

DRJ'S 69<sup>th</sup> CONFERENCE



# FOCUS ON RESILIENCY

## ATTENDEE CONFERENCE GUIDE

The largest event dedicated to  
managing risk and resiliency in 2023

**50+ Sessions and Workshops**  
**80+ Expert Speakers**  
**60+ Booths**



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Randall Till, Till Continuity Group

Damian Walch, Deloitte

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## Meet our Emcee



**Vanessa Mathews**  
**Asfalix Advisors**

Vanessa Vaughn Mathews is the founder and chief resilience officer of Asfalix Advisors, a business resilience company based in Charlotte, NC. She is also the host and a co-owner (in partnership with DRJ) of Business Resilience DECODED, the leading podcast for emergency management and business continuity professionals.

Vanessa got her start in the profession the hard way. In 2008, she was sitting in her parked car in Atlanta when a tornado tore through the city, killed one person, destroyed 50 homes, and totaled her car. The experience, which she calls the Perfect Storm, galvanized her interest in emergency preparedness and gave her a deep empathy for the profession.

Vanessa has a Bachelor of Arts in Homeland Security and Emergency Management from Savannah State University (SSU) (she was the first woman in Georgia to obtain the degree) and a Master's in Business Administration from the University of South Carolina. Currently, she teaches the Business Continuity and Crisis Management course at SSU as an adjunct professor.

As the leader of Asfalix, she has counseled a range of private sector, governmental, and nonprofit organizations on how they can develop, validate, and maintain their business resilience programs. She has worked with clients in real estate, healthcare, information technology, transportation, logistics, and higher education, among other areas.

Prior to founding Asfalix, she worked in business continuity and crisis management for fortune 500 retail and manufacturing organizations.

In 2021, Vanessa was appointed by the Mayor of Charlotte to serve as the Chair of the Charlotte International Cabinet advisory board. In 2020, the Mecklenburg Times named her as one of the 50 Most Influential Women in Mecklenburg County.

She is an outspoken advocate for social justice, and has long highlighted the challenges faced in the workplace by women and minority professionals. A warm and dynamic presence at the podium, she speaks often at conferences and events.

## Editorial Advisory Board

Erick Anez, Bridgestone Americas

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# infiniteblue

## Infinitely ready.

Infinite Blue's integrated enterprise resilience solutions give organizations the power to foresee risks, predict impacts, collaborate, communicate, and emerge stronger than ever before.

See the future of  
enterprise resilience  
at booth #400



## A decade going above and beyond.

This year marks Infinite Blue's 10-year anniversary of developing leading-edge technology that empowers organizations to achieve total enterprise resilience.

Companies across the globe, including four of the Fortune 10, rely on our award-winning solutions to gain clarity and control over any incident and the confidence to take on whatever comes next.

Learn more at  
[infiniteblue.com](https://infiniteblue.com)



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# START THE JOURNEY

IF YOU CAN'T QUANTIFY, THEN YOU CANNOT QUALIFY



## The Challenge in Achieving Resilience

Without proving the actual financial impact to the top and bottom line of an incident, teams struggle to get buy-in, funding, and the capabilities required. People churn and processes constantly change - even as vendors and technologies update for key applications. Teams must have the ability to monitor, drill anytime at the touch of a button, execute with automation, and produce real-time reporting able to show hard dollar impact and answer any audit coming from an increasingly demanding regulatory body.

Missing this ability, teams craft 'continuity plans' - point-in-time documentation which is not dynamic and does not deliver real-time understanding of the changes constantly taking place across various systems and locations. They then attempt costly manual drills using conference calls and texts, when in reality, key people are rarely available in a true emergency situation.

## The Solution for True Resilience

Quantifying financial impact while proving mitigation and readiness at any point in time across people, processes, and technology is the way to fund your journey to True Resilience while reducing RTO by an average of 80% and operating costs by 50% or more.

Perpetuuti Enterprise-grade Resilience software suite alone holds patents for measuring impact for any incident across People, Processes, and Technology. (US Patent: "Systems and Methods for Business Impact Analysis and Disaster Recovery" - US patent 10255574).

Gartner has recognized Perpetuuti as having all 9 Key IT Resilience Orchestration (ITRO) automation capabilities. Pepsi, Delta Airlines, Nokia, ICICI Bank, Commercial Bank of Dubai and over 450 global leaders trust Perpetuuti for True Resilience.

**Start Your Journey here at DRJ by seeing True Resilience in Action. Here is how.**

### General Session

**GS-6 Achieving True Resilience with Automation, Drilling & AI Innovations**

**General Session - 10.45 AM - 11.45 AM**

#### GS-6

**Shawn Blevins**  
Head of North America,  
Chief Revenue Officer,  
Perpetuuti



**Richard Cocchiara**  
Managing Principal CxO  
Expertise LLC



### Breakout Session

**BT4-04 Resilience Automation & Cyber Recovery Innovations**

**Breakout Track 4 - 4.00 PM - 5.00 PM**

#### BT4-04

**Shawn Blevins**  
Head of North America,  
Chief Revenue Officer,  
Perpetuuti



**Richard Cocchiara**  
Managing Principal CxO  
Expertise LLC



**SHOW FLOOR BOOTH - 404**

**DEMO BREAKOUT ROOMS - SCHEDULE NOW**

Email - [shawn.blevins@ptechnosoft.com](mailto:shawn.blevins@ptechnosoft.com)

Text - 423.967.9324



# Could your third-party suppliers take you down?

Vendors and other third-party suppliers are critical to the success of most organizations – but they also pose considerable risk.

Riskconnect's business continuity software helps you prepare for threats and minimize disruption from anywhere.

- Instantly access dynamic business continuity plans.
- Identify hidden vulnerabilities that could derail your business.
- Effectively respond to a disruption.





# Introducing Everbridge 360™

360° Insight, 100% Control with  
Everbridge Critical Event Management

→ Refreshed user interface

→ Simplified workflows

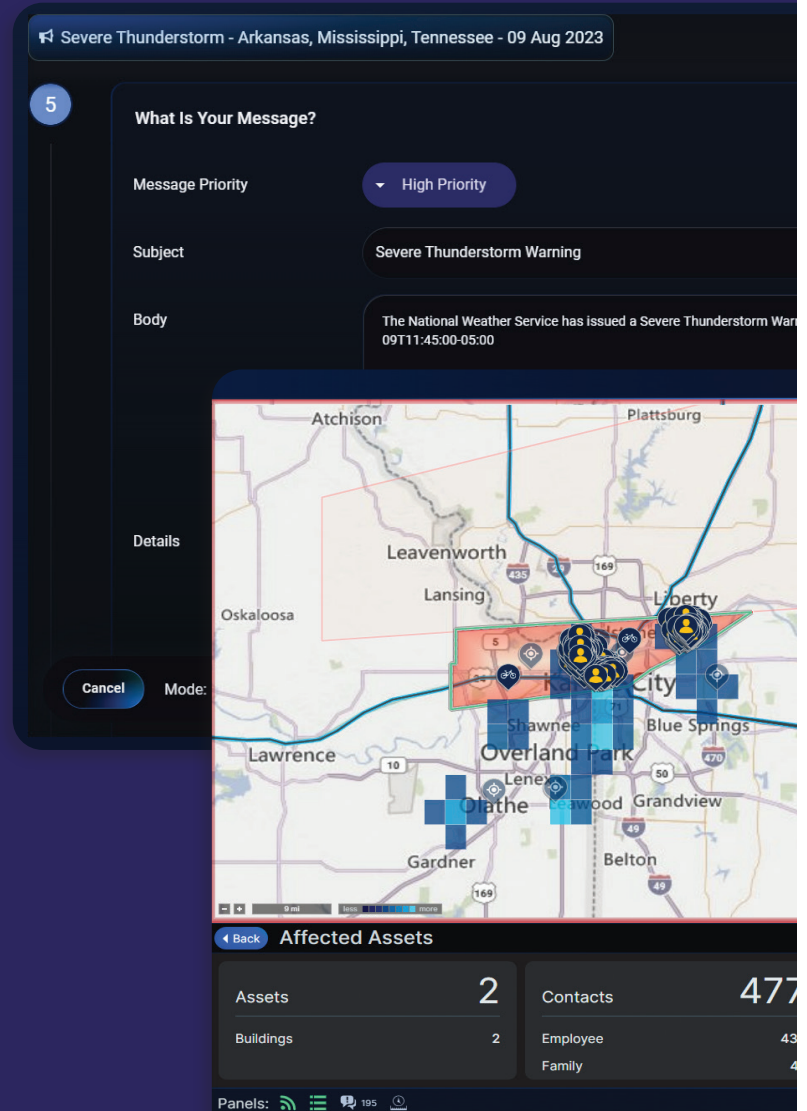
→ Improved platform experience

→ Feature enhancements

Meet Everbridge in booth  
301/303 and learn more about  
Everbridge 360 platform.

How resilient is your  
organization?

Find out now by completing  
the Best in Resilience™  
Maturity Self-Assessment.





# ACADEMY

powered by Lambert Learning



## BC PRIMER COURSE

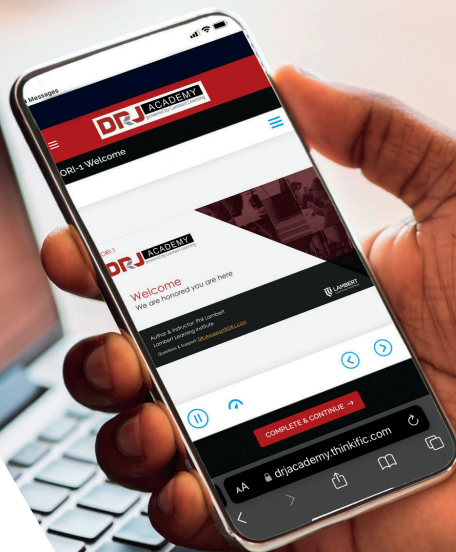
### THE EXTRAORDINARY PRACTITIONER

9 Chapters, 32 Sessions, 8+ Hours of learning

The **DRJ Academy** mission is to unleash your potential by helping you refine and establish your strong foundation, using a world-class methodology like no other. The Academy's **BC Primer Course** covers key skills and processes that professionals need to execute well in order to build the correct foundation and establish an outcome-focused business continuity program.



LAMBERT  
Learning Institute



Self-paced Online Course with  
Added Networking Opportunities

\$449 [DRJ.com/Academy](https://drj.com/Academy)



## MENTOR PROGRAM

### 10-MONTH ACCELERATED LEARNING PATH

Our complimentary **Mentor Program** connects seasoned professionals with those newer to their industry who wish to develop their careers. While most mentoring programs provide an introduction and then leave the rest to you, our structured program provides milestones that keep you engaged throughout your mentoring relationship.

Completely free! [DRJ.com/Mentor-Program](https://drj.com/Mentor-Program)



FURTHER YOUR EDUCATION AND EXPERIENCE AT DRJ

#DRJFall



# SPONSOR SPOTLIGHTS

## PLATINUM



Infinite Blue is a software solutions provider that empowers some of the world's largest organizations to become more obstacle-resistant and resilient. Our friendly and flexible applications work together as an all-in-one, configurable business continuity command center. Leaders can now see potential threats enterprise-wide so you can plan smarter, respond in real-time, and bounce back stronger from disruptions like fires, natural disasters, security breaches, global pandemics, and other "what-ifs." Our organizational resiliency suite of applications are built on our low-code platform and supported by our team of experts, so it's simple to integrate and configure our existing applications or create something specifically for your organization's needs. [www.infiniteblue.com](http://www.infiniteblue.com).



Perpetuuti is the global leader in Enterprise Resilience Automation, IT and Cyber Recovery Automation delivering up to 80% reduction in Recovery Time Objectives(RTO) and averaging 50% operating cost avoidance and efficiencies to the world's largest banks, insurance, airlines, and stock exchanges. Today, Pepsico and Delta Airlines leverage our turnkey platform Continuity Patrol for complete recovery Automation, reducing the need for SMEs or scripting/Agents. Lauded by Gartner & Everest, Perpetuuti's Automation Intelligence & Resilience Platforms represent breakthrough performance and comprehensive automation for companies of every size. [www.ptechnosoft.com](http://www.ptechnosoft.com).



Riskconnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real-time to strategic and operational risks across the extended enterprise. More than 2,000 customers across six continents use our unique risk-correlation technology to gain previously unattainable insights that deliver better business outcomes. Riskconnect has more than 800 risk management experts in the Americas, Europe, and Asia. To learn more, visit [www.riskconnect.com](http://www.riskconnect.com).



# SPONSOR SPOTLIGHTS

## GOLD



Everbridge, Inc., the world's leading provider of Critical Event Management software solutions, ensures business, government and healthcare organizations are prepared to rapidly respond to – and even avoid – sudden, unexpected disruptions. The Everbridge Critical Event Management Platform delivers organizational resilience on an unprecedented scale – combining real-time monitoring, situational awareness, and integrated response and collaboration solutions across from a single, enterprise-wide view. Keeping people safeguarded, assets and reputations protected, and continuity maintained and restored quickly is the Everbridge measure of success in an uncertain world. [www.everbridge.com](https://www.everbridge.com)



Fusion Risk Management is a leading industry provider of cloud-based software solutions for business continuity, integrated risk management, IT disaster recovery, and crisis and incident management. Its products and services take organizations beyond legacy solutions and empowers them to make data-driven decisions with a comprehensive and flexible approach through one system. Fusion and its team of experts are dedicated to helping companies achieve greater organizational resilience and mitigate risks within their businesses. [www.fusionrm.com](https://www.fusionrm.com)



Give shelfware the flick. Resilience managers everywhere are embracing a response-first approach with iluminr, to deliver real impact and bring resilience to life. iluminr helps you build capability, detect threats, communicate with your people, and coordinate your response, all through a modern platform that people actually enjoy using. [www.iluminr.io](https://www.iluminr.io)



OnSolve® offers advanced critical event management capabilities to help organizations achieve successful outcomes during a crisis. By combining artificial intelligence (AI), unmatched expertise and a modern platform, we do what no one else can: We provide actionable intelligence and get the right information to the right people at the right time – so you can mitigate risk, strengthen organizational resilience and better protect your people, places and property. More information can be found at [www.onsolve.com](https://www.onsolve.com).

# SPONSOR SPOTLIGHTS

## SILVER



Agility Recovery and our software division Preparis make every step of the business continuity process seamless for organizations of every size and type. Agility Recovery Services has more than 34 years of experience providing innovative solutions to help businesses recover faster, including backup power, workspace recovery, data backup and recovery, fuel sourcing and delivery, technology and equipment, and communication. The Preparis software suite brings business continuity planning within reach for everyday businesses by delivering solutions that are easy to use, affordable to access, and as practical as they are powerful. Solutions include Preparis Planner, Alerts, Incident and Exercise Manager, and consulting services. With Agility Recovery and Preparis, your business will be more resilient than ever. [www.agilityrecovery.com](http://www.agilityrecovery.com) [www.preparis.com](http://www.preparis.com)



4C Strategies is the leading provider of training readiness and organisational resilience solutions. With over 20 years of expertise, we support high-profile international institutions, global enterprises and armed forces across 100 countries. We help you to train effectively and be ready for the resilience challenges ahead. Our innovative Exonaut® platform empowers capability development, building on key insights for when it matters the most. Our experts work alongside you to prepare your operations for the future, allowing you to transform training, rethink risk, manage crises, and uphold continuity. With offices around the world, we are never far away. [www.4cstrategies.com](http://www.4cstrategies.com)



The Converge Enterprise Cloud teams across all Converge Technology Solutions companies work seamlessly together to develop, implement, host and manage data availability and disaster recovery solutions for all platforms. Based on our customer focused service delivery track record, vast engineering resources, and access to over 100 million dollars in mainstream system hardware, the Converge Enterprise Cloud delivers cost-effective resiliency solutions to customers all across North America. Additionally, the Enterprise Cloud practice provides the full breadth of DRaaS, BUaaS, and Hardware Quick-Ship Solutions, together with our expert Business Continuity Consulting portfolio of services. [www.convergeenterprise.cloud](http://www.convergeenterprise.cloud)



eBRP Solutions has been at the forefront of BCM Software innovation, incorporating Process Modeling and "What if?" analysis into eBRP Suite in 2002. eBRP Suite is deployed by many leading fortune enterprises, financial institutions, federal agencies, healthcare and utility companies to support their enterprise resiliency programs. Our newest product is eZPlanner – a packaged solution with tools to support the complete BCM lifecycle. Included are all utilities for planning, simulation & test validation and tools for overall program management. eZP is optimized for the occasional business user while fortified for management decision-making with all new graphical dashboards. Packaged with a 'no surprise' all-inclusive cost that includes AWS Cloud-hosted access, product support and assistance to migrate from you a legacy system. Learn more about eZPlanner at [www.ezplanner.net](http://www.ezplanner.net).



Flexential solves IT infrastructure challenges for enterprises tasked with meeting the most stringent security, compliance and resiliency demands. We take a consultative approach that recognizes one size does not fit all and that requirements often change over time. Tailored solutions built on our highly connected national colocation platform, spanning 19 markets, and robust portfolio of cloud, connectivity, data protection, managed and professional services, flex over time to accommodate evolving hybrid IT requirements. [www.flexential.com](http://www.flexential.com)



Workplace Recovery by IWG gives you preferential access to over 3000 workspace locations in more than 120 countries worldwide. With over 90,000 workplace recovery seats available across our network, we can help you get back to work faster if you can't use your own offices due to power outages, hurricanes, fires, floods, IT failures, social distancing requirements and more. We offer solutions for organizations of all sizes, including anytime access to fully serviced turnkey offices. [www.iwgplc.com](http://www.iwgplc.com).



Kyndryl is the world's largest IT infrastructure services provider, serving thousands of enterprise customers in more than 60 countries. The company designs, builds, manages and modernizes the complex, mission-critical information systems that the world depends on every day. Kyndryl Security and Resiliency provides the expertise, services and technologies that help enterprises anticipate, protect against, withstand, and recover from adverse conditions, stresses, attacks and compromises of cyber-enabled services. Our integrated approach helps customers embed cyber resilience into the broader IT and operational strategy, underpinned by cloud and zero trust principles. To learn more, visit [www.kyndryl.com/us/en/services/cyber-resilience](http://www.kyndryl.com/us/en/services/cyber-resilience).



Libelle has nearly three decades of experience in disaster recovery, high availability, secure data masking, system refresh automation, and data management. We create and maintain our software solutions with a highly-skilled development team, focusing on tools to automate and optimize IT processes. With personal, in-house technical support and dedicated service, Libelle offers industry-leading care and expertise to enhance and perfect your daily routine. [www.libelle.com](http://www.libelle.com)



Zerto, a Hewlett Packard Enterprise company, empowers customers to run an always-on business by simplifying the protection, recovery, and mobility of on-premises and cloud applications. Zerto's cloud data management and protection platform eliminates the risks and complexity of modernization and cloud adoption across private, public, and hybrid deployments. The simple, software-only platform uses continuous data protection at scale to converge disaster recovery, backup, and data mobility. Zerto is trusted by over 9,500 customers globally and is powering offerings for Microsoft Azure, IBM Cloud, AWS, Google Cloud, Oracle Cloud, and more than 350 managed service providers. [www.zerto.com](http://www.zerto.com)

# SPONSOR SPOTLIGHTS

## BRONZE



As the fastest-growing mass communication and emergency notification software provider in the world, AlertMedia helps organizations securely and effectively monitor threats, streamline notifications, and recover from incidents. The company's fully integrated, cloud-based platform delivers innovative communication tools that can be accessed from anywhere, at any time, using any device. For more information, please call (800) 826-0777 or visit our website at [www.alertmedia.com](http://www.alertmedia.com).



Ascent Business Technology is a niche software product company focused on addressing business operational challenges through automation and optimization of processes, and enabling organizations to be more cost efficient and resilient. AutoBCM by Ascent is an end-to-end enterprise resiliency solution that helps organizations prepare a robust risk and continuity management program to tackle any business disruption. With three major modules – BCM, Crisis Management and IT Disaster Recovery, AutoBCM is any organization's one stop solution to address all business resiliency needs. [www.ascentbusiness.com](http://www.ascentbusiness.com).



Asfalıs Advisors is focused on one thing: making your company resilient, no matter what's thrown at it. We do that by helping you prevent and/or mitigate crises, either natural or man-made, that may affect your company. In identifying risks unique to your business, developing crisis management and business continuity plans, and training your leadership teams and employees, Asfalıs puts control back in your hands. [www.asfalısadvisors.com](http://www.asfalısadvisors.com)



Assured Data Protection is a global data backup, disaster recovery, business continuity and extended detection and response managed service provider. With more than 200 years of combined industry experience, Assured Data Protection delivers scalable solutions and gained the distinction of being Rubrik's MSP partner of the year for 2022 and 2023. For more information, visit [www.assured-dp.com](http://www.assured-dp.com).



The Business Continuity Institute (BCI) is the world's most eminent BCM institute and our name is instantly recognized as standing for good practice/ professionalism. [www.thebci.org](http://www.thebci.org)



CLDigital transforms business across all industries by putting risk, continuity, and operations data to work for everyone. With CLDigital's fully cloud-native no-code platform, we help clients create cutting-edge data-driven apps to modernize antiquated risk processes and deliver powerful business decision analytics and performance insights in days instead of months or more. To learn more about how you can go beyond traditional risk management and business continuity solutions, visit [www.cldigital.com](http://www.cldigital.com). You can also follow CLDigital on Twitter and LinkedIn.



Pronto Recovery is a global business continuity solutions and quick ship technology hardware provider. We keep your business running when disaster strikes. Unlike most industry providers with only a few centralized depots, we have over 30 strategically placed equipment depots around the globe enabling us to deliver technology hardware to your alternate site or specified location the same or next business day. We can provide guaranteed workplace solutions in over 120 countries to meet the need for office recovery for your critical staff, augmented by the Pronto Quickship or other technology recovery solutions. Our FLEX Recovery program provides you with a work at home solution independent of any infrastructure providing a complement to your BCP strategy. Minimize downtime and loss of revenue with our flexible and cost-effective continuity solutions for workplace recovery. [www.prontorecovery.com](http://www.prontorecovery.com)



QS Consulting leverages decades of experience in the areas of Business Continuity, Emergency Preparedness, Risk, and Resilience. We are committed to industry best practices and delivering customized solutions for the unique requirements of your organization. To that end, we embrace the newest cloud-based technologies and seamlessly integrate them into your existing processes. We focus our efforts on getting to know your business and understanding the strategic objectives of your Resilience program. We evaluate how your systems are used on a day-to-day basis and align solutions to both your business requirements and your resourcing capacity. Whether in need of Vendor Selection, Advisory Services, Implementation Project Management or Support, or you are just looking to optimize your current BCMS solution, QS consultants are ready to help you reach your program goals. [www.qshcc.com](http://www.qshcc.com)



Veoci is a no-code platform for business continuity management, emergency operations, incident response, mass notification, and customizable system solutions. It is comprised of fully integrated, intuitive, and interconnected tools such as Dashboards for reporting and analysis, Alerts and Notifications, automated Workflows, virtual meeting Rooms for collaboration and document sharing, and mobile-device enablement—all with a focus on optimizing User experience, improving productivity, and facilitating effective business continuity and resilience. The Software as a Service (SaaS) platform is ideally designed for incident management and business continuity process automation and transformation, allowing organizations to overhaul existing manual-based processes. Veoci can be applied across all areas and departments in an organization, as well as across multiple organizations; the system can easily accommodate the need for additional functionality as projects and partnerships grow. Veoci is a Leader on Gartner's Magic Quadrant for BCMP Solutions, Worldwide; included in their Market Guides for Crisis and Emergency Management, and Business Continuity Management Program Solutions, as well as being included in multiple Hype Cycles. We were also recognized as having the highest customer satisfaction. [www.veoci.com](http://www.veoci.com)



Wolf & Company, P.C. is a national CPA and business consulting firm with a regional feel that offers clients a wide range of services tailored to suit their industry's unique needs. Since 1911, we've provided clients with industry-leading assurance, tax, risk management, business consulting, and WolfPAC Integrated Risk Management® services. We pride ourselves on delivering customized solutions with deep involvement from our team of dedicated professionals and leaders. [www.wolfandco.com](http://www.wolfandco.com)



## NOTES

[illegible]

# DAY 1 - SUNDAY, SEPTEMBER 10, 2023

**10:00 a.m. – 7:00 p.m.** ..... **Conference Registration Desk**

**12:00 p.m. – 12:45 p.m.** ..... **Sunday Breakout**

SUN-1 ..... Lambert..... Introduction to DRJ Academy  
 SUN-2..... Holloman ..... Are Your Plans and Exercises Thinking About Equity and Inclusion?  
 SUN-3..... Halford, Owings, Millett, Kincaid ..... DRJ Mentor Program – Effective Mentoring Relationships

**1:00 p.m. – 3:30 p.m.** ..... **Sunday Workshops**

SWS-1 ..... Grzena, Jones..... The Joy of Metrics Workshop  
 SWS-2..... Layman, Zielan..... Cyber Attack Case Study  
 SWS-3..... Goldman ..... Successful Drills and Exercises: Here's How!  
 SWS-4..... Marling..... Unlock Your Potential to Elevate Your Organizational and Career Resiliency

**3:30 p.m. – 4:00 p.m.** ..... **Break**

**4:00 p.m. – 5:00 p.m.** ..... **Solutions Track**

ST-1 ..... Pickren, Geschke ..... Make Better Risk-Based Decisions, Drive Better Outcomes with the Power of  
 Historic Threat Data  
 ST-2..... Pratley ..... Risk Resilience: Adapting to the New Frontier of Global Threats  
 ST-3..... Smith ..... Teamwork: Unifying Platforms/Data for Crisis Management, IT/DR, Business  
 Continuity  
 ST-4..... Robbins ..... Dashboards to Speak to Every Level: Enterprise Business Resilience  
 Reporting Strategy  
 ST-5..... Poucher ..... Crisis Management: Closing the Gaps in your Emergency Management Puzzle  
 ST-6..... Jones ..... Deriving Promised Value from Your BCMS Solution  
 ST-7..... Gruber, Caviness ..... Ransomware Resiliency: Securing the Bank Vault  
 ST-8..... Hayes..... How to Recover from a Ransomware Attack - A Case Study

**5:00 p.m. – 7:00 p.m.** ..... **Exhibit Hall Open**

**5:00 p.m. – 7:00 p.m.** ..... **Welcome Reception**

**5:00 p.m. – 7:00 p.m.** ..... **Product Demos**

10:00 a.m. – 7:00 p.m.

## CONFERENCE REGISTRATION DESK

12:00 p.m. – 12:45 p.m.

### SUNDAY BREAKOUT – SESSION 1



#### Introduction to DRJ Academy

The DRJ Academy BC Primer Course is a skills-based, self-paced, on-demand course. Graduates will be able to design, develop, and implement business continuity plans, train others, and conduct exercises.

Paul Lambert  
Ripcord Solutions

The DRJ BC Primer Course is designed as an:

- Entry-level introduction.
- A review for those who have never had formal training in BC.
- For those who want a refresh of the foundations of business

continuity practices, principles, and standards.

This foundational course walks you through not only what to do, but how to do the strategic and tactical process of launching a new BC program, fixing an inadequate program, or establishing significance in an unsupported program.

Come and find out more about:

- BC core concepts and the fundamentals.
- The seven skills you will learn in the course.
- The 72 downloads of tools and templates we offer with the course.
- The 12 hours of live streaming instructor lead rapid studies and questions sessions.
- The new 2023 course with an updated video player.

Your success is why we are here!

During this special session, we will be going through the course in detail and show a sample of the training so you can see for yourself our teaching method.

Paul Lambert leads the training design professionals at Ripcord Solutions, has partnered with hundreds of organizations over the years to develop thousands of customized training videos specializing in resiliency (such as BC, DR, CM, Safety, and Security), and obviously LOVES training!

### SUNDAY BREAKOUT – SESSION 2



#### Are Your Plans and Exercises Thinking About Equity and Inclusion?

When you are planning and exercise thinking about people who may need have a different need from your own. What if someone is hard of hearing or has a physical disability when you do an exercise, are you thinking about how they would evacuate

the building in the midst of a crisis event? Are you thinking that people may want to receive the information the plan or exercise that allows them to understand and interact with the material? As we think about how to make our plans and exercise functional, we additionally need to think about how we make the plans accessible to everyone that is impacted.

Ray Holloman, M.B.A., M.S., CBCP, CCRP, MBCI is a senior program manager for enterprise disaster recovery for F5 Networks.

### SUNDAY BREAKOUT – SESSION 3



#### DRJ Mentor Program - Effective Mentoring Relationships

Mentoring can play an important role in the business continuity profession in attracting and retaining talent. Disaster Recovery Journal ([www.drj.com](http://www.drj.com)) offers a free 10-month mentor program.

Demographic trends across the continuity and resilience profession shows a significant increase in demand. In addition, a high percentage of existing professionals will have the opportunity to retire within the next 10 years. When they do, there is a risk the profession will lose skills

David Halford  
Fusion Risk Management



Melissa Owings  
Early Warning Services



Margaret Millett  
Uber Technologies, Inc.



Kate Kincaid  
Thrivent

that are hard to teach through traditional training: people skills, leadership skills, and ethical decision-making skills. Mentoring, with its unique focus on relationships, can be an effective way of transferring these skills.

People who have taken part in a mentoring relationship report they benefited in terms of both career and personal development. Career development literature shows that many consider being a mentor a key developmental task for individuals, especially mid-career, while those who have been mentees may have higher levels of career advancement, and career satisfaction.

Attend the session to hear attributes of successful mentoring and a success story of a mentee and mentor completing the 10-month DRJ Mentor Program.

David Halford has more than 30 years of experience in the client services industry and product management, covering a variety of organizational management, product management, professional services, and sales support areas.

Melissa Owings is a senior business continuity manager with more than 20 years of experience in the insurance and finance industries.

Margaret Millett has held board level positions with business continuity organizations, written publications and spoken at business continuity management conferences in North America, Europe, Asia, and the Middle East.

Kate Kincaid is a continuity professional in the financial industry with more than five years of experience.

1:00 p.m. – 3:30 p.m.

### SUNDAY WORKSHOP - SESSION 1



Dawn Grzena  
Indeed Inc.



Dr. Bernard A. Jones  
St. John's University

#### The Joy of Metrics Workshop

For most in business continuity and crisis management, the development and publishing of metrics can be a daunting task. While metrics is a science of statistics, it is also an art. What are the critical metrics best suited for your company culture? What are industry standard metrics that can be leveraged? Are you struggling to define the best operationalized metrics for your program?

Spend time with Dawn Grzena and Dr. Bernard Jones as they discuss a best-in-class approach around metric development and publication. They will also discuss how to leverage metrics for program support and other uses for them. By the end of this session you will walk away with key data points your executive leaders are looking for, a plan to develop and implement your metrics and finally a way to wow everyone on how great your program is going.

Note: this is a workshop where we will share our best practices and work through some of the standard metrics we can all leverage to share with our leadership. Don't forget to bring your questions, current metrics in place and ideas on what problems you want to solve with metrics. This is your time to actively work through your metric development and snaz up your reports for your senior leadership.

With more than 20 years of success in diverse companies (financial, IT tech, and real estate), Dawn Grzena has a record of driving resilience programs to new heights of success while ensuring on-going engagement and collaboration with stakeholders.

Dr. Bernard Jones, CBCP, has more than 20 years of experience developing, implementing, and managing business continuity, disaster recovery, and crisis management planning programs.



## SUNDAY WORKSHOP - SESSION 2



Joe Layman  
Bright Horizons

### Cyber Attack Case Study

Join us for this interactive cyber attack case study and lessons learned from a business continuity, disaster recovery, and information security practitioners' perspective. We will discuss the following:

- Do you know if your organization is protected to withstand a cyber attack?
- Could an outside actor find a gap or loophole to get inside your network?
- Is your organization truly protected?
- What procedures are in place to respond to a cyber attack?
- Is there a recovery plan and when was it last tested?
- Who are they key players and do they know their roles?
- What steps are you taking to prevent the outside actor from causing further/ continued disruption?
- How can this situation be avoided in the future?

The case study provides a collaborative response to mitigate security incidents caused by malware, ransomware, etc. that may impact your organization.

Joe Layman is the BC and DR manager for Bright Horizons Family Solutions.

Susan Zielan is a senior consultant with BSI Americas Consulting Services specializing in business continuity.

## SUNDAY WORKSHOP - SESSION 3



Dr. Steven Goldman  
MIT

### Successful Drills and Exercises: Here's How!

The DRJ attendees' favorite workshop! Successful business resilience and cyber-event recovery takes more than a plan: it requires realistic testing and validation. This is the workshop where you learn how! Do your exercises provide as close-to-real situations as possible? Are all your response teams challenged properly? What do others do? How can you improve? During this hands-on workshop, you will learn how to successfully develop, conduct, and evaluate your drills and exercises.

Students will master:

- Dr. Steve's Exercise Planning Checklist.
- The company politics of drills and exercises.
- Why drills/exercises are important.
- Types of drills/exercises.
- Elements of a successful exercise.
- Scope, objectives, participants, facilitators, and resources.
- 101 scenario ideas you can use.
- Effectively conduct and critique plus keep your job!
- Leveraging the exercise for future gain for your organization - and for your career!
- PLUS 1: Pandemic lessons learned for drills/exercises.
- PLUS 2: Hybrid live/virtual exercises.
- PLUS 3: Cyber event drills/exercises; some amazing lessons learned.

Dr. Steve leads the class through interactive discussions of successful exercise development and conduct with many visuals of actual exercise strategies. Don't miss this valuable and informative workshop!

Dr. Steven Goldman is an internationally recognized expert and consultant in business resiliency, crisis management, crisis leadership, and crisis communications.

## SUNDAY WORKSHOP - SESSION 4



Cheyene Marling  
Witt O'Brien's

### Unlock Your Potential to Elevate Your Organizational and Career Resiliency

When was the last time you thought about how your own personal attributes not only elevates your organization's resiliency but also your career? Becoming a top talent requires developing highly sought after soft skills, building a powerful personal brand, and utilizing your expertise and creativity to

advance the success of your team, program, and company. Being resilient will not happen without you dedicating time and developing an action plan.

In this interactive workshop we'll assess key skills required to being successful in resilience management, develop a career strategy with S.M.A.R.T. goals, and share tips to boost your personal brand.

Cheyene Marling is a global leader with more than 20 years dedicated expertise specializing in the business continuity profession.

3:30 p.m. – 4:00 p.m.

## REFRESHMENT BREAK

4:00 p.m. – 5:00 p.m.

## SOLUTIONS TRACK 1



Ann Pickren  
OnSolve

### Make Better Risk-Based Decisions, Drive Better Outcomes with the Power of Historic Threat Data

The impact of every crisis has the potential to cascade throughout an organization's operations, broader supply chain and market ecosystem. To properly understand and mitigate this ripple effect of dynamic risk you need to know where to direct your attention. Our data shows that over the last two years, physical threats rose at an alarming rate across several categories globally: infrastructure and technology, transportation accidents and extreme weather. Knowing this has helped organizations better understand their risk landscape and make important decisions.

During this presentation, attendees will learn about the top rising threats from the latest OnSolve Global Risk Impact Report and get an introduction to risk insights, exploring use cases and how to use it for better, informed mitigation strategies.

Ann Pickren is OnSolve Executive Vice President, Strategic Engagement, bringing more than 20 years of experience in the Business Continuity and Crisis Communications field to help customers leverage the full power of the OnSolve Platform.

Mike Geschke is a solution engineer at OnSolve, where he designs innovative solutions and provides strategic guidance to help empower organizations to become more resilient.

## SOLUTIONS TRACK 2



Sara Pratley  
AlertMedia

### Risk Resilience: Adapting to the New Frontier of Global Threats

Are crises occurring more frequently, or does it just feel that way? Security and risk professionals are expected to monitor, detect, and respond to a wide range of emerging threats – from severe weather and natural disasters to active shooters and civil unrest. But as the threat landscape evolves, so must organizations' strategies for mitigating risk, ensuring the well-being of employees, and minimizing business impacts.

This session will delve into the latest trends shaping the threat landscape, share insights on potential future developments, and offer practical advice for businesses seeking to enhance their risk management strategies. Attendees will gain insight into the events shaping the risk landscape in 2023 and beyond, with a fresh perspective on keeping their teams safe and informed, no matter the situation.

Sara Pratley is Senior Vice President of Global Intelligence for AlertMedia, a global emergency communication and threat intelligence provider serving more than 3,000 customers in 130 countries.

## SOLUTIONS TRACK 3



Richard Smith  
Veoci

### Teamwork: Unifying Platforms/Data for Crisis Management, IT/DR, Business Continuity

Organizations must satisfy various planning requirements and due to the evolving technology landscape a segmented approach is often utilized. Business continuity, business impact analysis, risk assessment, IT/DR plans, crisis management plans, emergency action plans, communications plans, real-time threat analysis and others are often maintained, stored and made actionable in multiple systems. The use of multiple systems coupled with the need for real-time communication using normal business systems ultimately results in confusion and duplication of effort.

This session will discuss pros and cons to a segmented approach and examine solutions to consolidate information gathering so it may be leveraged by multiple teams regardless of the source of truth they rely on.

*Richard Smith has worked as a solutions engineer at Veoci for more than six years and assists clients in implementation and ongoing support for business continuity, continuity of operations, crisis and emergency management, daily operations, and regulatory compliance.*

## SOLUTIONS TRACK 4



**Chad Robbins**  
CLDigital

### Dashboards to Speak to Every Level: Enterprise Business Resilience Reporting Strategy

Join me for an enlightening session as we explore to create an enterprise resilience reporting strategy. You will gain insights into how to leverage reporting capabilities to mitigate risks, enhance operational resilience, and enable strategic decision-making. Whether you are an operational leader, a risk and business continuity management professional, or an executive seeking to improve your organization's reporting framework, this session promises to deliver practical knowledge and actionable strategies.

Use cases will cover holistic executive dashboards, end user dashboards, and a key single-points-of-failure scenario. This will incorporate demonstrating key capabilities, best practices, and lessons learned that you can repurpose for your program.

*Chad Robbins, SVP platform strategy, has been an innovator within resiliency and mission-critical applications for close to a decade.*

## SOLUTIONS TRACK 5



**Dan Poucher**  
Wolf & Company, P.C.

### Crisis Management: Closing the Gaps in your Emergency Management Puzzle

Business continuity, incident response, emergency response and operations are all pieces to the emergency management puzzle. As separate pillars to overall response planning, they may be managed individually by different owners.

However, responding to unplanned events requires careful collaboration and interoperability. All response plans should interface while still clearly defining roles and responsibilities specific to their individual objectives. A crisis management structure can help ensure consistency in response efforts, a streamlined recovery, and minimized impacts to the business.

This session will focus on:

- The need for a crisis management response structure that is woven into all emergency response planning.
- Best practices to create an effective crisis management.
- The importance of training and awareness across the entire organization.
- Case studies that highlight failures in crisis response and drive the importance of a strong, well establish crisis management structure.

*Dan Poucher is a senior business continuity professional in Wolf's Strategic Management Services group where he is responsible for executing business continuity planning and incident response consulting services for clients across all industry niches.*

## SOLUTIONS TRACK 6



**Tara Jones**  
Quodammodo Solutions

### Deriving Promised Value from Your BCMS

## Solution

If you've invested in a business continuity management system to support your program, then you have sufficient leadership buy-in for growth. Now you've selected a cloud-based solution to support the needs of your business, ensure you take advantage of all that solution has to offer. In this session, we will discuss strategies to quickly scale your systems to enhance engagement across the business. Engaging external support may provide tangible results which drastically reduce the time it takes for your company to realize the value offered by your new system. Third-party advisory consultants understand the difference between simply collecting business requirements and aligning solutions to the strategic goals of your organization. Consultants can fill the gaps of your internal team's limited bandwidth, with resources committed to both industry best practices and the technical capabilities of your chosen BCMS solution. With external support, you can ensure the solution you deploy will meet or exceed the promised value of your new technology partner.

*Tara Jones has nearly two decades of experience in project and program management, business process improvement, business continuity and enterprise resilience.*

## SOLUTIONS TRACK 7



**Steve Gruber**  
Converge Enterprise Cloud



**Pete Caviness**  
Zerto

### Ransomware Resiliency: Securing the Bank Vault

Ransomware will always be an increasingly prevalent threat for today's businesses. While resilience efforts focus primarily on prevention and response, the ability to detect ransomware early is crucial for determining the point of impact.

Using early detection to protect your IT infrastructure against ransomware is much like guarding a bank vault. At a bank, security guards patrol the area while security cameras are monitored for suspicious activity. These typical prevention and response techniques are based on a periodic basis schedule, which can provide warning to a bank robber and sometimes mitigate a robbery.

But what if a robber could bypass these security measures and gain access to the vault? It is critical to detect the robber's activity as soon as they enter the vault before anything is stolen. This is where early detection techniques come into play.

Join Converge Enterprise Cloud and Zerto as they unlock the secrets to securing your business during uncertain times.

*Steve Gruber is VP of North America for Converge Enterprise Cloud.*

*Pete Caviness is driven by a passion for innovative technologies and a track record of success in the IT industry.*

## SOLUTIONS TRACK 8



**Stacy Hayes**  
Assured Data Protection

### How to Recover from a Ransomware Attack - A Case Study

Imagine this: it's late at night and your phone rings. Your heart sinks as you hear a voice on the other end reading a ransom note. All your data is encrypted — even your backups. The demand is for \$1 million. Sounds frightening, doesn't it? This scenario has happened to thousands of companies of all sizes, this year alone, and is only going to continue to get worse. So how do you protect yourself from being a victim of ransomware?

Join this session and hear about a solution to be better prepared for a ransomware attack. Learn how to ensure your company can recover data quickly after an attack or any other data-related disaster.

In this session you will learn: What is a true immutability How should you develop your DR plan? Why should you have second site replication? How to restore a clean copy of your data through an isolated backup to ensure ransomware recovery?

In this session you will learn: What is a true immutability How should you develop your DR plan? Why should you have second site replication? How to restore a clean copy of your data through an isolated backup to ensure ransomware recovery?

*Prior to joining Assured Data Protection in October of 2016, Stacy Hayes was vice president, channels and alliances for Virtustream, a leader in the enterprise cloud management software sector.*

**5:00 p.m. - 7:00 p.m.**

**EXHIBIT HALL OPENS**

**5:00 p.m. - 7:00 p.m.**

**WELCOME RECEPTION**

**5:00 p.m. - 7:00 p.m.**

**PRODUCT DEMOS**

# NOTES

[illegible]

# DAY 2 - MONDAY, SEPTEMBER 11, 2023

6:30 a.m. – 8:00 a.m.	Networking Breakfast
7:00 a.m. – 5:00 p.m.	Conference Registration Desk
8:00 a.m. – 8:15 a.m.	Welcome Announcements & Introduction
8:15 a.m. – 9:15 a.m.	General Session 1
GS-1 ..... Hanna	Stress Mastery for Systemic Resilience
9:30 a.m. – 10:30 a.m.	General Session 2
GS-2 ..... Shultz	Lead the Race to Resilience
10:45 a.m. – 11:45 a.m.	General Session 3
GS-3 ..... Shultz, Vaughan, Fortino, Jones	Getting a Seat at the Table: Operational Resilience Has Earned It
11:30 a.m.	Exhibit Hall Opens
11:45 a.m. – 1:00 p.m.	Lunch
11:45 a.m. – 1:00 p.m.	Product Demos
1:00 p.m. – 2:00 p.m.	Breakout Track 1
BT1-01 ..... Witts, Erbas	Deploying Operational Resilience in the Real World – A Use Case
BT1-02 ..... Blomdahl	Collaboration Within and Across Enterprise Resilience Teams
BT1-03 ..... Mathew	Using Artificial Intelligence as a Force Multiplier for Your Resilience Program
BT1-04 ..... Flynn	How to Conduct an Effective Business Impact Analysis
BT1-05 ..... Robbins, Vito	Murphy's Laws of Resilience
BT1-06 ..... Holloman	In the Resilience Landscape, Where Do Disaster Recovery and High Availability Fit?
2:15 p.m. – 3:15 p.m.	Breakout Track 2
BT2-01 ..... Zawada, Goodloe	Third-Party Risk Management and Resilience: Concrete Actions to Take Now
BT2-02 ..... Andrews	Resilience in the Age of Permacrisis
BT2-03 ..... White	The Digitalization of Resilience
BT2-04 ..... Newberry, Khatri	A Solution Session: Near-Zero Downtime DR/HA with Libelle BusinessShadow
BT2-05 ..... Mathews	Internal Communications: Breaking Barriers and Building Bridges
BT2-06 ..... Jasgur	Are You Focusing on the Proper Areas of Resiliency for Your Organization?
3:15 p.m. – 3:45 p.m.	Break-Refreshments
4:00 p.m.	Exhibit Hall Closes
3:45 p.m. – 4:45 p.m.	Breakout Track 3
BT3-01 ..... Singh, Johnson	Resiliency Beyond Remote: The End of WFH as a Recovery Strategy
BT3-02 ..... Martinez	Business Continuity in a Flexible World
BT3-03 ..... Bass, Dow, Fisher	Lessons from the Trenches: True Stories of DR Success and Learning
BT3-04 ..... Laz, Millett, Owings, Frederick	Overcoming Obstacles on the Road to Evolution
BT3-05 ..... Nelson	Building a Crisis Management Capability
BT3-06 ..... Dunfee	Bringing Your A Game: Why You Should Use Your Crisis Management Team to Support Cybersecurity
4:45 p.m. – 6:00 p.m.	Product Demos
6:00 p.m. – 8:00 p.m.	DRJ Networking Reception



6:30 a.m. - 8:00 a.m.

## NETWORKING BREAKFAST

7:00 a.m. - 5:00 p.m.

## CONFERENCE REGISTRATION DESK

8:00 a.m. - 8:15 a.m.

## WELCOME ANNOUNCEMENTS & INTRODUCTION

8:15 a.m. - 9:15 a.m.

### GENERAL SESSION 1



**Heidi Hanna**  
Synergy Brain  
Fitness

#### Stress Mastery for Systemic Resilience

Crisis management depends on much more than a plan, it requires training that implements both the proactive and reactive navigation of our most valuable resources, including human energy, brain fitness, and adaptability. Training brain health and performance throughout the organization not only optimizes productivity in real-time, it also develops the cognitive and emotional flexibility necessary to respond rather than react in times of disaster or disruption.

Participants will:

- Recognize how stress impacts the mind and body, for better or worse.
- Learn the key organizing principles of the brain and how non-conscious bias can be both a challenge and an asset.
- Understand the new science of stress and how it can be used to fuel positive change.
- Practice a quick brain recharge technique to calm the body and quiet the mind.
- Create individual and team action plans for integrating simple daily shifts to use stress to drive performance and build health and resilience.

*Dr. Heidi Hanna is the chief energy officer of Synergy Brain Fitness, a company providing brain-based health and performance programs to individuals and organizations.*

9:30 a.m. - 10:30 a.m.

### GENERAL SESSION 2



**Frank Shultz**  
Infinite Blue

#### Lead the Race to Resilience

Do you feel like you're constantly running to stay ahead of critical events impacting your organization?

Given the countless threats organizations face today, they need to rethink their approaches to risk, response and recovery. That starts by building a system that combines resilient employees with resilient processes and enables organizations to learn from challenges without getting tripped up.

This session will explain how to set up an enterprise resilience structure that allows you to plan, predict and respond to any type of disruption and win the race to resilience.

*Frank Shultz is the CEO and founder of Infinite Blue. He has dedicated his professional career to the advancement of business continuity and enterprise resilience.*

10:45 a.m. - 11:45 a.m.

### GENERAL SESSION 3



**Frank Shultz**  
Infinite Blue



**Marcus Vaughan**  
iluminr

#### Getting a Seat at the Table: Operational Resilience Has Earned It

Operational resiliency is essential for organizations to recover from unexpected disruptions. As the business environment changes rapidly, maintaining operational resiliency has become increasingly important.

To ensure it receives the necessary attention and resources to succeed, a dedicated position in the c-suite is required. A dedicated executive can provide a strategic focus and integrate it into the overall business strategy. They can oversee the development and implementation of resiliency

plans, ensure appropriate risk management practices, and foster a culture of resiliency across the organization.

Having a dedicated executive for operational resiliency demonstrates the organization's commitment to its stakeholders and sends a message that the organization is prepared to handle unexpected challenges and proactively manage risks. An organization's success depends on operational resilience, and a dedicated position in the c-suite is critical to ensuring its integration and success.

*Frank Shultz is the CEO and founder of Infinite Blue. He has dedicated his professional career to the advancement of business continuity and enterprise resilience.*

*Marcus Vaughan is a co-founder and chief growth officer at iluminr.*

*David Fortino is the director of strategic response at Circle.*

*Lisa Jones, co-founder of the Resilience Think Tank, is a gifted communicator with more than 14 years of experience promoting resiliency and elevating contingency planning visibility.*

11:30 a.m.

### EXHIBIT HALL OPENS

11:45 a.m. - 1:00 p.m.

### LUNCH

11:45 a.m. - 1:00 p.m.

### PRODUCT DEMOS

1:00 p.m. - 2:00 p.m.

### BREAKOUT TRACK 1 - SESSION 1



**Andy Witts**  
Infinite Blue



**Esra Erbas**  
Wex

#### Deploying Operational Resilience in the Real World - A Use Case

Wex Inc. and Infinite Blue have worked together as global financial company and software vendor, respectively. We will discuss the challenges and steps to formulate, develop, and deploy a real world case of operational resilience.

- What are the metrics?
- How do we handle embedding a new concept in the organization?
- What type of impact tolerances should we measure?
- What scenarios make sense and how do we show an auditor our program and process?
- What do the regulators look for when auditing operational resilience?
- What are some lessons learned?

This session will show a real working use case to help understand the challenges and potential solutions that you may encounter in an operational resilience program.

*Andy Witts is the senior director of alliances at Infinite Blue. Previously, he was the director of service delivery at Infinite Blue.*

*Esra Erbas is the operational resilience manager (international) for WEXinc, a leading global fin-tech company based in Portland.*

## BREAKOUT TRACK 1 - SESSION 2



**Kurt Blomdahl**  
Fusion Risk  
Management

### Collaboration Within and Across Enterprise Resilience Teams

Breaking down internal silos and building healthy working relationships continues to be critical for organizations in 2023. Whether you are in a strategic or a tactical role, we will provide you with guidance and ideas to take back and apply within your own company. This session will examine three ways to improve the level of collaboration between you and other risk and resilience teams in your organization: changing culture through corporate processes, partnering with senior leadership, and documenting the "small stuff."

*Kurt Blomdahl is a senior customer success manager with Fusion Risk Management.*

## BREAKOUT TRACK 1 - SESSION 3



**Shane Mathew**  
Stone Risk  
Consulting

### Using Artificial Intelligence as a Force Multiplier for Your Resilience Program

The term "artificial intelligence" or AI, became more widely known in the business world in 2022. However, since its inception in the early 2000s, AI has not only advanced technically, but it has also become more accessible to non-tech users. Today, firms are striving to put AI technology in the hands of business people.

In this live session, Shane Mathew will quickly recap how AI models are created, how they are currently implemented, and how they are made available to non-business users.

Mathew will share insights on the latest AI trends and technologies that are shaping the business world today – including some the potential pitfalls – as he explains some of the types of tools that businesses have already begun to implement into their internal processes.

Additionally, participants will gain a deeper understanding of the potential benefits of AI within their resilience programs. This session will outline specific AI technologies that are now available, and that can help address some common resilience program processes, including those that can assist with: data set analysis, creating exercise settings and graphics, creating training that is specific to each business unit, creating effective executive briefings.

We'll discuss if your present processes have AI potential and whether AI tools will meet your demands! This abstract was made with the help of AI, and we will discuss how you can use it to your advantage as well!

*Shane Mathew, MPH, CBCP, serves as the founder and managing partner at Stone Risk Consulting.*

## BREAKOUT TRACK 1 - SESSION 4



**Sherri Flynn**  
GuidePoint  
Security

### How to Conduct an Effective Business Impact Analysis

Planning a BIA project and preparing for annual initiatives should include reviewing updates and requirements within your organization (including events throughout the year which may change your priorities). Is your BIA up to date? How do you know which processes, third-party providers, and/or required technology are the most critical? How is critical defined? How do you create impact measurements to be used in the BIA evaluation? How can you use the results to improve your program?

In this session, we will walk through the steps to conduct a thorough BIA with key topics such as: getting started and establishing the process for building new or updating existing BIAs, collecting and analyzing data, common mistakes to avoid, and presenting and readouts to management. Every session attendee gets a bonus BIA checklist along with many useful tips.

*Sherri Flynn has more than 20 years working in the business continuity industry. She is a certified MBCP, CCRP, CISM, and ISO 22301 Lead Implementer.*

## BREAKOUT TRACK 1 - SESSION 5



**Chad Robbins**  
CLDigital

### Murphy's Laws of Resilience

Most risk professionals have learned the basic leadership principles around resilience. What's often overlooked are "Murphy's Laws of Resilience," which are a set of principles from the mouths and minds of industry veterans. These are the ones you wish would've been spelled out in text, but often times need real-life context. Everyone has heard the phrase "if something can go wrong, it will," but can you name the others? Join our session with speakers from various backgrounds in the military, financial services, healthcare, and technology, dealing with the challenges of managing people, leadership, and chaos.

*Chad Robbins, SVP platform strategy, has been an innovator within resiliency and mission-critical applications for close to a decade.*

*Mike Vito, MBCP, is a United States Marine Corps Veteran with 20+ years of experience in Enterprise Resiliency. He currently drives strategic enterprise continuity initiatives at Boeing as the Business Continuity Project Manager.*

## BREAKOUT TRACK 1 - SESSION 6



**Ray Holloman**  
F5 Networks

### In the Resilience Landscape, Where Do Disaster Recovery and High Availability Fit?

As organizations move to resilient models, where do disaster recovery and high availability fit in? Will acceptable downtime become a thing of the past as the expectation is to be always available? In this shift, will there still be a place for traditional disaster recovery options, or will the business want something more? Buzzwords, such as high availability, cloud, and resilience, are being used each and every day. Organizations want to increase availability as downtime becomes unacceptable as the cloud is always up. But what does resilience mean, and how can that be sold to senior leadership to buy in as a next step? How will our practices need to shift to accommodate resilience in all of its forms?

*Ray Holloman, M.B.A., M.S., CBCP, CCRP, MBCI is a senior program manager for enterprise disaster recovery for F5 Networks.*

**2:15 p.m. – 3:15 p.m.**

## BREAKOUT TRACK 2 - SESSION 1



**Brian Zawada**  
Risknnect

### Third-Party Risk Management and Resilience: Concrete Actions to Take Now

Managing third-party risk is increasingly important as more companies rely on outsiders to keep the business running. However, tried-and-true methods that rely on risk assessments at the procurement stage often fall short.

Mitigating third-party risk often starts with decisions your organization makes well before procurement. Indeed, third-party risks, and the way those are managed, can significantly impact your resilience as an organization. This session will examine how the three S's – substitution, situational awareness, and strategy – can drive business resilience and ultimately confidence in partnering with others as part of an effective go-to-market strategy.



**Jamie Goodloe**  
Risknnect

## BREAKOUT TRACK 2 - SESSION 2



**Leah Andrews**  
illumir

### Resilience in the Age of Permacrisis

The world is facing a state of permacrisis, with threats such as natural disasters, geopolitics, and cyber expanding in scale and complexity. It's no longer enough to simply weather the storm – organizations need to be agile and resilient in the face of any challenge.

But how can you develop the agility needed to stay ahead of the curve and turn disruption into opportunity? By combining the power of business agility with a culture of resilience.

Through a series of interactive microsimulations, you'll learn how to build a culture of agility and resilience which thrives in the face of permacrisis. You'll discover how to:

- Engage teams in immersive war games that bring resilience programs to life, build response muscle memory and prepare for real-world scenarios.
- Develop adaptive response playbooks that provide teams with the context, capability, and connectivity to gather intelligence, understand impacts, and make fast, effective decisions, ultimately shortening the incident lifecycle.
- Leverage playbooks to efficiently manage multiple events, simultaneously.
- Discover innovative approaches to "review the tape," celebrate successes and identify opportunities during the crisis on the fly.

*Leah Andrews, MBCP, has more than 20 years of experience providing integrated resilience strategies across a range of critical industries.*

## BREAKOUT TRACK 2 - SESSION 3



**Ben White**  
4C Strategies

### The Digitalization of Resilience

Looking forward, we present the future of organizational resilience and crisis management. How important are digital tools becoming in supporting the resilience life cycle? How can technology help organizations overcome pressing challenges and future-proof operational resilience? Put away the crystal ball and get a glimpse of the future.

*Ben White is a principal consultant at 4C Strategies with more than 16 years of experience working with a broad array of different clients to deliver operational resilience, business continuity programs, and crisis management solutions to them.*

## BREAKOUT TRACK 2 - SESSION 4



**Gillian Newberry**  
Libelle

### A Solution Session: Near-Zero Downtime DR/HA with Libelle BusinessShadow

Modern DR standards require an efficient solution that can perform in expansive, diverse ecosystems. Libelle provides a proven DR/HA solution that works for all databases, with quick implementation and an easy-to-learn interface. Manage hundreds of DR systems from a single UI that allows for custom configurations and includes flat-file replication capabilities.



**Puneet Khatri**  
Libelle

*Gillian Newberry is a territory manager at Libelle with nearly 10 years of experience in assisting IT users in improving their operations and efficiency.*

*With more than 14 years of IT experience, including SAP Basis Consulting, Puneet Khatri is passionate about implementing cost-effective but robust automation solutions.*

## BREAKOUT TRACK 2 - SESSION 5



**Vanessa Mathews**  
Asfalit Advisors

### Internal Communications: Breaking Barriers and Building Bridges

Are you aware of the barriers that exist when communicating within your organization? Have you taken the time to self-reflect as a leader on what might be preventing you from creating a more connected, focused, and effective team? In this session, Vanessa Mathews, chief resilience officer of Asfalit Advisors, will challenge you to self-reflect on your communication as a leader, provide you with powerful active listening techniques, and share strategies on how to build bridges across the organization and generations.

- Recognize the power and importance of connectivity.
- Understand the significance of active listening, practical techniques, and barriers to active listening.
- Examine the concept of VIVID communications, how this relates to leadership, and how to apply this to your leadership styles.

*Vanessa Mathews, CBCP, is the founder and chief resilience officer of Asfalit Advisors where their purpose is to help clients uncover blind spots and protect the legacy of leaders globally.*

## BREAKOUT TRACK 2 - SESSION 6



**Cary Jasgur**  
Amalgamated Bank

### Are You Focusing on the Proper Areas of Resiliency for Your Organization?

Your organization is either starting or well into your "new normal." Organizations are all using this time post-pandemic to review what went well, what did not go so well, and what needs to be improved.

The question many organizations are asking themselves today is, "Are we focusing our time and resources in the proper areas of our resilience program?" During this session, we will explore key areas of focus to strengthen and grow your organization's resilience program. Knowing where to focus your time and resources can be a daunting task and made even more so without the proper senior leadership support or knowledge of where your program is today.

Some areas to be covered by this session include threat and risk assessments, supply chain resilience, simultaneous disruptions, exercises, training, and awareness.

With the knowledge obtained in this session, resilience professionals will be able to return from the conference armed with the understanding of what is crucial to their organizations, and where they should be focusing their time and resources.

Come join us for this engaging discussion where you will discover the areas of your resilience program that should be getting the care it needs in order to sustain business operations, regardless of what comes your way.

*Cary Jasgur serves as the first vice president, enterprise resilience at Amalgamated Bank.*

**3:15 p.m. - 3:45 p.m.**

**REFRESHMENT BREAK**

**4:00 p.m.**

**EXHIBIT HALL CLOSURES**

**3:45 p.m. - 4:45 p.m.**

## BREAKOUT TRACK 3 - SESSION 1



**Manmohan Singh**  
Grant Thornton

### Resiliency Beyond Remote: The End of WFH as a Recovery Strategy

The global pandemic prompted an unprecedented shift toward remote work with work from home (WFH) becoming a dominant recovery strategy for businesses seeking to ensure continuity amid disruptions. However, as the world moves toward a post-pandemic era, it is evident resiliency must extend beyond the confines of remote work. This session delves into the limitations and challenges of WFH as a sole recovery strategy, emphasizing the need for a comprehensive approach to organizational resilience.



**Nick Johnson**  
Grant Thornton



*Manmohan Singh is a managing director with Grant Thornton, leading business resiliency services under the advisory risk practice.*

*Nick Johnson is an experiences manager in Grant Thornton's business resiliency services practice.*

## BREAKOUT TRACK 3 - SESSION 2



**John Martinez**  
IWG

### Business Continuity in a Flexible World

The world of work has changed permanently. In a post-pandemic world, the majority of organizations have taken the great leap forward and are embracing flexible working arrangements. Corporate HQs are dwindling in popularity in favor of hybrid options including smaller city-centre bases, suburban satellite offices, and working from home. With this in mind, business continuity and disaster recovery planning have had to adapt to suit these new approaches.

This session focuses on the how our industry has been affected and guides the audience through suggestions and solutions to embrace flexibility to enhance resilience. Join us to get a better understanding on how these trends will affect your teams and company moving forward.

*John Martinez is the global director of corporate accounts for IWG since 2016.*

## BREAKOUT TRACK 3 - SESSION 3



**Will Bass**  
Flexential

### Lessons from the Trenches: True Stories of DR Success and Learning

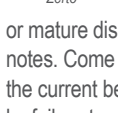
Sometimes it's best to learn from other people's experiences to understand current best practices and avoid future pitfalls.

This session is focused on resiliency, data protection, response, and recovery with real-life examples of incidents, how recovery was accomplished, and retrospective learnings. The speakers include experts with hands-on experience in disaster recovery, cybersecurity, data protection, incident response, ransomware, and risk management. They will share:

- What they've seen at customers from a DR perspective.
- Examples of disaster and ransomware incidents.
- What had to be done for response and recovery.
- Learnings from having done hundreds of DR plans and DR tests.



**Landyn Dow**  
Flexential



**Bryan Fisher**  
Zerto

Whether you work with or manage a new, immature, untested, or mature disaster recovery program, these experts have seen it all and taken notes. Come learn from people who "do" DR day in and day out, who understand the current best practices, and know how to prevent and avoid a disaster caused by failure to prepare.

*As the VP of cybersecurity services for Flexential Professional Services, Will Bass leads the cybersecurity practice.*

*Landyn Dow oversees Flexential's cloud and data protection capabilities serving the West Coast markets.*

*Bryan Fisher is a cloud architect for strategic accounts at Zerto, an HPE Company.*

## BREAKOUT TRACK 3 - SESSION 4



**Peter Laz**  
NAVEX



**Margaret Millett**  
Uber Technologies, Inc.

### Overcoming Obstacles on the Road to Evolution

Before you get in the car for a family vacation, the driver should already know where they are going. It would also help to know if they will encounter traffic delays, major construction, or any other challenges. Your continuity and resilience program is just the same. You have to know where it is headed and what obstacles you may face.

In this panel discussion, three resilience leaders will share their views of where the profession is headed and how to overcome significant delays and bumps in the road which could hinder the evolution



**Keith Frederick**  
West Pharma



**Melissa Owings**  
Early Warning Services

of your program. Come and learn real, tangible suggestions from successful leaders to help you make a greater impact in your organization.

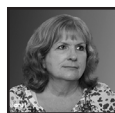
*Peter Laz is a principal, integrated risk management, and a member of the DRJ Executive Council.*

*Keith Frederick, FBCI, CBCP, is the director, global business continuity and resilience at West Pharma.*

*Margaret Millett has held board level positions with business continuity organizations, written publications and spoken at business continuity management conferences in North America, Europe, Asia and the Middle East.*

*Melissa Owings is a Sr. Business Continuity Manager with over 20 years of experience in the Insurance and Finance Industries.*

## BREAKOUT TRACK 3 - SESSION 5



**Lynnda Nelson**  
ICOR

### Building a Crisis Management Capability

A crisis management capability is required to manage the increasing challenges of leading organizations during times of uncertainty. Lessons learned after more than three years of managing the changes due to the pandemic, have taught us all the importance of having a strong crisis management capability.

Understanding the elements of crisis management and communications is crucial to adapting and responding appropriately when faced with managing an incident. We will begin by discussing the criteria you should use to define a crisis for your organization. Understanding the impact of damage to your organization's reputation is also an essential component. Other aspects we will discuss include how to structure and design your crisis management framework, techniques for forecasting change and identifying emerging issues, and managing your crisis communications.

Attend this session and learn how to increase your organization's crisis management capability according to the guidance of ISO 22361 Crisis Management Guidelines.

*Lynnda M. Nelson is a founder and the president of The International Consortium for Organizational Resilience (ICOR).*

## BREAKOUT TRACK 3 - SESSION 6



**Emy Dunfee**  
FirstBank

### Bringing Your A Game: Why You Should Use Your Crisis Management Team to Support Cybersecurity

Cybersecurity incidents require dynamic response, focused communication, and effective organization. All the skills the crisis or incident management team already have! Is your organization leveraging the crisis or incident management team to help navigate and respond to cybersecurity events? If not, you are missing a valuable opportunity. In this session we will discuss why it is vital to incorporate cyber events into your crisis management process, how to ensure employees are prepared to support these incidents, and how to overcome the hurdles of integration resistance.

*Emy Dunfee has been passionate about business resiliency since 2008 after growing up in the Midwest and experiencing multiple significant natural disasters.*

**4:45 p.m. - 6:00 p.m.**

**PRODUCT DEMOS**

**6:00 p.m. - 8:00 p.m.**

**DRJ NETWORKING RECEPTION**

## This image shows a full page of blank, lined paper. It features approximately 28 evenly spaced horizontal grey lines across its entire width, providing a template for writing or drawing. The margins are consistent on all sides.



# DAY 3 - TUESDAY, SEPTEMBER 12, 2023

6:30 a.m. – 8:00 a.m.	Networking Breakfast
7:00 a.m. – 5:00 p.m.	Conference Information Desk
8:00 a.m. – 9:00 a.m.	General Session 4
GS-4.....Zawada.....	Disruption Debrief: The Aftermath and Lessons Learned
9:10 a.m. – 10:10 a.m.	General Session 5
GS-5.....Miron, McLaughlin, Guddemi, Mathew.....	Managing a Cyber Crisis Event
10:20 a.m. – 10:40 a.m.	Special Session - Compensation Report
SS-Comp.....Marling, Jasgur.....	BCM Compensation Findings - Exposing Trends Outside of Compensation
10:45 a.m. – 11:45 a.m.	General Session 6
GS-6.....Blevins, Cocchiara.....	Achieving True Resilience with Automation, Drilling & AI Innovations
11:30 a.m.	Exhibit Hall Opens
11:45 a.m. – 1:00 p.m.	Lunch
11:45 a.m. – 1:00 p.m.	Product Demos
1:00 p.m. – 3:30 p.m.	Tuesday Workshops
TWS-1.....Crane, Miklowski.....	Best in Resilience™ Tabletop Exercise
TWS-2.....Westmark, Phelps.....	Ransomware is THE Greatest Cyber Threat Today! Design an Exercise to be Ready!
TWS-3.....Paasch.....	Resiliency Components for Your Program
TWS-4.....Chandler.....	Principles for Communicating More Effectively: Better Performance Workshop
3:30 p.m. – 4:00 p.m.	Break
4:00 p.m.	Exhibit Hall Closes
4:00 p.m. – 5:00 p.m.	Breakout Track 4
BT4-01.....Laske, Miklowski, Crane.....	Benefits of Real-Time Critical Event Management – Utilizing A Single Pane of Glass
BT4-02.....Tarnopol.....	Take the Baton and Run! Pick Up Your Business Continuity Program Where Someone Else Left Off
BT4-03.....Grant.....	Metrics, Measurement, and Scorecards – Oh My!
BT4-04.....Blevins, Cocchiara.....	Resilience Automation & Cyber Recovery Innovations
BT4-05.....Lapierre, Clay.....	The Alignment Between Third-Party Risk Management and Business Resiliency
BT4-06.....Hunt.....	BC Perspectives on Work From Home, Workplace Violence and Insider Threat Prevention

**6:30 a.m. - 8:00 a.m.**

## NETWORKING BREAKFAST

**7:00 a.m. - 5:00 p.m.**

## CONFERENCE INFORMATION DESK

**8:00 a.m. - 9:00 a.m.**

## GENERAL SESSION 4



**Brian Zawada**  
Riskconnect

### Disruption Debrief: The Aftermath and Lessons Learned

When an incident occurs, there are three primary goals: respond quickly, recover effectively, and learn from your mistakes. Taking the time to apply the lessons learned from real-life experiences will help you continuously improve to respond better the next time.

Brian Zawada, VP of strategy for business continuity and resilience at Riskconnect, will profile three actual business disruptions from the last year, explore lessons learned, and provide actionable takeaways to help your business.

*Brian Zawada brings more than 25 years of experience managing and building world-class, global business continuity programs to his role as VP of strategy for Riskconnect.*

**9:10 a.m. - 10:10 a.m.**

## GENERAL SESSION 5



**Cathy Miron**  
eSilo



**Len Guddemi**  
Kyndryl

### Managing a Cyber Crisis Event

Organizations face an increased risk of cyberattacks in today's digital age. To manage a cyber crisis event effectively, a well-defined plan is crucial. The first step is to assess the attack's scope and establish a crisis management team comprising representatives from key departments. This team should work closely with external partners to implement a coordinated response plan, including containment, investigation, and recovery procedures. Communication with stakeholders is essential to keep them informed.

In addition to managing the immediate crisis, a comprehensive review of the organization's cybersecurity posture is vital. This includes evaluating existing controls, identifying gaps, and implementing improvements. A post-incident analysis should also be conducted to identify lessons learned and update the crisis management plan.

Orchestrating across the enterprise requires a collaborative and coordinated effort. Prepared organizations with a well-defined plan are better equipped to mitigate the impact of a cyberattack and minimize disruptions to business operations.

*Cathy Miron is a seasoned leader with experience in Fortune 500, small businesses, and non-profits.*

*Sean McLaughlin is a senior product manager at Fusion Risk Management.*

*Len Guddemi manages North American Sales for Kyndryl's resiliency and security business.*

*Shane Mathew, MPH, CBCP, serves as the founder and managing partner at Stone Risk Consulting.*

**10:20 a.m. - 10:40 a.m.**

## SPECIAL SESSION - COMPENSATION REPORT



**Cheyenne Marling**  
Witt O'Brien's

### BCM Compensation Findings - Exposing Trends Outside of Compensation

Join us for this special session to discuss the evolving trends that have been uncovered in the annual BCM Compensation Study. The 20+ years of data is more than just a compensation assessment, but also a view into the evolution of competencies and characteristics that advance the workforce diversity. So, what does the data disclose about the BCM profession?

*Cheyenne Marling is a global leader with more than 20 years dedicated expertise specializing in the business continuity profession.*



**Cary Jasgur**  
Amalgamated Bank

*Cary Jasgur serves as the first vice president, enterprise resilience at Amalgamated Bank.*

**10:45 a.m. - 11:45 a.m.**

## GENERAL SESSION 6



**Shawn Blevins**  
Perpetuuti

### Achieving True Resilience with Automation, Drilling & AI Innovations

Achieving true resilience demands innovative solutions harnessing the power of automation, artificial intelligence (AI), and on-demand drilling capabilities. This keynote presentation will unveil groundbreaking advancements proven across 450 global companies to reduce recovery time objective (RTO) by more than 80% while simultaneously cutting operating costs by 50%.

Traditionally, the recovery process heavily relied on subject matter experts (SMEs) and complex scripting, creating delays and inefficiencies. Introducing a true paradigm shift, we will showcase the potential of patented parallel execution and the elimination of SME resources and scripting. Attendees will discover the transformative capabilities of AI-driven automation, enabling organizations to achieve unprecedented levels of resilience without manual intervention.

Join us for this enlightening keynote as we explore the limitless possibilities offered by true resilience automation. Prepare to be inspired by the potential of AI-powered automation to elevate your organization's resilience and unlock new levels of success.

*For more than 30 years across Microsoft, Oracle & SAP, and Booz Allen Hamilton, Shawn Blevins has been leading innovations in software-driven continuity and resilience with a focus on AI and machine learning.*

*Richard Cocchiara is the founder and managing principal for CxO Expertise, LLC, helping companies better understand and mitigate risk.*

**11:30 a.m.**

## EXHIBIT HALL OPENS

**11:45 a.m. - 1:00 p.m.**

## LUNCH

**11:45 a.m. - 1:00 p.m.**

## PRODUCT DEMOS

**1:00 p.m. – 3:30 p.m.**

## TUESDAY WORKSHOP 1



**Thomas Crane**  
Everbridge

### Best in Resilience™ Tabletop Exercise

The Best in Resilience™ Tabletop Exercise is a 2.5-hour workshop that provides participants with an interactive experience to prepare for complex and emerging risks. Workshop participants will organize into groups and discuss how they would manage various situations. Best practices from leaders of Best in Resilience™ certified organizations will be shared and ultimately participants will be able to apply learnings to their organization.

*Thomas Crane is the certification program manager for Everbridge's Best in Resilience™ program.*



**Nick Miklowski**  
Everbridge

*Nick Miklowski, a technical account manager at Everbridge.*

## TUESDAY WORKSHOP 2



**Colton Westmark**  
Educational Testing Services (ETS)

### Ransomware is THE Greatest Cyber Threat Today! Design an Exercise to be Ready!

Ransomware is the greatest cyber threat of our lifetime – its expansion in the past two years has been astronomical. Have you experienced a ransomware attack yet? If not, consider yourself lucky! Many major organizations have had systems locked up for weeks and months and have paid out large amounts of money. With many working from home, this threat is even more significant. Experts all agree on one thing ... it is simply a matter of when, not if it will happen.



**Regina Phelps**  
EMS Solutions Inc.

Few companies have serious plans for how they will respond to the impact of a ransomware attack – and even fewer stress test those plans. How can you prepare for the impact of a ransomware attack? Conduct a cyber exercise! Such exercises force real-time situation analysis and decision-making and clearly demonstrate what you need to have in place to cope with the loss of technology.

Attend this session and learn how to go about developing a realistic cyber exercise that will challenge the entire organization: executives, crisis management team, technology staff, and business units.

Topics covered:

- What a cyber exercise is, and what it isn't.
- Ransomware design principles.
- What happens in a ransomware attack?
- Eight critical elements that make a cyber exercise work.

*Colton Westmark joined ETS in 2022 where he is part of their enterprise resiliency team, maintaining their crisis management program and designing comprehensive training exercises.*

*Regina Phelps is an internationally recognized thought leader in the field of emergency management, pandemic and contingency planning.*

## TUESDAY WORKSHOP 3



**Carol Paasch**  
Global Credit Union

### Resiliency Components for Your Program

Interactive version of this list for participants to work through the setup or change to their resiliency program. Review steps to be taken:

1. Executive sponsorship – roles and responsibilities.
2. Resiliency program steering committee – roles and responsibilities, with representation from vendor management, risk management, compliance, IT, operations, finance, and c-suite.
3. Resiliency policy and resiliency program terms and definitions – using the DRJ Glossary of terms (covering RTO, RTE, RTA, RTC, etc.).

4. Department leads – What is a business process? What to collect? Define services.
5. IT participation – cooperation in the definition of the resiliency program.
6. Data integrity – What data is available? Which system is the system of record for that field?
7. Business impact analysis – example BIA.
8. Third-party vendors and cloud applications – questions to ask, partnering with vendor management and contracts teams.
9. Business continuity all-hazard plans - define outline with examples.
10. Playbooks for applications – define outline with examples.
11. Dependencies and requirements for business processes and applications – diagram of relationships.
12. Risk assessment – items to consider, document for risk assessment of the resiliency program.
13. Testing/exercises – recommended and mandatory changes to get better.

Supporting documentation to be available for all topics listed above.

*Carol Paasch is a professional with experience in business continuity, emergency preparedness, disaster recovery, resiliency programs with multiple industries (private and public).*

## TUESDAY WORKSHOP 4



**Bob Chandler**  
Principal and Founder

### Principles for Communicating More Effectively: Better Performance Workshop

“Effective communication” sounds like it should be instinctive and simple to achieve. All too often, when we try to communicate, things go astray. We “say” one thing and the other person “hears” something else. Misunderstandings, frustration, and conflicts often ensue. These challenges can become even more acute during critical moments when the lack of time, increased distractions, higher stress, and critical deadlines are looming over us. Effective human communication is more than just sharing bytes of information, as if people are nothing more than organic digital information processors.

In this workshop, participants will be introduced to key considerations and skills to improve communication success. This knowledge mastery workshop will be insightful, informative, and accessible to participants at all experience levels and across all roles and responsibilities. By the end of the workshop participants should be able to assess their own (and others') communication knowledge, skills, and abilities. In addition, they can create a development plan for improving their communication abilities as well as co-workers and team members.

*Bob Chandler, Ph.D., has four decades of academic training, research, thought leadership, and applied professional experience.*

**3:30 p.m. – 4:00 p.m.**

## REFRESHMENT BREAK

**4:00 p.m.**

## EXHIBIT HALL CLOSES



4:00 p.m. – 5:00 p.m.

## BREAKOUT TRACK 4 - SESSION 1



Erin Laske  
Jones Lang  
LaSalle

### Benefits of Real-Time Critical Event Management – Utilizing A Single Pane of Glass

Operational resiliency has transformed from a buzz word and a desired “end state” to a business necessity as a real-time execution, orchestration, set of processes, for companies across disparate industry verticals.



Nick Miklowski  
Everbridge

Our dependence on technology today knows no bounds. Do you rely on your phone, tablet, or PC to manage your personal, family and business daily activities?

Think of your iPhone or Android device – you utilize a single pane of glass to run your life.



Thomas Crane  
Everbridge

Now, pivot to your role and responsibility as your company’s operational resilience expert.

Count the number of tools and software platforms your company depends on to identify, communicate, manage, and successfully execute and resolve critical events.

This session will explore the quantifiable business benefits accrued through the adoption of a real-time, execution, orchestration platform, which integrates with the production tooling and applications you have invested in and use day-day.

Use case examples we will discuss include:

- Enabling educated decision making in real-time.
- Efficiencies garnered through real-time, two-way communications, of vetted threat intelligence.
- Locating and assisting your human resources, in real-time, before, during and after a critical event.
- Business benefits of eliminating the swivel chair conundrum.
- Leveraging evolving AI, ML, and orchestration capabilities to protect your most valuable assets – you!!

If these challenges sound familiar, please join us to hear how leveraging real time threat intelligence enables educated decision making, effective communications and proactive risk mitigation.

*Erin Laske is the corporate emergency response manager for Jones Lang LaSalle (JLL), a leading professional services firm specializing in real estate and investment management.*

*Nick Miklowski, a technical account manager at Everbridge.*

*Thomas Crane is the certification program manager for Everbridge’s Best in Resilience™ program.*

## BREAKOUT TRACK 4 - SESSION 2



Alison Tarnopol  
Shutterstock, Inc.

### Take the Baton and Run! Pick Up Your Business Continuity Program Where Someone Else Left Off

Were you recently asked to run your organization’s business continuity or COOP program? Congratulations!

Before you started, were different resources utilized to initiate the plans or program? Great, you have something to work with!

But once you joined the race, were you in need of some best practices to consider how best to move the program forward internally?

Yes? Then you’ve come to the right discussion! During this session, we will discuss how to ensure you are warmed up for your leg of the relay and how to keep yourself in the race.

Leveraging both public and private sector perspectives, discussion areas will include how to conduct an “audit” of previous deliverables, actions, and expectations as you are handed the baton. We will also discuss how to establish yourself as the new runner in the race while navigating through any adjustments; all while ensuring the program will best serve your organization.

*Alison Tarnopol, MBCP, has over a decade of experience helping individuals, communities and global organizations prepare for the unexpected while striving to enhance resilience.*

## BREAKOUT TRACK 4 - SESSION 3



Brad Grant  
Vanguard

### Metrics, Measurement, and Scorecards – Oh My!

For those interested in learning how to right-size your investment in continuity and resilience ‘metrics that matter,’ this session will explore Vanguard’s Global Business Continuity and Crisis Management Program’s journey to develop, socialize, implement, and maintain a business resilience scorecard that is suitable for continuity practitioners, risk professionals, and senior leaders alike.

Gain valuable perspective on how to identify and present value-added metrics that are tied to important business services and provide the necessary information for leaders and continuity professionals to “focus on what matters most.”

Learn about the power of customized, expert-level insights designed to help your partners invest wisely and be best prepared for significant business disruptions. See how effective metrics and measurement form the building blocks of Vanguard’s Business Resilience Maturity Model and Maturity Index and how you can apply these methodologies to supercharge your company’s resilience!

*Bradford Grant is the senior manager for Vanguard’s Global Business Continuity and Crisis Management Program Oversight and Continuity Community Enablement.*

## BREAKOUT TRACK 4 - SESSION 4



Shawn Blevins  
Perpetuuti

### Resilience Automation & Cyber Recovery Innovations

Learn how companies like Delta Airlines and Pepsico are realizing more than 80% reduction in RTO and more than 50% operating cost savings with the ability to drill on demand using resilience automation and cyber recovery. See innovations coming to market including a live demo bringing together recovery, data protection, business continuity, and data migration/replication into a single, unified platform across legacy on-premises, hybrid, and multi-cloud environments. Requiring no appliances, agents or scripting, and totally vendor agnostic. Perpetuuti will reveal the latest release and roadmap, including new innovations with Dell Technologies.

*For more than 30 years across Microsoft, Oracle & SAP, and Booz Allen Hamilton, Shawn Blevins has been leading innovations in software-driven continuity and resilience with a focus on AI and machine learning.*

*Richard Cocchiara is the founder and managing principal for CxO Expertise, LLC, helping companies better understand and mitigate risk.*



Richard Cocchiara  
CxO Expertise, LLC

## BREAKOUT TRACK 4 - SESSION 5



Andy Lapierre  
Frost Bank

### The Alignment Between Third-Party Risk Management and Business Resiliency

In this session we will cover how the two departments align with each other and outline the objectives of this process to include a three-part breakdown. We will discuss why the alignment is important, what are the goals, and what needs to be included. We will also discuss best practices, operational standards, and how to create and maintain metrics. Through our journey at a financial institution, we share how to put this process together, monitor, maintain, and continue to grow an alignment which will work for any industry.

Upon completion of this session some of the takeaways will include helping you to minimize risk, better your business continuity plans, creating and



Jamaal Clay  
Frost Bank

maintaining a partnership with other lines of business. This session will be interactive, to allow for discussion and input about your role within this alignment. Come and see how you can align your third-party risk management and business resiliency teams. This session will be geared for all levels of experience.

*Andy Lapierre is responsible for business continuity, crisis management, disaster recovery and life safety.*

*Jamaal Clay, third-party risk management and vendor management leader for Frost Bank.*

## **BREAKOUT TRACK 4 - SESSION 6**



**Dave Hunt**  
KETCHConsulting

### **BC Perspectives on Work From Home, Workplace Violence and Insider Threat Prevention**

Unfortunately, our original speaker is no longer able to present. We are fortunate to have Dave Hunt step in to cover the following:

This Breakout Session addresses many issues related to the current work from home environment, and how we can support the safety of employees in remote environments. Workplace Violence Prevention has undergone many changes in our new combined work environments. Insider threat continues to be a significant challenge for organizations, as many employees are dissatisfied in their current positions. While we will always need to be prepared to respond to an incident, we need to maintain a focus on prevention and appropriate intervention capabilities.

*Dave Hunt, CPP®, FBCI, has a 36-year background in law enforcement, terrorism response, fire/arson/explosives investigation, hazardous materials response, and emergency medical response.*

# DAY 4 - WEDNESDAY, SEPTEMBER 13, 2023

6:30 a.m. – 8:00 a.m.	Networking Breakfast
7:00 a.m. – 12:00 p.m.	Conference Information Desk
8:00 a.m. – 9:00 a.m.	General Session 7
GS-7 ..... Phelps.....	Are We Heading for a Polycrisis? Being Ready for What Happens Next
9:15 a.m. – 10:15 a.m.	General Session 8
GS-8 ..... Zawada, Pickren, Crane, Blevins .....	Operational Resilience: Putting Theory into Practice
10:30 a.m. – 10:45 a.m.	Final Announcements & Introduction
10:45 a.m. – 11:45 a.m.	General Session 9
GS-9 ..... Turner .....	Parsing Through Life with a Continuity and Resilience Twist
11:45 a.m. – 1:00 p.m.	Grab and Go Boxed Lunch



6:30 a.m. - 8:00 a.m.

## NETWORKING BREAKFAST

7:00 a.m. - 12:00 p.m.

## CONFERENCE INFORMATION DESK

8:00 a.m. - 9:00 a.m.

### GENERAL SESSION 7



**Regina Phelps**  
EMS Solutions Inc.

#### Are We Heading for a Polycrisis? Being Ready for What Happens Next

A what?! A polycrisis occurs when present and future risks interact with each other to form a compounded crisis. Simply said, a polycrisis a cluster of related global risks with such compounding effects, the overall impact exceeds the sum of each part.

Think about it: we have simultaneous and overlapping crises all around the globe. We have been facing infectious diseases, wars with major impacts beyond their borders, supply chain disruptions, gun violence and mass shootings, natural disasters, catastrophic cyberattacks, democratic dysfunction, a healthcare crisis, and much, much more.

How do we as BCM professionals develop programs and processes that can meet the daily onslaught of potential crises? What do we need to have in place today to ensure we are able to meet the moment? How do we continue to provide value to the organization every single day? There are four critical things all programs must have in place to be ready for whatever comes next. Attend this general session presentation to ensure you and your team can meet the moment.

Topics covered:

- Situational awareness – Essential to be able to meet the moment.
- Incident assessment – The process, plan and team you need.
- Crisis teams – Tactical and strategic teams to provide essential direction.
- Exercises and training to ensure crisis readiness.

*Regina Phelps is an internationally recognized thought leader in the field of emergency management, pandemic and contingency planning.*

9:15 a.m. - 10:15 a.m.

### GENERAL SESSION 8



**Brian Zawada**  
Riskconnect



**Ann Pickren**  
OnSolve



**Thomas Crane**  
Everbridge



**Shawn Blevins**  
Perpetuall

#### Operational Resilience: Putting Theory into Practice

Operational resiliency is crucial for businesses to maintain their operations and survive disruptions. This session discusses its practical implementation, starting with defining its importance in today's business environment. The panelists explore frameworks related to operational resiliency, including business continuity management, disaster recovery, and crisis management.

The session discusses assessing the organization's current state of resiliency, identifying potential risks, evaluating existing controls, and determining the organization's capacity to absorb and recover from disruptive events. It then examines developing a resiliency strategy, setting objectives, defining roles and responsibilities, and identifying necessary resources and technologies.

Testing and validating the resiliency strategy involve conducting exercises and simulations to validate the organization's ability to respond effectively to disruptive events. By putting theory into practice, organizations can enhance their ability to manage disruptions, minimize downtime, and maintain their operations, leading to long-term success and sustainability.

*Brian Zawada brings more than 25 years of experience managing and building world-class, global business continuity programs to his role as VP of strategy for Riskconnect.*

*Ann Pickren is OnSolve Executive Vice President, Strategic Engagement, bringing more than 20 years of experience in the Business Continuity and Crisis Communications field to help customers leverage the full power of the OnSolve Platform.*

*Thomas Crane is the certification program manager for Everbridge's Best in Resilience™ program.*

*For more than 30 years across Microsoft, Oracle & SAP, and Booz Allen Hamilton, Shawn Blevins has been leading innovations in software-driven continuity and resilience with a focus on AI and machine learning.*

10:45 a.m. - 11:45 a.m.

### GENERAL SESSION 9



**Michele Turner**  
Marriott International

#### Parsing Through Life with a Continuity and Resilience Twist

As continuity and resilience professionals, we are constantly parsing through data to gain insights which will assist us in assessing organizational risk, continuing critical operations, and supporting the priority of employee life safety. This is a tall order, coupled with the need to manage one's personal life on the side!

How do you balance it all? You don't ... you integrate and PARSE (prepare, assess, remediate, sustain, and examine.)

Over the course of a 30-year resilience career, Michele Turner has realized a professional framework, developed for organizations, which has been helpful in her personal life as well.

During this session, we'll discuss PARSE, lessons learned, and continuity and resilience approaches to support both corporate and life's interruptions. "It is in the challenge, in the change, that we learn our greatest lessons."

*Michele L. Turner, MBCP, FBCI, CISA, CRISC, CCRP, is a best selling author and a 2022 DRII Lifetime Achievement Award winner.*

11:45 a.m. - 1:00 p.m.

### GRAB AND GO BOXED LUNCH

# NOTES

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.



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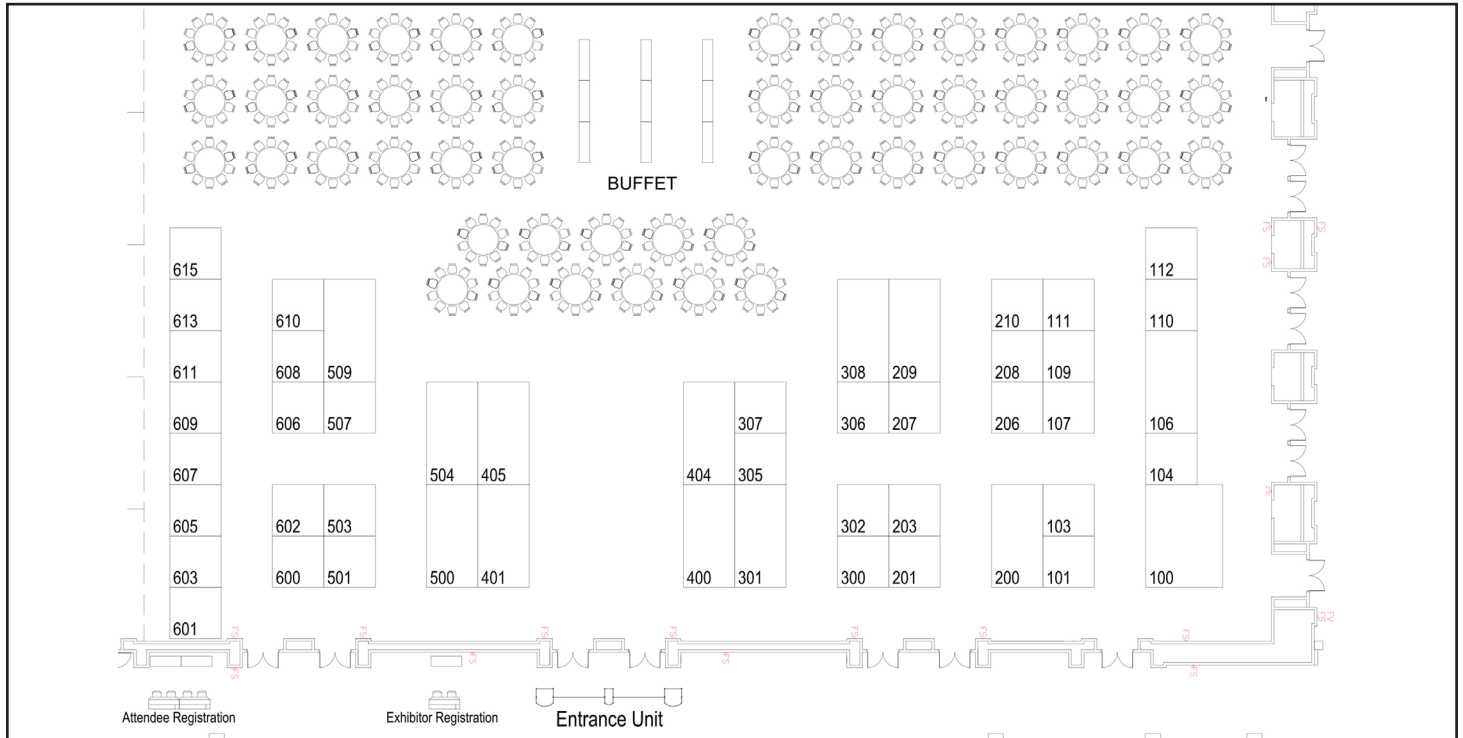
# Exhibitor Hall Layout and Hours

## Sunday

5:00 p.m. – 7:00 p.m. MST

## Monday and Tuesday

11:00 a.m. – 4:00 p.m. MST



## EXHIBITOR BOOTH LISTINGS

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ACP .....	107	Kyndryl .....	Online Booth
Accuweather .....	302	Libelle .....	503
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### 4C STRATEGIES

BOOTH 300

Nova North  
11 Bressenden Place  
London, England, GB, SW1E 5BY  
[www.4cstrategies.com](http://www.4cstrategies.com)

4C Strategies is the leading provider of training readiness and organisational resilience solutions. With over 20 years of expertise, we support high-profile international institutions, global enterprises and armed forces across 100 countries. We help you to train effectively and be ready for the resilience challenges ahead. Our innovative Exonaut® platform empowers capability development, building on key insights for when it matters the most. Our experts work alongside you to prepare your operations for the future, allowing you to transform training, rethink risk, manage crises, and uphold continuity. With offices around the world, we are never far away. Be Ready. Be Resilient. Foresee.

### ACCUWEATHER

BOOTH 302

385 Science Park Rd  
State College, PA, US, 16803  
814-235-8600  
[www.accuweather.com](http://www.accuweather.com)

AccuWeather Enterprise Solutions translates weather warnings, forecasts, and weather impact information into actionable business insight to drive improved organizational performance – producing higher revenues and/or lower costs with reduced risk. As the gold standard in weather forecasting, AccuWeather is the number one supplier of customized, pinpoint weather warnings to large enterprises, as well as a vital information source for worldwide weather forecasts, data and meteorological services. AccuWeather saves lives, protects property, and positively impacts businesses in successful ways never imagined.

### ACP

BOOTH 107

3739 National Drive  
Suite 202  
Raleigh, NC, US, 27612  
800-445-4227  
[www.acp-international.com](http://www.acp-international.com)

ACP is the preeminent national voice of continuity professionals. We provide continuing professional development, knowledge and career opportunities to members while building public understanding around the world of the importance of continuity planning.

### AGILITY RECOVERY

BOOTH 308

1225 17th Street, Suite 2000  
Denver, CO 80202  
866-364-9696  
[www.agilityrecovery.com](http://www.agilityrecovery.com)

Agility Recovery and our software division Preparis make every step of the business continuity process seamless for organizations of every size and type. Agility Recovery Services has more than 34 years of experience providing innovative solutions to help businesses recover faster, including backup power, workspace recovery, data backup and recovery, fuel sourcing and delivery, technology and equipment, and communication. The Preparis software suite brings business continuity planning within reach for everyday businesses by delivering solutions that are easy to use, affordable to access, and as practical as they are powerful. Solutions include Preparis Planner, Alerts, Incident and Exercise Manager, and consulting services. With Agility Recovery and Preparis, your business will be more resilient than ever. Visit Agility and Preparis at booths 200 and 202 and join us for a reception on March 13 from 4:30-6:00 p.m. at the Falls Fire Place Patio.

### ALERTMEDIA

BOOTH 200

401 S 1st St Suite 1400  
Austin, TX, US, 78704  
800-826-0777  
[www.alertmedia.com](http://www.alertmedia.com)

As the fastest-growing mass communication and emergency notification software provider in the world, AlertMedia helps organizations securely and effectively monitor threats, streamline notifications, and recover from incidents. The company's fully integrated, cloud-based platform delivers innovative communication tools that can be accessed from anywhere, at any time, using any device. For more information, please call (800) 826-0777 or visit our website at [www.alertmedia.com](http://www.alertmedia.com).

### ASCENT TECHNOLOGY CONSULTING

ONLINE BOOTH

43 West Prospect Street, Suite 202  
East Brunswick, NJ, US, 08816  
647-835-1075  
[www.ascentbusiness.com](http://www.ascentbusiness.com)

Ascent Business Technology Inc. (Ascent) is an innovative Enterprise Software firm, with focus on Financial Risk Control and Operational Resilience. One of their leading products, called AutoResilience, is a comprehensive Resilience Management Platform tailored to empower banking, finance, and related industries. This advanced Software Suite strengthens operational resilience by integrating Business Continuity, Risk Management, Cyber Resilience, and Crisis Management onto a unified, robust platform. By utilising executive dashboards and real-time analytics, AutoResilience ensures regulatory compliance while enhancing operational foundations. It adeptly addresses Governance, Risk, and Compliance (GRC), as well as Environmental, Social, and Governance (ESG) concerns, offering versatility in maintaining stability during disruptions. Backed by industry leaders like Gartner and Forrester, AutoResilience is the trusted choice of global enterprises and banks.

**ASFALIS ADVISORS****BOOTH 104**

PO Box 681765  
Charlotte, NC, US, 28216  
833-238-4763  
[www.asfalيسadvisors.com](http://www.asfalيسadvisors.com)

Asfalيس Advisors purpose is to help clients uncover their blind spots and protect the legacy of leaders globally. The organization accomplishes that by living their organizations core values, the only non-negotiables in their business. Asfalيس Advisors is a 100% woman-owned, minority small business headquartered in Charlotte, North Carolina. Established in 2014, Asfalيس has been partnering with business leaders and organizations to prepare for, protect against, and mitigate crises across healthcare, government, transportation, retail, real estate, financial services, hospitality, and sports and entertainment industries, globally. Our team brings more than a century of experience in risk, crisis, and consequence management, combined with expertise in process development and fostering engagement with a commitment to change. We have blended a synergistic combination of academic accomplishment and operational experience to provide products and services to businesses and organizations that are theoretically sound without sacrificing real-world applicability.

**ASSURED DATA PROTECTION****BOOTH 605**

13873 Park Center Road, Ste 545 N  
Herndon, VA, US, 10171  
703-888-4783  
[www.assured-dp.com](http://www.assured-dp.com)

Drawing on over 200 years collective data protection experience in our senior leadership team alone, we pride ourselves on our expertise. Being the only exclusive Rubrik managed service provider globally, our knowledge set truly differentiates Assured Data Protection apart from other MSPs. Our aim is to simplify data protection.

**CLDIGITAL****BOOTH 210**

55 Lane Road, Suite 303  
Fairfield, NJ, US, 07004  
866-321-5079  
[www.cldigital.com](http://www.cldigital.com)

CLDigital transforms business across all industries by putting risk, continuity, and operations data to work for everyone. With CLDigital's fully cloud-native no-code platform, we help clients create cutting-edge data-driven apps to modernize antiquated risk processes and deliver powerful business decision analytics and performance insights in days instead of months or more. To learn more about how you can go beyond traditional risk management and business continuity solutions, visit <http://www.cldigital.com>. You can also follow CLDigital on Twitter and LinkedIn.

**CONTINUITY INNOVATIONS****BOOTH 201**

516 W Shaw Ave., Suite 200  
Fresno, CA, US, 93704  
888-907-9902  
[www.continuityinnovations.com](http://www.continuityinnovations.com)

Continuity Innovations is a full service business continuity firm specializing in business continuity software and professional consulting services. We utilize our expertise and proven concepts to develop robust business continuity programs for all types of industries. Our approach is to keep things simple while obtaining viable and valuable results. Our services include: BC Program Development, Business Impact Analysis, Risk Assessment, Crisis Management, Disaster Recovery and more. ContinuityPRO business continuity software offers unlimited users! Easily conduct risk assessments, business impact analyses, develop unlimited plans, and manage incidents all within one toolset. With our easy plug and play installation, you can be up and running your business continuity software in no time. Contact us today to learn more 888-907-9902 or check us out on [www.continuityinnovations.com](http://www.continuityinnovations.com).

**CONVERGE ENTERPRISE CLOUD****BOOTH 307**

130 Technology Parkway  
Norcross, GA, US, 30092  
678-812-0136  
[www.convergeenterprise.cloud](http://www.convergeenterprise.cloud)

Converge Enterprise Cloud provides a full range of resiliency solutions including cloud recovery, data protection, business resiliency, and continuity consulting services. We deliver resiliency options for all major technology platforms, including IBM Mainframe, IBM Power, and all Open-Systems, and provide business continuity consulting services. Our unique pricing models, contractual flexibility, and solution scalability are unmatched in the industry.

**DISASTER RECOVERY JOURNAL****BOOTH 106**

1862 Old Lemay Ferry Road  
Arnold, MO, US, 63010  
636-282-5800  
[www.drj.com](http://www.drj.com)

The #1 business continuity publication in the world. Every issue, Disaster Recovery Journal (DRJ) delivers how-to, in depth knowledge into business continuity planning more than any other business publication. This unique ability to take readers further inside the issues has made DRJ the #1 read business continuity publication in the world, one with a circulation and audience that consistently dominates the business continuity magazine field. In addition to the magazine, DRJ sponsors the world's two largest conferences and exhibitions in the industry with as many as 3,000 in total attendance. The shows are held every year in Phoenix in September and Orlando in March. Check out [www.drj.com](http://www.drj.com) to sign up for a free subscription or for more information.

## EXHIBITOR DESCRIPTIONS

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### **DRJ ACADEMY**

**BOOTH 110**

1862 Old Lemay Ferry Road  
Arnold, MO, US, 63010  
636-282-5800

[www.DRJ.com/academy](http://www.DRJ.com/academy)

DRJ Academy represents a breakthrough in the design, approach, and delivery of a business continuity program. Powered by Lambert Learning Institute, DRJ partners with course author and instructor Phil Lambert to offer professionals a complete, world-class, self-paced, education and training program in an online platform. DRJ Academy's premiere BC Primer Course is focused on teaching all the foundational skills, competencies, and processes needed to establish an outcome-focused business continuity program. DRJ Academy provides resilience training like no other program in the world at a fraction of the cost. Find us online at [www.DRJ.com/academy/](http://www.DRJ.com/academy/).

### **eBRP SOLUTIONS**

**BOOTH 504**

230 – 7895 Tranmere Drive  
Mississauga, ON, L5S 1V9  
888-480-3277

[www.eBRP.net](http://www.eBRP.net)

eBRP strives to harness leading edge technology to create management decision support tools that serve the needs of Business Continuity Management professionals. We work closely with our customers to constantly improve our eBRP Suite of products, to continually enhance usability, flexibility and scalability. We always aim to create the best solutions for our customers' BCM requirements, with the lowest total cost of ownership and a justifiable return on investment. eBRP evolved the methodology of Business Resiliency Planning to an Asset-Centric model, defying traditional plan-centric BCM 'standards', thus empowering organizations to become Incident Ready.

### **EMPERIRIA GROUP**

**BOOTH 109**

9707 Concord Ridge CT  
Brentwood, TN 37027  
310-804-9556

[www.emperiria.com](http://www.emperiria.com)

Emperiria offers a network of subject matter experts who have advanced knowledge and extensive experience who work collaboratively with our clients to provide coaching, assessment, training, and a range of strategic solutions in the areas of greatest need or priority. We customize solutions rather than offer a one-size fits all standardized template. Partnering with Adennill ([adennill.com](http://adennill.com)) Our group of principal and associated experts represents the highest levels of business, professional, research, and academic authorities in strategic leadership management, organizational processes, communication, crisis, and consequence management, training and development, and resilience performance success. Collectively bringing more than two centuries of practical professional effectiveness and validated empirical experience, Emperiria experts help clients of all stages, sizes, and sectors to create, sustain, or repair a range of strategic organizational and leadership processes to improve measurable effectiveness outcomes. What is "Emperiria"? 1. Knowledge and Expertise based on experience. 2. Advice guided by successful prior experience. 3. Following empirical based solutions. Since classical Greece, "Emperiria" has described experience-based knowledge and practical insights. Emperiria group continues this model for solutions to the challenges contemporary managers and executives face.

### **EVERBRIDGE, INC.**

**BOOTH 301**

25 Corporate Drive, Floor 4  
Burlington, MA, US, 01803  
818-230-9700

[www.everbridge.com](http://www.everbridge.com)

Everbridge, Inc. (NASDAQ: EVBG) is a global software company that provides enterprise software applications that automate and accelerate organizations' operational response to critical events in order to Keep People Safe and Organizations Running™. Everbridge is also the number one global provider of nationwide population alerting solutions. More local, state, and national governments deploy Everbridge population alerting technology than any other solution, offering the ability to reach over two billion residents and visitors in more than 200 countries and territories. Everbridge is based in Boston with additional offices in 25 cities around the globe.

### **FACTAL**

**BOOTH 112**

600 1st Ave. #400b  
Seattle, WA, US, 98104  
[www.factal.com](http://www.factal.com)

Identify critical events, assess risk and anticipate disruptions with unprecedented speed and precision. See impacts on supply chains and global operations using the website, mobile app or our broad spectrum of partner platforms. Factal's experienced editors and AI work together to verify and geolocate incidents. No cruft, just the incidents that matter to your organization. Have a question about what's occurring? Use Factal's anonymous chat to talk to editors or other industry professionals about the event.

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**BOOTH 203**

600 Forest Point Circle #100  
Charlotte, NC, US, 28273  
888-552-3539

[www.flexential.com](http://www.flexential.com)

Flexential solves challenges for enterprises tasked with meeting the most complex reliability, agility and performance requirements. We take a consultative approach that matches workload and application requirements on the FlexAnywhere platform. This platform delivers integrated colocation, interconnection, cloud, data protection, and managed and professional services at scale to power digital transformation.

## EXHIBITOR DESCRIPTIONS

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### **FUSION RISK MANAGEMENT, INC.**

**BOOTH 405**

2 North Riverside Plaza, Suite 1000  
Chicago, IL, US, 60606  
847-632-1002

[www.fusionrm.com](http://www.fusionrm.com)

Fusion Risk Management is a leading industry provider of cloud-based software solutions for operational resilience, encompassing risk management, third-party risk management, information technology and security risk, business continuity and disaster recovery, and crisis and incident management. Its products and services take organizations beyond legacy solutions and empower them to make data-driven decisions with a comprehensive and flexible approach through one system. Fusion and its team of experts are dedicated to helping companies achieve greater operational resilience and mitigate risks within their businesses.

### **ICOR**

**BOOTH 610**

PO Box 1171  
Lombard, IL, US, 60148  
866-765-8321

[www.Build-Resilience.org](http://www.Build-Resilience.org)

ICOR is the global leader in organizational resilience. We educate. We credential. We lead. Learn what it takes to be a leader in Organizational Resilience. Become an ICOR certified Organizational Resilience Manager, Professional, or Executive. Choose the certification path that's right for you - competency-based or discipline-based. ICOR provides education to individuals on how to build more resilient organizations and communities. ICOR credentials individuals with the competence to lead and manage risk throughout the organization. We are an international nonprofit 501c3 education and credentialing organization created to bring together the many silos, industries, and separate bodies of knowledge that individually support resilience into one profession entitled, "Organizational Resilience." We participate globally in learning how individuals, organizations, and communities can become more resilient.

### **ILUMINR**

**BOOTH 509**

383 George Street  
Sydney, NSW, AU, 2000  
[www.iluminr.io](http://www.iluminr.io)

Driving Business Continuity and Resiliency forward, iluminr is the resilience engagement platform connecting preparedness with response, helping teams build resilience against any threat all year round. Through gamification, iluminr combines Microsimulations (short tabletop exercises), global threat monitoring, emergency notifications and collaborative crisis event rooms to reignite engagement, streamline preparedness and empower game-day response to any disruption.

### **INFINITE BLUE**

**BOOTH 400**

2500 Monroe Blvd, Floor 2  
Audubon, PA, US, 19403  
267-341-9600

[www.infiniteblue.com](http://www.infiniteblue.com)

Infinite Blue empowers organizations to rapidly build ready and resilient operations and engage personnel across the enterprise with their suite of enterprise resilience solutions.

### **IWG**

**BOOTH 206**

15305 Dallas Pkwy, Ste 400  
Addison, TX, US, 75001  
800-633-4237

[www.iwgplc.com/en-gb/workspace-recovery](http://www.iwgplc.com/en-gb/workspace-recovery)

Workplace Recovery by IWG gives you preferential access to over 3000 workspace locations in more than 120 countries worldwide. With over 90,000 workplace recovery seats available across our network, we can help you get back to work faster if you can't use your own offices due to power outages, hurricanes, fires, floods, IT failures, social distancing requirements and more. We offer solutions for organizations of all sizes, including anytime access to fully serviced turnkey offices.

### **KETCHCONSULTING**

**BOOTH 209**

2432 Bernel Road, Ste. 203  
State College, PA, US, 16803  
484-919-2966

[www.ketchconsulting.com](http://www.ketchconsulting.com)

Moving from IT based disaster recovery to business continuity or COOP? KETCHConsulting helps with strategies and implementation. We understand the BCP/COOP people issues. We're teleworking experts. Executive education and buy-in are KETCHConsulting strengths (improving BCP ROI's). Our approach to BIA's, and risk analysis leads the industry. We're the most knowledgeable experts in Alternate/Hot Sites selection. We develop dozens of alternate recovery strategies for clients; and guarantee contract savings. We execute tabletop exercises, gap analysis and plan audits. We assist in HIPAA, PSPREP, BS25999, and DHS compliance. We have many private sector references, but we're also leading state, local, and federal COOP consultants. We're recognized as workplace violence experts. KETCHConsultants are industry leading speakers, educators and authors. We've spoken/exhibited at every DRJ conference, among others. We're all certified (CBCP/FBCI), senior, and experienced (averaging 25 years in IT/15 years in BCP). We can help with budget challenges!



## EXHIBITOR DESCRIPTIONS

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### KNOWMADICS

#### BOOTH 602

13873 Park Center Road, Ste 202S  
Herndon, VA, US, 20171  
[www.knowmadics.com](http://www.knowmadics.com)

Knowmadics ensures the safety and state of your high value assets. We allow enterprises, agencies, governments, and schools to understand the location and state of their personnel, ensuring their safety remains an absolute priority every moment of the day. Our tools optimize response to critical events - providing enhanced situational awareness to assist with quick resolution. 360 Aware provides our customers comprehensive enterprise visibility and operational efficiencies over your workforce on the move; through integrated intelligence feeds and automation of incident response activities—with real time alerting for panic/SOS, check-in, geofence, proximity, live events, and more. Come see us at booth #602 to see how Knowmadics can assist you with critical event management and your duty of care requirements.

### KYNDRYL

#### ONLINE BOOTH

1 Vanderbilt Ave  
New York, NY, US, 10017  
855-KYNDRYL  
[www.kyndryl.com/us/en/services/cyber-resilience](http://www.kyndryl.com/us/en/services/cyber-resilience)

Kyndryl works at the core of businesses that move the world. With more than 90,000 skilled professionals serving customers in over 100 countries, we design, build, manage and modernize the mission-critical technology systems that the world depends on every day. With our partners and thousands of customers, we co-create solutions to help enterprises reach their peak digital performance. To learn more, visit [www.kyndryl.com](http://www.kyndryl.com).

### LIBELLE

#### BOOTH 503

3330 Cumberland Blvd, Ste 500  
Atlanta, GA 30339  
[www.libelle.com](http://www.libelle.com)

Libelle has nearly three decades of experience in disaster recovery, high availability, secure data masking, system refresh automation, and data management. We create and maintain our software solutions with a highly-skilled development team, focusing on tools to automate and optimize IT processes. With personal, in-house technical support and dedicated service, Libelle offers industry-leading care and expertise to enhance and perfect your daily routine.

### MAILGARD

#### BOOTH 601

65 Steamboat Drive  
Warminster, PA, US, 18974  
267-960-3119  
[www.mailgard.com](http://www.mailgard.com)

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### NOGGIN

#### BOOTH 111

1990 California Ave, Ste 20  
Walnut Creek, CA, US, 94596  
949-584-1075  
[www.noggin.io](http://www.noggin.io)

Noggin is an industry-leader in safety, security, and critical event management technology with its next-generation, cloud-based software platform. The award-winning Noggin Platform provides an all-hazards approach to safety and security management, housing all of the tools needed to help make informed decisions and respond effectively to any incident, large or small. Noggin's software platform includes solutions for: crisis management, business continuity, environmental health and safety, emergency management, and security management. For more, visit: [www.noggin.io](http://www.noggin.io).

### ONSOLVE

#### BOOTH 500

6240 Avalon Blvd.  
Alpharette, GA, US, 30009  
866-939-0911  
[www.onsolve.com](http://www.onsolve.com)

OnSolve® is a leading critical event management provider that proactively mitigates physical threats, allowing organizations to remain agile when a crisis strikes. Using the most trusted expertise and reliable AI-powered risk intelligence, critical communications and incident management technology, the OnSolve Platform enables enterprises, SMB organizations and all levels of government to detect, anticipate and mitigate physical threats that impact their people, places and property. With billions of alerts sent annually and proven support for both the public and private sectors, OnSolve is used by thousands of entities to save lives, protect communities, safeguard critical infrastructure and enable agility for the organizations that power our economy. For more information, please visit [www.onsolve.com](http://www.onsolve.com).

## EXHIBITOR DESCRIPTIONS

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### **PERPETUUITI TECHNOSOFT, INC.**

**BOOTH 404**

560 S Winchester Blvd, Ste 500  
San Jose, CA, US, 95128  
423-967-9324

[www.perpetuuiti.com](http://www.perpetuuiti.com)

Perpetuuiti is the global leader in Enterprise Resilience Automation, IT and Cyber Recovery Automation delivering up to 80% reduction in Recovery Time Objectives(RTO) and averaging 50% operating cost avoidance and efficiencies to the world's largest banks, insurance, airlines, and stock exchanges. Today, Pepsico and Delta Airlines leverage our turnkey platform Continuity Patrol for complete recovery Automation, reducing the need for SMEs or scripting/Agents. Lauded by Gartner & Everest, Perpetuuiti's Automation Intelligence & Resilience Platforms represent breakthrough performance and comprehensive automation for companies of every size.

### **PRONTO RECOVERY**

**BOOTH 208**

Two Prudential Plaza, Ste 3500  
Chicago, IL, US, 60601  
312-877-0121

[www.prontorecovery.com](http://www.prontorecovery.com)

Pronto Recovery is a global business continuity solutions and quick ship technology hardware provider. We keep your business running when disaster strikes. Unlike most industry providers with only a few centralized depots, we have over 30 strategically placed equipment depots around the globe enabling us to deliver technology hardware to your alternate site or specified location the same or next business day. We can provide guaranteed workplace solutions in over 120 countries to meet the need for office recovery for your critical staff, augmented by the Pronto Quickship or other technology recovery solutions. Our FLEX Recovery program provides you with a work at home solution independent of any infrastructure providing a complement to your BCP strategy. Minimize downtime and loss of revenue with our flexible and cost-effective continuity solutions for workplace recovery.

### **QUODAMMODO SOLUTIONS**

**BOOTH 608**

1500 Longellow St, Ste 100  
McClean, VA 22101  
908-230-0853

[www.qshcc.com](http://www.qshcc.com)

QS Consulting leverages decades of Project Management and Advisory Services experience in the areas of Human Capital Management and Business Continuity. We are committed to industry best practices and delivering customized solutions for your specific needs. We focus our efforts on getting to know your business and understanding how your systems are used on a day-to-day basis. Our services and solutions are thoughtfully structured to fit the individual requirements of our clients. We embrace solutions embedded in the newest cloud-based technologies and seamlessly integrate them into your existing processes.

### **REGROUP MASS NOTIFICATION**

**BOOTH 507**

3400 N US 75-Central Expy 1000 #110-256,  
Richardson, TX, US, 75080  
409-753-7985

[www.regroup.com](http://www.regroup.com)

Founded in 2006, Regroup Mass Notification® is dedicated to providing first-in-class mass communication solutions to organizations and institutions across a wide variety of industries. Our entire team prides itself on delivering an easy-to-use system that is supported by a highly-trained team of professionals, focused on your success. Regroup's mission is to help our clients communicate, easily and effectively, by providing unparalleled usability, innovation, integration, client support, and communication channels. We strongly believe that easy and effective communication, within an organization, is the cornerstone of efficiency, productivity, safety, and resilience within any organization. We believe our core values of innovation and client satisfaction differentiate us from our competitors. Regroup was born out of a real need that we, as users, saw for an effective and user-friendly communication platform, a history that drives us to continually innovate and improve our technology for our clients. By choosing Regroup, you are choosing to partner with a company that strives to unify multiple forms of communication in one comprehensive, easy-to-use system. Regroup allows clients to manage day-to-day communication, and business continuity plans and to proactively complement all stages of the emergency management cycle: preparedness, response, recovery, and mitigation. We are proud to have earned several industry awards for overall excellence in the disaster recovery and business continuity fields.

### **RESCUE 42**

**BOOTH 603**

PO Box 1242  
Chico, CA 95927  
[www.rescue42.com](http://www.rescue42.com)

Ensuring critical communications and business continuity never skip a beat, Rescue 42 manufactures Compact Rapid Deployables to provide Wi-Fi hotspot and cellular connectivity when & where it's needed. The CRD™ for FirstNet®, SatRunner™, CommandRunner™ and the new miniCRD™ & SLC+ system with Starlink® backhaul do just that. When every second matters, Rescue 42's communication connectivity resources are the solution your agency can depend on.

### **RESKUBE**

**BOOTH 607**

Stilthead House  
283 Tonbridge Road  
East Peckham, Kent, GB1, TN12 5LQ  
44-20-3773-6995  
[www.reskube.com](http://www.reskube.com)

Reskube is a remote-working resilience solution that helps maintain productivity and continuity in any situation. It provides seamless connectivity and remote support for both mission critical work and day-to-day efficiency. The Reskube gives companies the control, confidence, and security to deliver their best work, uninterrupted.

### **RIPCORD SOLUTIONS**

**BOOTH 306**

PO Box 21447

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714-558-8940

[www.riskandresiliencehub.com](http://www.riskandresiliencehub.com)

Did you know that the **Risk and Resilience HUB** evolved from the **Disaster Resource GUIDE** and the **Continuity eGUIDE**? For more than 35 years our passion has been to locate, consolidate and communicate resources for business continuity & disaster response. The **HUB** is an online platform to bring professionals together to learn, connect and collaborate. Think CNN, Facebook, and Angie's List — customized and in one place to build resilient organizations in the public and private sectors — that's the HUB! **BIG NEWS** — we have just re-launched our long-standing "Products & Services Directory" which will soon have more than 200 categories. Find a product or service for your program and/or promote your company's product or service. <https://www.riskandresiliencehub.com/products-services/>. Be sure to stop by our booth and enter the drawing for a 180-piece Family Survival Kit. Plus, we'll give you a complementary HUB membership and a subscription to the twice-monthly Continuity eGUIDE.

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1701 Barrett Lakes Blvd.

Suite 500

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770-790-4700

[www.riskconnect.com/solutions/business-continuity-software](http://www.riskconnect.com/solutions/business-continuity-software)

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[www.servicenow.com](http://www.servicenow.com)

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909-798-8108

[www.simplerlife.com](http://www.simplerlife.com)

Simpler Life Emergency Provisions aims to provide the comprehensive level of care and customer service. Our commitment is to help improve the lives and businesses of others.

### THE BCI

### BOOTH 100

9 Greyfriars Rd.  
Reading RG1 1NU, UK  
+44 (0) 1189 478 215  
[www.thebci.org](http://www.thebci.org)

The BCI is the world's leading institute for business continuity and Resilience professionals with over 9,000 members worldwide. By becoming a member of the BCI you will receive exclusive access to premium content and thought leadership, be able to use the BCI credentials (e.g. MBCI), join community groups including the USA and Canada Chapters, and use the Mentoring and CPD platforms – all to enhance your career and knowledge. The BCI also has a global network of licenced Training Partners delivering certification and training courses in BC & Resilience, including Premier Continuum delivering courses across North America.

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### BOOTH 600

195 Church St., 14th Floor  
New Haven, CT, US, 06510  
203-782-5944  
[www.veoci.com](http://www.veoci.com)

Veoci is a suite of crisis response, disaster recovery, business continuity and daily operations tools helping your organization design, exercise and activate your plans, review your plans securely and manage all risks. Unlike many of our competitors, Veoci does not just house your plans, BIAs and HVAs - it operationalizes them and launches them at the click of a button with task assignments, notifications, resource tracking and much more. Veoci allows you to easily maintain and keep all plans and HVAs for each site up to date with after-action reports you can easily tie back to your vulnerability assessments.

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### BOOTH 615

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800-944-8478  
[www.virtual-corp.com](http://www.virtual-corp.com)

Virtual Corporation is a leader in implementing enterprise continuity programs and organizational resilience. At Virtual, we aim to empower organizations of all sizes in all industries to achieve sustained resilience with our business resilience solutions. These solutions are prudent, practical, achievable, sustainable, and scalable, incorporating world-class software. We take this comprehensive approach in order to best help our clients become resilient, able to conquer whatever challenges lie ahead. When you partner with us, you're not just partnering with a business continuity management software company – you're partnering with a dedicated ally committed to helping you succeed. We realize that all businesses and organizations are unique, so empowerment should never be one-size-fits-all. We take the time to understand you, your mission, and your goals to craft strategies that will work. The strategies we propose will always be cost-effective and easily understood and remembered, and results will be delivered early and often. You don't have to go it alone, nor should you. Whether you've just started your plan or already have an extensive organizational resilience plan or enterprise business continuity plan in place, we will help you not only manage but also analyze and implement an optimal program that fits your business' needs.

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# NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

# Resources

**Disaster Recovery Journal has a variety of information available on its website, [www.drj.com](http://www.drj.com). Visit the site to find resources such as:**

**Glossary:** *This glossary is an initiative of both the DRJ Editorial Advisory Board and the DRJ Certification Commission BC/DR Standards Subcommittee, which sponsors a committee that solicits the input of business continuity professionals on an ongoing basis and incorporates that feedback.* <https://drj.com/resources/drj-glossary-of-business-continuity-terms/>

**Call for Presentations:** *Disaster Recovery Journal invites you to nominate a speaker and/or topic for our DRJ Spring 2024 conference.* <https://www.cvent.com/c/abstracts/11485c22-f155-478b-acfb-0d4d4ab9d51d>

**LinkedIn Group:** *Become a member of DRJ's LinkedIn Group. DRJ delivers how-to, in-depth knowledge into business continuity planning more than any other business publication. For details on registering, visit* <https://www.linkedin.com/groups/117659/>

**Rules and Regulations:** *The DRJ Rules & Regulations database is intended to provide each of us a singular resource where we can go to find the most complete and comprehensive list of BC-related rules and regulations.* <https://drj.com/resources/dr-rules-and-regulations/>

**Webinars On Demand:** *These are previously recorded webinars from our Educational Webinar series. Watch them at your convenience.* <https://drj.com/webinars/on-demand/>



# Your North Star for Resilience

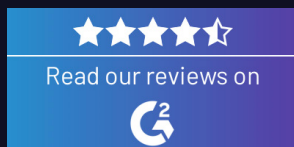
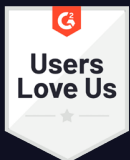
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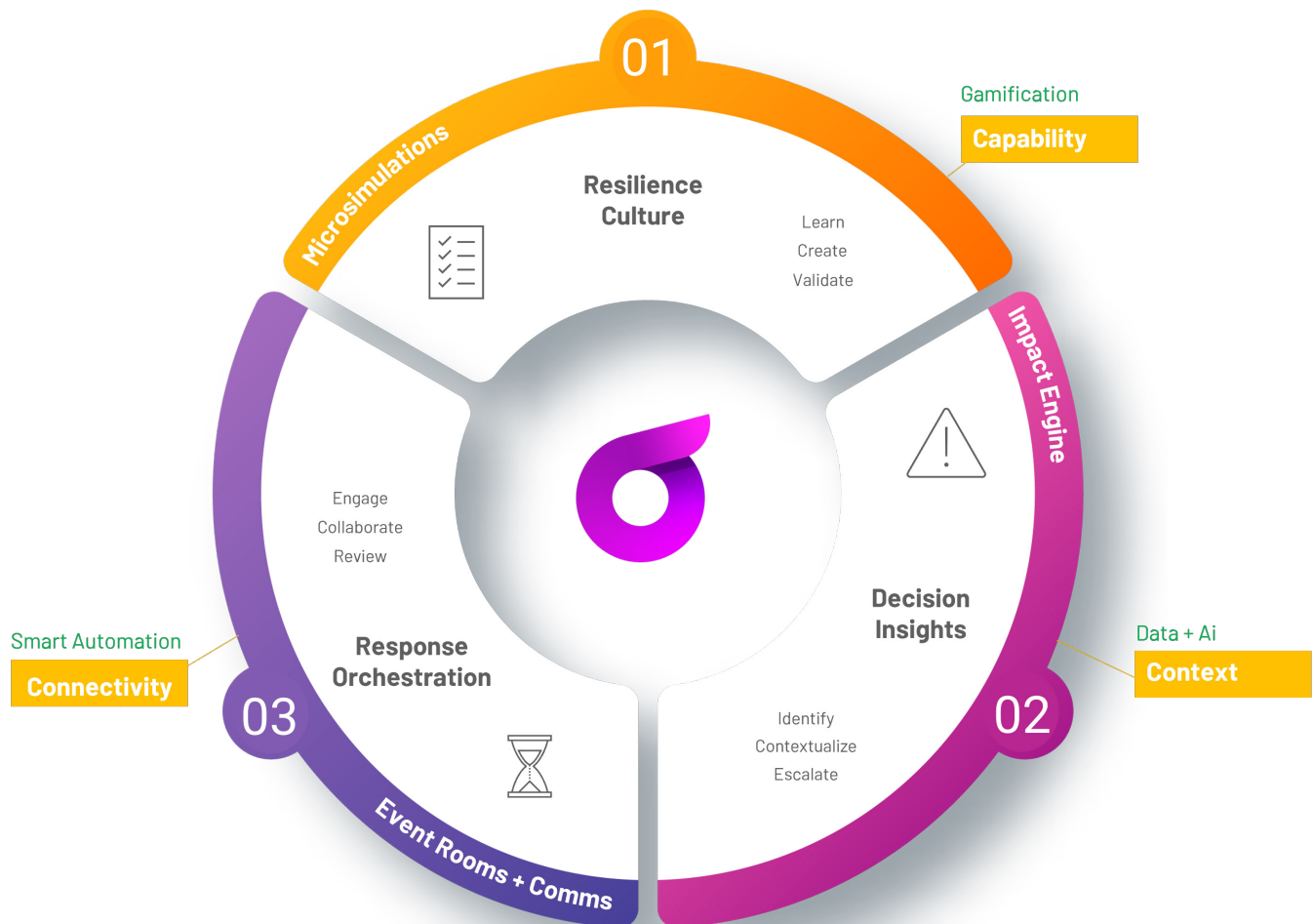


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**Sunday, September 10 at 4:00 p.m.**

Operational Resilience: Putting Theory into Practice

**Wednesday, September 13 at 9:15 a.m.**



Don't forget to visit the  
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[onsolve.com](https://onsolve.com)



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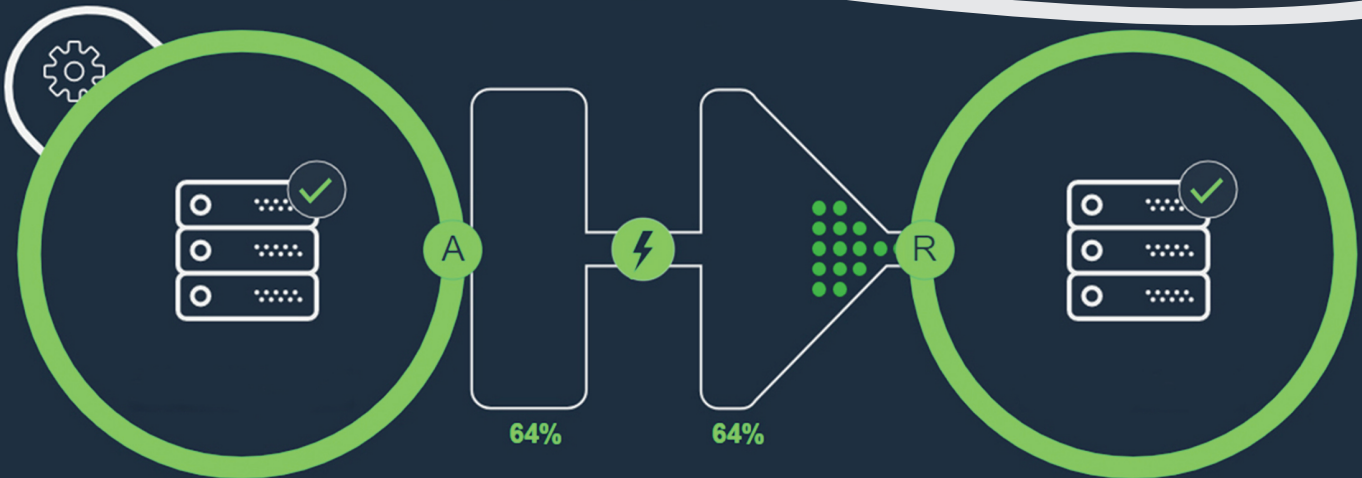
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