



# October 2020 Newsletter

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



## President’s Comments

ACP North Texas Members,

Welcome to the Fall season! The weather change locally has been welcomed relief from the extreme summer temperatures.

Seven months into the pandemic, I’ve started to see draft After Action Reports (AAR) on the COVID-19 response and coordination. Depending on the industry (and regulatory environment) the initial findings are starting to provide some broad themes and trends regarding the lessons learned and areas for improvement. Broadly speaking, several of the findings include:

- Incorporate an “all-hazards” approach to pandemic plans
- Revisit “triggers” and other thresholds that prompt protective actions
- Determine critical staff with facility dependencies
- Identify methods to address crisis “fatigue”
- Revisit decisions regarding the operation of a Closed Point -of-Dispensing site
- Increase coordination with local public health officials with fewer assumptions based on federal or international public health agencies
- Create emergency “return to work” procedures if VPN or other technology that promotes remote work is unavailable

Based on industry, this list can grow considerably with inclusion of heavily impacted sectors such as hospitality or retail.

I tend to favor the AAR template from the Homeland Security Exercise and Evaluation Program (HSEEP), as it helps identify a few key improvement plan characteristics, including:

- The issue or area for improvement
- Corrective action needed
- Responsible party
- Start date for corrective action
- Target completion date for corrective action

As you and your organization identify your lessons learned and areas for improvement, look no further than the HSEEP template to help guide the process and tracking the corrective actions. The template has served many organizations well and will continue to be a leveraged resource post-COVID-19. The HSEEP toolkit, which includes the After Action Report / Improvement Plan template can be found on FEMA’s website at <https://preptoolkit.fema.gov/web/hseep-resources>



Thanks for all that you do!

Luis Tapia

# Program Updates by Chet Bojarski

It is always wonderful to hear from two of our own. At our September 1<sup>st</sup> meeting, we heard from **Mark Armour, Brink's Inc.**, (Past ACP-NT Chapter President) and **Joel Navarro, Mary Kay Inc.** (2020 Membership Director). They presented on "The Future of Business Continuity: Looking into the Crystal Ball". As they discussed their positions and thoughts, it led to interesting discussions in this very unique year of 2020 we are all working through. The Board would like to thank both Mark and Joel for taking the time to collaborate together on developing and presenting this topic to our Chapter. We appreciate you both!

**Sirius Computer Solutions** graciously sponsored our September meeting and held a raffle during the meeting to those "virtually" present. Our two ACP-NT Chapter winners were **James French** and **Joe Kieszowski**. Congrats to both and thank you again to Sirius Computer for the continued support!

Our October 6<sup>th</sup> session is sponsored by **Fusion Risk Management** (second time this year!). Our speaker will be **Rich Cooper**, Rich is the Principal of Fusion's Financial Services practice and leads Fusion's operational resilience global working groups, teaming with the worldwide community of leaders. Rich's very timely presentation will be "Speaking Resilience in the Language of Business - Building a resilient firm requires a common language - from the front lines to the board room." We recognize as the global business market has become more dynamic and unpredictable, resilience has been elevated to a new level of importance. As risk and resilience leaders, a crisis offers a chance to revolutionize our programs to align and support business operations and business decisions that will help

navigate the frontier of change. We can achieve this by providing a closer alignment to the products and/or services provided to customers or communities.

Our October session will be of interest to all including any financial, manufacturing, healthcare or service company and will cover the following points:

- 1) How to build a culture of resilience that has the customers at the center
- 2) Steps to breaking down the silos between the business operations and functions like continuity and risk
- 3) Five things you can do to improve your conversations from the front lines to the board room

We look forward to our October 6<sup>th</sup> chapter meeting and virtually seeing and hearing from each of you at the next meeting.

*Stay Safe!*

*Stay Resilient!*

*Stay Positive!*

**Chet Bojarski, MBCP**

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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**            October 6, 2020  
**Time**            11:45 am— 1:30 pm  
**Location**        Virtual Meeting

### Agenda

**Presenters**  
Rich Cooper  
Fusion Risk Mgt., Inc.

**Topic**            *Speaking Resilience in the Language of Business*

### Meeting Survey



# Four Common BC Misconceptions

2020 Chapter Officers

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*For any business leader considering implementing business continuity for the first time - or indeed anyone who has a plan and would like to improve it - it's important to address four common misconceptions that can cause confusion and limit effectiveness says Jeff Keyes.*

## Introduction

Whatever the cause, unexpected situations test the competitiveness and capability of a company. If a business handles crises effectively, its market value and reputation can thrive.

It's crucial for all businesses to have business continuity plans in place to help restart their business operations quickly through a systematic plan of prevention and recovery. Being certain of exactly what constitutes a business continuity plan (BCP) is clearly an important first step, and for most this may seem obvious. But there is sometimes confusion regarding the difference between a business continuity and a disaster recovery plan. The main function of a disaster recovery plan is the recovery of a company's IT infrastructure after a crisis, in contrast with business continuity which includes disaster recovery but also other aspects such as securing employees and the processes they use.

Link to entire article here at [ContinuityCentral](#).

[Read more](#)

## 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:

Business Resilience and Continuity Senior Consultant  
Deloitte  
Dallas, TX

Regional Business Continuity Manager  
T-Mobile  
Frisco, TX

BC and DR Lead  
JPMorgan Chase & Co.  
Lewisville, TX

## Benefits of Membership

### 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 some previous meetings. Scan the code with your phone and answer 10 questions. Thank you.

September  
Mark Armour  
And Joel Navarro



August Meeting  
ACP National Board  
Scott W. Ream



July Meeting  
Agility Recovery



# 11 things to have in your coronavirus BC Plan

Business continuity management has been top of mind for large and extra-large organizations, regulated enterprises, government agencies and organizations with complex business operations for a number of years now, according to research firm Gartner. However, business continuity management activities tend to be lax or missing altogether in the SMB space, and Gartner expects to see more SMB adoption in the next half-decade.

Business continuity plans have tended to focus on the risk posed by natural disasters such as earthquakes, hurricanes, tornadoes or fires or civil unrest such as wars, riots or military occupation. A global health pandemic like COVID-19—where no company property was destroyed but staff would be asked to work remotely for months or even years—tended not to even factor into their risk calculations.

Link to entire document here at CRN.

[Read more](#)

# 2020 MEETING SCHEDULE

Schedule and Locations are Subject to Change!

## 2020 Dates

October 6	Rich Cooper with Fusion Risk Management, Inc.
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.

## Giving

The North Texas Chapter of ACP gave a donation of **\$750** to the North Texas Food Bank and the Tarrant Area Food Bank. This is a note of thanks to the members for making a difference in our community.



## Reduced Rate Program – ACP North Texas

*The value of ACP North Texas is driven by the depth, diversity, and wide-ranging continuity disciplines revealed in its active membership. That means YOU are essential to keeping the chapter relevant and valuable to all ACP members. Therefore, the chapter has approved a Reduced Rate Program to individuals who wish to be active in the ACP North Texas chapter but may need some financial assistance to be a paid member. The Program will provide reimbursement of North Texas chapter membership dues to paid members who satisfy a qualifying classification (student, retiree, unemployed) and who meet minimum activity requirements with the North Texas ACP chapter. For more information on the eligibility requirements and how to apply for the Reduced Rate Program, please visit the ACP North Texas website or use the following link: [https://chapters.acp-international.com/images/northtexas/Membership/Reduced\\_Rate\\_Program\\_NTX\\_ACP\\_0901.pdf](https://chapters.acp-international.com/images/northtexas/Membership/Reduced_Rate_Program_NTX_ACP_0901.pdf).*

## Upcoming Conferences

### INTERFACE Dallas

October 14, 2020—Irving Convention Center  
[Conference Link](#)

### DRJ Spring 2021

March 28-31, 2021—Orlando, FL

### North Texas Facilities Expo

October 7-8, 2020 Arlington, TX

## Local Certification Classes

### DRI

12/07/2020—12/11/2020

### [CRLE 2000](#)

### BCI

Covid-19 Learning by Sharing [Registration Link](#)

CBCI Certification Course (Dallas, TX)  
 December 2-4, 2020 through Premier Continuum  
[Class Link](#)

## ACP Webinars

**Business Continuity Management Trends, Concerns and New Concepts -  
 Let's Discuss: The Value of BCM to organizations!**

**Presented by:**  
**Michael Harding**

Member, [ACP Liberty Valley Chapter](#)

**Thursday, October 8, 2020**  
 3:00 PM Central

**[Click here to register!](#)**

## 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

