DRJ'S 68th CONFERENCE

DRJ SPRING 2023
March 12-15, Orlando

SOLUTIONS FOR A RESILIENT TOMORROW

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CONFERENCE GUIDE

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DRJ STAFF

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lesley@drj.com

Meet our Emcee

Vanessa Mathews
Asfalis Advisors

Vanessa Vaughn Mathews is the founder and chief resilience officer of Asfalis 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 Asfalis, 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 Asfalis, 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.

FUSION
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Resilient operations mean better experiences for your customers and your team. Fusion helps your organization achieve resilience faster with our flexible and integrated suite of platform capabilities.

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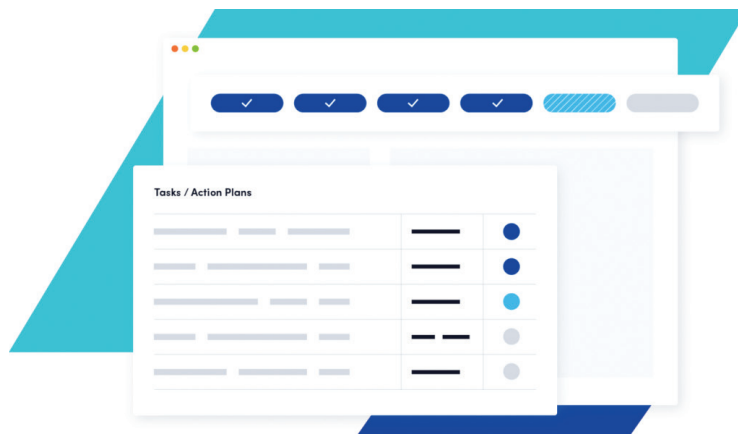
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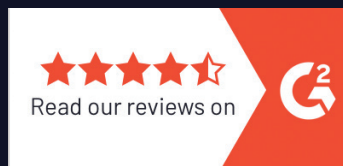
"Strong Risk and Resilience Platform"

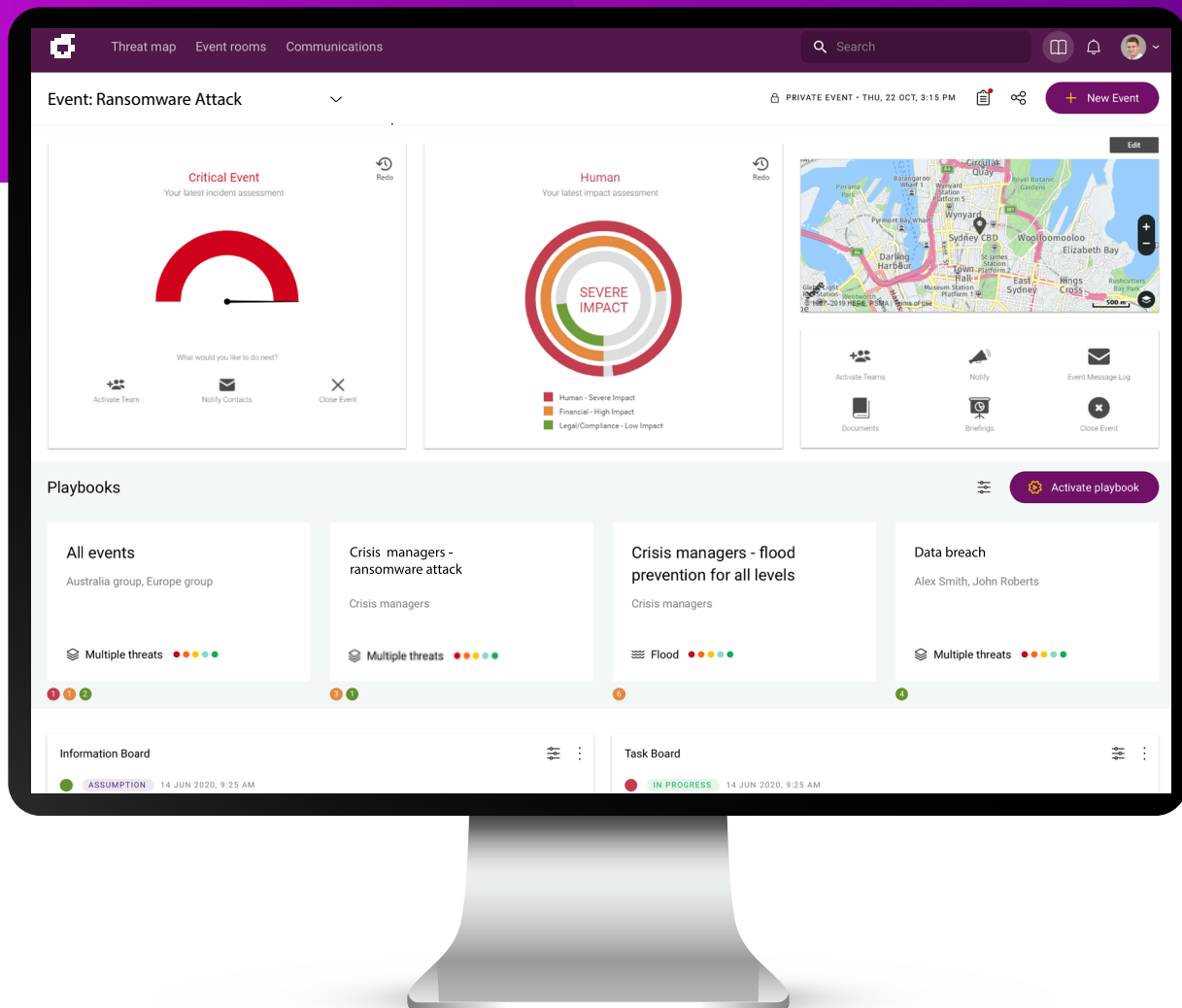*"Powerful Capabilities for a Single Operating View/Platform"*

"The Fusion Framework [System] is the Premier BC Solution"

ONSOLVE®

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OnSolve® proactively mitigates physical threats, allowing organizations to remain agile when a crisis strikes. Using trusted expertise and reliable AI-powered risk intelligence, critical communications and incident management technology, the OnSolve Platform allows organizations to detect, anticipate and mitigate physical threats that impact their people and operations.

Want to learn more?
Check out these DRJ sessions:

Navigating Resilience in a Unified Platform
Sunday, March 12 at 4:00 p.m.

The Butterfly Effect: Understanding the Ripple Effect of Physical Threats and How to Stay Ahead
Tuesday, March 14 at 10:45 a.m.

What Will an Effective, Efficient Operational Risk and Resiliency Program Look Like in 2-4 Years?
Wednesday, March 15 at 9:15 a.m.

Don't forget to visit the **OnSolve booth #400**

onsolve.com

EVERBRIDGE
CRITICAL EVENT MANAGEMENT

CEM

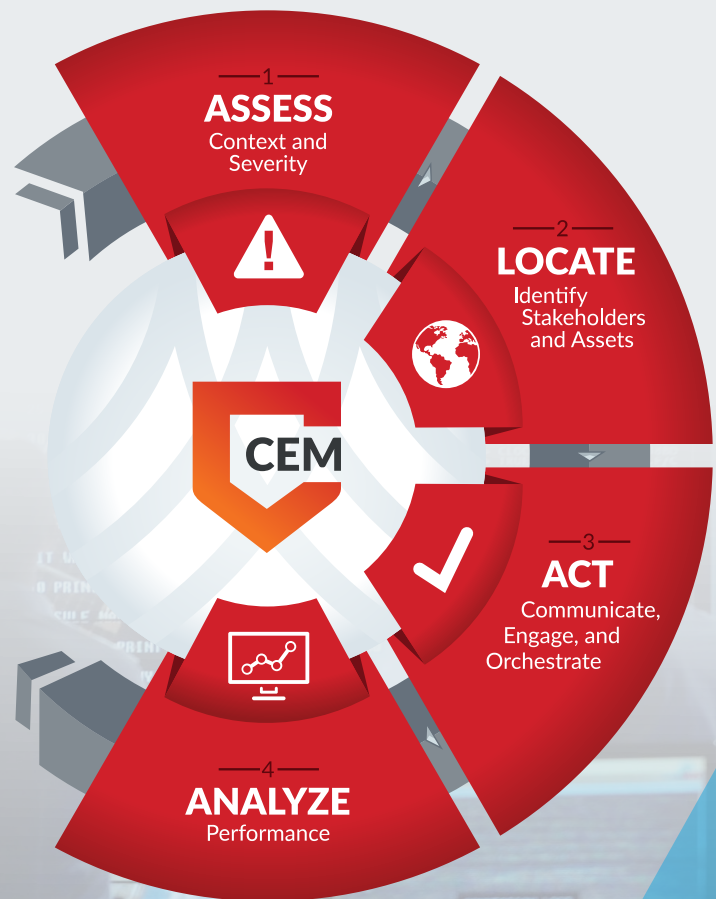## Keeping People Safe and Businesses Running. *Faster.*

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3
ACT
Communicate, Engage, and Orchestrate

4
ANALYZE
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Visit the Infinite Blue booth #306.

Meet our team and receive a demo of our solutions.

What's next.

Tear down these walls:
How corporate silos undermine resilience

Join us for a virtual fireside chat with Jason Veiock, a former federal agent and leader at one of the nation's most recognizable hosting companies on the need for a holistic approach to resilience.

March 28, 2023 // 1:00PM ET
Register with the QR code to the right.

Jason Veiock
Security, Risk, and
Resilience Leader

Frank Shultz
Chairman & CEO
Infinite Blue

Register here.

infiniteblue.com

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11:11 Systems' three pillars of **cloud**, **connectivity**, and **security** are at the heart of everything we do. Offering the most advanced networking, security, and infrastructure solutions available in the market today, we provide our customers with a single platform to address your most pressing IT challenges and make sure your applications and data are always running, accessible, and protected.

MEET THE EXPERTS

*Visit **booth #300** and meet our team of experts to learn more about our products and services, ask questions or watch a live demo.*

Shashank Khanolkar
VP of Platform and
OSS Management

Dale Levesque
Sr. Director of
Product Innovation

Darpan Thaker
Sr. Director of
Product Management

William Cornwell
Inside Solutions
Architect

BREAKOUT SESSION

**Becoming Cyber Resilient —
A Multi-Layered Approach to Security**

**Alex Reid, Product Architect at 11:11 Systems
Tuesday, March 14, 2023 | 4:00 – 5:00 PM
Breakout Track 4 (BT4-02)**

Cybercrime is rising at a phenomenal rate, and no organization is immune. During this session, we'll look at rising concerns about data security. How did we get here? How can we proactively protect data and identify problems so we can create more cyber-resilient organizations? We'll also discuss:

◆ What data you should be protecting.
◆ Why a multi-layered, holistic security approach provides the best method of defense.
◆ How to prioritize and triage threats and remediate your vulnerabilities.
◆ What steps you need to take to address data protection and shore up your defenses.

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Visit our booth for a chance to win a Canary Flex home security camera.

The Canary Flex is an indoor and outdoor camera that offers the versatility to keep the things that matter most to you safe.

Your journey to resiliency starts here.

Converge Enterprise Cloud is dedicated to delivering cost-effective, flexible, customized solutions for cloud recovery, data protection, business resiliency, and continuity consulting.

Our innovative solutions, engineering expertise, and reliable support services help build secure and resilient technology environments.

We strive to improve system availability, reduce recovery times and costs, and ensure a smooth journey to resiliency.

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Want to talk to an InterVision security expert?

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kyndryl™

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Kyndryl Incident Recovery Services help minimize the business impact of unplanned outages with fast, reliable, and scalable recovery across hybrid multi-cloud environments.

We provide comprehensive cyber and disaster recovery as a service (DRaaS), including health monitoring and continuous replication of applications, infrastructure, data, and cloud systems, leveraging 950+ automated recovery patterns and 475+ patents.

Cyber Incident Recovery

- Early identification, detection, and rapid recovery from a cyber attack
- Reduced risk, improved visibility, and control
- Simplified, predictable, scalable, and faster recovery

Hybrid Platform Recovery

- Improved RTO and RPO
- Ease of management
- Security-rich environment

Kyndryl Recovery Retainer

- Minimize business impact and recover from cyber incidents such as ransomware
- Overcome skills shortages with on-demand availability of cyber recovery experts
- Proactively improve recovery readiness

Stay Connected | For more information, visit our Security and Resiliency page.

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60-80%
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Prepare for, respond to, and recover from any interruption

Agility is North America's leading provider of business continuity solutions. Build, test, and execute your business continuity plan with our expert support, resources, and turnkey recovery services.
Agility Recovery has over 30 years of experience providing solutions to help businesses recover faster.

Agility has rescued businesses in **40 industries**, from financial institutions to oil and gas distributors and manufacturing to healthcare.

Top Industries Served:
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- Professional Services
- Manufacturing & Supply Chain

Hundreds of successful recoveries and tests executed annually across North America.
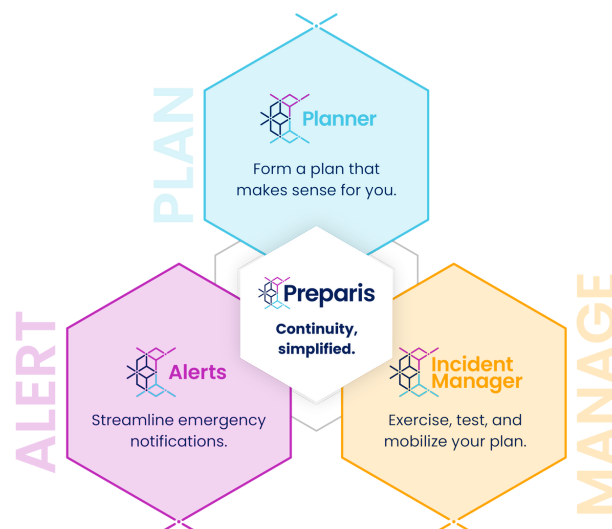
The Preparis Platform

Preparis

Organizations face continuous threats that can disrupt operations. Unfortunately, implementing an incident management program that fits your organization's specific needs is challenging.

The Preparis Platform makes preparedness easy so your organization is ready to respond to any disruption or critical event with emergency notifications, business continuity planning, and incident management.

Preparis Platform

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Planner
Form a plan that makes sense for you.

Preparis
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ALERT

Alerts
Streamline emergency notifications.

MANAGE

Incident Manager
Exercise, test, and mobilize your plan.

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PLATINUM

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.

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.

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.

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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.

We're Genasys, an industry leader in software technology for emergency communications during time-critical situations. As a protective communications platform provider, we have designed and developed software that solves mass notification, tracking, and management concerns for emergency responders, military and maritime safety personnel, and enterprise leadership. Genasys' cloud-based software platforms help you keep your communities safe during emergency response situations by communicating critical information to the public through multiple access points and delivery methods. Our solutions provide the speed, reach, and reliability required to communicate life-saving alerts and notifications to inform constituents and maximize multi-agency coordination during critical events. www.genasys.com.

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.bcinthecloud.com.

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SILVER

11:11 Systems is a managed infrastructure solutions provider that holistically addresses the most pressing cloud, connectivity, and security challenges of today while preparing businesses for tomorrow. The 11:11 model empowers customers and partners to "Rethink Connected," by providing fully integrated, fully automated services, activities, and data, powered on a unified platform, that ensures their applications and data are always running, accessible, and protected. 11:11 delivers increased performance and savings to organizations, while freeing up IT resources to focus on the core business. Learn more at www.1111Systems.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.

Deloitte is the largest professional services firm by revenue and number of professionals in the world. They are ranked #1 globally in Security Consulting by Gartner. Our resilience practice make the world more trustworthy, resilient, and secure by innovating and challenging the status quo to help companies deploy and operationalize Resilience capabilities that benefit the lives of their communities. We develop, design and manage coordinated crisis response and recovery capabilities for organizations. www2.deloitte.com/us/en/pages/risk/solutions/cyber-risk-services.html?gclid=Cj0KCQiAutyfBhCMARIsAMgcRJQ82tmng_60nYgEPLvFtJpCLEpYf4ACtT3mR8soIJeE1hXOork7CyMaAqo2EALw_wcB.

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.

InterVision is a leading managed services provider, delivering and supporting complex IT solutions for mid-to-enterprise and public sector organizations throughout the US. With more than 25 years of experience and one of the most comprehensive product portfolios of managed IT service offerings available in the market, the company is uniquely positioned to guide clients through any stage of their technology journeys. InterVision drives business outcomes with an unparalleled focus on the customer experience to help organizations be more competitive, compliant, and secure. The company has headquarters in San Jose, CA, St. Louis, MO, and Richmond, VA. To learn more, visit www.intervision.com.

Kyndryl works at the core of businesses that move the world. With more than 90,000 skilled professionals operating in over 100 countries, we design, build, manage and modernize the mission-critical technology systems that the world depends on every day. We are committed to the health and continuous improvement of the vital systems at the heart of the digital economy. With our partners and thousands of customers, we co-create solutions to help enterprises reach their peak digital performance. Our world has never been more alive with opportunities. Together, we can seize them. To learn more, visit www.kyndryl.com/us/en/services/cyber-resilience.

OpenText Cybersecurity provides comprehensive security solutions for companies and partners of all sizes. From prevention to detection and response, to recovery, investigation and compliance, our unified end-to-end platform helps customers build cyber resilience via a holistic security portfolio. Powered by actionable insights from our real-time contextual threat intelligence, OpenText Cybersecurity customers benefit from high efficacy products, a compliant experience, and simplified security to help manage business risk.

Panzura is software defined storage for your unstructured data that enable cloud mobility, multi-site availability, auditable data integrity and protects from ransomware without the need for backups or additional copies.

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. www.ptechnosoft.com.

Agility Recovery is the leading provider of business continuity and disaster recovery suites of solutions. Through one central hub, our customers can use business continuity and incident management tools, along with guaranteed access to temporary power, furnished mobile office space, communications equipment, technology, and testing resources. In the wake of the unexpected, we make resilience simple by providing the expertise and resources your organization needs to prepare, protect, and recover quickly. Whether you're a seasoned continuity professional or creating your company's business continuity plan for the first time, we're ready to support you and your team. www.agilityrecovery.com.

Riskonnect 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. Riskonnect has more than 800 risk management experts in the Americas, Europe, and Asia. To learn more, visit www.riskonnect.com.

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BRONZE

ARCHER

Archer is a leading provider of integrated risk management (IRM) solutions that enable customers to improve strategic decision-making and operational resilience with a modern technology platform that supports qualitative and quantitative analysis driven by both business and IT impacts. As true pioneers in GRC software, Archer remains solely dedicated to helping customers manage risk and compliance domains, from traditional operational risk to emerging issues such as ESG. With over 20 years in the risk management industry, the Archer customer base represents one of the largest pure risk management communities globally, with more than 1,200 customers including more than 50% of the Fortune 500. www.archerirm.com.

Asfalis

Asfalis 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, Asfalis puts control back in your hands. www.asfalisadvisors.com.

Bacula Systems

Bacula Enterprise delivers highest security Physical, Virtual, Container and Hybrid Cloud Backup & Recovery for the Modern Data Center. NASA, Warner Bros Discovery, Locaweb, PLAY, Navisite, Swisscom, and many more all benefit from its high performance software. This highly secure Disaster Recovery solution is king of tape, disk and cloud inter-connectivity. Bacula also covers VMware, RHV, Hyper-V, KVM Proxmox, Xen, Nutanix, Docker, Kubernetes and OpenShift. Its native integration with different databases and technologies is wider and more secure than any other backup solution. Bacula significantly reduces users' costs by having no capacity-based licensing. Stop paying too much to expensive vendors that give poor support. Instead, contact Bacula and talk to a company that actually cares about you. www.baculasystems.com

CAYUSE COMMERCIAL SERVICES

Cayuse Commercial Services provides U.S.-based technology services, including Cyber Security, Operational Resilience, Cloud, Virtual Executive Assistants, and offshore BPO services for our clients. Cayuse owns and operates 24X7 support from a world-class technology delivery center which has Top-Secret Facility Clearance Level. Since Cayuse is 100% owned by the Confederated Tribes of the Umatilla Indian Reservation, working with Cayuse allows companies to support Native Americans and Tribal Communities while receiving world-class technology and business process services at a competitive price. Our Cyber & Operational Resilience group works with our clients to meet and overcome challenges in operating both business and technologies. With over 50-years of collective experience leading our group, we are ready to assist our clients to assess, plan, test, and proactively rise above and conquer today's sophisticated attacks and ongoing difficulties. www.cayusecommercialservices.com

MORGANFRANKLIN CONSULTING — CYBERSECURITY SERVICES

MorganFranklin Consulting, Cybersecurity provides a comprehensive and robust approach to solving your most critical cybersecurity needs. From consulting and implementation to managed services and project resourcing, we work to safeguard resources by identifying risks, developing and maturing cybersecurity programs, and implementing solutions that support and meet your organization's business goals. At MorganFranklin Consulting, we provide a suite of end-to-end client services, including cybersecurity program strategy, governance, risk and compliance (GRC), integrated risk management (IRM), identity and access management (IAM), cybersecurity operations, business and technology assurance and resilience, crisis management, and a complete portfolio of managed security services.

Pronto Recovery

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.

PROTECHT — Redefining Risk

Protecht helps organizations increase performance and achieve strategic objectives through deep understanding, monitoring, and management of risk. Our ERM software platform, Protecht.ERM, is comprehensive and flexible and is backed with industry leading support and advisory services. 20+ years at the forefront of risk and compliance solutions has resulted in a team with deep knowledge and an equally comprehensive service offering to match. We provide enterprise risk management, compliance, auditing, RiskInMotion visibility, and GRC software globally. www.protechtgroup.com

RECOVERYPOINT

Recovery Point Systems is a nationwide leader in cloud-based business resilience services. Serving commercial organizations ranging from the Fortune 500 to SMBs, as well as Federal, state and local governments, Recovery Point delivers a comprehensive suite of IT resiliency and disaster recovery solutions for heterogeneous environments from mainframe to desktops. With a client footprint across the Americas, Recovery Point has been recognized by Gartner in its Magic Quadrant for DRaaS and its Market Guide for DRaaS for seven consecutive years. www.recoverypoint.com.

SD

Satcom Direct (SD) and its affiliated divisions offer a complete suite of products and services for your Business Continuity and Disaster Recovery needs. SD provides reliable enterprise data solutions based on VMware, Veeam, and Nimble Storage. Additionally, SD's Land and Mobile Division offers handheld satellite phones, large scale Cobham Explorer antennas, High-speed data over satellite, and PTT with worldwide coverage. SD has the connections needed to maintain voice and data communications during any kind of disaster, natural or man-made. Utilizing company owned Data Centers, teleports, and global offices, SD provides world-class data and voice global satellite connectivity for customers in the government, military and commercial sectors. www.satcomdirect.com.

sayers — built around you

Sayers creates personalized IT solutions designed to meet the needs of your business and the dedication to go above and beyond to provide you with unwavering support. We believe success starts by building strong relationships with our clients that are founded on trust, honesty, and respect. With those relationships in place, our team of engineers applies their knowledge and experience to diagnose a problem, design and build the appropriate strategy, and manage the implementation process to completion.

StormGeo — part of Alfa Laval

StormGeo is a global partner for precision weather intelligence, business impact modeling, and risk-response optimization amid a changing climate.

WOLF & COMPANY, P.C.

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.

NOTES

DAY 1

Sunday, March 12, 2023

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

12:00 p.m. – 12:45 p.m. ....**Sunday Breakout**
    SUN-1 ....Halford, Crotty, Holmes........DRJ Mentor Program – Effective Mentoring Relationships
    SUN-2 ....Lambert, Lambert...............Introduction to DRJ Academy
    SUN-3 ....Holloman, Ziska..................Translating the Words, Rules, and Regulations of Resilience

1:00 p.m. – 3:30 p.m. ....**Sunday Workshops**
    SWS-1 ....Herrera ....Improve IT and Business Continuity Resiliency with Chaos Testing
    SWS-2 ....Christy................................Building Partnerships to Enhance Your Program
    SWS-3 ....Miller..................................Regulatory and Standards Requirements for BC/DR
    SWS-4 ....Goldman ....Successful Drills and Exercises: Here's How!

3:30 p.m. – 4:00 p.m. ....**Break**

4:00 p.m. – 5:00 p.m. ....**Solutions Track**
    ST-1 ....Scamihorn..........................Ransomware is a Disaster
    ST-2 ....Loeffler ....The Evolving Nature of Resilience
    ST-3 ....Lambert..............................People Not Paper 2023
    ST-4 ....Lee......................................Business Continuity Management is Dead; Long Live Operational Resilience!
    ST-5 ....Pickren, Hurst.....................Navigating Resilience in a Unified Platform
    ST-6 ....Foster, Quaempts-Gibson....Extend Diversity Through 8a and DBE/MBE Contracts and Resources
    ST-7 ....Israel...................................Always Ready: From Wargaming to Gameday Response
    ST-8 ....Faletra ....The Power of Preparedness – The Guide for Terrestrial Network Recovery and Data Access

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

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

10:00 a.m. – 7:00 p.m.

CONFERENCE REGISTRATION DESK

12:00 p.m. – 12:45 p.m.

SUNDAY BREAKOUT 1

David Halford
Fusion Risk Management

Jordan Crotty
FHLB Office of Finance

Austin Holmes
Mentee

DRJ Mentor Program – Effective Mentoring Relationships

Mentoring can play an important role in the business continuity profession in attracting and retaining talent. Did you know DRJ (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 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 that 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 a successful mentor relationship and a success story of a mentee and mentor completing the 10-month DRJ Mentor Program.

As VP, crisis and continuity solutions, David Halford leads Fusion's vision in this area with a focus on delivering value through solutions to every aspect of your continuity & operational resilience program.

Jordan Crotty is a business continuity professional with more than 15 years of business resiliency and crisis management experience.

Austin Holmes is a Business Continuity Program Manager for a regional financial services organization.

SUNDAY BREAKOUT 2

Phil Lambert
Lambert Learning Institute

Paul Lambert
Ripcord Solutions

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.

The DRJ BC Primer Course is designed as an:
- Entry-level introduction.
- A review for those who have never had formal training in BC.
- And, 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.

Phil Lambert is the President & CEO of Lambert Learning Institute and has more than 24 years of experience with resiliency management positions at two Fortune 500 companies before he founded Lambert Learning.

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 3

Ray Holloman
F5 Networks

Dr. Matthew Ziska
Elevation Labs

Translating the Words, Rules, and Regulations of Resilience

The DRJ BC Glossary defines terminology, acronyms, and phrases used within the resilience community. The DRJ Rules & Regulations database provides a singular resource to find the most complete and comprehensive list of BC/DR-related rules and regulations around the world.

Take a look behind the scenes at two of the industry's most influential resources in this special round-table discussion. Members of both committees will show you how to get the most out of these powerful tools to ensure you stay current with our evolving profession.

Both committees are part of the DRJ Editorial Advisory Board (EAB) and consist of volunteer subject matter experts in various professions.

Ray Holloman, M.B.A., M.S., CBCP, CCRP, MBCI is a senior program manager of enterprise disaster recovery for F5 Networks and founder/CEO of Holloman Solutions.

Dr. Matthew Ziska is the Director of Environmental Health and Safety for Elevation Labs.

1:00 p.m. – 3:30 p.m.

SUNDAY WORKSHOP 1

Michael Herrera
MHA Consulting, Inc.

Improve IT and Business Continuity Resiliency with Chaos Testing

We cannot build a failsafe business system in terms of resiliency and adaptability as the global environment is highly unpredictable. However, by applying a chaos testing framework, organizations can ensure they are better prepared to handle disruption at an unprecedented scale.

Chaos testing is designed to stress test technology, people, and processes in a non-standard approach that requires organizations to face a myriad of unplanned events which stretch continuity plans and strategies to a new level of resiliency.

In our class, we will cover the three phases of chaos testing to improve information technology and business continuity resiliency across your organization.

Michael Herrera is the founder and CEO of MHA Consulting.

SUNDAY WORKSHOP 2
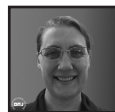
Rebecca Christy
Southern Glazer's Wine and Spirits

Building Partnerships to Enhance Your Program

Everything we do requires the cooperation of the teams and individuals that we work with both inside and outside of our organizations. Building effective partnerships is critical to the success of our programs.

This presentation will share tips and tricks to help build your relationship building toolbox and give you the strong foundations you'll need to build effective partnerships for your teams and programs.

Rebecca Christy has been involved with incident management, business continuity planning, and emergency preparedness for more than 20 years.

SUNDAY WORKSHOP 3

Regulatory and Standards Requirements for BC/DR

Dr. Timothy Miller
Morgan Franklin Cyber

Regulatory compliance is a significant factor influencing the development of any business continuity strategy. Even though a company may think they are not required, the business continuity or disaster recovery regulations can likely apply in just about every business situation. It is important to have a general understanding of the legislation involved in governing data integrity and the safety of those employed. When preparing a recommendation to the leadership of a company, organization, or municipality for a business continuity program it is important to include the regulatory or standard requirements that may be mandating the program.

This presentation will include content and directions for compliance that is helpful for any organization developing a business continuity strategy. Some of the compliances to be discussed include:

- Sarbanes-Oxley Act Health Insurance Portability & Accountability Act (HIPAA).
- Food and Drug Administration (FDA) Code of Federal Regulations (CFR), title XXI.
- National Institute of Standards and Technology (NIST) SP800-34, 53, 171.
- ISO 9000 and 27000 Qualifications.
- HITRUST 9.6.
- Cybersecurity Maturity Model Certification 2.0 (CMMC).
- Federal Information Security Management Act (FISMA).

There will also be examples to provide the content auditors and assessors are looking for when they are certifying the program.

Learning Objective 1: Requirements for developing a compliant business continuity and disaster recovery program.
Learning Objective 2: Learn what is required for certifying a BC/DR program.
Learning Objective 3: Options to perform a live exercise on a BC/DR program that is compliant with the required statues.

Dr. Timothy Miller, a former Marine, is the head of global compliance for Vaco LLC and senior director of GRC and MorganFranklin.

SUNDAY WORKSHOP 4

Successful Drills and Exercises: Here's How!

Dr. Steven Goldman
MIT

The DRJ attendees' favorite workshop is back! Successful business resilience and disaster 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 your response teams challenged properly? What do others do? How can you improve? During this hands-on workshop, you will learn how to develop and conduct your successful drill/exercise.

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.
- 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!
- SPECIAL 1: COVID-19 lessons learned for drills/exercises.
- SPECIAL 2: Cyber Event drills/exercises.
- SPECIAL 3: Hybrid live/virtual Exercises!

Goldman leads the class through interactive discussions of successful exercise development and conduct. Don't miss this valuable and informative workshop!

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

3:30 p.m. – 4:00 p.m.

BREAK

4:00 p.m. – 5:00 p.m.

SOLUTIONS TRACK 1

Ransomware is a Disaster

Adam Scamihorn
InterVision Systems, LLC

With the dramatic increase in ransomware attacks, it's not a matter of if you will be targeted, but when! When it does, your datacenter will be a crime scene. Ransomware is a business disaster. What you know and do today to detect and protect directly impacts your ability to recover.

Join this session to review the critical challenges ransomware attacks present and how to prioritize and measure the outcomes you desire. InterVision will share their Ransomware Protection as a Service™ (RPaaS™) story illustrated through three real-world experiences. RPaaS is the only comprehensive approach to ransomware on the market today that detects, protects, and recovers lost data, providing your organization with true RTO.

Adam Scamihorn has been an innovator and leader in the disaster recovery space for the last decade.

SOLUTIONS TRACK 2

The Evolving Nature of Resilience

Wesley Loeffler
Archer Integrated Risk Management

Over the past year, we've seen the evolution of the COVID pandemic, the Log4J cyber attack, and geopolitical disruption in Ukraine. These events have forced the evolution of the traditional approach to resilience. Today more than 50% of employees work at least part of the time remotely. The increased frequency and severity of cyberattacks resulted in the SEC proposing new rules on third-party cyber risk. Supply chains once again ground to a halt due to the conflict in Ukraine.

Join us as we discuss the importance of operational resilience in a rapidly changing global landscape and examine how Archer is enabling our customers to thrive during these disruptions.

Wesley Loeffler has been with Archer for more than five years and serves as the principal product manager for third party risk management, IT security risk management, and operational resilience risk domains.

SOLUTIONS TRACK 3

People Not Paper 2023

Paul Lambert
Ripcord Solutions

Training is the building block of preparedness. Providing the right style and type of training will establish a high level of awareness, buy in, and participation at every level (including executive leadership). Most resiliency practitioners don't have a training background but are required to train others. Having knowledgeable, trained, and ready people are hallmarks of a great resiliency program.

Join us in this workshop and be armed with a well-organized approach to the diversity of training types, delivery models, social and informal learning, the virtual world, and how facilitation has changed these last few years.

We will also learn what a virtual classroom looks like, how training objectives will drive the type, content, and style of training courses, and how to make the training stick by delivering engaging content with just the right balance of information, instruction, and entertainment.

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.

SOLUTIONS TRACK 4

Business Continuity Management is Dead; Long Live Operational Resilience!

Terence Lee
Protecht Group

The traditional focus within operational risk has been on business continuity management: preparing to respond to disruptions which could threaten the organizations' ability to achieve objectives if they were to occur, even if they are highly unlikely, and often with a focus on physical disruption.

This is necessary to keep your organization alive; it is an inward focus to deliver products and services. But it is no longer sufficient.

Operational resilience is about the risk-based management of disruption focusing on the impact to the customer. An operationally resilient organization seeks to prevent disruption occurring in the first place, to adapt to changes in the operating environment, and to learn from disruptive events to become more resilient in the future.

Becoming operationally resilient also moves the focus from the internal impact on your organization to the impact on external stakeholders, such as customers or the public when critical functions are disrupted. What may be acceptable to your organization internally may not be acceptable to your stakeholders!

This session explores how building an operational resilience capacity will allow you to achieve the best operational outcomes, and how operational resilience should be at the heart of your risk management framework and capability.

It is aimed at resilience and risk practitioners, business/operations managers, BCM managers, and anyone responsible for developing and managing the operational risk management capability of their organization.

Terence Lee is the vice president for North America at Protecht Group. He has extensive experience in governance, risk, compliance, and incident management.

SOLUTIONS TRACK 5

Navigating Resilience in a Unified Platform

Ann Pickren
OnSolve

Chris Hurst
OnSolve

Research shows that organizations today are facing an evolving and dynamic risk landscape with physical threats which have a costly and sometimes devastating ripple effect on an organization's people and assets. Resilient organizations are combating this increase in the frequency and severity of events with the ability to get verified intelligence faster to communicate in real time, improving outcomes and mitigating threats which pose serious harm to people and operations. Technology is key.

During this presentation, we'll discuss lessons learned from recent crises, including Hurricane Ian, wildfires, tornadoes and geopolitical dislocations, and discuss how technology can become a hindrance or help organizations in the midst of handling critical events.

OnSolve Chief Customer Officer Ann Pickren oversees the implementation of the OnSolve Communication Platform across more than 27,000 customers.

Chris Hurst is the VP of Global Technology Solutions at OnSolve, a Critical Event Management company headquartered in Atlanta, GA.

SOLUTIONS TRACK 6

Extend Diversity Through 8a and DBE/MBE Contracts and Resources

Craig Foster
Cayuse Commercial Services

Janelle Quaempts-Gibson
Cayuse Commercial Services

For hundreds of years, the Cayuse tribe's tradition of innovation earned them the reputation of being both fearsome warriors and savvy traders. Today, with more than 15 years of experience, we continue that tradition by innovating to provide high-value business solutions. Some examples include our 45,000 sq. ft. high-security facility used to support Army, DHS, and other government agencies and our solid footprint in the private sector with multi-year contracts supporting companies like AT&T, Cisco, Deloitte, and Accenture to name a few.

Come learn about how Native American providers add to the diversity palette. How to pursue 8a and DBE/MBE contracts, what makes a certified diversity contractor, and how a certified provider helps diversify your vendor portfolio?

Agenda for course:
- What is diversity?
- How does a vendor qualify as a diverse provider?
- What is an 8a and DBE/MBE contract?
- How Native American values support diversity.
- How Cayuse supports Confederated Tribes of the Umatilla Indian.
- Reservation (CTUIR) recovery and pandemic needs.
- Examples of diversity-based contracts.
- How does diversity support and help your organization?.

With 25 years of Big-4 and niche consulting experience, Craig Foster now leads Cayuse Commercial Services' operational resilience practice to deliver high quality consulting services that assist clients improve their operational resilience programs.

Janelle Quaempts-Gibson, member of the Confederated Tribes of the Umatilla Indian Reservation (CTUIR) is director of business development and operations at Cayuse Commercial Services.

SOLUTIONS TRACK 7
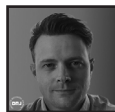
Always Ready: From Wargaming to Gameday Response

Leon Israel
iluminr

"When will it happen to us?"

All over the world, business leaders have been fielding this question in the wake of disaster after disaster.

The standard of excellence in preparation and response is always changing. A confident, agile response can only be built through "story living" and deliberate practice.

This session will explore:
- The traits of high-performing teams in crisis.
- How fundamentals, situational planning, simulation, and reflective coaching lead to continuous improvement.
- How to build realistic simulations – including those that are impossible to win.
- How to use simulations to quickly identify opportunities for development and deficiencies, and use the results as a diagnostic for ongoing training and remediation.
- How to leverage iluminr microsimulations and playbooks to scale simulation-based learning and a live response that confidently evolves with the situation.

Leon Israel is a passionate operations leader from iluminr, who thrives on empowering people through technology.

SOLUTIONS TRACK 8

Chris Faletra
Satcom Direct

The Power of Preparedness – The Guide for Terrestrial Network Recovery and Data Access

Natural and man-made events don't give you a choice of where and when you need to respond. Traditional terrestrial networks can be down, but you still need to coordinate operations, share information and access key data. From beginning to end, you need reliable communications for all emergencies, in all conditions. Satellites remain on the job in all circumstances. You might be closer to using today's satellite-based wireless communications than you realize. Your organization may already have some satellite equipment on command vehicles, sitting in a closet, or installed in your operations centers. Satellite-based wireless communications are more than just an option in response and recovery planning. Collectively the equipment and services form a group of essential elements worthy of consideration by each and every first responder or business organization.

Please take the time to reach out to us. We stand ready to assist in planning, then partner with you in the implementation process when the time to respond arrives. Our world-wide, fully redundant and self-healing fiber backbone connects multiple data centers and internet access points to the East Coast and West Coast teleports.

Along with vital connectivity and uninterrupted communications, SD Data Center's purpose-built Tier III facilities ensure the security and accessibility of your critical systems and data in a crisis. In addition, our cybersecurity services protect your critical data and operations. SD Land & Mobile and COMSAT have access to a multitude of satellite networks to provide mobile and quick deploy connectivity for all your teams in the disaster area. Get superior, reliable network performance via multiple satellite operators with our WTA Tier 4, certified and independently-owned teleports providing large pipe satellite connectivity for voice, data, internet and video.

Chris Faletra is the senior director of Satcom Direct Infrastructure Services and was previously the director of teleport services for Satcom Direct's COMSAT division the last five years.

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

EXHIBIT HALL OPENS

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

WELCOME RECEPTION

NOTES

DAY 2

Monday, March 13, 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. – 9:15 a.m. .... **General Session 1**
    GS-1 ....Parashar.. Ding Happens! How to Improvise, Adapt, and Innovate in an Ever-Changing World

9:30 a.m. – 10:30 a.m. .... **General Session 2**
    GS-2 ....Rice, Lucht, Anez, Bonilla .... Invest Now for a Resilient Tomorrow

10:45 a.m. – 11:45 a.m. .... **General Session 3**
    GS-3 .... McLaughlin, Jones, Piggott, Guddemi ... Manage Up, Move Up!

11:30 a.m. .... **Exhibit Hall Opens**

11:45 a.m. – 1:00 p.m. .... **Lunch**

1:00 p.m. – 2:00 p.m. .... **Breakout Track 1**
    BT1-01 ....Halford .... Journey to Resilience
    BT1-02 ....Witts .... How to Define Impact Tolerance in Operational Resilience and Operational Risk
    BT1-03 ....Zawada, Rodriguez .... Business Continuity's Fit Inside Integrated Risk Management
    BT1-04 ....Blevins, Rajan .... Resilience Automation & Cyber Recovery Innovations
    BT1-05 ....Holloman .... Cloud Testing: A New Frontier
    BT1-06 ....Lucht .... Using Enterprise Risk Management to Strengthen Organizational Resiliency

2:15 p.m. – 3:15 p.m. .... **Breakout Track 2**
    BT2-01 ....Neyman... Know.Communicate.Protect
    BT2-02 ....Hall... Designing an Effective BCP Testing Program
    BT2-03 ....Atabaigi .... What to Expect When the Auditor Arrives
    BT2-04 ....Gruber, Klinger..................................... Ransomware: Enhancing Data Protection for Recovery Now
    BT2-05 ....Finch .... How Mature is Your DR Program?
    BT2-06 ....Dunfee.. Blurred Lines – Why It Is Vital to Integrate Your BC and DR Programs

3:15 p.m. – 3:45 p.m. .... **Break**

4:00 p.m. .... **Exhibit Hall Closes**

3:45 p.m. – 4:45 p.m. .... **Breakout Track 3**
    BT3-01 ....Landry, Coutinho .... Beyond Definitions: Making DEI Relevant to the Continuity Industry
    BT3-02 ....Laske, Piggott .... Managing Critical Events in Real Time
    BT3-03 ....Stewart .... How Cyber Resilient is Your Organization?
    BT3-04 ....Mathews, Norton .... Anatomy of a Test & Exercise Strategy: Practical Steps to Test, Exercise & Refine Your BC Plan
    BT3-05 ....Jasgur.. Creating Resilience Today to Sustain Tomorrow's Business Operations
    BT3-06 ....Green... What Supplier Management Best Practices Will Sustain Organizational Resiliency During Disruptions?

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. – 9:15 a.m.

GENERAL SESSION 1

Avish Parashar
Avish Parashar Productions, Inc.

Ding Happens! How to Improvise, Adapt, and Innovate in an Ever-Changing World

"Ding Happens!" gives attendees the tools and motivation to embrace, rather than fear and resist change. This session gives leaders the skills to manage and help their teams improvise, adapt, and innovate in an ever-changing world!

Avish Parashar is a motivational improviser and keynote speaker. He keeps audiences engaged while imparting a key lesson: planning is important, but improvising is essential!

9:30 a.m. – 10:30 a.m.

GENERAL SESSION 2

Tracey Rice
Fusion Risk Management

Melanie Lucht
Carnegie Mellon University

Erick Anez
Bridgestone

Ray Bonilla
Meta

Invest Now for a Resilient Tomorrow

Many corporations have defined their corporate values centering around doing business with compliance, trust, or ethics and integrity as a core value. Closely tied to those values are programs that enhance an organization's operational risk management, compliance, and governance procedures; ESG (environmental, social, and governance); and reputation and perception in the market.

According to 2022 Forrester's Priorities Survey, only 33% of business and technology professionals at organizations where increasing operational resilience is a priority say their organization creates or improves business continuity plans. How do you tie back the value of your program to the company's bottom line?

Join Fusion Risk Management's Tracey Rice as she moderates a panel of professionals including Melanie Lucht of Carnegie Mellon University, Ray Bonilla of Meta, and Erick Anez of Bridgestone.

With more than 20 years of experience in risk and resilience, Tracey Rice is an accomplished industry leader and a passionate solutions evangelist who builds relationships with resilience leaders in enterprise organizations across the globe.

Melanie Lucht is the associate vice president and chief risk officer for Carnegie Mellon University.

Erick Anez is a proven leader with well over a decade of experience leading change and transformation in the risk and resilience fields.

Ray Bonilla, Jr. leads the global business continuity program for Meta. As the leader of business continuity, Bonilla is accountable for leadership, oversight, strategic direction, and management of organizational resilience, operational continuity, crisis response, and third-party/outsourced risks.

10:45 a.m. – 11:45 a.m.

GENERAL SESSION 3

Sean McLaughlin
Fusion Risk Management

Steve Piggott
Everbridge

Lisa Jones
Control Risks, Resilience Think Tank

Len Guddemi
Kyndryl

Manage Up, Move Up!

Many practitioners in this industry seem to settle for being "doers." Let's break the mold and make leadership development part of your business strategy. Job rotation and challenging assignments can often develop new abilities, improve confidence, and deepen one's understanding of the organization. Who is better suited to move into a leadership position than those who must already think about enterprise-wide planning?

Your on-the-job experience with several departments can make you a candidate for advancement if you embrace the complexity and ambiguity of your current role. Learn how to take advantage of mentors and become the genuine, human leader everyone in your organization can trust.

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

Steve Piggott is a career advocate for operational resilience, responsible for select, strategic global accounts for Everbridge. He also serves on the DRJ Executive Council.

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.

Len Guddemi manages US Sales for Kyndryl's Resiliency and Security business. His team focuses on delivering business outcomes for clients in the public market, which include Health Care Life Sciences, State & Local Gov't, and Federal customers.

11:30 a.m.

EXHIBIT HALL OPENS

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

LUNCH

1:00 p.m. – 2:00 p.m.

BREAKOUT TRACK 1 - SESSION 1

David Halford
Fusion Risk Management

Journey to Resilience

The "Journey to Resilience" continues to evolve and is different in many cases based on your enterprise, business requirements, and relevant regulations. As a result, the program components and areas of desired improvement are also different.

In this session, David Halford will explore programs area you should consider as part of your resilience journey, discuss the overall journey, and share practical ideas on how to plan and move the relevant journey along.

In addition, Halford will demonstrate the value of using a system to support your program enabling you to easily manage, visualize, and use your information effectively. You'll leave the session more confident and ready to continue your operational resilience journey.

As VP, crisis and continuity solutions, David Halford leads Fusion's vision in this area with a focus on delivering value through solutions to every aspect of your continuity & operational resilience program.

BREAKOUT TRACK 1 - SESSION 2

How to Define Impact Tolerance in Operational Resilience and Operational Risk

Andrew Witts
Infinite Blue

At DRJ Fall 2022, we reviewed the introduction of the concept of operational resilience, a methodology coming from the UK impacting financial and insurance institutions and moving towards adoption in the U.S.

In this session we will take a more advanced step further and explore how to define the metrics in operational resilience. How do we analyze developing impact tolerances and relate the metrics to operational risks? How can we effectively plan for scenarios? What metrics do we measure? What is the ROI of doing operational resilience even if not regulated to do so? How do we test those metrics and how does impact tolerance affect BIA and BCP?

With more than 18 years of industry experience in business continuity, Andy Witts helps organizations create successful BC/DR programs globally.

BREAKOUT TRACK 1 - SESSION 3

Business Continuity's Fit Inside Integrated Risk Management

Brian Zawada
Riskonnect

ERM, GRC, TPRM, ESG, ITRM, BC and many other three and four letter acronyms. Each has it's own value as a risk management discipline, but when coordinated, the real magic happens. How do you bring it all together?

Quin Rodriguez
Riskonnect

Join Riskonnect as we not only define each, and summarize the key outcomes, but also introduce a blueprint for effective coordination between disciplines. We'll also summarize the business case for effective integration and supply some important messaging for you to take back to your organization.

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 Riskonnect.

Quin Rodriguez is a Governance, Risk and Compliance (GRC) leader with 20+ years of experience directing program and product strategy in the enterprise risk management discipline.

BREAKOUT TRACK 1 - SESSION 4

Resilience Automation & Cyber Recovery Innovations

Shawn Blevins
Perpetuuiti

Learn how companies like Delta Airlines and Pepsico are realizing 80%+ reduction in RTO and over 50% operating cost savings 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. Perpetuuiti will reveal the 2023 latest release & roadmap including new innovations with Dell Technologies.

Soundar Rajan
Perpetuuiti

For over 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. As Chief Revenue Officer and Head of North America with Perpetuuiti, Shawn helps companies like Pepsico and Delta Airlines realize an average 80% reduction in RTO and 50% savings in Operating costs leveraging Continuity Patrol and Vault.

Soundar Rajan is a professional having 25+ years of experience in IT industry across data protection, disaster recovery, infra management and services.

BREAKOUT TRACK 1 - SESSION 5

Cloud Testing: A New Frontier

Ray Holloman
IF5 Networks

As organizations start moving more and more workloads to the cloud, how disaster recovery is executed will be changing. Testing with cloud providers varies from provider to provider, and then how you connect those workloads back on-premise will impact your strategy. Working with organizations, and trying to establish new testing patterns and objectives has everyone questioning their strategy. What does third-party testing look like or what should be asked for if an organization can't get direct access to the testing results? Want to have an open conversation about the cloud and how organizations are moving their DR programs into this new frontier?

Ray Holloman, M.B.A., M.S., CBCP, CCRP, MBCI is a senior program manager of enterprise disaster recovery for F5 Networks and founder/CEO of Holloman Solutions.

BREAKOUT TRACK 1 - SESSION 6

Using Enterprise Risk Management to Strengthen Organizational Resiliency

Melanie Lucht
Carnegie Mellon University

Enterprise risk management (ERM) is an evolving and growing discipline where organizations continue to "learn as we go" and design their programs to match their organization's culture. Many organizations have recognized the value of ERM as a result of the COVID-19 pandemic, but may not have had the infrastructure in place to respond as quickly as they would have like. Even with leadership support, getting started with an ERM program may be the biggest hurdle.

Over the past six years, Carnegie Mellon University has evolved ERM to incorporate emergency management, business continuity, and environmental health & safety under one framework. This has enabled the university to adopt a common language around a culture of safety, resiliency and risk-informed decision making, aligning to the strategic mission and values of university. Learn how this was achieved, including how to get started, lessons learned, and how you can make strides in evolving your organization's resiliency before the end of the year.

Melanie Lucht is the associate vice president and chief risk officer for Carnegie Mellon University.

2:15 p.m. – 3:15 p.m.

BREAKOUT TRACK 2 - SESSION 1

Know.Communicate.Protect

Paul Neyman
Genasys

In today's complex world of democratized data, distributed workforces, and ongoing threats to life and property, having access to actionable information is critical. Planning for an incident requires preparedness which includes dynamic datasets and insights that enable you to make data-driven decisions. Empowering yourself with knowledge and tools to equip you to manage and mitigate unplanned events and ultimately, maintain business continuity. Safety starts with preparedness. When you're prepared, you can turn chaos into clarity.

Join this session to learn how you can incorporate business continuity practices in your organization.

Genasys SVP of Sales Paul Neyman is responsible for Genasys growth, development and innovation in the field of business resilience, critical communication and personnel safety.

BREAKOUT TRACK 2 - SESSION 2

Designing an Effective BCP Testing Program

In our work, we find that there is often confusion as to how to develop a multi-year BCP testing program. Organizations are overwhelmed with putting a program in place. Using your business impact analysis can define what the testing program should be without adding unnecessary complexity and negatively impacting efficiency.

Tracy Hall
Wolf & Company, P.C.

Attendees of this presentation will learn:
• How to use your BIA to inform your multi-year BCP testing plan.
• What components should be included and what could be left out.
• Where to start to get the most effective and manageable program.
• How to satisfy requirements for incorporating risk assessment results into your test plan.

Tracy Hall is a senior manager in Wolf's Advisory Group and leads the firm's business continuity planning team.

BREAKOUT TRACK 2 - SESSION 3

What to Expect When the Auditor Arrives

The thought of an audit shouldn't make your heart skip a beat. Come join this interactive session to learn what to anticipate when planning for the next audit of your Business Resiliency Program.

Robbie Atabaigi
Consultant

During this session, we will discuss the planning, implementation, and reporting activities involved with an audit. In addition, we will discuss the general audit concerns and potential common issues. You will walk away with timesaving tips for your next collaborative effort with audit and will know what to expect.

Robbie Atabaigi (MBCP, MBCI, CISA, ISO 22301 Lead Implementer), has more than 36 years of experience in developing and evaluating many aspects of enterprise risk management including emergency preparedness and response, crisis management, disaster recovery, and business continuity for numerous prominent international companies.

BREAKOUT TRACK 2 - SESSION 4

Ransomware: Enhancing Data Protection for Recovery Now

Evolving data threats are constant, and ransomware remains one of the most prominent disasters that could cripple an organization's ability to operate.

Steve Gruber
Converge Enterprise Cloud

The consistent rise in data breaches illustrates the challenge of protecting data in both industry and government. Despite another record year of breaches, 50% of U.S. businesses still do not have a cybersecurity risk plan in place.

Tony Klinger
Panzura

This data protection seminar will showcase the process of addressing cyber attacks and the steps you can take to avoid these threats. Please join us for an update on how organizations have been able to navigate through or avoid the paralyzing effect of malware and ransomware attacks. Additionally, we will discuss methods to sure-up potential vulnerabilities that may exist in your environment today.

Today, it comes down to enhanced data protection.

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

With over 20 years of data protection and business continuity experience, Tony Klinger has designed and implemented Data protection solutions for customers all over the globe.

BREAKOUT TRACK 2 - SESSION 5

How Mature is Your DR Program?

Business continuity program maturity has been a pertinent topic in the industry for over a decade, and the process of measuring and improving it continues to be an important part of program management. Disaster recovery programs haven't been paid the same level of attention however, and could all benefit from a similar level of scrutiny.

Kevin Finch
Sayers

This presentation looks at methods for assessing the maturity of disaster recovery programs, and the development of useful metrics for tracking program improvement going forward. It also demonstrates multiple methodologies for presenting that data to upper management concisely, and how to put together tactical and strategic plans to improve overall program maturity.

Kevin Finch has more than 20 years of experience in IT, and has worked for the last 18 years in business continuity and disaster recovery management.

BREAKOUT TRACK 2 - SESSION 6

Blurred Lines – Why It Is Vital to Integrate Your BC and DR Programs

Traditionally, business continuity and disaster recovery programs have been separated and told to "stay in their lane." With the move to the cloud and cyber attacks on the rise, it is vital to organizational resiliency these programs are unified.

Emy Dunfee
FirstBank

In this session we will discuss the reasons why this integration is important. We'll also cover some best practices for bringing these programs together in your organization.

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

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

REFRESHMENT BREAK

4:00 p.m.

EXHIBIT HALL CLOSES

3:45 p.m. – 4:45 p.m.

BREAKOUT TRACK 3 - SESSION 1

Beyond Definitions: Making DEI Relevant to the Continuity Industry

There is a lot of focus in corporate America on diversity and DEI initiatives. Each of us has become a series of adjectives to describe and divide us. Young versus old; Black versus brown versus Asian versus white; disabled versus not; LGBTQ+ versus straight – the list is endless. We are challenged to change our beliefs and have the difficult discussions, yet we are not given the safe path to do so.

Joan Landry
JL Consulting

Selma Coutinho
Ericsson

This interactive session is designed to provide a safe environment to explore your ideas about DEI and the opportunity to ask questions to people with different life experiences. We will discuss the issues that impact you and try to share ways to see both sides of the debate. We will also highlight the benefits of DEI in BC/DR to shape the future of our profession. DEI can be a paradigm shift in your interpersonal relationships where diverse groups can be more innovative, productive, and engaged.

Joan Landry, MBCP, AFBCI, PMP is a practitioner in the space of business continuity, risk management, and crisis management.

Selma Coutinho, MBCI, CBCP, CISSP, lead implementer and lead auditor ISO 27001, has more than 10 years of experience in business continuity management, crisis management, risk management, and information security.

BREAKOUT TRACK 3 - SESSION 2

Managing Critical Events in Real Time

Erin Laske
*Jones Lang
LaSalle*

Operational resiliency has transformed from a buzz word and a desired end state to a business necessity as a lifecycle program and set of processes, for companies across disparate industry verticals.

Steve Piggott
Everbridge

Our dependence on technology today knows no bounds. We are relentless in our expectations for always on, always available, applications and devices we rely on to navigate our daily lives. Ever-increasing service interruptions are causing significant operational, economic and reputational impacts and being ill-prepared and/or reactive to glitches, outages or critical events impacts customer confidence, revenues and marketplace competitiveness.

If these challenges sound familiar and resonate with you, please join Erin Laske of JLL to hear how leveraging real time threat intelligence enables educated decision making, effective communications and proactive risk mitigation.

Laske will share some of the key tenants for successful program execution:
• The business value of real time threat analysis.
• Words matter – examples of effective two-way communication.
• How to focus on critical event facts – reducing "white noise".
• Duty of care – the value and importance of instilling confidence in your teammates.
• Investing in technology orchestration and automation to augment humans.

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

Steve Piggott is a career advocate for operational resilience, responsible for select, strategic global accounts for Everbridge.

BREAKOUT TRACK 3 - SESSION 3

How Cyber Resilient is Your Organization?

Mike Stewart
*OpenText
Cybersecurity*

Understand Cyber resiliency by ensuring you have all of the components for cutting off intruders before they can damage your operational environment or steal data. Cyber resiliency is an important part of an overarching Disaster Recovery program.

Provide tomorrows frameworks for a full spectrum resiliency solution that can ensure continuous business delivery today during almost any adverse cyber event.

Mike Stewart is a Technical Lead for Global Systems Integrators throughout North America.

BREAKOUT TRACK 3 - SESSION 4

Anatomy of a Test & Exercise Strategy: Practical Steps to Test, Exercise & Refine Your BC Plan

Tim Mathews
ETS

In this session, we'll review an overview of common test and exercise types including why, when and how they make sense. We'll share tips for planning and facilitating your testing strategy and ideas to exercise your plan, including practical dos and don'ts learned from the knowledge of helping thousands of businesses implement test and exercise strategies.

Mark Norton
Agility Recovery

You'll learn how to avoid common pitfalls, and most important, what to do next once you have the results from your tests and exercises. This session includes practical ways to "put your plan into safe mode" and test the limits with real world scenarios.

Tim Mathews has led ETS through its resilience journey culminating in certification to the ISO 22301:2019 business continuity standard and conformity to the Department of Homeland Security's Private Sector Preparedness Program-PS-Prep.

Mark Norton is an award-winning recovery professional with more than a decade of experience developing business continuity solutions for critical service providers, including financial institutions.

**Find complete session descriptions and speaker bios on the app and website

BREAKOUT TRACK 3 - SESSION 5

Creating Resilience Today to Sustain Tomorrow's Business Operations

Cary Jasgur
*Amalgamated
Bank*

Your organization has come out of the pandemic, well mostly, now what? We are all using this time we have post-pandemic to review what went well, what did not go so well, and what needs to be improved.

We will explore areas where resilience can be applied today to sustain tomorrow's business operations. We will look at taking your organization into the future with an unobstructed vision of not only your path but your destination as well. Come join us for this engaging discussion about how "what we do today" can and will have an impact on how we do business tomorrow.

Cary Jasgur serves as the First Vice President, Enterprise Resilience at Amalgamated Bank, he has over 29 years of experience in Enterprise Resilience, Business Continuity, Disaster Recovery, Crisis Management, Emergency Management, Incident Management, and Pandemic Planning.

BREAKOUT TRACK 3 - SESSION 6

What Supplier Management Best Practices Will Sustain Organizational Resiliency During Disruptions?

**Dr. Cyrus
Green**
T. Rowe Price

The management problem addressed in this presentation acknowledges organizations that utilize suppliers for critical operations, services, and products that face management challenges when suppliers experience disruption. It addresses the lack of evidence-based organization resilience best practices for supplier management (SM). It also explores the practical management methods organizations can use to improve their resilience and relationship with suppliers prior to disruption.

Resource-Based View Theory guides the presentation, which examines how organizations can enhance how they employ people, process, performance, technology, and risk management resources during disruption to improve competitive advantage.

A supplier resilience management framework is introduced to enable organizations to execute holistic supplier resilience management. This presentation will impact organizations by providing evidence-based organization resilience best practices which can improve supplier relationship management during supplier disruption by regulating business processes, increasing productivity, increasing revenue, improving customer loyalty, improving competitive advantage, and reducing operating costs.

Cyrus Green is a senior manager on the business resilience team. He is a vice president of T. Rowe Price Group, Inc. and member of the business resilience governance committee.

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

DRJ NETWORKING RECEPTION

NOTES

DAY 3

Tuesday, March 14, 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. – 9:15 a.m. .... **General Session 4**
GS-4...................Vaughan, Mathews, Jones, Green .... The World's Great DEI Microsimulation

9:30 a.m. – 10:30 a.m. .... **General Session 5**
GS-5...................Bailey, Fontana, Crotty, Cocchiara .... Partnering with Information Security and Risk Management

10:45 a.m. – 11:45 a.m. .... **General Session 6**
GS-6...................Pickren, Holub, Mai, Adams, Matta .... The Butterfly Effect: Understanding the Ripple Effect of Physical Threats and How to Stay Ahead

11:30 a.m. .... **Exhibit Hall Opens**

11:45 a.m. – 1:00 p.m. .... **Lunch**

1:00 p.m. – 3:30 p.m. .... **Tuesday Workshops**
TWS-1.................Mathews, Phelps .... Everything You Need to Know to Design an Impactful Ransomware Exercise
TWS-2.................Grzena, Jones .... The Joy of Metrics Workshop
TWS-3.................Crane, Kolar .... Best in Resilience™ Tabletop Exercise
TWS-4.................Morgan... 3 Leadership Imperatives for a VUCA 2.0 World

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................Kramer, Judy .... Real-World Stories of DR Planning and Resilience: What Works, What Doesn't, and the Lessons Learned
BT4-02................Reid .... Becoming Cyber Resilient – A Multi-Layered Approach to Security
BT4-03................Fleischer .... Tabletop Gamification – Fostering Effective Decision Making
BT4-04................Ortt, Copeland..................................... The Climate Has Changed: Are You Prepared for the New Reality?
BT4-05................Wood... Labor Shortage – a Different Kind of Business Disruption
BT4-06................Anez .... New View of Risk & Resilience

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. – 9:15 a.m.

GENERAL SESSION 4

Marcus Vaughan
iluminr

Vanessa Mathews
Asfalis Advisors

Lisa Jones
Control Risks, Resilience Think Tank

James Green
Illuminate Advisory

The World's Great DEI Microsimulation

Boards and executive teams are struggling with DEI for crisis situations, and resilience practitioners are coming to grips with the new expectations placed upon their engagement strategy.

A focus on engagement, influence and DEI initiatives can help an organization stay resilient, relevant, and avoid brand eroding tone-deafness.

In this interactive session, you will participate in a live microsimulation which will spark thought and discussion into a DEI-based approach to strengthening organizational resilience.

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

Vanessa Mathews is the founder and chief resilience officer of Asfalis Advisors where they are focused on enhancing the resilience of organizations no matter what is thrown at them.

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.

James Green is an advocate of intelligent risk taking, driven by the belief that risk can be a powerful tool to help organizations reach their maximum potential.

9:30 a.m. – 10:30 a.m.

GENERAL SESSION 5

Dan Bailey
Global Continuity Advisors

Paula Fontana
iluminr

Jordan Crotty
FHLB Office of Finance

Rich Cocchiara
CxO Expertise, LLC

Partnering with Information Security and Risk Management

Today, as in times past, we find that many departments still tend to work in silos. In an incident or crisis situation, some department heads may respond by saying, "not my problem." Hopefully, you have co-workers who prefer to be good partners, who also think about the resilience of the entire organization.

How should different departments in the same company respond to working together? During a cyberattack, how should we integrate work between departments? How should we handle the safety of our fellow employees and the safety and integrity of company and customer data in the cloud at the same time?

Discover this panel's experience regarding how coordination and team-oriented plans win out when information security and risk management work together.

Dan Bailey is a Dallas-based executive risk leader. He has been responsible for developing, implementing, and overseeing all aspects of enterprise, strategic, and operational risk management.

As VP of Global Marketing at iluminr, Paula Fontana leads marketing and communications initiatives to bring iluminr's vision for resilience to life.

Jordan Crotty is a business continuity professional with more than 15 years of business resiliency and crisis management experience.

Rich Cocchiara is the founder and Managing Principal for CxO Expertise, LLC helping companies better understand and mitigate risk.

10:45 a.m. – 11:45 a.m.

GENERAL SESSION 6

Ann Pickren
OnSolve

Sue Holub
OnSolve

Eric Mai
Delta Air Lines

Mark Adams
Delta Air Lines

Luz Matta
Delta Air Lines

The Butterfly Effect: Understanding the Ripple Effect of Physical Threats and How to Stay Ahead

Organizations continue to experience a dramatic rise in the volume and intensity of risks across their operations and the industries they serve. A recent global risk impact study of more than 14 million critical events found alarming increases in crises related to supply chain, climate change, civil unrest, and many others.

Many of these events are reported in the news but most of these disruptions don't make headlines. What's more concerning for many leaders is how the impact of every critical event, newsworthy or not, can ripple throughout an organization's operations, further complicating the ability to understand and manage risk.

Understanding this "butterfly effect" is key to strengthening organizational resilience. Using data from the recent risk study and real-life experience of practitioners who have strengthened how they manage and mitigate these dynamic risks, this general session presentation will highlight the butterfly effect of physical threats, including their direct and indirect impact on business revenue, and four things leaders need to do in 2023 to keep ahead as the unthinkable becomes the norm.

OnSolve Chief Customer Officer Ann Pickren oversees the implementation of the OnSolve Communication Platform across more than 27,000 customers.

Sue Holub serves as Chief Growth Officer at OnSolve, a leading critical event management provider that proactively mitigates physical threats enabling businesses, government entities, hospitals and healthcare organizations, universities and schools, non-profit groups, and local communities to remain safe and agile when a crisis strikes.

Eric Mai is the Director, Enterprise Risk Management for Delta Air Lines, where he is responsible for the development, execution, and delivery of Delta's Enterprise Risk Management program and methodology.

Mark Adams is the Director of Emergency Management, who oversees Delta's Emergency Response and Business Continuity efforts for the global airline of 90,000+ employees, serving over 200 million customers a year.

Luz Matta is the Manager over Delta's Business Continuity Program, whose mission is to lead, educate, train, and exercise the Delta family in preparing for, and responding to, any corporate crises that could result in a major business interruption.

11:30 a.m.

EXHIBIT HALL OPENS

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

LUNCH

1:00 p.m. – 3:30 p.m.

TUESDAY WORKSHOP 1

Tim Mathews
ETS

Regina Phelps
EMS Solutions Inc.

Everything You Need to Know to Design an Impactful Ransomware Exercise

Ransomware is the greatest cyber threat of our lifetime; its expansion in the past two years has been astronomical. Have you had a ransomware attack yet? If not, consider yourself lucky! Many major organizations have had systems locked up for weeks or 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.

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 in place to cope with the loss of technology.

Attend this session and learn how to go about developing a realistic cyber exercise to 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.

Tim Mathews has led ETS through its resilience journey culminating in certification to the ISO 22301:2019 business continuity standard and conformity to the Department of Homeland Security's Private Sector Preparedness Program-PS-Prep.

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

TUESDAY WORKSHOP 2

Dawn Grzena
Zendesk

Dr. Bernard Jones
St. Johns 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.

Dawn Grzena has more than 20 years of success in diverse companies (financial, IT tech and real estate).

Dr. Bernard Jones is a Certified Business Continuity Professional (CBCP) with more than 20 years of experience developing, implementing, and managing business continuity, disaster recovery, and crisis management planning programs.

TUESDAY WORKSHOP 3

Thomas Crane
Everbridge

Kye Kolar
Deloitte

Best in Resilience™ Tabletop Exercise

Attendees will participate in a tabletop exercise and discuss how they would manage specific risks and critical events. Best practices from Best in Resilience™ certified organizations will be shared to showcase how technologies and digital transformation can build organizational resilience. Ultimately, participants will gain an understanding of how organizations are addressing complex and emerging threats so they can apply best practices for their organization.

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

Kye Kolar is a Manager in the Crisis Management & Business Resilience practice at Deloitte. He leads crisis management exercises at Deloitte and helps organizations prepare for, respond to, or recover from disruptions.

TUESDAY WORKSHOP 4

Nozomi Morgan
Michiki Morgan Worldwide LLC

3 Leadership Imperatives for a VUCA 2.0 World

The direct link between business performance and team communication and conflict is undeniable. Studies show the total cost of poor communication is a staggering $37 billion for companies with 100,000 or more employees. That's an average annual cost of $62.4 million per company.

For companies with international teams, communication is even more complex and without the ability to visit them in-country due to disruption or delays for any reason, it's become even less effective.

Join Nozomi Morgan, CEO of Michiki Morgan Worldwide, to discover how to stop the productivity drain poor communication issues create among international teams. Nozomi will share Michiki Morgan's proven strategies that have helped companies like AFLAC, Coca-Cola, and Shure to empower teams to work through inter-departmental challenges and proactively push the business results forward – on their own.

You'll come away from this robust session with actionable insights into how to transform conversations with your direct reports to:
• Aim for excellence by concentrating on what matters most – high-value work and productive conflict resolution.
• Focus on ownership and urgency without the need for redundant Zoom meetings, laboriously long emails, and round-the-clock phone calls.
• Encourage self-leadership and concrete action taking so that individual managers feel empowered to solve departmental problems on their own.
• Collaborate inter-departmentally and in alignment with headquarters directives to If you are an executive or leader with P&L responsibilities this information-rich session will help you stop spending countless late nights and early mornings listening to complaining sessions that go nowhere.

Nozomi Morgan is the CEO of Michiki Morgan Worldwide. Her team helps organizations develop co-created culture, which she believes is the foundation for individuals and organizations to fulfill their purpose in this world.

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

Matt Kramer
Recovery Point

Jeff Judy
Recovery Point

Real-World Stories of DR Planning and Resilience: What Works, What Doesn't, and the Lessons Learned

A manufacturing company's ransomware attack deleted its backups before encrypting its production data. An insurance firm declared a disaster event. However, both were successful in recovering their business with minimal downtime and no data loss because they had viable DR plans that involved managed oversight and frequent testing.

This session will leave you with a better appreciation for the need for a validated DR plan and the building blocks to start or enhance yours, as well as some real-world advice on how to evaluate your application tiers, execute a successful DR test, and justify the time and expense in being properly prepared.

Matt Kramer serves as the Vice President of Channel & Alliances for Recovery Point, where he is focused on developing strategic technology and go-to-market relationships.

Jeff Judy has more than two decades of experience in system architecture and administration, with a particular focus on virtualized solutions.

BREAKOUT TRACK 4 - SESSION 2
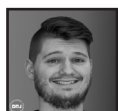
Alex Reid
11:11 Systems

Becoming Cyber Resilient — A Multi-Layered Approach to Security

Cybercrime is rising at a phenomenal rate, and no organization is immune. The truth is, criminals only need one well-timed breach to sabotage your defenses. This is why it is imperative to develop a multi-layered approach to security – which addresses all kinds of threats – and become more cyber resilient.

During this session, we'll look at rising concerns about data security. How did we get here? How can we proactively protect data and identify problems so we can create more cyber resilient organizations? What data you should be protecting? Why a multi-layered, holistic security approach provides the best method of defense? How to prioritize and triage threats and remediate your vulnerabilities? What steps you need to take to address data protection and shore up your defenses?

Alex Reid is a product architect with 11:11 Systems. He's a lifelong technologist, hardware enthusiast, and security paranoiac.

BREAKOUT TRACK 4 - SESSION 3

Anya Fleischer
Airbnb Inc.

Tabletop Gamification – Fostering Effective Decision Making

As resilience professionals, we strive to evolve our workshops and enhance engagement. As we all know, in a real incident not all choices are guaranteed to work, and sometimes there are consequences to making specific decisions.

This session will cover ways to create collaboration and gamify tabletop scenarios. The participants will learn how to write a "choose your own adventure" exercise, map key stakeholders, and guide effective decision-making in a crisis.

Anya Fleischer leads business continuity at Airbnb. She's a seasoned risk management professional with more than 14 years of experience in designing and managing global programs.

BREAKOUT TRACK 4 - SESSION 4

Derek Ortt
StormGeo

Shannon Copeland
StormGeo

The Climate Has Changed: Are You Prepared for the New Reality?

Between August 2020 and May 2021, Lake Charles, La., had four federally declared disasters, all of which caused by weather. When one disaster happens, it's easy to get focused on one disaster and think lightning won't strike the same place twice.

A major challenge for businesses, many weather-related disasters they are encountering have never occurred in some areas. What previously was a 500-year event, could soon be a 10- to 20-year event. Response plans need to consider these changes so the business is able to recover. It's time to shift the focus away from the causes of climate change because the climate already changed. Response plans also need to be dynamic – not static – as the climate is likely to change further in the coming years.

This presentation will explain the need to adapt response plans to the future climate. It will also include examples of how response plans can be made dynamic and ways to ensure effectiveness and meet the changing needs of today and the future.

Derek Ortt began working for StormGeo in 2010. In 2017, he became the senior tropical meteorologist, and in 2022, he became the business continuity manager.

Shannon Copeland is an Industry Manager and Meteorologist for StormGeo and a graduate of the University of Oklahoma's School of Meteorology.

BREAKOUT TRACK 4 - SESSION 5

Bev Wood
American Fidelity Assurance Co.

Labor Shortage – a Different Kind of Business Disruption

The volatile labor market has created another type of business disruption – a labor shortage. The pandemic continues to impact who wants to work and how work will be done. Many businesses struggled throughout 2022 to get and keep workers.

Predictions for 2023 forecast a continuation of the employee-owned job market, which means an open position may continue to be so for weeks or months, creating a significant business disruption.

In this session, we will look at the labor market and share up to date information on recruiting trends. We will discuss key actions to get ahead of labor shortages including prioritizing work, partnering with your company's human resources, and completing a critical analysis of your workforce to determine points of potential failure that need to be addressed. Participants will leave with key questions to take back and use in their businesses..

Bev Wood joined American Fidelity in 1996 holding various positions within human resources, corporate training, talent management and business continuity.

BREAKOUT TRACK 4 - SESSION 6

Erick Anez
Bridgestone

New View of Risk & Resilience

Risk management programs have long focused on how to lessen, prevent, and in some cases eliminate risk. This approach has led to evaluating the success of risk management and resilience programs as the absence of negative events within organizations.

In this session, you will learn how risk and resilience is not a target to achieve, but rather a capacity to manage.

We will explore how risk and resilience programs should align to strategic objectives and utilize both leading and transformational indicators to drive the organization looking through the windshield, rather than through the rearview mirror.

Erick Anez is a proven leader with well over a decade of experience leading change and transformation in the risk and resilience fields.

NOTES

DAY 4

Wednesday, March 15, 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 ....Uncertain Times: Being Ready for What Happens Next

9:15 a.m. – 10:15 a.m. ....**General Session 8**
    GS-8 ....Sarabacha, Hurst, Shultz, Mathews.............What Will an Effective, Efficient Operational Risk and Resiliency Program Look Like in 2-4 Years?

10:30 a.m. – 11:45 a.m. ....**General Session 9**
    GS-9.................Light, Goosman, Nekooie, Witham ....Winning Together with Purpose: Liberty Mutual's Resilience Transformation Journey

*Attendance Prize Drawing at beginning of GS-9, you must be present to win. All eligible attendees are automatically entered.

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.

Uncertain Times: Being Ready for What Happens Next

There is a lot going on in the world today – infectious diseases spreading across the globe, wars with major impacts beyond their borders, supply chain disruptions, gun violence and mass shootings, natural disasters, catastrophic cyberattacks, and more. Every day seems to pose another crisis. What do we need to have in place to be ready for what happens next?

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 will be ready to 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

David Sarabacha
Deloitte

Chris Hurst
OnSolve

Frank Shultz
Infinite Blue

Vanessa Mathews
Asfalis Advisors

What Will an Effective, Efficient Operational Risk and Resiliency Program Look Like in 2-4 Years?

Your initial plans are finished. You are confident the procedures you helped create will guide your organization's ability to respond, recover, resume, or restore operations following any kind of disruption. Now what? New regulations go into effect each year. New threats and vulnerabilities pop up all the time. The people you helped train have come and gone.

This panel session will help your program become an important, living part of the organization. Learn about using key performance indicators (KPI) and key risk indicators (KRI) to determine program maturity. These key metrics are not only useful for reporting and compliance purposes; they can also help create successful proposals and maintain engagement with senior executives.

Learn about the nimble execution of your program, integration with all elements of the organization, real-time communication, and so much more. The maturity of your program is vital to maintaining your organization's brand and crucial to promoting growth and success.

David Sarabacha is a global leader in Deloitte's Cyber and Strategic Risk practice where he focuses on Crisis & Resilience services for nearly 30 years.

Chris Hurst is the VP of Global Technology Solutions at OnSolve, a Critical Event Management company headquartered in Atlanta, GA.

Frank Shultz founded Infinite Blue in 2012 with a distinctly different vision for enterprise business continuity and disaster recovery.

Vanessa Mathews is the founder and chief resilience officer of Asfalis Advisors where they are focused on enhancing the resilience of organizations no matter what is thrown at them.

10:30 a.m. – 11:45 a.m.

GENERAL SESSION 9 - CLOSING SESSION

Michelle Light
Liberty Mutual Insurance

Ashley Goosman
Liberty Mutual Insurance

Ziba Nekooie
Liberty Mutual Insurance

Joyce Witham
Liberty Mutual Insurance

Winning Together with Purpose: Liberty Mutual's Resilience Transformation Journey

In 2020, Liberty Mutual Insurance recognized the value of initiating collaborative efforts across the enterprise to innovate and improve its organizational resilience in business continuity, disaster recovery, and crisis management.

As part of the journey, Enterprise Services launched an effort to innovate and pilot a refresh of its U.S. operations business continuity plans. We recognized that the existing structure was complex, would benefit from streamlining, and to lead with a focus on outcomes rather than compliance.

LM Technology reimagined its disaster recovery program for resiliency, continuing to upgrade its technology infrastructure and systems for natural or human-caused events. Today, the team coordinates both data centers and cloud recovery in support of the business and took a lead role in COVID response.

Simultaneously, Enterprise Security & Business Continuity (ESBC) brought together crisis teams across the organization to unify for crisis response. In 2022, this evolved into a refresh of our Enterprise Crisis Management team structure and evolution of the US operation's crisis management planning.\

We will also share the internal customer perspective and support of these transformations, sharing realized gains in the form of return on investment and return on value.

Liberty's learnings from COVID and other events influenced us to take an integrated approach to organizational resilience. Today, we are working with our leadership and business partners to build resilience across the organization, aligning operational resilience, disaster recovery, crisis response, and business continuity. From the board to employees, we have a personal stake in making things better.

To do this, we seek an on-going understanding of risk and exposure to mitigate impacts prior to a crisis. We are also leveraging existing technology to build capabilities that did not previously exist.

Michelle Light, MBCP, CISSP, is the principal resiliency process owner with more than 20 years of work in various aspects of continuity and tech resiliency.

Ashley Goosman, MBCP, MBCI, ARMP, has coordinated many high-profile crisis incidents and is a risk manager II at Liberty Mutual.

Ziba Nekooie, PMP, ITIL, CBCP is an IT professional and a Product owner with 25+ years of experience span over multiple industries in both private and government sector.

Joyce Witham, ARM, CCMP, is a risk manager II with more than 20 years of operations work with Liberty Mutual in risk, safety and business continuity.

11:45 a.m. – 1:00 p.m.

GRAB AND GO BOXED LUNCH

NOTES

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EXHIBITOR HALL LAYOUT AND HOURS

Sunday
5:00 p.m. – 7:00 p.m. EST
Monday and Tuesday
11:30 a.m. – 4:00 p.m. EST

110	111	210								511	610	611
108	109	208	209	308			409	508		509	608	
106	107	206	207	306	307	406	407	506		507	606	607
104	105	204	205	304	305	404	405	504		505	604	
102	103	202	203	302	303	402	403	502		503	602	601
100	101	200	201	300	301	400	401	500		501	600	

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Asfalis 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. Asfalis Advisors is a 100% woman-owned, minority small business headquartered in Charlotte, North Carolina. Established in 2014, Asfalis 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.

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409-753-7985
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.

RESKUBE   BOOTH 106

135 Marsh Wall
London, GB, E14 9SG
44-20-3773-6995
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 405

PO Box 21447
Chattanooga, TN, US, 37424
425-670-8700
www.ripcordsolutions.com

Ripcord develops customized eLearning courses for your workforce and recovery teams. After a decade of partnering with Fortune 1000 companies from all industries, Ripcord understands how challenging it can be to finally achieve the organizational buy-in, ownership, and participation needed for a successful resiliency program. Specializing in BC, DR, CM, and EM – each eLearning course is customized to reflect your program, methodology, culture and brand. Ripcord has the subject matter expertise to quickly create the audio/video course content while you simply validate the milestones and then launch the course within their learning Management System.

RISK AND RESILIENCE HUB   BOOTH 604

PO Box 15243
Santa Ana, CA, US, 92735
714-558-8940
www.riskandresiliencehub.com

The Risk and Resilience Hub is a digital platform leveraged to bring together the silos of BC, EM, DR, GRC and ERM to build resilient organizations and communities in the private and public sectors. The vibrant ecosystem is not simply a web site but rather a global hub for professionals to connect and collaborate.

RISKONNECT   BOOTH 506

1701 Barrett Lakes Blvd., Suite 500
Kennesaw, GA, US, 30144
770-790-4700
www.riskonnect.com

Riskonnect 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. Riskonnect has more than 800 risk management experts in the Americas, Europe, and Asia. To learn more, visit riskonnect.com.

EXHIBITOR DESCRIPTIONS

SATCOM DIRECT   **VIRTUAL ONLY**
1050 Satcom Lane
Melbourne, FL, US, 32940
www.satcomdirect.com

Satcom Direct (SD) is founded on a core belief of understanding the value of time and the importance of maximizing it. The company mobilizes the most cutting-edge technologies to enable connection, wherever you might be. SD's proprietary technologies span business aviation, marine, government and telecommunications sectors, with the singular goal of leading connectivity industry standards. Harnessing a powerful combination of tools, SD delivers consistent, reliable connectivity across the globe. Proprietary software, hardware, terrestrial infrastructure, cybersecurity solutions and award-winning customer services create tailored data services for each individual customer mission. The aim is to enhance the passenger experience, improve efficiencies and give back precious time by providing connectivity beyond all expectations.

SAYERS   **BOOTH 501**
825 Corporate Woods Parkway
Vernon Hills, IL, US, 60061
www.sayers.com

Sayers creates personalized IT solutions designed to meet the needs of your business and the dedication to go above and beyond to provide you with unwavering support. We believe success starts by building strong relationships with our clients that are founded on trust, honesty, and respect. With those relationships in place, our team of engineers applies their knowledge and experience to diagnose a problem, design and build the appropriate strategy, and manage the implementation process to completion.

SERVICEMASTER RECOVERY   **BOOTH 103**
200 Harvard Avenue
Stamford, CT, US, 06902
800-776-6710
www.srmcat.com

ServiceMaster Recovery Management is a commercial disaster restoration company with project management expertise in large and complex losses. Our footprint and knowledge give us a unique ability to provide solutions to customers with large regional, national and international exposures. We are the customer's solution to any fire, water or mold issue, large or small through the network of services provided by SM Restore first responders and the SRM Project Management team. We provide easy access to our services through a designated Account Management team. One Call…multiple solutions.

SPECIALIZED DATA SYSTEMS   **BOOTH 100**
317 Foxon Road , Ste. 3B
East Haven, CT, US, 06513
203-404-3150
www.specializeddata.com

Is your organization ready for the loss of People, Facilities, Systems and/or Infrastructure? Organizations are evolving exponentially in terms of products, customers, customer markets and staff as well as expanding in terms of responsibility centers. Divisions or departments have mechanisms in place for day-to-day continuity of operations response; however, these efforts range drastically in both completeness and effectiveness. Specialized Data Systems offers the RemoteComply® Risk Management System which includes Business Continuity Planning, Incident Response, Vendor Management, Policy Management, IT Risk Assessment Management and Emergency Notification. Visit our booth (#100) to learn how our risk management technology will provide a mechanism to bring it all together?

STORMGEO   **BOOTH 503**
12650 N. Featherwood Dr. Ste 140
Houston, Texas, US, 77034
281-652-1020
www.stormgeo.com

Safeguard employees, facilities, customers, and assets with advanced weather intelligence and decision guidance for your business. StormGeo provides you and your organization with critical information so your emergency management/business continuity/loss prevention team can make the very best decisions to minimize risk and exposure. StormGeo is a global provider of weather intelligence and decision support services, with leading solutions for utilities, telecom, healthcare, manufacturing, oil and gas, renewable energies, aviation and shipping. Our products and services help clients manage risk, optimize performance, reduce costs and increase revenues, deploying the latest technologies. As a participant in the UN Global Compact for Sustainable Ocean Business, our passion for weather and the protection of natural resources motivates us to support our clients in making informed, environmentally responsible business decisions. Since June 2021, StormGeo has been part of the Alfa Laval Group.

VEOCI   **BOOTH 500**
195 Church St., 14th Floor
New Haven, CT, US, 06510
203-782-5944
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.

VIRTUAL CORPORATION   BOOTH 611

2920 Laguna Court
Loveland, Colorado, US, 80538
973-426-1444
www.virtual-corp.com

Virtual Corp is a leading provider of Business Continuity Management Consulting and Technology. We help clients implement all aspects of their BC programs, helping them achieve higher levels of organizational resilience. Services include: - Business Impact Analysis (BIA) assessments - Site vulnerability assessments - Crisis Management Planning - Incident Command Planning and Exercise Management - Business Continuity and Disaster Recovery Program design and implementation (including exercise management) - Business Continuity Program Maturity assessments (using Virtual's Business Continuity Maturity Model (R) software - Sustainable Planner (TM) - Business Continuity Management software implementation, training and support.

WOLF & COMPANY, P.C.   BOOTH 101

255 State Street
Boston, MA, US, 02109
617-419-4238
www.wolfandco.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.

RESOURCES

Disaster Recovery Journal has a variety of information available on its website, 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 DRII 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 Fall 2023 conference.* **https://www.cvent.com/c/abstracts/bad33473-b68c-49b8-b756-2a157f0b60f6**

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/**