOIN US FOR A

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**STOMPIN' TEXAS BBQ**

BOOT SCOOTIN' DANCE LESSONS  
KARAOKE & GAMES

MONDAY, APRIL 20th | 6:30 - 10 pm

COOTER BROWNS SALOON  
11881 BANDERA RD, SAN ANTONIO, TX

Sponsored by FUSION RISK MANAGEMENT

## Program Updates by Chet Bojarski

What a unique North Texas ACP Chapter meeting at **Ericsson** in Plano on Tuesday February 4<sup>th</sup>. Introductions started the meeting and highlighted we had multiple guests from around the globe attending this session, which was a great opportunity for all of us as we discussed topics and networked. **Selma Coutinho** as our host provided a background on Ericsson and their BCM program along with some sweet treats that were provided at our meeting. After Selma's overview, we broke into a couple of groups and were given guided tours of the Ericsson 5G experience. We appreciate Ericsson and their entire BCM team that planned and hosted our February Chapter meeting on their campus. It gave our members a better understanding of what 5G will bring to each of us, our businesses, and how we need to prepare for it.

Our March 3<sup>rd</sup> host will be **Tony Tomasi** and held at **Sirius Computer Solutions** (5005 Lyndon B Johnson Freeway, Dallas, TX 75244). This will be the first of two-chapter meetings that Sirius is hosting for our Chapter in 2020. Sirius has also graciously offered to order lunch for those that register in advance.

We are excited to announce our presenter for our March meeting will be **Alain Espinosa - InfraGard National Board Director & Technology Committee Chair** and his presentation is titled **InfraGard: Collaboration for greater resiliency**. Alain will discuss how Public/Private partnerships are essential to the resiliency of our country. While businesses, regardless of size, industry or resources, face exponentially increasing threats that seek to disrupt operations. It is time to shift the paradigm and drop the old adage about keeping your business to yourself. The right partnerships cannot only help prepare businesses to deal with disruptions, but they can also play an important role in preventing them.

We hope you join us at our next Chapter meeting to both network and learn about the FBI's InfraGard program by making it a key ingredient in your continuity plans. Please RSVP and always check our events page at our Chapter web page for a location map and any updates.

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## North Texas ACP Chapter Meetings

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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** March 3, 2020  
**Time** 12:00 pm— 1:30 pm  
**Location** Sirius Computer Solutions  
5005 LBJ Freeway  
Dallas, TX 75244 [map](#)

### Agenda

**Presenter** Alain Espinosa  
Director, InfraGard

### Meeting Survey



# What Businesses Can Do In Response To The Coronavirus

by Chloe Demrovsky



The headline-making coronavirus that originated in China continues to spread with nearly 3,000 confirmed cases and 80 deaths across 12 countries according to the World Health Organization. The potential business impacts could be devastating. What should all businesses be doing now? Markets are already falling as the pandemic takes its toll on the global economy. World Bank findings suggest that a pandemic of the same severity as the 1918 influenza pandemic could reduce global GDP by 5%. Another study predicted income losses of over 12% of gross national income worldwide, including losses of over 50% of the gross national incomes of lower-income countries. While there are those companies that are prepared, organizations as a whole are vastly underprepared to respond to a pandemic. Pandemic preparedness programs are chronically understaffed and underbudgeted. Why? Because it's a low probability risk in any given year. Insurance models predict that the annual risk of an influenza outbreak on the scale of the 1918 pandemic lies between 0.5% and 1.0%. The trouble is that while annual probability is low, the potential impact is devastating. Six pandemics in modern history led to excess mortality rates ranging between 0.03% and 0.08% of world population. Today, that would be the equivalent of between 2 million and 6 million deaths globally. That is why quarantines and social distancing policies are now being imposed by governments. As a result of travel bans and other measures, global businesses are already taking a hit Disney closed two theme parks. Starbucks shuttered 90 stores, with KFC, Pizza Hut, an McDonald's following suit. These business, and more, are enacting carefully crafted, complex business continuity plans as well as more specific pandemic preparedness plans that enable them to respond quickly. Many businesses will impose travel restrictions on employees as a precaution, which could have long-ranging implications They will also be relying on business interruption insurance coverage and should check their coverage to confirm that it is sufficient. Legal protection including force majeure clauses, which will likely be triggered here, should also be reviewed at this time. The travel industry is especially impacted as a result of decreased travel during the Chinese Lunar New Year season, which is typically the largest annual migration of people globally. Major hotel chains like IHG, Marriott, and Accor are waiving cancellation fees. Airlines are offering refunds. There could also be a devastating impact on global supply chains if social distancing is mandated requiring factory employees to stay home and not report in to work. What can all businesses do now? Update your pandemic plans. Talk to employees. Hysteria is also contagious. Communicate what your plans could mean for employees including health and risk education, social distancing through work from home where possible, and stockpiling of supplies. Let them know you are prepared and are protecting them. What can everyone do now? Everyone should have a personal plan that includes knowledge of how to prevent the spread of infection and supplies like stockpiles of food water, medicine and hygiene tools like face masks at home. This should be done now before there is a run on supplies (think about those empty shelves before a hurricane). With a focus on preparedness and swift action, we can help lessen the spread of a pandemic and reduce the business as well as the human impact.

## 2020 Chapter Officers

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## BC/DR Job Postings

Looking for a new position, Cheyene Marling at BC Management suggests subscribing to their BCM Career Alerts (orange button) on their [website](#). The system quickly notifies professionals once a new job is posted that might be a potential match to your search preferences. Posted LinkedIn positions:

Director - IT Security

[Tuesday Morning](#) Dallas, TX, US

<https://www.linkedin.com/jobs/view/1754297442/?alternateChannel=jymbii>

Business Continuity Analyst

Santander, NA Dallas, TX

<https://www.linkedin.com/jobs/search/?currentJobId=1749818071&keywords=cbcp>

Director, Risk Management (Privacy)

USSA, Plano, TX

<https://www.linkedin.com/jobs/search/?currentJobId=1747457337&keywords=cbcp>

Enterprise Testing Manager—Business Resiliency and DR

Wells Fargo, Irving, TX

<https://www.linkedin.com/jobs/search/?geoid=102748797&keywords=cbcp&location=Texas%2C%20United%20States>

Disaster Recovery Specialist

IDR, Inc. Ft. Worth, TX

<https://www.linkedin.com/jobs/search/?currentJobId=1746488464&geoid=102748797&keywords=cbcp&location=Texas%2C%20United%20States>

Enterprise Business Continuity Senior

VelvetJobs, Carrollton, TX

<https://www.linkedin.com/jobs/search/?currentJobId=1674068656&geoid=104456970&keywords=business%20continuity%20planning&location=Dallas%20County%2C%20Texas%2C%20United%20States>

DR/BC Specialist

VBeyond Corp., Dallas, TX

<https://www.linkedin.com/jobs/search/?currentJobId=1741298667&geoid=104456970&keywords=business%20continuity%20planning&location=Dallas%20County%2C%20Texas%2C%20United%20States>

### 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.

We would love feedback from you regarding our meetings. Below are the QR codes for the last couple of meetings. Scan the code with your phone and answer 10 questions. Thank you.

10-1-19  
Federal Reserve  
Bank



11-12-19  
Mary Kay



1-14-20  
FEMA



## Register Today for 2020 ACP Summit in Conjunction with Continuity Insights

### Take Advantage of Lowest Available Pricing

Be sure to join your ACP colleagues in San Antonio, Texas for ACP's 2020 Summit! at the Hyatt Regency Hill Country Resort. This time, our Summit will immediately follow Continuity Insights' 18th Annual Management Conference that begins Monday April 20, 2020.

While it is not required to attend Continuity Insights in order to attend the Summit, a \$200 discount will be offered for attending both. Please note that the bundled price changes based on when you register and bundle both.

- By February 16, 2020: \$1,395, or CI Conference + Summit = Total Cost is \$1,190.
- By March 16, 2020: \$1,495, or CI Conference + Summit = Total Cost is \$1,290.
- After March 16, 2020: \$1,595, or CI Conference + Summit = Total Cost is \$1,390.

ACP members should use the discount code **summit** when registering. **Register today; the current pricing will increase soon.**

Other discounts cannot be combined with the Summit discount (e.g. BCI, DRII, etc.). If you register for the Summit only, you pay the full cost of the Summit (\$195) and register directly with the ACP.

Once registration is available, you can register for the ACP Summit while registering for the CI conference, right on the CI registration page. If registering ONLY for the ACP Summit, visit the ACP website once the registration page is available. **That's coming soon.**

The goal of having our summit directly after CI is to make it as convenient as possible and to minimize travel expenses. Continuity Insights begins on Monday April 20, 2020 and ends Wednesday, April 22 in the afternoon. The ACP Summit begins Wednesday afternoon and features a welcome reception that evening. The Summit then runs all day Thursday, April 23 concluding at 4 pm.

More information on the conferences can be found [here](#). Plan to be there.

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# 2020 MEETING SCHEDULE

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Schedule and Locations are Subject to Change!

## 2020 Dates

March 3	Sirius Computer Solutions (New Location), Dallas
April 7	Fannie Mae (Granite Park VII), Plano
May 5	TBD (Hosted by Fusion) 3 Hour Afternoon Workshop & Networking Event
June 2	Toyota Motors North America, Plano
July 7	Boy Scouts of America, Irving
August 4	Boy Scouts of America, Irving
September 1	Sirius Computer Solutions (New Location), Dallas
October 6	TBD (Hosted by Fusion)
November 10	Boy Scouts of America, Irving
December 8	Holiday Luncheon & Year End Event (North Texas Chapter members-only)

*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.

# News article from DARKReading.com

## Coronavirus Raises New Business Continuity, Phishing Challenges for InfoSec

What happens when understaffed security teams at home and abroad are sequestered in physical quarantine zones?

Cyberattacks are barraging businesses with phishing lures touting fake info about the Coronavirus. And although the lures may be fake, the security and business continuity threats that some IT departments are preparing for are quite real. One big question: If workers are sequestered in physical quarantine zones, will IT and SecOps be able to continue?

Initially, businesses may dismiss this risk until the virus reaches their regions. However, the risk is more prevalent as the IT supply chain becomes more global and organizations rely on overseas IT services — from help desks to 24/7 SOC-as-a-service. The concern is not just that workers themselves may get infected by the virus; the concern is that employees, contractors, and service providers' workers who are not infected could nevertheless be quarantined for being in physical proximity to the infected individual.

"If you've got 200 workers working in one place and one of them presents themselves with the illness, it's pretty likely the government is going to quarantine everybody," says Edward Minyard, senior consultant at IP Architects, who was an Accenture consultant working with Mexico City on pandemic prevention during the H1N1 virus spread in 2009.

"And the current [quarantine] protocol is for 14 days. So that can have a material impact on folks' planning.

"If you've got a large outsourced facility, for example, for your security management, or any facility with a large number of people in it, you probably don't want to bring 100 people together and put them in a small room unless you yourself have some evidence that they have not been affected. ... And the second part of the challenge is they may not be able to get there. Or even want to go there."

Minyard says his American clients are beginning to consider the secondary impact they may feel if the virus further expands in, for example, India, a source of so many IT services. (Although India shares its northern border with China, it has thus far experienced only three confirmed cases of the virus, according to the World Health Organization, all of which are in Kerala, a western coastal state that does not border China.)

Nevertheless, Indian businesses have reported disruptions because of the stoppages in shipments from China, where over 45,000 confirmed infections and over 1,000 deaths have been reported, and many millions are in quarantine. All the way over in Barcelona, Mobile World Congress — the world's biggest trade show for the mobile phone industry — was canceled just one week before it was set to start.

The same challenges also apply to telecoms, electric companies, "and all the others that maintain the networks that are supposed to be supporting the rest of us," Minyard says.

"From the perspective of business continuity and continuity of operations, this is a real thing," he says. "This is not speculation. This is going on, and we don't know how bad it's going to be. Should you have all your eggs in one basket ... I'd be thinking of a different plan."

IT security departments, already short-staffed, could be stressed even further than most other teams. And that's something about the coronavirus that cyberattacks will surely capitalize on — just as they have already.

# TRAINING OPPORTUNITIES

## Upcoming Conferences

### Business Resilience Conference

March 26-27, 2020—San Diego, CA

[Conference Link](#)

### DRJ Spring 2020

March 15-18, 2020—Orlando, FL

[Conference Link](#)

### Continuity Insights Management Conference 2020

April 20-22, 2020 – Hyatt Regency, San Antonio, TX

Approx. \$1395 [Conference Link](#) (\$200 Discount if attending both conference and ACP Summit)

### ACP Summit (Post Conference)

April 22-24, 2020 – Hyatt Regency, San Antonio, TX

Approx. \$195 (Link to follow)

### DRJ Fall 2020

September 28—October 1, 2020—Phoenix, AZ

### INTERFACE Dallas

October 14, 2020—Irving Convention Center

[Conference Link](#)

### DRJ Spring 2021

March 28-31, 2021—Orlando, FL

### Critical Facilities Summit

2020 TBA

### North Texas Facilities/Managing Green Buildings Expo

2020 TBA

## Local Certification Classes

### DRI

**ABCP Certification Class** - BCLE 2000 Dallas 3/9/2020 - 3/13/2020, \$2750 Does not include lodging/ transportation. [Class link](#)

### BCI

CBCI Certification Course (Dallas, TX)

December 2-4, 2020 through Premier Continuum

[Class Link](#)

## 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](http://www.thebci.org)

Disaster Recovery Institute International [www.drii.org](http://www.drii.org)

InfraGard (Partnership between FBI and Public Sector

[www.infragard.org](http://www.infragard.org)

TEEX [www.teex.org](http://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

# ACP

ASSOCIATION OF CONTINUITY PROFESSIONALS

