



2008 Surveys

ACP South Texas Chapter



Hurricane Ike Survey 2008



Overview: Hurricane Ike Survey

- Survey period: October 23 – November 3
- Who was surveyed:

Group	Responses	Surveyed
ACP Members	22	90
ISSA	47	65
Total	69	155



Overview: Hurricane Ike Survey

Definitions

“Business Continuity Plan”

- The documented business recovery plan for a department, business process, or function (e.g. HR, Accounting etc.)
- The documented recovery plan for Information Technology operations (e.g. the Disaster Recovery Plan)

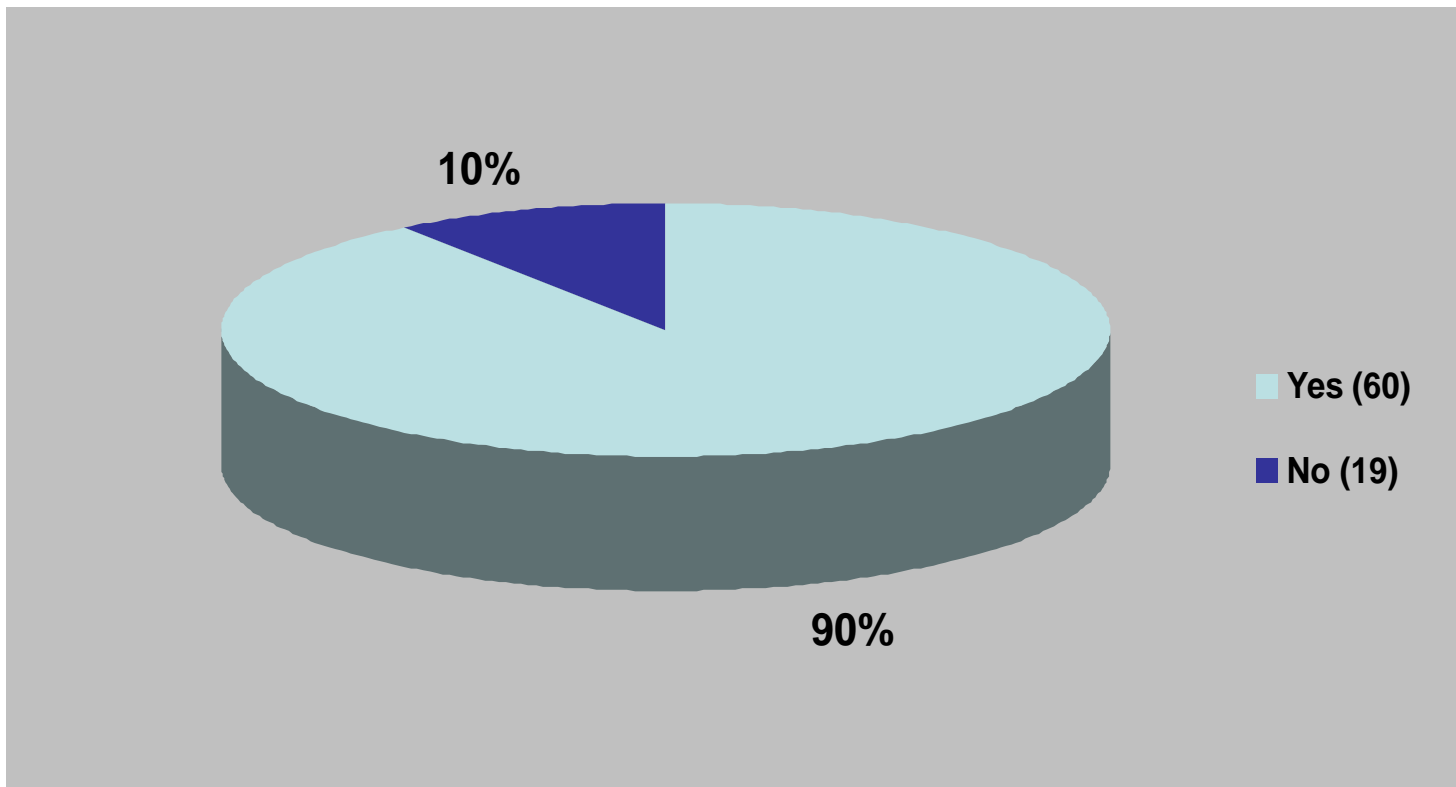
“Your organization”

- The entity you work for – not a client



Hurricane Ike Survey

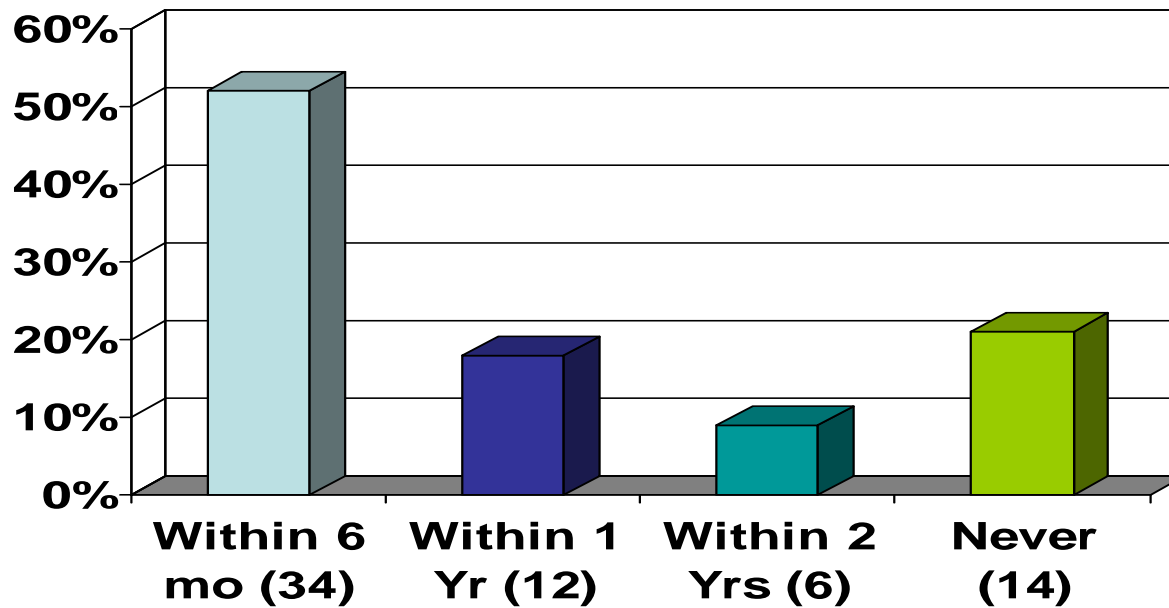
1. Was your organization's BCP invoked for Hurricane Ike?





Hurricane Ike Survey

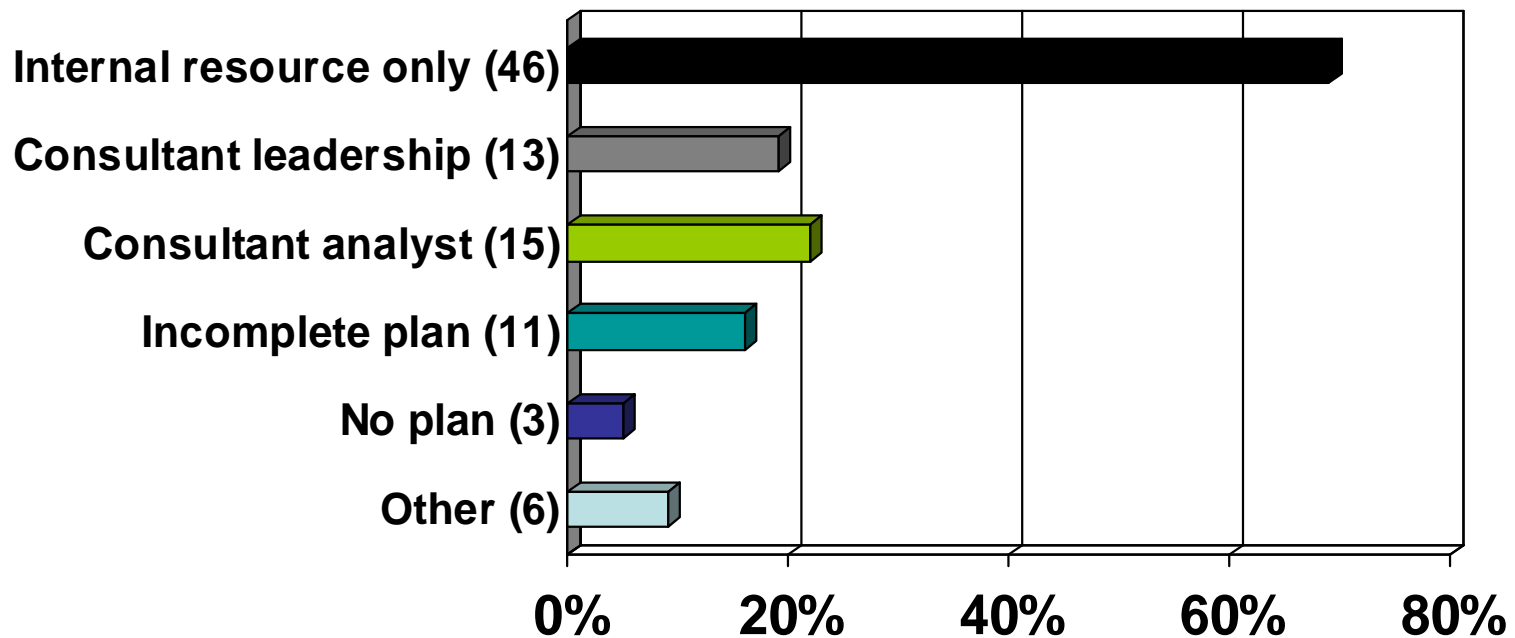
2. Prior to Hurricane Ike, when was the last time that your organization conducted an exercise of the BCP?





Hurricane Ike Survey

3. Please indicate the resources used in the development of your organization's BCP. (Check all that apply)





Hurricane Ike Survey

4 & 5. Please indicate the business recovery capabilities that your organization has established for critical operations in your BCP.
(Check all that apply)

Capability	Set-up	Used
Relocating staff to alternate Company site	54 / 78%	41 / 59%
Relocating staff to 3rd party site	31 / 45%	24 / 35%
Transferring operations (not staff) to another site	39 / 57%	28 / 41%
Activating an alternate data center	45 / 65%	23 / 33%
Operating from local “hardened” facilities	22 / 33%	18 / 26%
Telecommuting from home	61 / 91%	58 / 84%



Hurricane Ike Survey

4 & 5. Please indicate the business recovery capabilities that your organization has established for critical operations in your BCP.
(Check all that apply)

Capability	Set-up	Used
Emergency notification systems	40 / 58%	38 / 55%
Geographic or situational monitoring systems	46 / 67%	41 / 59%
BCP software	14 / 20%	11 / 16%
Suspending operations	16 / 24%	14 / 20%
No BCP or no capabilities	2 / 3%	1 / 1%



Hurricane Ike Survey

6. Please indicate Hurricane Ike's impacts that caused disruption of critical operations at your organization. (Check all that apply)

Impact	#	%
Shutdown of non-critical operations	45	66
Shutdown of critical operations	27	40
Loss of occupancy (due to site damage)	35	52
Loss of occupancy (due to public infrastructure)	39	57
IT equipment failure	14	21
Data or voice connectivity failure	26	38



Hurricane Ike Survey

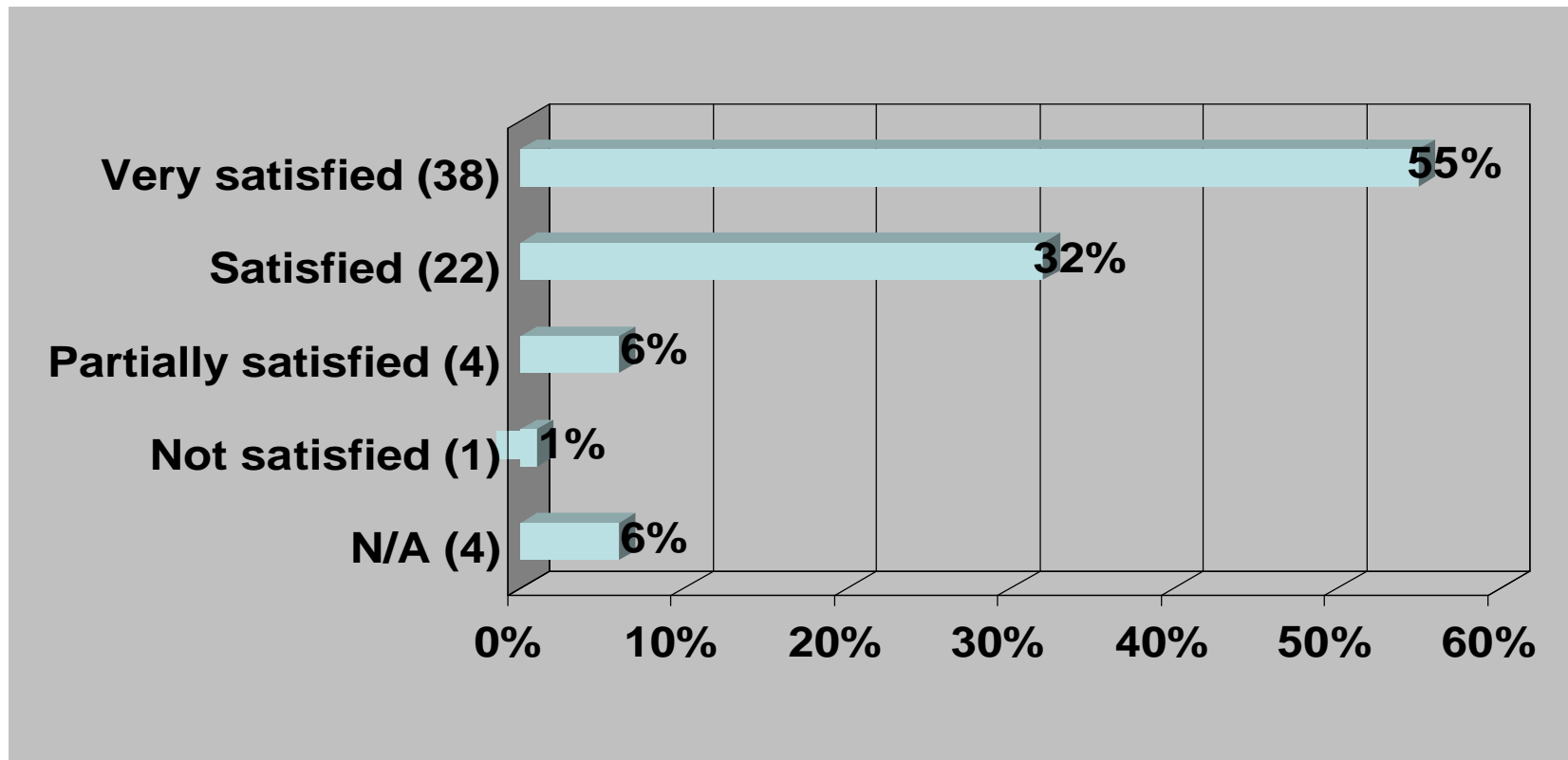
6. Please indicate Hurricane Ike's impacts that caused disruption of critical operations at your organization. (Check all that apply)

Impact	#	%
Critical staff could not report to work	24	35
Critical supply chain vendors could not meet commitments	9	13
No impact to critical operations	16	24
Other	5	7



Hurricane Ike Survey

7. Please indicate your management's satisfaction with the effectiveness of your organization's BCP in addressing the challenges of Hurricane Ike.





Hurricane Ike Survey

8. Indicate the areas of your organization's BCP that would be rated as "effective" or "exceeded expectations" during and after Hurricane Ike's impact. (Check all that apply)

Area	#	%
Staff communications	55	83
Customer or partner communications	29	44
Management communications and decision making	53	80
Threat escalation procedures	34	52
Emergency notification systems	31	47
Geographic or situational awareness monitoring systems	39	59
BCP software	10	15



Hurricane Ike Survey

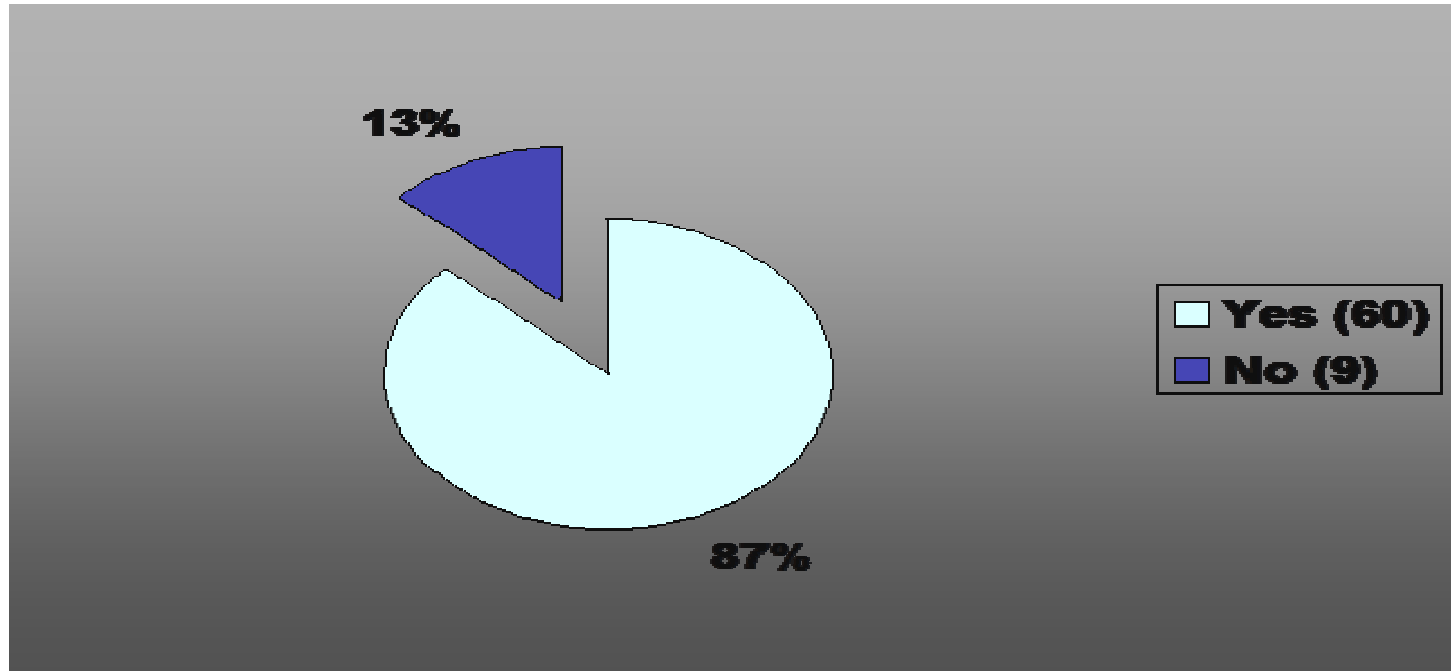
8. Indicate the areas of your organization's BCP that would be rated as "effective" or "exceeded expectations" during and after Hurricane Ike's impact. (Check all that apply)

Area	#	%
Continuity/recovery of critical computer systems	36	55
Continuity/recovery of critical business operations	47	71
Continuity/recovery of building and building infrastructure	38	58
Continuity/recovery of critical supply chain vendors	14	21
Staff cross-training	15	23
Critical staff availability	51	77
Company support of staff impacted by the hurricane	50	76
Repair/restoration of damaged equipment	24	36
Mitigation of public infrastructure loss	35	53



Hurricane Ike Survey

9. Will or has your organization conducted a formal review of the response and recovery from Hurricane Ike?





Hurricane Ike Survey

10. Assuming that your organization conducts a formal review, if areas of improvement are discovered, indicate the steps your organization's management is likely to take. (Check all that apply)

Steps	#	%
No action	1	1
Document minutes of review meetings	41	61
Assign work teams to develop recommendations	48	72
Require target dates from work teams	38	57
Require cost estimates for recommendations	29	43
Fund and resource recommended projects	40	60



Hurricane Ike Survey

Comments / Questions?



South Texas ACP Member Survey 2008



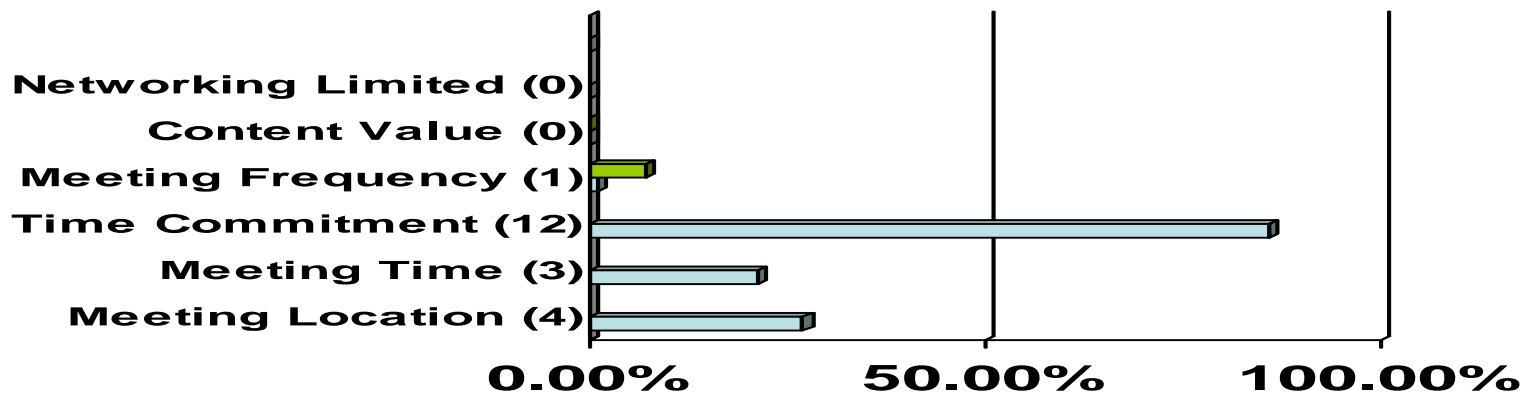
Overview: Member Survey

- Total survey population: 90
- Total responses: 29
- Survey period: October 23 – November 3
- Stated purpose:
“to collect your input on the logistical operation and content of our monthly ACP South Texas Chapter meetings.”



ACP Member Survey

1. What factors make it difficult for you to attend the monthly ACP meeting? (Check all that apply)



Note: 15 people that responded to the survey skipped this question

“other” – 10 responses: 5: work conflicts; 2: no problems; 1: varying dates; 1 – moved out of country; 1 - topic



ACP Member Survey

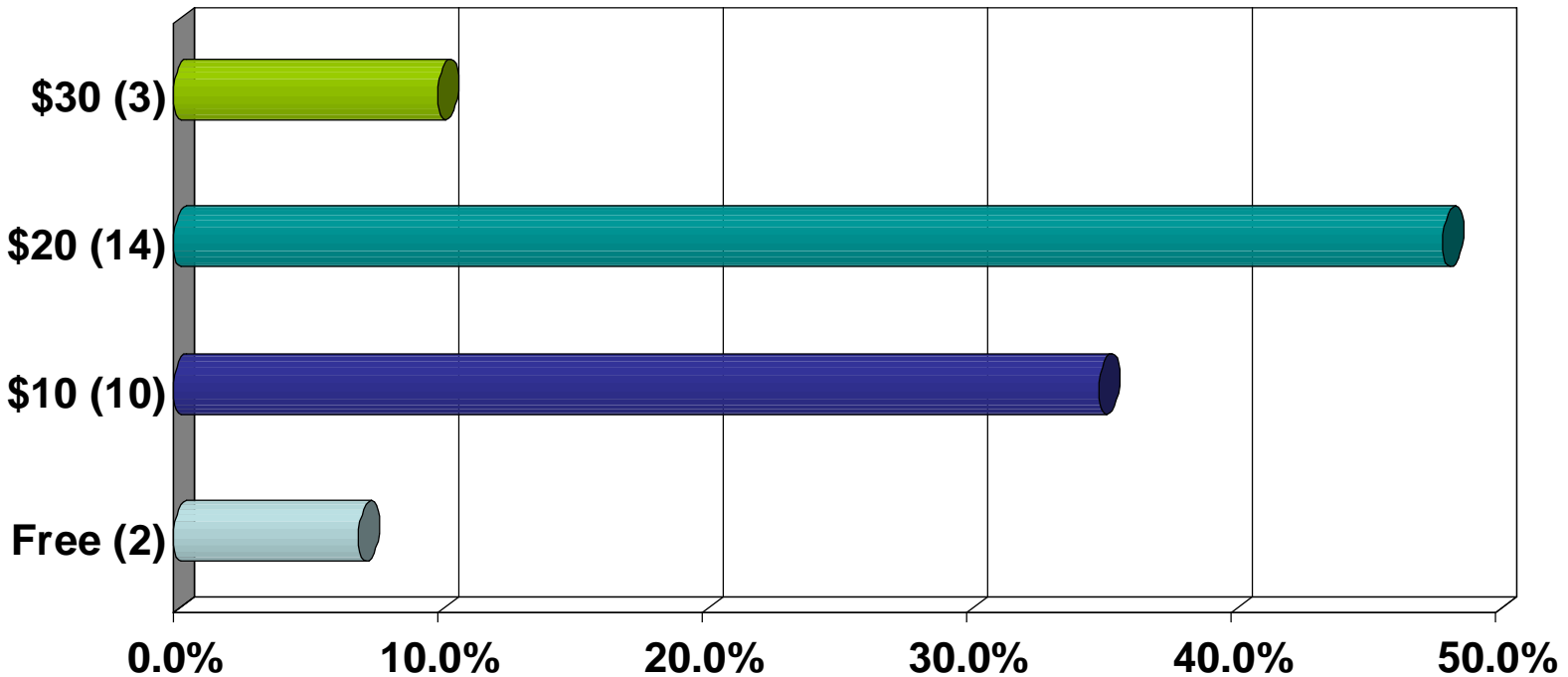
2. Please indicate options that may make it more likely that you would attend.

Option	# / %	Negative	Somewhat Negative	Somewhat Positive	Positive	No Impact
Alternating locations		5 / 17	2 / 7	7 / 24	3 / 10	12 / 41
Planning a couple of late afternoon meetings		6 / 21	5 / 17	6 / 21	6 / 21	6 / 21
Changing frequency and lengthening the meeting		5 / 17	6 / 21	5 / 17	3 / 10	10 / 35
Offering a catered lunch		3 / 10	0 / 0	7 / 24	4 / 14	15 / 52
Conducting joint meetings with other organizations		1 / 4	1 / 4	7 / 25	12 / 43	7 / 25
Other		0 / 0	1 / 33	0 / 0	2 / 67	0 / 0



ACP Member Survey

3. If a catered lunch is offered, what is the maximum amount you are willing to pay?





ACP Member Survey

4. If a tabletop workshop were offered in place of a monthly meeting, in what roles would you be willing to participate? (Check all that apply)

Role	#	%
Participant	22	76
Observer	24	83
Exercise coordinator	14	48
Exercise resource	16	56
Exercise host	6	21



ACP Member Survey

5. What business continuity topic areas are of the most interest to you?
(Open text areas for priority 1, 2 and 3)

Priority One

Standards & Best Practices

Emerging BCP doctrine
Standards & best practices
BC planning & management
Recent legislation (NFPA, BS25999)

Core Components

BIA
Resumption drills
Plan exercise

Tools

Software
Tools & resources

Case Studies/Panel Discussion

Impact of different disasters
What other companies are doing
DR hardware recovery
Technical solutions
Current solutions

Tactical Issues

Public/private sector communications
Communications
Dealing with the human aspects
Pandemic
Handling multi-site communications
Planning for industry locations



ACP Member Survey

5. What business continuity topic areas are of the most interest to you?
(Open text areas for priority 1, 2 and 3)

Priority Two

Standards & Best Practices

Legal issues
Making the BCP audit worthy
BC accreditation
Best practices/maturity models
Industry standards

Core Components

Risk assessment
Risk analysis

Tools

New & different tools
Planning tools / software

Case Studies/Panel Discussion

Issues faced by others
Case studies
Remote computing
Plan comparisons
New Technologies

Tactical Issues

CBRNE
BC management process
Incident response
Crisis management
Working with 1st responders



ACP Member Survey

5. What business continuity topic areas are of the most interest to you?
(Open text areas for priority 1, 2 and 3)

Priority Three

Standards & Best Practices

Core Components

BIA

Exercising plans

Tools

Indication and warning systems

Case Studies/Panel Discussion

Case histories/studies

Impact of deliberate acts (911)

How others have designed their BC/DR plans

Tactical Issues

Management buy-in

Workforce continuity

Pandemic

Emergency management

Making “tactical” BC plans

Emergency response

Advance preparations for weather threats



ACP Member Survey

6. What are your reasons for joining ACP. (Check all that apply)

Factor	#	%
Informational presentations	28	97
Professional networking	24	83
Continuing education credits	12	41
Participation as an officer	1	3
Access to potential clients/vendors	5	17
Locating potential staff	0	0
Project team membership	2	7
Other	2	7



ACP Member Survey

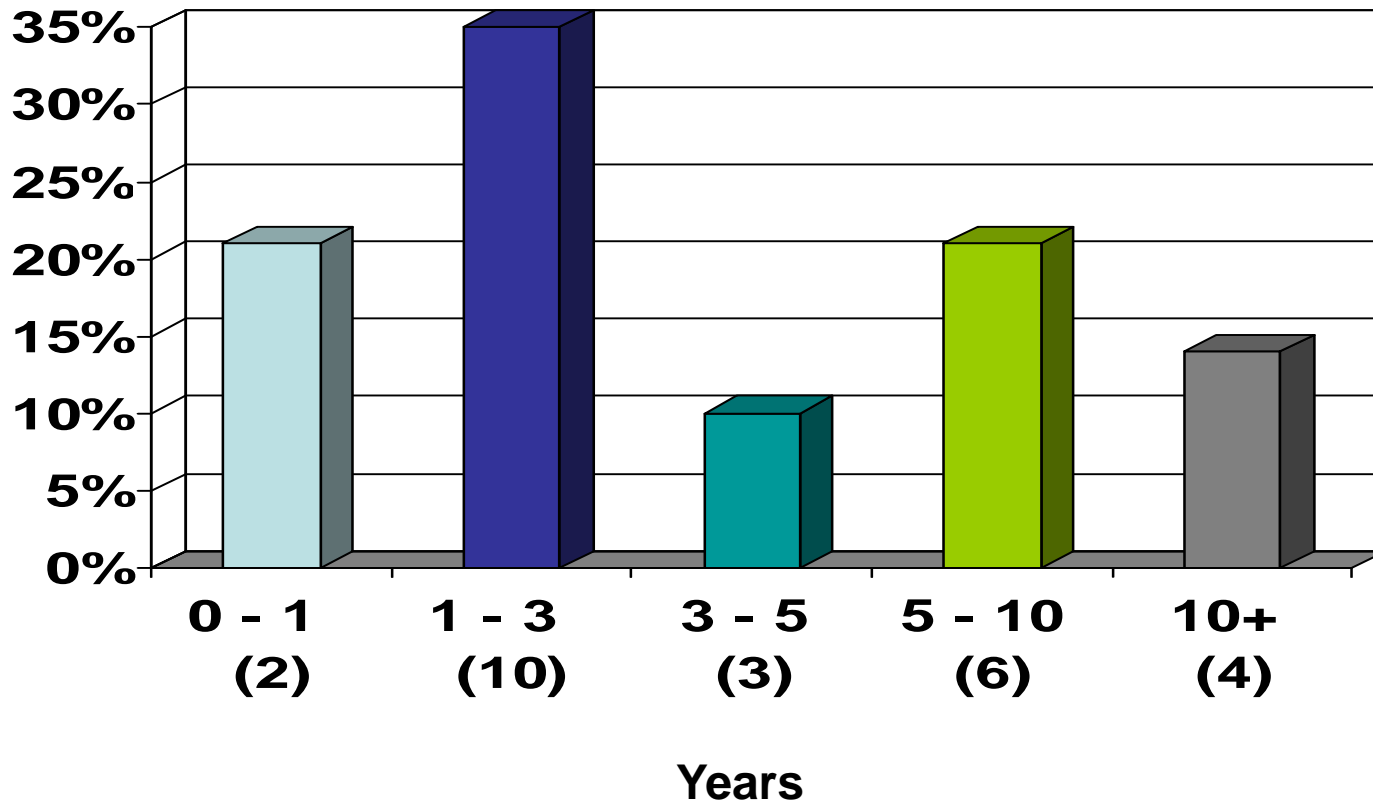
7. From the response in the previous question, how does your membership experience match with your reasons for joining ACP?

Factor	# / %	N/A	Below Expectation	Meets Expectation	Exceeds Expectation
Informational presentations		0 / 0	5 / 17	19 / 65	5 / 17
Professional networking		1 / 4	11 / 41	14 / 52	1 / 4
Continuing education credits		12 / 46	2 / 8	11 / 42	1 / 4
Participation as an officer		17 / 77	0 / 0	4 / 18	1 / 5
Access to potential clients/vendors		18 / 75	3 / 13	2 / 8	1 / 4
Locating potential staff		24 / 100	0 / 0	0 / 0	0 / 0
Project team membership		21 / 88	2 / 8	1 / 4	0 / 0



ACP Member Survey

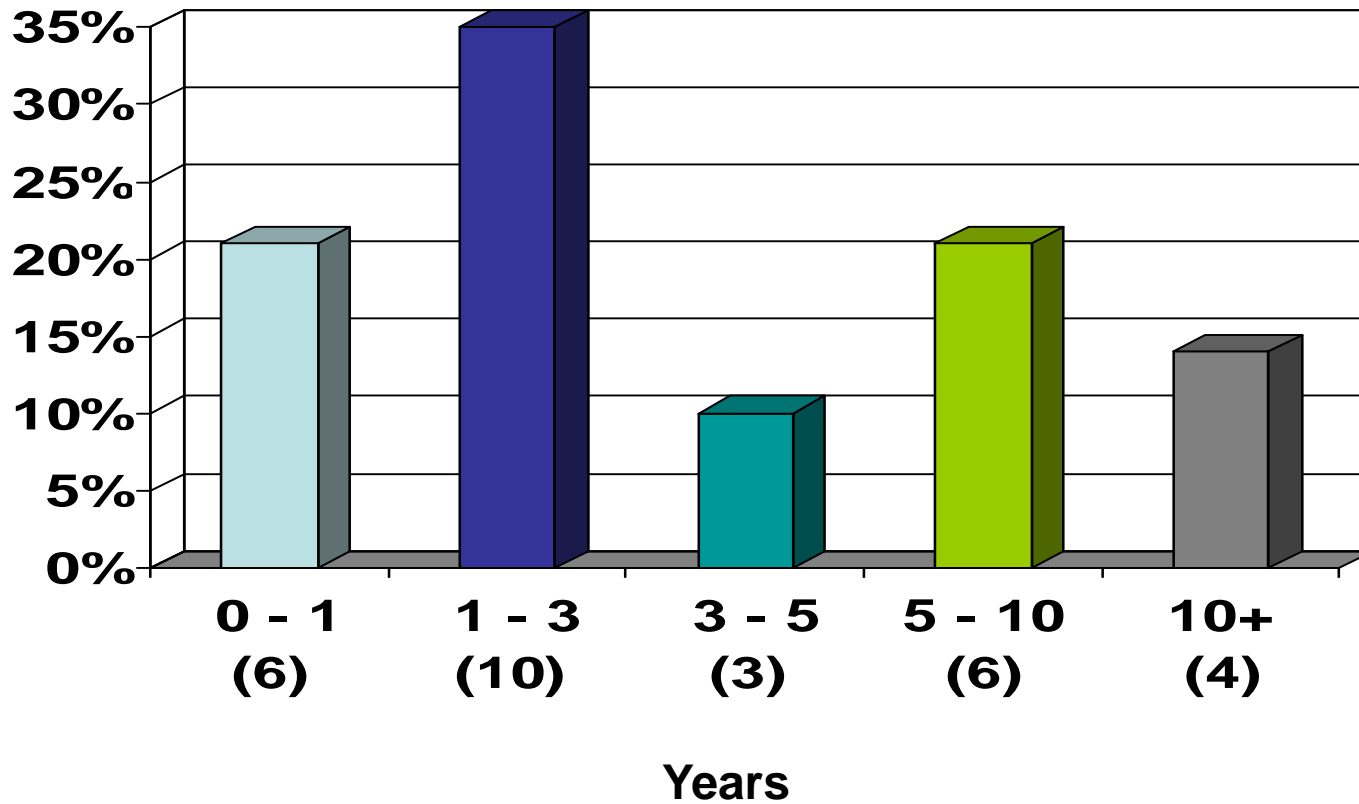
8. How long have you been a member of the South Texas ACP Chapter?





ACP Member Survey

9. How many years have you been a business continuity professional?





ACP Member Survey

10. From the groups below, please indicate the best description of your current (or most recent) role in the business continuity industry.

Role	#	%
Contract/consulting - Professional	5	17
Contract/consulting – Manager/Principal	4	14
Corporate EE – BCP Professional	6	21
Corporate EE – BCP Management	6	21
Corporate EE – IT Professional	3	10
Corporate EE – IT Management	1	3
Corporate EE – other functions or < 50% BC	2	7
Public authority – police, fire, EMS etc	0	0
Vendor – non-consulting	0	0



ACP Member Survey

Comments / Questions?



ACP Member Survey

Thanks for your participation

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Slides are available on the South Texas ACP Chapter website