

DRJ'S 61st CONFERENCE



INNOVATIONS IN MANAGING RISK AND RESILIENCY

65+ sessions and workshops
85+ speakers
1,000+ attendees

The World's Largest Conference
Dedicated to Business Resiliency



REGISTER NOW
WWW.DRJ.COM/FALL2019





 **DRJ FALL 2019**
Sept. 29-Oct. 2, Phoenix

INNOVATIONS IN MANAGING RISK AND RESILIENCY

WELCOME

We're thrilled to be returning to Phoenix, Arizona, for our 61st conference. We are looking forward to seeing you in Phoenix, September 29 - October 2, 2019 for your exclusive opportunity to spend three days with top industry experts. Gain the skills and knowledge you need to feel confident your organization is resilient and prepared for risk. Our goal at all of our conferences is to give you ample opportunities to learn, network, relax and to connect with your peers. Use your time at DRJ Fall 2019 to connect with other like-minded professionals to learn the latest in business continuity and share strategies with one another that can strengthen your business. Our theme of Innovations in Managing Risk and Resiliency will enlighten you with innovative strategies for improving your response to today's disruptions and tomorrow's emerging threats.

REGISTER AND SAVE BY THESE DATES

ONLY \$1,295.00 Through July 31, 2019

ONLY \$1,395.00 Through August 30, 2019

ONLY \$1,495.00 Through Sept. 29, 2019

REGISTER NOW
WWW.DRJ.COM/FALL2019



EXHIBIT HALL

Everything you want and need in one location. Meet with top companies, get answers to your questions from the top industry consultants, attend software demos, and enjoy a complimentary snack or two.

NETWORKING

Our conference is designed to give you ample opportunities to meet with and discuss the hottest topics with our industry experts. You'll build lasting connections with other thought leaders and similar peers who are facing the same industry challenges.

RECEPTIONS

Our hospitality events and networking meals are an ideal way for you to relax and get a complete conference experience. Don't miss out on our fun and lively Monday night hospitality event when we kick-off our 61st conference with style and panache.

WHY SHOULD YOU **ATTEND?**

REDUCE DOWNTIME.
INCREASE WORKPLACE SAFETY.
MORE SECURE DATA.
REDUCE OVERALL RISK.
NEW SKILLS.
LATEST TECHNOLOGY.
LIVELY DISCUSSIONS ON THE TOP ISSUES.

This is a small sample of the return on investment you and your business will see from spending three days at DRJ Fall 2019. Learn about the tools, build the connections, and receive the education you need to ensure your business is prepared for any situation. Be confident you can reduce downtime, ensure workplace safety and protect data integrity. This kind of knowledge and first-hand experience can't be gained from reading an article or watching a short 10-minute video. Get the instant access and contact with the real industry experts who can help you make the difference in your business. You've got an important job to do and we can give you the tools you need to do it successfully.

HOTEL FEATURES

You'll leave DRJ Fall 2019 completely relaxed thanks to the renowned Revive Spa and Wildfire Golf Club. Make the most of our conference venue and schedule a massage or a round of golf with your peers.

Bring a good book and sit out next to the pool for some quiet time or spice things up with a ride down the Serpentine Waterslide.

Take advantage of the on-site dining opportunities, with six restaurants and a range of menu options you'll never get bored and easily satisfy your cravings. Enjoy relaxing at the on-site Starbucks.

The rooms at the JW Marriott Desert Ridge Resort & Spa feature sumptuous bedding, flat panel TVs, top-quality bath products, and plenty of space to stretch out and feel comfortable. The complimentary high-speed Internet makes it easy for you to stay connected and up-to-date.

HOTEL ROOM RESERVATIONS

The JW Marriott Desert Ridge Resort & Spa is now accepting hotel reservations for DRJ Fall 2019. You can make reservations online at <https://book.passkey.com/go/DisasterRecoveryJournal2019> or call 1-480-293-5000.

Please remember that you are responsible for making your hotel reservations. For U.S. government room rates, contact conference director **Patti Fitzgerald** at patti@drj.com.

CAR RENTAL

If you'd like to rent a car our official car rental is Advantage Rent A Car.



Call **800-777-5500** and mention **discount code CD040C7C88** to get an additional discount.



DRJ ORIENTATION

Sunday, Sept. 29, 2019

12:00 p.m. – 12:30 p.m.

1st time attendee



Is this your first time at DRJ? What session should you attend first? Where's the Exhibit Hall? Where do you get the session files? Where is lunch? These & many other questions will be answered in this orientation session. Join this 30 minute session and meet members of the DRJ staff, DRJ Editorial Advisory Board (EAB) and The BCI USA Chapter Board. They will share with you the keys to getting the most out of your DRJ conference experience. Also on the agenda is learning more about what the EAB is and what they & The BCI has to offer you at DRJ Fall. Just bring your badge, conference book and your questions. We are looking forward to meeting you!

Senior Advanced Track

Sponsored by



Sept. 30, 2019

1:30 p.m. – 5:15 p.m.

Senior advanced practitioners are invited to attend our one-day track on Monday. If you are interested in attending, contact senior-track@drj.com to verify qualifications. This track features three breakout sessions in the afternoon. The afternoon breakouts will run separately from our general offerings to attendees. The day will conclude with an exclusive "Meet the Experts" reception in the evening. There is no additional cost for this specialized track.

SAT-1: Connecting the Dots Across the Risk Management Landscape in the Financial Sector

Monday, Sept. 30, 2019, 1:30 – 2:30 p.m.



Dan Newton
PNC Financial
Services

Implementing a risk management program can be daunting. Add in regulatory concerns and compliance in the Financial Sector, diverse product and service lines with the Three Lines of Defense Model and you're upping your level of complexity. So how do we connect the dots and navigate these challenges in a thoughtful and meaningful way? How can we work cohesively and maintain a unified program that effectively manages the risks across the enterprise?

Dan Newton has 20+ years of risk management and disaster recovery experience with 14 years in the Financial Industry.

SAT-2: To Improve Resiliency is to Change

Monday, Sept. 30, 2019, 2:45 – 3:45 p.m.



Leo Cronin
Cincinnati Bell

Leo will explore the leadership characteristics necessary to envision business resilience in the rapidly changing cyber landscape. Leo will share lessons learned from his tenure in the telecommunications and computing services markets. What is on the immediate horizon? What will be required of leaders to motivate, challenge and encourage collaboration across resilience disciplines to achieve organization resilience? Come listen to what this expert has to say...

Leo is a highly accomplished and certified information security professional (CISSP) with extensive technical and business experience.

SAT-3: Innovative Leadership Perspectives from Future Leaders

Monday, Sept. 30, 2019, 4:15 – 5:15 p.m.



Sam Gruber

PNC Financial
Services



Doniella Mckoy

Health Partners
Plans



Bogdana
Sardak

Fusion Risk
Management

Do you wonder what the future leaders of our profession expect of their leaders today? Have you ever wondered how they envision leadership that achieves real organization resilience? What matters to our leaders of tomorrow? Come join us as Doniella Mckoy, Bogdana Sardak and Sam Gruber share their perspectives on leadership for

today that leads us into the years ahead. Come prepared to be challenged - these future leaders are immensely talented and are on fire leading their teams to success in the resilience community. In this innovative panel discussion, you are guaranteed to learn something new that will make a difference for you and your organization.

Sam Gruber is a Senior Independent Technology Risk Specialist at PNC Financial Services Inc. Bogdana Sardak is a passionate consultant working in business continuity and emergency management consultant at Fusion Risk Management.

Doniella Mckoy currently serves as the Business Continuity Program Administrator for non-profit, Health Partners Plans in Philadelphia, PA.

Meet The Experts Closing Discussion and Reception

Immediately following the last SAT session join our experts for light hors d'vours and a glass of wine.

SUNDAY WORKSHOPS

September 29, 2019 1:00 – 3:30 p.m.

These interactive workshops allow attendees to explore topics in-depth. Choose one workshop and register online at www.drj.com/fall2019.

Sunday Workshop Session 1



Birds of a Feather: Business Continuity Roundtable Discussions

Fast track your networking opportunities at the DRJ Conference. Join the Birds of a Feather session to participate in a conversation with other conference attendees about key topics and areas of interest. This forum will allow participants to explore solutions, address concerns, ask pressing questions, and converse about BC planning activities. This is a great opportunity to build relationships with other professionals in similar situations.

The Birds of a Feather workshop provides a structured approach with experienced and certified BC professionals facilitating each table. The format provides the flexibility to explore specific areas of interest or pressing topics such as recent events / impacts, lessons learned, challenges, leading practices, etc.

Come join us and set the stage for a successful conference experience!

A variety of topics will be discussed. Such as recent events, enterprise risk & other topics elected by the participants.

Moderator: Robbie Atabaigi, MBCI, MBCP, CISA, CERT
• Martin Myers, MS, AFBCI, MBCP, CERT
• Lamar Poppell, MBCI, CBCP, PMP, Six Sigma, CERT
• Dave Ziev, MBCI, MBCP, ITIL
• David Dunlap, CBCI, AMBCI, ITIL
• Terri Kirchner, Ph.D., MBCP, MBCI
• Colleen Huber, MBCP, CRMP, CBRM, MBCI

Sunday Workshop Session 2



Phil
Lambert
Ripcord

The ALL NEW People Not Paper: Resiliency Begins with Training

Having plans on-the-shelf does not save lives or minimize impacts. Successful continuity planning and disaster management boils down to three primary assets: "People, Documentation and Resources." And people are the key to success before, during and after a business interruption.

Training is the building blocks of preparedness. Education is the foundation that holds an organization up when rapid response is needed.

Phil Lambert is the Founder & Program Architect of Ripcord Solutions and has more than 24 years of experience with resiliency management positions at two Fortune 500 companies before he founded Ripcord.

Sunday Workshop Session 3



Brian
Zawada
Avalution

Start to Implement BCOS Next Week

Every business continuity program struggles at some point with lack of focus and lack of engagement. These challenges exist even for both robust, mature programs, as well as for programs in their first year of implementation. To help solve for focus and engagement issues, Avalution developed the Business Continuity Operating System (BCOS). We believe the right framework enables continuity professionals to answer "yes!" to the following statements:

1. I am empowered to make my organization resilient
2. I have the resources needed to protect the organization aligned to management's expectations
3. I am challenged to grow personally and mature the program
4. I enjoy my work

Attend this workshop to learn about the BCOS, why it's essential to your personal and professional success, and the core tools used to achieve focus and engagement. During this workshop, we will work through five essential topics so you can start implementing the BCOS next week when you return to the office.

Brian Zawada, FBCI, is director of consulting for Avalution; VP, executive director USA Chapter BCI.

Sunday Workshop Session 4



Joe Layman
Cetera Financial
Group

Risk: Mitigate What You Can and Manage the Rest

Risks vary from company to company. In this collaborative session, Joe Layman, Business Continuity Management Director, and Susan Zielan, Business Continuity Program Manager, will assist you with identifying risks that matter and approaches to mitigating those risks. Whether the risk is an asset, vulnerability or threat, Susan and Joe will provide criteria for prioritizing the most critical to least critical risks.



Susan Zielan
CoreLogic, Inc.

Joe Layman is the Director, Business Continuity Management for Cetera Financial Group.

Susan Zielan is the Business Continuity Program Manager, for CoreLogic, Inc.

Sunday Workshop Session 5



Steven B.
Goldman
MIT

Successful Drills and Exercises: Here's How!

This workshop is 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, set up, and conduct your successful BC/DR drill or exercise. Students will master:

- Exercise Planning Checklist.
- The company politics of drills and exercises
- Why drills/exercises are important
- Types of drills and exercises
- Elements of a successful exercise
- Scope, objectives, and extent of play
- The scenario development team
- 101 scenario ideas you can use
- Making it real
- How to effectively conduct, evaluate, and critique
- How to leverage this exercise for future gains

You will also learn to avoid common pitfalls and to anticipate and resolve problems. With his lively style and real-life examples, Dr. Goldman will lead the class through interactive discussions of successful exercise development and conduct.

Dr. Steven B. Goldman, an internationally recognized expert in BC/DR exercises, was a former Global BCP Manager for a Fortune 500 company; Dr. Goldman has developed, conducted, and evaluated hundreds of successful drills and exercises.

PRE-/POST-COURSES

Make your budget stretch further by attending pre-/post-courses. Separate registration is required. The courses are held onsite, providing a convenient way to gain even more training. See pages 18-21 for more information.

EXHIBIT HALL

Top companies, consultants, and vendors all gathered in one location. This is the place you want to be. Schedule software demos, meet with solution providers, and enjoy some downtime between sessions.

NETWORKING

DRJ Fall 2019 is the perfect venue for you to meet and connect with your peers and industry leaders. Develop lasting professional contacts to collaborate on future challenges.

GENERAL SESSIONS

The morning general sessions are tailored to a broad audience covering topics that appeal to all conference attendees. Start your day of learning and networking with sessions that focus on the best business continuity strategies, trends, and topics in the industry.



Monday, September 30, 2019

General Session 1

8:15 a.m. – 9:15 a.m.



Paul Osincup

Positive
Workplace
Strategist

Developing an Innovative Mindset

As Albert Einstein said "We can not solve our problems with the same thinking we used when we created them." From social media to artificial intelligence and from open workspaces to remote employees, today's professional environment has changed drastically in the last decade. Given the rapid changes we've seen in the past ten years, it's nearly impossible to predict what things will look like ten years from now. One thing we know for certain is that we will need to be innovative and creative in order to reduce risk and remain resilient. Discovering innovative solutions to problems or creative ways to navigate setbacks is much easier when you have intentionally developed an innovative mindset. This session will explore how to optimize creativity and fun as strategies for building an innovative mindset.

Paul Osincup is a Speaker and Work Culture Strategist who helps organizations create more connected, productive, and intentionally positive places to work.

General Session 2

9:30 a.m. – 10:30 a.m.



Terence Lee

SAI Global



James Green

SAI Global

Business Climate Change and Organizational Resilience

The climate is continually changing in the business world and as it does, threats to operational resiliency shift as well. There is an increasing dependency on third party vendors and digital infrastructure leading business continuity teams to adjust their focus. Many organizations are realizing the importance of aligning Business Continuity Management, Cybersecurity Risk and Vendor Continuity Management.

If your BCM organization is still operating in a silo, join Head of Strategic BCP, Terence Lee and Senior Consulting Manager, James Green as they discuss how BC professionals can build the strongest BC program for maximum operational resilience. In this session, attendees will learn:

- The resilience factor of using an integrated approach to BCM and VRM
- The truth on how vendor incidents can negatively impact your organization
- Examples of how to successfully manage vendor incidents for optimal resilience.

Terence Lee, Vice President - SAI Global

James Green, Director, Risk Advisory Services - SAI Global

General Session 3

10:45 a.m. – 11:45 a.m.



Dan Newton

PNC

Resilience & Innovative Leadership

Leadership plays a vital role in achieving organization resilience. This can be managed in a number of ways from creating the appropriate risk culture to setting the tone on accountability and ownership to overseeing forums that bring to light the most impactful risks to the organizations. Dan Newton, Senior Vice President for Independent Technology Risk Management at PNC Financial Services, and Leo Cronin, VP, CSO at Cincinnati Bell, will share an executive level overview of these elements and frameworks that are used effectively to manage risk for major Corporations in the Financial and Communications Sectors. The challenges and methods needed – are they alike or inherently different? Let's join the discussion and learn from these expert leaders.

Dan Newton, Senior Vice President for Independent Technology Risk Management at PNC Financial Services.

Leo Cronin, VP, CSO at Cincinnati Bell.



Leo Cronin

Cincinnati Bell

General Session 4

8:15 a.m. – 9:15 a.m.



Regina Phelps
EMS Solutions
Inc.

You Have The Power To Transform Your Crisis/BC Program Into A Powerhouse

You have one particular tool in your toolbox that can make the difference in your program overnight. You have the ability to change human behavior, enrich your plans and program and engage everyone from executives to the most junior person in your team. How do you do this? It's simple - a well-designed exercise.

Exercises are a mainstay in the field of crisis management and business continuity planning. Although many companies hold exercises, and the organizers may be subject matter experts in a variety of areas, they do not excel in the discipline of designing and conducting the actual exercise. Which means they simply don't get the best results out of their effort. This fast-paced session starts with the silly little question... "Why are we doing this?" What looks like a simple query is actual one of the keys to getting the most out of every exercise you design.

This session peels back the design process with the goal of creating the best experience possible. Whether you are developing simple tabletop exercises or working on a full-scale exercise that resembles a Hollywood movie, this session will provide you some gems that will make your exercise sizzle. Since starting her consulting business in 1982, Regina Phelps has designed over 3,500 exercises - often over 100 exercises per year - and will share many of her secrets to ensure your exercise will be a blazing success.

Regina Phelps, CEM, RN, BSN, MPA, is president/CEO of Emergency Management and Safety Solutions.

General Session 5

9:30 a.m. – 10:30 a.m.



Joe Starzyk
IBM

Resiliency in a Hybrid Platform, Multi-Cloud World

Many companies are in the process of incorporating Cloud into their existing enterprise architectures as they look to integrate traditional processing capabilities and cross platform technologies with on-premise and remote cloud services. This presents a challenge when considering how to affectively maintain and deliver an end to end resiliency strategy that ensures continuous protection during the transformation to achieve business expectations.

In this session we will explore how the evolution of hybrid platform, multi-cloud designs will impact existing resiliency programs. Areas of focus will include technology implications, multi-site connectivity options, tiered recovery scenarios, isolated testing techniques, and the need for a single orchestration engine to continuously monitor and manage the program.

Joe Starzyk is a Senior Business Development Executive with IBM Business Resiliency Services.

General Session 6

10:45 a.m. – 11:45 a.m.



Robert Chandler
Lipscomb
University

Crisis Management: An Innovative Approach for Anti-Crisis Innovation Leadership

Innovation is a big buzzword. We think innovation is important, especially in the effective managing risk and consequences but we sometimes struggle to define what exactly is "innovation" looks like when it comes to crisis management and how a leader enacts it. This research based, practical application model for innovative crisis and consequence management leadership is articulated and

offered as a normative approach to improve effective anti-crisis leadership. The session encourages commitments to further pursuit of identifying and assessing the capabilities of innovation knowledge, skills and abilities among those who are asked lead during unpredictable and challenging crisis situations. Gleaned from research into the psychology of innovation as well as innovation's impact on performance, this session offers some valuable steps towards cultivating and integrating innovation crisis management concepts in actionable ways.

Robert C. Chandler, Ph.D. (University of Kansas) is an internationally recognized expert on multiple aspects of crisis management, leadership, decision-making, communication and human interaction in specialized contexts.

CONFERENCE SCHEDULE

Sunday, September 29

Pre-Conference Courses	8:30 a.m. - 11:30 a.m.
Onsite Registration Opens	10:00 a.m. - 7:00 p.m.
DRJ Orientation	12:00 p.m. - 12:30 p.m.
Sunday Workshops	1:00 p.m. - 3:30 p.m.
Refreshment Break.....	3:30 p.m. - 4:00 p.m.
Solutions Track	4:00 p.m. - 5:00 p.m.
Exhibit Hall Opens.....	5:00 p.m. - 7:00 p.m.
Welcome Reception	5:00 p.m. - 7:00 p.m.
Product Demos	5:30 p.m. - 7:00 p.m.

Monday, September 30

Networking Breakfast	6:45 a.m. - 8:00 a.m.
Onsite Registration	7:00 a.m. - 5:15 p.m.
General Session 1	8:15 a.m. - 9:15 a.m.
General Session 2	9:30 a.m. - 10:30 a.m.
General Session 3	10:45 a.m. - 11:45 a.m.
Exhibit Hall Opens.....	11:30 a.m.
Lunch.....	11:45 a.m. - 1:00 p.m.
Exhibits/Product Demos	11:45 a.m. - 1:30 p.m.
Breakout Track 1.....	1:30 p.m. - 2:30 p.m.
Breakout Track 2.....	2:45 p.m. - 3:45 p.m.
Refreshment Break in Exhibit Hall	3:45 p.m. - 4:15 p.m.
Breakout Track 3.....	4:15 p.m. - 5:15 p.m.
Exhibit Hall Closes	4:30 p.m.
Product Demos	5:30 p.m. - 6:30 p.m.
Hospitality.....	6:30 p.m. - 8:30 p.m.

Tuesday, October 1

Networking Breakfast	6:45 a.m. - 8:00 a.m.
Registration/Info Desk Open	7:00 a.m. - 5:30 p.m.
Breakout Track 4.....	8:15 a.m. - 9:15 a.m.
Breakout Track 5.....	9:30 a.m. - 10:30 a.m.
Breakout Track 6.....	10:45 a.m. - 11:45 a.m.
Exhibit Hall Opens.....	11:30 a.m.
Lunch.....	11:45 a.m. - 1:00 p.m.
Exhibit/Product Demos	11:45 a.m. - 1:30 p.m.
Breakout Track 7.....	1:30 p.m. - 2:30 p.m.
Refreshment Break in Exhibit Hall	2:30 p.m. - 3:00 p.m.
Workshop Track	3:00 p.m. - 5:30 p.m.
Exhibit Hall Closes	3:00 p.m.

Wednesday, October 2

Networking Breakfast	6:45 a.m. - 8:00 a.m.
Information Desk Open.....	7:00 a.m. - 12:00 p.m.
General Session 4	8:15 a.m. - 9:15 a.m.
General Session 5	9:30 a.m. - 10:30 a.m.
General Session 6	10:45 a.m. - 11:45 a.m.
Lunch.....	11:45 a.m. - 1:00 p.m.
Post-Conference Courses	1:30 p.m.

REGISTER ONLINE TODAY!

www.drj.com/fall2019

BREAKOUT TRACK 1

Monday 1:30 – 2:30 p.m.

Breakout Track 1 – Session 1



Melanie Lucht
Carnegie Mellon University

Emergency Management, Business Continuity, and Enterprise Risk Management - Bringing It All Together In The Name Of Resiliency

Enterprise Risk Management (ERM) is an evolving and growing discipline where many organizations continue to “learn as we go.” Ideologies that work for one organization will not work for others. In a recent peer review of seven top-tier higher educational institutions, only two organizations incorporated emergency management and business continuity into their ERM programs. Some organizations have each of these areas managed within different organizational structures that may not interact with each other. Although many organizations dedicate significant time and resources to emergency management, there are greater opportunities to develop these areas under an ERM framework to strategically sense and proactively address areas of risk that have the potential to impact the organization. Learn how Carnegie Mellon University was able to achieve this by focusing on supporting organizational resiliency that aligns to the strategic mission and values of the university.

Melanie Lucht is the Associate Vice President and Chief Risk Officer for Carnegie Mellon University.

Breakout Track 1 – Session 2



Julia Halsne
East Bay Municipal Utility District

Game of Thrones and Business Continuity - How to survive even if you are not the mother of dragons?

The East Bay Municipal Utility District (EBMUD or District) provides drinking water to 1.4 million customers and treats wastewater for 685,000 customers on the east side of San Francisco Bay in Northern California. The District's products and services are vital for public health, fire protection, economic development, and quality of life. The mission of the District's Business Continuity (BC) Program is to reduce the consequence of any disruptive event to a manageable level. The District's Emergency Preparedness Program manages critical response functions during emergencies to protect people, property and the environment. This program supports EBMUD's efforts to be a resilient organization that is prepared for and can respond to and recovery from adverse events. The first business continuity plan was originally drafted in 2001.

As the District's program has evolved and different events occur, the plans, supporting documents, mitigation measures, exercises and training have all changed. Learn the path that this agency has taken and lessons learned along the way and where they are today. Ideas and tips for working through various common issues and measuring results. The presentation is intended to be an interactive discussion of challenges and obstacles to overcome to ensure your program is effective and valued in your organization.

Julia Halsne is responsible for the East Bay Municipal Utility District's (EBMUD) Business Continuity Program.



Breakout Track 1 – Session 3



Margaret Millett
MetLife

Independent Business Continuity Management Assessment in 8 weeks!

Learn how to evaluate and mature your business continuity and disaster recovery capabilities, with an independent assessment on primary services: 1) An understanding of the program's framework current state 2) conduct an assessment of the Programs in the context of best practices, and other relevant regulations 3) Review the Business Technology and Continuity Management program governance 4) Identify needed enhancements, current state maturity and future state roadmap for building a resilient the program aligned to company's risk tolerance and regulatory requirements 5) Recommended action plans to close identified gaps including estimated cost range for individual initiatives 6) An executive level report and presentation summarizing assessment results and resiliency transition roadmap.

Margaret Millett is an Assistant Vice President at MetLife responsible for their Global Resiliency Program.

Breakout Track 1 – Session 4



Vicky McKim
Aureon

Operational Risk Management - a missing key to true resilience

Knowing the risk exposure of your day-to-day operations is an important part of controlling and managing risk. Most companies do well at managing the financial and market risks. Many will monitor their regulatory and contractual risks. Operational risk is often covered only by insurance products. Some business managers lean heavily on the loss control agents of their insurance carriers. These dependencies can leave many unaddressed vulnerabilities and exposures, that eventually affect your day to day resilience.

This session will review common areas to include during an operational risk assessment, as well as exploring some of the frequently overlooked threats to business operations. Risk rating and mitigation are two other key areas that will be covered. Learn about concepts for presenting information to executives and managers who approve strategies and fund mitigation efforts. While cyber security is at the forefront of concerns, no one should neglect the other risks that threaten business operations and corporate assets. Adding robust operational risk management to your enterprise risk governance program will reduce overall exposure and create a more resilient business operation.

Vicky McKim is Risk Management & Business Resilience Director at Aureon.

Breakout Track 1 – Session 5



Susan Brown
Guggenheim Partners



Tracey Rice
Fusion Risk Management

Engage, Educate, Evolve - Transforming Your Enterprise Resiliency Program

Many organizations struggle to demonstrate value to the business beyond the basics of collecting BIAs, building plans, and conducting exercises. By aligning your program goals to your organization's mission, you'll jump-start a culture change and transform your business to focus on enterprise resiliency. This session presents proactive, forward-thinking approaches to engaging and educating employees and shares how small, but impactful steps rippled throughout the organization, improving program visibility, perception and value. The result? A world-class program!

Susan Brown has more than twenty-five years of strategic and tactical leadership in the building of Business Continuity Programs.

Tracey Rice is vice president of customer engagement at Fusion Risk Management.



BREAKOUT TRACK 2

Monday 2:45 – 3:45 p.m.

Breakout Track 2 – Session 1



Lessons from the Northern California Firestorm: Organizational Behavior and Crisis Decision-Making

Cliff Thomas
Colorado State University

Based on in-depth research into the 2017 wildfires in Northern California, this session shares preparedness lessons that emerged from the disaster. The types of lessons discussed during this session will involve decision-making, organizational learning, and group behavior. While the California wildfires provide a context for the discussion, the information in the session will apply broadly to those who are responsible for planning or responding to unexpected events. The session will include recommendations for improving preparedness and resilience.

Cliff Thomas, PhD is an adjunct professor at Colorado State University and the University of Denver.

Breakout Track 2 – Session 2



One company's journey to a modern DR solution- DRaaS

Craig Rhodes
Structured

Drew Zhu
Slalom

When the facilities team at a healthcare organization in the Pacific Northwest announced to the IT team that they were undertaking a campus remodel project and they needed the on-prem data center for office space, the IT team quickly sprung into action to find a new home for their DR environment.

From learning of this management decision, to performing a due diligence assessment of their ability to use a DRaaS solution, into an RFI and RFP process, and coming to agreement on a contract, this was one of the most rigorous evaluation projects the company has undertaken.

This presentation will describe that journey of evaluation and discovery, including the rest of the story which describes the onboarding process and challenges faced along the way.

Craig Rhodes is an experienced professional actively engaged with various clients providing Data Center and Program Management consulting services.

Drew Zhu has more than twenty years of experience in data networking as an engineer and architect.

Breakout Track 2 – Session 3



Building Capability and Community Through Cyber Incident Response Exercises

Matthew Ricks
Stanford University

While a natural disaster or related threat may impact your organization at some point, it's now a given that all organizations will eventually experience a cyber-attack or breach (if they haven't been compromised already), making it imperative that you improve your readiness to respond to cyber incidents. Planning and executing periodic cyber incident response exercises develops your organization's capability to respond and helps build your community of those who will be better prepared to respond. This session will: (1) make the case for why continuity planning professionals should lead cyber incident response exercises, and (2) provide practical steps with examples for planning and

executing recurring exercises. Let's share our collective experiences to improve the readiness posture of all our organizations.

Matthew Ricks, CBCP, is the senior director of IT Facilities Management and Business Continuity Management at Stanford University.

Breakout Track 2 – Session 4



Crisis Management - The First Few Hours of Any Crisis Are Priceless

Regina Phelps
EMS Solutions Inc.

When an incident first begins to unfold, what makes it stay an incident instead of turning into a full-blown crisis? When faced with a fast moving and potentially catastrophic incident, what makes the difference in your ability to respond rapidly and effectively? Every organization is dealing with this issue as our current threats escalate in intensity and frequency. Ransomware, Malware, Denial of Service attacks and cyber intrusions of all kinds have placed a laser beam spotlight on how effective we are as an organization in the first few moments and hours of a crisis.

Regina Phelps is the founder of EMS Solutions Inc. (EMSS).

Breakout Track 2 – Session 5



The strategic BCP for JAL

Yumiko Sato
Japan Airlines Co., Ltd. (JAL)

Noriyuki Sakamoto
Tokio Marine & Nichido Risk Consulting Co., Ltd (TRC)



Yasuhiko Iwasaki
Japan Airlines Co., Ltd. (JAL)

Tokyo has the third-busiest city airport system in the world - Haneda Airport handled 85,408,975 passengers in 2017. In addition, Tokyo faces the risk of a large scale earthquake in the metropolitan area. After three days of the Haneda airport closure, Japan Airlines recognized the need for strategic BCP development to resume commercial aircraft operational from an alternative airport.

The team immediately started the implementation of BIA accordance with ISO 22301 development process and developed a strategic BCP to resume JAL flights from alternative airports within 72 hours.

Ms. Sato will explain how Japan Airlines designed and implement a successful BC plan to protect JAL from a large-scale Tokyo earthquake. Attend this session to hear how this massive project was accomplished within just 9 months. You'll understand

the overview of JAL's BCP consisting of top management involvement, awareness activities, BC principles, BIA, risk assessment, BC strategy, new crisis management structure, etc. They also were able to develop a simulation-style exercise in which members of JAL's top senior management were directly involved.

Yumiko Sato has been leading JAL's BCPs on a possible catastrophic earthquake hit at the Tokyo Metropolitan area as the Head of project team in the past year.

Noriyuki Sakamoto is formerly known as BCM General Manager at NEC.

Yasuhiko Iwasaki is the Asst. Manager - Risk Management General Affairs, Flight Operations Administration, Administration Dept. Taiwan and International Relations and Alliances of China.



BREAKOUT TRACK 3

Monday 4:15 – 5:15 p.m.

Breakout Track 3 – Session 1



Jim
Mitchell
eBRP

Enhancing BC/DR Planning to align with CSIRP

Everyone is talking about Cyber Security as being the biggest threat giving Sr Execs sleepless nights. As the saying goes, "It's not a matter of IF, but When" you will be impacted.

In the presentation, the speaker will discuss the basics of Cyber Security Incident Response Planning (CSIRP) - the threats, vectors, incident handling protocols, roles & responsibilities. In the second part, the discussion will focus on the enhancements to your BIAs, BCPs, DRPs and CMPs to make them be relevant in today's threat environment. A proven, tested CSIRP with credible BC/DR is the corner-stone of an Enterprise Resiliency program.

Jim Mitchell has worked at eBRP Solutions since 2002, and has assisted countless clients in the design, construction, management and testing of their BCM program.

Breakout Track 3 – Session 2



Bob Hillhouse
University of
Tennessee



Tony Klinger
RES-Q
Services

Maturing your DR Process

Now, today - between the technology cloud buzz, software solutions, and variety of options being served up - the noise and confusion is heavily compounded. Come hear how the University of Tennessee (UT) has continued to improve and refine its disaster recovery program. This session is designed to give you an inside look at how seriously UT has embraced and matured their recovery processes.

Bob Hillhouse is the Associate CIO & Chief Information Security Officer at The University of Tennessee, Knoxville, Tennessee

Tony Klinger is Director of Business Resiliency & Recovery Solutions Architect, VMCE

Breakout Track 3 – Session 3



Rich Cooper
Fusion Risk
Management

More than a Buzzword: How to Leverage "Digital Transformation" to Your Program's Advantage

Digital transformation dominates boardroom conversations these days. Whether launching new products, improving service delivery, driving down costs, or gaining a competitive edge, executives are expected to invest nearly two trillion dollars by 2022 on digital transformation projects! So, how can you gain a seat at the table? This session outlines four key pillars to positioning your program as an essential resource in ensuring these investments remain resilient in the face of new risk and emerging threats.

Rich Cooper is Director, Global Accounts at Fusion Risk Management

Breakout Track 3 – Session 4



Terence Lee
SAI Global

Manage Third-Party Risk with Visibility, Insight and Action!

As third-party ecosystems grow and become more complex as a result of digital transformation, so does the risk. In fact, third-party risk is not just one type of risk - it consists of security risk, access risk, compliance risk, resiliency risk, cyber risk, fraud risk and more. These new, related and evolving risks are driving the need for more effective risk management and efficient governance because traditional methods are not scalable for growing third-party ecosystems. Any one of these areas of third-party risk has the ability to disrupt the objectives of your organization.

Terence Lee, Vice President - SAI Global

Breakout Track 3 – Session 5



James Green
SAI Global

BCM Gains through Governance

Many organizations have some type of BC program in place, but as internal and external forces change, taking BCM to the next level is difficult. Outlines how to create a chartered Business Continuity Steering Committee to serve as the governing body for your business continuity management program that provides final approval and guidance on all of business continuity management initiatives.

James Green, Director, Risk Advisory Services - SAI Global

BREAKOUT TRACK 4

Tuesday 8:15 – 9:15 a.m.

Breakout Track 4 – Session 1



Nicholas Meyer
American
Family
Insurance



William Marotz
American
Family
Insurance

Program Initiation Recovery - What to do when the first step fails

Presentation for BC/DR beginners, offering guidance on how to acquire or re-acquire support for the program itself. Focus on program initiation. Audience will be asked to respond to a scenario where they are assigned to lead a BC/DR program, but there is little to no support. Attendees will come away with a better sense of what strategies and approaches can be used to engage management and the workforce for a successful startup.

Nicholas Meyer works with a small team of dedicated co-workers focused on developing and improving the IT Disaster Recovery program for a Fortune 500 insurance provider.

William Marotz currently holds the position of IT Disaster Recovery Specialist for American Family Insurance.

Breakout Track 4 – Session 2



Cheryl Carmel
OnSolve

Increase Security Resilience by Reducing Human Error

When it comes to cybersecurity, employee negligence is a significant problem for today's organizations. In a recent study, more than 40% of security breaches are caused by employee carelessness*.

Join Cheryl Carmel, for this critical and valuable session on how to create employee awareness programs that will reduce your security risk through securing the human.

Cheryl Carmel, vice president security is responsible for developing, maintaining and continual improvement for the governance, risk management, compliance, security and privacy programs at OnSolve.

Breakout Track 4 – Session 3



Alice
Kaltenmark
The BCI, USA
Chapter



Tracey Rice
Fusion Risk
Management

Breaking the Mold: Innovative Perspectives on Leadership

This inspirational group shares the stories of how three successful members of this industry shaped their careers and pushed the profession in new directions. A mix of humor, struggle, success, and lessons learned, this session offers advice on how to stay energized and smash the glass ceiling, through hard work, positivity, and never accepting "good enough" as an answer.

Alice Kaltenmark joined the BCI USA Chapter board as a voluntary board member in 2015 and is currently the chapter president.

Tracey Rice is vice president of customer engagement at Fusion Risk Management.

Cheyenne Marling is an accomplished entrepreneur who in 2000 founded BC Management.

Breakout Track 4 – Session 4



Amber
Peters

SAP Digital
Interconnect

Digital Transformation and the Gig Economy

In the gig economy, organizations will digitally transform into entities made up of more temporary workers (predicted to reach 40% by 2020). Additionally, automation and machine learning will rapidly disrupt current organizational setups. In this economy, how organizations communicate with customers, 'things', employees and their contingent workforce, will evolve considerably over the next two years. Given evolving regulations, how will an Intelligent Enterprise bust silos of departments and employee types with disparate systems and information, and deliver the right communications quickly to the right people?

Join Amber Peters as she considers how organizations will communicate with customers, devices, employees and contingent workforces during crisis/response management in an increasingly dynamic and complex future.

Amber Peters is the Industry Expert for SAP Digital Interconnect.

Breakout Track 4 – Session 5



Your Toolbox for Success

Gaining the time and resources of your customer base, to focus on contingency planning, is vital to your success. Do you have enough tools to engage your clients so they meet your organization's needs for business continuity planning? In this session, you will learn proven strategies to overcome the resistance of your clients, who place business continuity planning on the back burner. To get the most from this peer-to-peer exchange, you are encouraged to bring your real-world challenges to this session along with your unique tools for overcoming resistance to share with others.

Joan Landry, AIFBCI, MBCP, PMP is Abbott's Business Continuity Principle Consultant and an accomplished Toastmaster.

BREAKOUT TRACK 5

Tuesday 9:30 – 10:30 a.m.

Breakout Track 5 – Session 1



Ready to recover to the cloud? Be sure to consider these things first

You recognize the advantages of cloud recovery. You're ready to get started. But before you jump in, there are a number of questions you should ask and changes you should prepare for. What are the cost implications, and what level of performance will you get? Will transitioning to a cloud-based recovery solution speed up your recovery? Should you do it yourself or partner with a provider? Should you recover in a service provider's environment or to the public cloud? What about your work loads running in a public cloud? In this presentation, we'll take an in-depth look at these and other key factors to consider when adopting a cloud recovery strategy.

Joseph George, Vice President of Product Management at Sungard AS.

Breakout Track 5 – Session 2



Learn to Think Like a Resilient Leader – Then Become One!

See, think, and lead differently during periods of change, turmoil, or chaos. Resilient leaders cultivate a positive mind-set and consistently perform better when facing challenging situations. During this session, the speaker will define resilience, identify work drains, conduct a resilience assessment, and facilitate a creative discussion focusing on the important characteristics and techniques to becoming a more resilient leader.

Keith Frederick has served as the Head of Organizational Resilience, Duke Clinical Research Institute at Duke University.

Breakout Track 5 – Session 3



Vendor Resiliency - Are you protected during an unplanned outage?

Every Business Continuity Professional at some point in their career will have to work with a vendor as a result of an outage that impacted operations. As you review the event, will you stop and ask yourself "What could I have done better to prepare for the outage." There are many great "take aways" that a new or seasoned BCP can take from this topic. You need to make sure you have vendor resiliency program within your organization. How robust is the language in your contracts to protect your company during an unplanned business interruption. Do you know what PADU stands for and how to use it in your program? Do you work with legal during contract negotiations? I will share best practices to make your program more resilient during the contract and onboarding phases. From there, does your program have dedicated employees to manage those relationships? Do you collect and review their BCM documentation? Are you comfortable with their plans to cover your company during an outage? How do you document Internal Vendor Plans to protect your own interests and in the lack of those plans, do you have Succession Plans (e.g. Alternative vendors or plan is no plan). Lastly, does

your program conduct tabletops with your most critical vendors to ensure their resiliency? If not, why are you not doing them? Lastly, if you come to my session I will share proven solutions to make your vendor resiliency plan more robust.

Carl Russell, Senior Director, Business Continuity with Fidelity Investments.

Breakout Track 5 – Session 4



Dan Perrin
Regus



Stephanie
Samuels
Voya Financial

Working from Home during a crisis: best practices and strategies

Many organizations use a multi-faceted approach when it comes to recovery. Some processes are critical and have very short RTOs while numerous operations and staff can manage their work from home or another remote location. We've commissioned an extensive survey where we will share the finding and best practices that were identified. We will share the methods used by these well-organized firms and the successes and drawbacks when activating their WFH programs. Voya uses WFH to support some of their teams during a crisis; Stephanie will share a case study and review details of their approach which allowed them to be able to continue operations with virtually no downtime.

Dan Perrin is the global solutions director at Regus.

Stephanie Samuels is business resilience office manager for Voya Financial.

Breakout Track 5 – Session 5



Cary Jasgur
Mazars USA

Utilizing an ERM Framework to Improve Your Organizational Resiliency Program

Unacceptable risks surround every organization's daily activities; successfully managing risks can go a long way in assisting organizational planning. What if there was a methodology to help organizations better prepare and plan for those unforeseen risks? ERM is that methodology.

ERM allows for the identification of risks as a part of doing business. This interactive session evaluates how Organizational Resiliency (OR) supports ERM to enable business objectives. ERM allows for the identification and assessment of risks, the development of a proper response, policies, and procedures for addressing unplanned risks, and communication and monitoring activities. With the successful implementation of ERM, BC/DR Professionals develop better plans; devise more accurate responses and safeguard their organizations against planned and unplanned risks.

Cary Jasgur is a Manager within the Mazars USA Organizational Resilience Practice with over 25 years of experience and presently holds a CBCP, MBCI, and PMP.

Breakout Track 5 – Session 6



Clifford Barcliff
Veritas

Getting Beyond just "DR": Precisely Defining Resiliency

Technology vendors all use some variant of the word "resiliency" when describing their products and services. It is used so often that it has lost any meaning to an enterprise. In this session, we will establish the precise attributes that are integrated into a solution or service that makes it "resilient": automation; risk measurement; orchestration; visibility. In addition, we discuss getting beyond "just DR". Participants will leave with concrete ideas on measuring their own services and that of third parties and IT vendors.

Clifford Barcliff, in his current role as an Evangelist for Veritas, travels around North America advising customers as to the role IT plays in Business Continuity programs.

*"Overall great conference –
worth the time and money."*

— Jody Grizz

BREAKOUT TRACK 6

Tuesday 10:45 – 11:45 a.m.

Breakout Track 6 – Session 1



Lisa Koonin
Health
Preparedness
Partners

Planning for an Infectious Disease Pandemic: A Major Gap in Business Continuity Plans!

Many businesses and organizations have made some preparations to cope with a natural disaster, such as a flood, fire, winter storm, or hurricane. However, few businesses have prepared for the effects of a widespread infectious disease pandemic, which can cause high levels of worker absenteeism, disruption of business functions, and significant illness and death. Most experts agree it's not a matter of "IF" but "WHEN" the next pandemic will occur.

Because an infectious disease outbreak can create significant disruption in businesses and communities, they are a major threat. Response to an infectious disease pandemic is complex and cannot be developed "on the fly". Only some businesses are adequately prepared for such an occurrence — even though the cost of unpreparedness is much higher than the cost preparation. This session will describe current infectious disease threats, and focus on practical steps that businesses can take to protect their workers and their operations, by including planning for infectious disease outbreaks in their continuity plans.

Dr. Lisa Koonin founded Health Preparedness Partners after her 30+ year career with the U.S. Centers for Disease Control and Prevention (CDC).

Breakout Track 6 – Session 2



Stephanie
Balaouras
Forrester
Research

The State Of Enterprise Risk Management

This session will discuss the current state of enterprise risk management (ERM) including ERM roles, responsibilities, and reporting structure, as well as the relationship of business continuity to ERM, the solutions firms invest in to facilitate ERM, and lessons learned from past crises and risk events. The session will use benchmark data from the annual Forrester and Disaster Recovery Journal joint survey on industry trends and market maturity.

Stephanie Balaouras is VP and research director for security and risk at Forrester.

Breakout Track 6 – Session 3



Mike
Jennings
Assurance

Augmenting Business Continuity: How virtual reality can be used to enhance business continuity and crisis management in your organization

Scenario simulations enabled by virtual reality (VR) can be used to enhance organizational engagement by creating an immersive, interactive environment in which team members conducting an exercise feel that they are taking part in an incident. This helps to generate the pressures and timeliness required in an actual incident and can help ensure people respond in a more realistic manner.

This session will include a presentation that examines the potential advantages of VR compared to traditional organizational engagement methods, and examples of potential uses in testing, exercising, training and awareness. Because VR options are visual and interactive, the session will also include a live prototype example allowing attendees to see how VR might be used to augment an exercise scenario.

Mike Jennings, CBCP, CBCS - VP Advisory Services for Assurance Software, Inc.

Breakout Track 6 – Session 4



Caitlin
Durkovich
Toffler
Associates

Business Resilience is Vital to Success and Survival

With interconnectedness ubiquitous and increasing geopolitical and economic unknowns, the potential for business disruption has to be viewed as a given. Some companies have learned that the capacity to last is predicated on a healthy culture of business resilience - a mature ability to identify, anticipate, respond, and bounce forward from known and unknown threats. Rather than moving into survival mode, these organizations evolved with change in the operating environment. That takes an ability to look not only inside the organization but also at dependencies beyond ones control. While there's no way to prevent crisis entirely, having an atmosphere in which business resilience is a shared effort and ingrained into the culture is the best way to remain prepared for disruption beyond our value chain. The only real option for most businesses is to control what they can and be prepared that they will also likely have to deal with events that are beyond their control and it requires spending the time and effort to build a culture of business resiliency into the fabric of the organization. Audience take-a-ways:

- 1) An overview of the differences between business continuity and business resilience in an interconnected world of known and unknown risks.
- 2) Specific cases studies of how ignoring the "when, not if" principle has exacerbated the consequences of an event, both short and long term.
- 3) Guidance on building a resilient organization, starting with widening the risk lens, strengthening governance, and creating a culture of resilience.

Caitlin Durkovich leads the security and business resilience practice at Toffler Associates.

Breakout Track 6 – Session 5



Rachael Elliott
The Business
Continuity
Institute

BCI Horizon Scan 2019: An analysis of past and future disruptions faced by resilience professionals

The presentation will showcase the findings of the BCI's 2019 Horizon Scan report which provides an in depth analysis of the disruptions organizations have faced over the past year, together with a future threat analysis of the incidents which are top of mind for BC professionals. The report will also look at how organizations are moving towards a more holistic approach to organizational resilience, and using long term trend analysis to help formulate company strategy. The original report was from a global perspective, but this presentation will contrast global activity to North American activity.

Rachael Elliott joined the BCI in September 2018 with twenty years' experience leading commercial research within organizations such as HSBC, BDO LLP, Marakon Associates, CBRE and BCMS.

Breakout Track 6 – Session 6



Andrey
Ivanov
Druva

Disaster Recovery for the Cloud Era

No workload is immune to disasters — whether through accident or malicious intent. Traditional disaster recovery (DR) solutions are not optimized for the cloud and often result in higher costs, increased complexity, and operational challenges. To maintain compliance and business continuity service-level agreements, DR on AWS offers a completely different approach that enables on-demand, elastic and scalable architecture. In this session, learn how you can set up an effective DR plan for your environments.

Attendees will learn:

- How they can bounce back in minutes with cloud-native disaster recovery
- The benefits of one-click DR for VMs and one-click failover and fallback
- How to meet their DR compliance and audit needs

Andrey is a Solutions Architect at Druva.

"Great conference. Really enjoyed all of the networking opportunities before, during, and after sessions."

— Jody Harris

BREAKOUT TRACK 7

Tuesday 1:30 – 2:30 p.m.

Breakout Track 7 – Session 1



Jason Porter
Pinkerton

The Evolution of Risk Management: Leveraging Data, AI, and Machine Learning for Disaster Recovery

The collection and utilization of big data continues to rapidly change the way businesses are operating. In the era of this digital transformation, a major challenge being addressed by data-driven decision making is how to stay abreast of the dynamically changing threat landscape, ensure workplace safety, and improve business continuity in the face of a natural disaster. New tools are being deployed based on Artificial Intelligence and machine learning that make predicting the financial impact, recovery time, and market share changes that events such as hurricanes and wildfires can have on a business. In this presentation, Jason Porter, Vice President of Deployable Assets for Pinkerton, will walk through some of the current trends that relate to implementing AI and Machine Learning into a Disaster Recovery Program and translating the knowledge to the “boots on the ground.”

The learning objectives for this session are:

1. Defining what a Knowledge-based risk perspective means for Disaster Recovery industry
2. Understanding how the application of data, AI and machine learning can lead to better prioritization of risk mitigation efforts and budgets.
3. Three things your company can do today to become smarter about disaster recovery risks

Jason D. Porter, CPP is the Vice President responsible for all deployable assets at Pinkerton.

Breakout Track 7 – Session 2



Martin Myers
Myers & Associates



David Dunlap
DTCC

Rules to Live By (Highlights from the DRJ's database of Rules & Regulations)

By creating a model BC professional based upon typical traits of the DRJ conference attendee, we will illustrate the use of the DRJ's Rules & Regulations database by focusing on the successful application of several key rules and regulations, helpful for both a regulated or non-regulated company or industry. This will be done by engaging our attendees via scenarios often encountered by the BC professional. These select R&R's would prove useful to build a solution and better ensure success. These are our 'rules to live by'.

Martin Myers, MS, MBCP, AFBCI, CERT, is a BC/DR/CM Consultant.

Dave Dunlap, MBA, AMBCI, ITIL, is with Depository Trust & Clearing Corporation supporting the Business Continuity Technology Resilience team.

Robbie Atabaigi, MBCP, MBCI, CISA, ITIL Foundation, ISO 22301 Lead Implementer (application pending) is a Lead Specialist with KPMG's Cyber practice.



Robbie Atabaigi
KPMG Cyber

Breakout Track 7 – Session 3



Dan Schreiter
Kwik Trip, Inc.

The need to establish Public/Private Partnerships

Let's talk about establishing Public/Private Partnership with the local Emergency Response officials and how your business can make a difference in helping a community respond/recover from a catastrophic event.

In this session you will see why establishing a Public/Private Partnership with your local Emergency Management officials will be a key component when it comes to response/recovery operations, not just for the community, but for your business. The presenter will discuss real-life situations in which Kwik Trip has played a role in recent events in Wisconsin, to include working with State and local Emergency Management officials in their critical events planning exercises. You will find out how your company can establish new networks that can be beneficial in every day crisis management. But this discussion goes beyond your company's role. You will find out that others within your organization also hold the key in establishing public/private partnerships based on their associations and networks which, in the end, could benefit your business, too.

Dan Schreiter has been in the Business Continuity field for over 10 years and is the Business Continuity Manager for Kwik Trip, Inc.

Breakout Track 7 – Session 4



Mike Trpkosh
Virtual Corporation

Cybersecurity - Business Continuity's Newest Strategic Partner

Today, the term “cybersecurity” often strikes fear in the executive leadership of organizations everywhere. Whether it's the fear of a data breach, brand degradation, reputational loss, monetary fines, or simply the unknowns regarding the constantly evolving threatscape we operate within. Cybersecurity has become an integral component of the digital arena we occupy every day.

Cybersecurity, in its simplest form, refers to defenses related to electronic data. A cybersecurity program is merely a collection of activities, tasks, or components working together or alone in an endless quest to protect the data assets of an organization.

Often times, cybersecurity and business continuity operate as isolated silos within their organizations. Efficiencies and opportunities are lost when these two functional units remain independent of each other.

Mike Trpkosh is a cybersecurity expert and former CISO, who currently serves as the Cybersecurity Practice Leader for Virtual Corporation.

Breakout Track 7 – Session 5



Vivian Marinelli
FEI Behavioral Health

The First Hour: Social Media in Crisis Communication

When disaster strikes, individuals who need information extend beyond those directly impacted. However, emergency response teams may be so focused on managing the situation that they fail to effectively communicate with outside audiences and track public opinion.

With today's 24-hour news cycle and instantaneous online notifications, a lack of communication from an organization during a crisis can lead to both potential brand/reputation damage and safety concerns. Effective social media management is vital to controlling the validity of information being shared as well as any potential fallout.

This presentation provides detailed instructions for developing a crisis communications strategy with a focus on social media. Using a real-life emergency scenario, the session will walk participants step-by-step through the first hour of a crisis while outlining critical considerations for crisis communications.

Vivian Marinelli is the senior director of crisis management services for FEI Behavioral Health.



TUESDAY WORKSHOPS

These interactive workshops allow attendees to explore topics in-depth.

Tuesday Workshop Session 1



What type of exercise do your executives want?? Cyber! This is your chance to make it a great one!

Regina Phelps
EMS Solutions
Inc.

Cyber attacks and breaches are an everyday occurrence. What are the chances of this happening to your organization? Actually, very, very good. It could be a loss of customer data, ransomware, loss of access or information or any number of issues. The number of major cyber-breaches that occur on a monthly basis is mind-boggling. In spite of all of these incidents, few companies have serious plans for how they will respond to the impact of an actual cyber event - and even fewer stress test those plans. Such exercises force real-time situation analysis and decision-making in much the same way that a fire drill does, while recognizing that cyber incidents are infinitely more complicated.

This workshop shows Business Continuity Planners, Crisis Managers and their IT counterparts how to stage a cyber breach exercise that will test preparedness, reveal "hidden" circumstances and sharpen the responsiveness of everyone from top executives to front-line business managers and technologists.

Attend this session and learn how to go about developing a realistic cyber exercise that will challenge the Crisis Management Team, the technology staff and the business units. You will leave this workshop having thought out some key aspects of a cyber tabletop exercise, feeling better prepared to develop the exercise (and perhaps a bit more paranoid).

Regina Phelps, president of EMSS, is an internationally recognized thought leader in the field of emergency management, pandemic, and contingency planning, consultation, training, and speaking services to clients on four continents. Her niche includes incident management team development, pandemic planning, emergency operations center (EOC) design, and the development of emergency exercises for large global companies.

Tuesday Workshop Session 2



Competencies to be a Leader in Organizational Resilience

The ICOR Organizational Resilience Competency Model identifies what it takes to be a Leader in Organizational Resilience—across the performance continuum; around the globe; and across all career levels, job roles and job functions.

ICOR has identified 25 core competencies that answer the question, "What do you need to know to increase the resilience of your organization?"

The Organizational Resilience Competency Model:

- Defines the competencies and knowledge necessary for those designated to intentionally increase the resilience of organizations.
- Supports OR practitioners in their career and professional development.
- Helps organizations build approaches to identify and cultivate high-quality OR leaders, individual contributors, and teams.

The Competency Model provides the foundation for talent management and helps organizations ensure that those hired to implement organizational resilience strategies are proficient in the behaviors and knowledge necessary to build more resilient organizations.

Just as there is no single approach to enhance an organization's resilience, the competencies required to be a leader in organization resilience requires an understanding of a diverse set of strategies and behaviors along with an intentional coordinated approach for implementation.

Attend this workshop to learn more about the competency model and to provide input to what how you think organizations should assess the capabilities of those responsible for leading more resilient organizations.

Lynnda Nelson is the president of the board of directors of The International Consortium for Organizational Resilience, a non-profit 501c3 education and credentialing organization in the disciplines that support resilience.

Tuesday Workshop Session 3



Using Innovation Tournaments to Disrupt Business Continuity within Your Organization

Tonya York
Lam Research

Innovation is the thing. Everywhere you turn there is a mention of Innovation. We think of very successful companies like Apple, Google, and Amazon when we talk innovation. It's the Holy Grail for companies to gain operational excellence, devoted customers, and happy shareholders. There are many theories on how to innovate. But if it was that easy, there would be a lot more innovation going on.

What if we apply Innovation techniques used at prestigious business schools to Business Continuity? Lets face it, Business Continuity isn't known for innovation. Most of the innovation is around IT continuity, driven by technology. Well, what if there was a way to get innovative ideas out there in your organization so you could apply them to your program to benefit your internal clients and the overall goal and mission of your company? There is, it's called an Innovation Tournament.

Many companies are using these tournaments to transform their business, Penn Medical, and Microsoft, just to name a few. The idea is to merge need and solution to create value. In the words of Linus Pauling "The way to get good ideas is to get lots of ideas and throw the bad ones away." That is the objective of the Innovation Tournament.

In this session, attendees will be provided pre-work to bring their ideas on how to disrupt business continuity. We will do a rapid innovation tournament session so attendees will be able to return to their organizations and innovate their way to operational excellence.

Tonya T. York joined Lam Research in August 2018 as Global Business Continuity Program Manager.



Tuesday Workshop Session 4



Robert
Chandler
Lipscomb
University

Innovative Considerations for Building and Sustaining More Effective Teams: Avoiding Problems and Enhancing Performance

A team is coordinating group of people collaboratively working toward a common purpose. Typically, teams are (relatively) small groups and require effective interaction in order to work effectively in achieving their goals. Across the disaster recovery, continuity management, emergency response and related fields, all types of organizations and entities use many kinds of teams, some of which are permanent and some of which are temporary, to manage important projects as well as to achieve mission critical objectives. Teams are used to accomplish tasks that many too large or complex to be done by an individual or those that require a diverse set of skills and expertise. Although effective teamwork is an important aspect of any undertaking's success, teamwork seems like such a simple concept that most organizations "just do it" assigning individuals to teams without any implementation strategy, adaption or support resources. Many are assigned to work in teams, yet very few of us ever receive specific training in the "soft skill" processes of how to work effectively as a team member or team leader. This learning session will provide participants with an induction to the core concepts of teamwork, a review of the common dysfunctions and breakdowns that arise in teams and offer some specific steps that team leaders and team members can take to improve their team performance in the future.

Robert C. Chandler, Ph.D. (University of Kansas) is an internationally recognized expert on multiple aspects of crisis management, leadership, decision-making, communication and human interaction in specialized contexts.

Tuesday Workshop Session 5



Michael Herrera
MHA
Consulting, Inc.

Meaningful Metrics

Few worthwhile things are ever accomplished without hard work. But make sure your hard work is truly helping you reach your goals. When it comes to business continuity metrics, that means measuring things—such as your level of compliance with a suitable BCM standard and the level of execution in your recovery plans—that provide true insight into the state of your program.

In the end, the metrics you devise must give management confidence that the BCM process is soundly built, which is a proven precursor to recovery success. Your metrics must also assure management that risk has been mitigated to the point that it's well within their risk tolerance, to ensure a high level of potential for recoverability should the need arise.

In this session, you'll learn to how to measure things that provide you with substantive insight into the state of your program—and then act on what you find out to make more intelligent use of your resources, make the case for additional resources, if necessary, and to strengthen your program overall.

Michael Herrera is the chief executive officer (CEO) of MHA. In his role, Herrera provides global leadership to the entire set of industry practices and horizontal capabilities within MHA. Under his leadership, MHA has become a leading provider of business continuity and disaster recovery services to organizations on a global level.



*"I walk away not just
with business cards
but with friends."*

— Marilyn Boatman

*"DRJ is the premier
opportunity to share
resiliency expertise, best
practices, and the latest
knowledge."*

— Jean Anderson



SOLUTIONS TRACK

Discover solutions to today's issues. Seasoned industry veterans will present solutions using today's resources, products, and strategies.

Sunday, September 29, 2019
4:00 – 5:00 p.m.



Terence Lee

SAI Global +
Strategic BCP

Kevin
Johnson

Secure Ideas

Solutions Track 1: Weighing the Supply Chain Anchors: How you can understand and defend against supply-chain cyberattacks

You ARE NOT the Weakest Link! Vendors Are. Vetting vendors in the business continuity and cyber security space can be a challenge, especially when compared to your efforts within your own company. This presentation provide a clear understanding of risks and a process for approaching the process of vetting vendors to ensure your own resiliency. Christopher Duffy and Kevin Johnson will walk attendees through various real world scenarios involving supply chain weaknesses. These scenarios will then be taken apart to determine how they could have been prevented.

Terence Lee, Vice President, CBCP, Head of SAI Global + Strategic BCP, manages the operations of Strategic BCP, a division of SAI Global.

Kevin Johnson is the Chief Executive Officer of Secure Ideas.



Andy Witts

BC in the Cloud
by Infinite Blue

Solutions Track 2: Increasing Mobile Reliance

Now days many software tools offer mobile capabilities, in fact we have come to expect and demand accessibility of our data on mobile devices. Are we leveraging the full capability? Or, has it become a novelty that only a few select users utilize? During this session we will discuss some of the features, commonly used reasons and use cases for leveraging your mobile capability of the platform you're using.

Andy Witts works closely with program admins and users to ensure that they are using the BC in the Cloud by Infinite Blue platform to the full potential.



Jennifer Sand

Everbridge

Solutions Track 3: Moving from Passive to Active Crisis Management

Many organizations currently employ a crisis management strategy that emphasizes planning and post-event analysis, but lacks operational effectiveness. Passive models do an excellent job preparing an organization for a crisis ahead of time but don't have the agility and transparency to manage real-world crises while they are unfolding. This session will examine what goes into an active crisis management strategy, including governance structure, mobilizing response plans into active tasks, and keeping a distributed organization working from the same standard operating picture. Attendees will learn how to establish an effective command structure, test the effectiveness of current response plans and ensure SOPs get executed properly amid a crisis.

Jennifer Sand is VP of Product Management for Critical Event Management at Everbridge.



David Halford

Fusion Risk
Management

Solutions Track 4: Innovative Solutions to Manage Converging Risk and Resiliency Programs

As the overlap between business continuity, disaster recovery, and enterprise risk programs continues to grow, the demand from your enterprise to demonstrate greater resiliency is also increasing. This session presents not only an actionable methodology to stand up an enterprise resiliency program, but also demonstrates how using software enables you to easily manage critical information about your enterprise and to provide objective success metrics on your program's effectiveness. You'll leave the session more confident and ready to offer an innovative solution to the complexity of convergence.

David Halford is Vice President, Business Continuity/Disaster Recovery Solutions at Fusion Risk Management.



Skip
Williams

KingsBridge
BCP

Bruce
Wingert

Sykes
Enterprises

Solutions Track 5: Learning from Lessons Learned

Hindsight is 20/20. Simple enough to say, hard enough to learn from. In BCP if you don't learn from your past, we should learn from others as history repeats itself! In this session, we'll discuss what current day self would tell "new to the field" self. This isn't an introduction to BCP session, this is a solid mix of advice, tips, strategies, stories and media

clips from more than two decades experience in this ever-evolving field. If you are new to the industry, you'll learn what to and NOT to do (so you don't repeat our mistakes). If you are an experienced planner, you'll have a chance to share, listen and learn about mistakes made that might make you feel better to know they have been made a number of times before.

Skip Williams is co-founder of KingsBridgeBCP.

Bruce Wingert is currently the senior manager of business continuity for Sykes Enterprises.



William Hord

Quantivate

Solutions Track 6: Assessing Your ERM Program For Continued Success

Where is your ERM Program today related to its effectiveness at assessing your Strategic Planning and Execution (Top Down ERM)? Are your Operational process risk assessments (Bottom Up ERM) fully functional and producing useful data as well? Are you achieving the prescribed ERM Departmental Goals and Objectives to drive your program's success? Is your ERM Governance in need of improvement? These questions and many others should consistently be addressed and opportunities for advancement determined to continually mature your ERM program for continued success. Join us as we discuss the topics you should be assessing to establish your ERM Program's effectiveness and increased maturity for future growth.

William "Bill" Hord has more than 28 years of experience in executive management within the financial services industry.



Scott Teel

Agility Recovery



Paul Owen

Own Media

Solutions Track 7: Your Role in Crisis Communications, and Why it Matters

As the scope and duration of major natural disasters and cyber threats increase, and crisis news travels like wildfire on traditional and social media networks, it's hard for organizations to respond to the crisis and control public fallout at the same time. A comprehensive continuity strategy should always include elements of crisis communications, with focus on both internal and external audiences. However, those engaged in the management of such programs and strategies continually experience challenges often associated with disjointed actions, disparate strategies and lack of alignment. This session will explore the intersections of a professional, well-articulated corporate public relations strategy and your business continuity plan. We will utilize examples driven from recent events to illustrate areas where cross-functional teams utilized best practices to overcome public relations challenges, while others suffered missteps creating very public disasters for the firms they represent.

Scott Teel is the Senior Director of Organizational Enablement at Agility Recovery.

Paul worked on behalf of Intel for three years before founding his Seattle agency. Paul is an accredited PR professional by the Public Relations Society of America.



Jeffrey Trask

ISO New
England



Sherri
Flynn

Recovery
Planner

Solutions Track 8: Preparing for the Unthinkable - Workplace Violence Mitigation

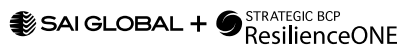
Active shooter and other workplace violence incidents are a big concern for today's resilience professional. Active shooter events, now more than ever, are top of mind for each member of your organization because of the intense media coverage and the focus of political attention both on the local and national stage. As such, those charged with emergency management and business continuity responsibilities need to focus significant attention on preparing for and recovering from a workplace violence event. This session will take a detailed look at the four phases of a workplace violence event. Beginning with mitigation, we will look at strategies designed to aid employees and leadership in identifying troubling behavior before it escalates into an act of violence. We will also discuss best practice to prepare your organization to effectively respond to an incident should it occur and successfully recover essential business operations. The presenter will share the common elements of a successful comprehensive roles based workplace violence program.

Jeffrey Trask certifications: Certified Emergency Manager (IAEM), Master Business Continuity Professional (DRI), Certified Business Continuity Lead Auditor (DRI), FEMA certified in Incident Command, Chemical Weapons Response, Weapons of Mass Destruction, and Homeland Security planning.

Sherri Flynn, MBCP, CISM serves as a senior product specialist, bc planner at RecoveryPlanner.

SPONSOR SPOTLIGHTS

Gold Sponsor



A multi-award-winning business continuity risk management software company named a leader in Gartner's Magic Quadrant 4 consecutive years—#1 in customer satisfaction. It offers a comprehensive, intuitive way to manage enterprise risk, continuity, and resilience in a single cloud-based solution. Our highly configurable, compliant software does not require customization, long implementations, third party code or additional investment. Put your plans into action in 5 business days. Identify impacts in minutes that normally take days to pinpoint. Over 500,000 cross-industry users at top companies worldwide. Strategic BCP's professional services organization helps navigate obstacles within BC to DR and strategic IT planning. www.strategicbcp.com.

Silver Sponsors



Assurance Software Inc. provides a complete business resiliency solution that is revolutionizing how companies eliminate vulnerabilities, minimize risk, and protect colleagues. Used globally by over 750 customers, Assurance is a recognized leader for customer-centric design, time-saving solutions, and expert services. Assurance has an industry-defining legacy that has shaped the evolution of business continuity for over 30 years. With our proven technology solutions, services, and dedication to customers, we are the partner of choice for helping you confidently master business resiliency and demonstrate the business value of your program. With Assurance, you can intelligently and strategically safeguard your organization to outpace risk.



Druva™ delivers data protection and management for the cloud era. Druva Cloud Platform is built on AWS and offered as-a-Service; delivering globally accessible, infinitely scalable and completely autonomous enterprise data resiliency. Customers drive down costs by up to 50 percent by freeing themselves from the burden of unnecessary hardware, capacity planning, and software management. Druva's patented cloud architecture transforms backup data into an asset, making it more open and accessible so customers can streamline governance, improve cyber resiliency, and gain critical insights to uncover opportunities and expedite decision making.



eBRP Solutions Inc. provides web-based tools and utilities, as well as consulting services. ESN develops tools and utilities focused on core requirements. www.eBRP.net.



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.



Fusion Risk Management provides the award-winning Fusion Framework System, the business continuity risk management solution of choice for enterprise organizations. Fusion is again named a Gartner Magic Quadrant Leader for BCM software, positioned highest for Ability to Execute, and is the BCI Global Award Winner for Continuity and Resilience Provider of the Year. Learn more at www.fusionrm.com.



IBM Resiliency Services can help clients develop an enterprise-wide resiliency strategy to address the risks and opportunities of today's business environment which requires near-continuous operations. Our portfolio encompasses innovative Resiliency as a Service offerings including resiliency orchestration, data backup, virtualization and disaster recovery cloud services to full-scale compute, data and applications resiliency, high availability and recovery solutions, and the most resilient and efficient facilities and Data Centers. IBM has proven expertise, knowledge and technology to provide the best consulting, build, manage and run services that will ensure the continuous availability of your business in the face of any opportunity or threat. Learn more at www.ibm.com/services/resiliency.



With over 60 years of combined experience in the mass notification industry, OnSolve is the leading global provider of SaaS-based critical communication solutions for enterprise, SMB, and government organizations. The formation of OnSolve in 2017 brought together three of the industry's most relied upon products, CodeRED, Send Word Now and MIR3. The company's cloud-based solutions provide users with fast, reliable methods of sending critical information and alerts to employees, residents and other stakeholders across multiple devices. Mass notification and collaboration is an essential element of emergency response and business continuity planning, keeping teams on track and coordinating during critical events. OnSolve solutions are designed and proven to save lives, protect revenue, reduce costs, and preserve business continuity. More information can be found at www.onsolve.com.



Regus is the global workplace provider. Its network of more than 3,000 business centers in 120 countries provides convenient, high-quality, fully serviced spaces for people to work and recover, whether for a few minutes or a few years. The key to flexible working is convenience and so Regus is opening wherever its 1.5 million members want support—city centers, suburban districts, shopping centers and more. www.regusworkplacecovery.com.



RSA helps leading organizations transform the efficiency of their continuity and recovery teams, address the most critical areas of the business quickly, and partner across the business to achieve their resiliency goals. RSA Archer® Business Resiliency provides an automated approach to enable your organization to respond swiftly in crisis situations and protect ongoing operations. For more information about RSA's products and services, visit www.rsa.com.



Sungard® Availability Services™ (Sungard AS) has more than 30 years of experience providing flexible availability services that help ensure organizations keep applications always on, always available. The company leverages its proven expertise to provide managed IT services, information availability consulting services, business continuity management software and disaster recovery services to clients in North America, Europe and India. Sungard AS helps customers improve the resiliency of their mission.



Veritas Technologies is the leader in the global enterprise data protection and software-defined storage market. We help the most important enterprises in the world, including 97 percent of the global Fortune 100, back up and recover their data, keep it secure and available, guard against failure and achieve regulatory compliance. As enterprises modernize their IT infrastructure, Veritas delivers the technology that helps them reduce risks and capitalize on their data.

Bronze Sponsors



Agility Recovery is a leading provider of business continuity and recovery solutions, helping to recover our customers' businesses following any interruption. We provide simple to implement solutions that ensure access to temporary power, fully furnished mobile offices and local brick and mortar office space, communications equipment and computer systems, as well as planning and testing resources. Since 1989, Agility has rescued thousands of organizations with an unparalleled success rate, through business interruptions large and small.



Avalution specializes in business continuity and IT disaster recovery consulting, outsourcing, and software solutions for organizations of all sizes. Catalyst combines our consulting methodology with a simple user interface, on-screen help guides, and customizable templates to make the business continuity and IT disaster recovery planning lifecycle easy and repeatable. www.avalution.com or www.bccatalyst.com.



Our team has worked with every vertical from banking/finance, healthcare, manufacturing, education, energy/utilities, government and more, helping to build, improve and automate business continuity programs. Our focus is providing the best platform that is easy to use with more features at a lower cost. Learn more at www.bcinthecloud.com



KingsBridge develops software, provides consulting and supports your business to create disaster recovery and business continuity plans. Customers include insurance, communication, transportation and banking institutions across N. America and the Caribbean. www.kingsbridgebcp.com.



Pronto Recovery is a global business continuity solutions and technology hardware provider. We keep your business running when disaster strikes. Unlike most industry providers with only a few centralized depots, we've strategically placed our equipment depots around the globe enabling us to deliver hardware to your alternate site or specified location the same or next business day. Pronto provides technology equipment that can be shipped to your location from over 30 depots worldwide. 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 FLEX work at home solutions. Our FLEX Recovery program provides you with a work at home solution independent of any infrastructure providing a complement to your BCP strategy. Our expert team provides both an alternate workspace location and any computing hardware your company may require in the event of a disaster. Minimize downtime and loss of revenue with our flexible and cost-effective recovery solutions. www.prontorecovery.com



Quantivate empowers organizations to efficiently manage their governance, risk, and compliance (GRC) initiatives with scalable software and services. Quantivate's powerful technology platform provides comprehensive solutions for business continuity management and planning, business impact analysis, plan exercising and maintenance, and more. These BC/DR tools can connect to other GRC solutions in the Quantivate suite for a holistic approach to risk and compliance management. Our integrated system equips organizations of all sizes to centralize and streamline continuity, compliance, and risk management programs within one platform, unlocking robust data-sharing and automation capabilities. Quantivate users leverage these tools and data to reduce risk, improve efficiency and performance, and drive strategic decision-making that aligns with business goals.



Positioned as a Leader in Gartner's BCMP Software Magic Quadrant, RecoveryPlanner has been providing its all-in-one, web-based software and expert consultancy services to organizations of all sizes and industries. Our proven methodology is based on and meets all pertinent frameworks and regulations. Learn more at www.recoveryplanner.com.



RES-Q™ provides the full range of Managed Recovery, Disaster Recovery, Quick-Ship and DR/BC Consulting Services. Corus360 has multiple facilities with its flagship Recovery Center located in Atlanta, GA. RES-Q™ delivers recovery options for all major technology platforms, including IBM Mainframe, IBM Power, and all Open-Systems, plus provides Workgroup Recovery Positions for business recovery. Learn more at www.resqdr.com.



Founded in 2005, Ripcord is a consulting firm specializing in Crisis Management, Disaster Recovery, Business Continuity, and IT Security. We believe that recovery needs to be a heads-up activity and not a heads-down activity. So when a crisis, cyber-breach or business disruption occurs, your organization has the plans in place and, more importantly, your people have the muscle memory to execute those plans.



SAP Digital Interconnect links organizations, people, and things simply and without layers of complexity to enable developers, enterprises, and mobile network operators of all kinds and sizes to easily drive digital transformation with intelligent, interconnected mobile engagements. The SAP Digital Interconnect group, provides cloud-based engagement services that use configurable APIs, programmable digital interfaces, and proven messaging channels to connect the "last mile" between enterprises and their SAP solutions and other applications, customers, employees, and things. We continuously monitor events around the world to enable real-time, intelligent responsiveness that helps organizations maintain continuity, resiliency, and personal well-being. Join the SAP Digital Interconnect Community at <https://community.sapdigitalinterconnect.com/>. Follow us on Twitter at @SAPInterconnect.



Resilience and Business Continuity planning and consulting services tailored to fit your industry; utilizing proven, scalable and sustainable solutions. We are always available as partners and guides when you have a question or need some additional support. Our goal is to minimize the stress of continuity planning and optimize resilience. Learn more at www.virtual-corp.net.

Partners



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



Forrester Research is a technology and market research company and are the only company that creates forward-thinking research specifically for your role. www.forrester.com.



ICOR is the global leader in organizational resilience. We educate, we credential, we lead. www.theicor.org.

PRE-CONFERENCE COURSES:

Earn up to 16 additional CEAPs by attending a Pre-Conference Course. To register visit www.drj.com/fall2019.

THESE COURSES REQUIRE AN ADDITIONAL FEE.

Note: A class will be canceled if minimum number of registrants is not met.

PRC-1: Crisis Management: How To Develop A Powerful Program



Saturday, Sept. 28, 8:00 a.m. – 5:00 p.m.
\$1,495 per person, includes a copy of Regina's new book: "Crisis Management"
Presenter: Regina Phelps

A well-trained Crisis Management Team (CMT) is critical to managing the many threats facing our companies today. Clearly identifying how they are organized, what roles and responsibilities are, how incidents are assessed and how it all comes together when it's activated is the hallmark of a fully-functional program. An Emergency Operations Center (EOC) is critical for the effective management of an event. It allows for command, control, communication and also helps to prevent the formation of "silos" that commonly develop in an emergency environment. How do you do all of this virtually and make it work? This workshop covers everything you need to know to design, develop, train and exercise your CMT and organize your EOC to manage the most difficult incident.

The CMT - Who should be involved; Incident assessment of team and processes; Incident Action Planning; and the role of senior management.

EOC Development – Where to have the EOC; Physical Design factors; Identify necessary equipment & tools; Communication concerns; Forms & processes; Virtual EOCs.

For more course information email regina@emssolutions-inc.com or call 415-643-4300.

Regina Phelps, CEM, RN, BSN, MPA, president, Emergency Management and Safety Solutions, is an internationally recognized thought leader in the field of emergency management, pandemic, and contingency planning. Since 1982, she has provided consultation, training, and speaking services to clients on four continents.

PRC-2: Basics of Workplace Violence Behaviors of Concern Threat Assessment



Saturday, Sept. 28, 8:00 a.m. – 5:00 p.m.
\$895 per person
Presenter: Robert Chandler

Some 2 million American workers are victims of workplace violence each year. Workplace violence can strike anywhere, and no one is immune. Nothing can guarantee that people will not become a victim of workplace violence.

Do you know the warning signs of potential workplace violence when you see them? Could you describe them appropriately in reporting your observations to the designated channels in your organization or to other officials? In this course you will gain an orientation in the basics of recognizing and describing behaviors of concern in your workplace, school, at the ballpark or stadium, social or religious congregation or in a retail location. Do you know what signs for which you should be on the lookout?

While this course is not intended to provide qualifications for a clinical diagnostic proficiency, it can serve as a general introduction to the nature and process of behavioral threat risk assessment which may be of benefit to both the individual and their organization.

In this course, participants will be given the opportunity to learn the distinctive components of behaviors of concern.

How to recognize early warning signs related to behaviors of concern. Understand fundamental steps of responding to early warning signs. And recognize the role of working with a qualified clinical psychologist.

For more course information email robert.chandler.phd@outlook.com.

Robert C. Chandler, Ph.D. (University of Kansas) is an internationally recognized expert on multiple aspects of communication and human interaction in specialized contexts. He currently holds an academic appointment as a professor at Lipscomb University.

PRC-3: IT/DRP/Certified Business Resilience IT Professional



Saturday, Sept. 28, 8:00 a.m. – 5:00 p.m.
Sunday, Sept. 29, 8:00 a.m. – 11:30 a.m.
\$1,695 per person
Presenter: Rick Wellman

Today's businesses rely heavily on a robust and resilient information technology (IT) and telecommunication infrastructure to deliver essential business services in order to meet company missions, objectives, and key targets. This dependence on information technology stems from several requirements and demands.

This CBRITP course teaches students how to develop, test, and maintain an IT disaster recovery plan for recovering IT and telecommunications systems and infrastructure in the event of a disaster or business disruption.

The workshop provides a comprehensive step-by-step IT disaster recovery plan development methodology, and presents key IT availability planning concepts and principles including continuous and high availability.

Students will learn various recovery techniques, strategies, and practical methods that will help them build a robust and resilient technology support infrastructure and critical process recovery capability to ensure a fast and efficient recovery of business operations and mission-critical IT systems, applications, and data. Students will receive a workbook and take-home disaster recovery plan templates. Students may also take the optional multiple-choice CBRITP (Certified Business Resilience IT Professional) certification exam.

Learn more about this course and certification at www.brcci.org or call 1-888-962-7224.

Rick Wellman, a senior business continuity and resilience trainer and consultant for BRCCI, is a highly skilled subject matter expert with more than 25 years of training and consulting experience.

PRC-4: Cyber Security – A Primer for Non-technical Management Professionals



Saturday, Sept. 28, 8:30 a.m. – 11:30 a.m.
\$600 per person
Presenter: Lee Eisen

This three hour course will provide the participants with:

- The confluence of Business Continuity and Cyber Security
- Overview of threat landscape and techniques & tools to address threats.
- Helping your organization adopt and adapt to digital transformation
- Cyber breach response and governance-risk-compliance (GRC)

For more course information email ted.brown@ketchconsulting.com or call 484-919-2966.

Lee Eisen, MBCP and MBCI, has a significant background in business continuity management and compliance programs.

PRC-5: Cyber Security – How to Execute a Cyber Security Exercise



Saturday, Sept. 28, 1:30 p.m. – 4:30 p.m.
\$600 per person
Presenter: Lee Eisen

This three hour course will provide the participants with:

- Elements of a Cyber Security Exercise and its benefits
- Basic types, components and benefits of a Cyber Security exercise
- Helping senior leadership interpret the results of an exercise
- Make your organization's staff aware of cyber security threats & best practices

For more course information email ted.brown@ketchconsulting.com or call 484-919-2966.

Lee Eisen, MBCP and MBCI, has a significant background in business continuity management and compliance programs.

POST-CONFERENCE COURSES:

Earn up to 16 additional CEAPs by attending a Post-Conference Course. To register visit www.drj.com/fall2019.

POC-1: Successfully Conduct your First BCP/DRP Drill!



Wednesday, Oct. 2, 1:30 p.m. – 5:00 p.m.
Thursday, Oct. 3, 8:00 a.m. – 5:00 p.m.
\$1,295 per person
Presenter: Steve Goldman

Your first BCP (or DRP) tabletop or drill can make or break your BCP/DRP efforts, including your career. A good job is not sufficient; your first drill needs to be outstanding! This course will teach you how. During this hands-on class, you will learn the elements of how to organize, set up, conduct, and evaluate a successful first BCP/DRP drill.

Topics include:

- the company politics of your first drill
- Goldman's "First Drill" Planning Checklist
- using incomplete plans to your advantage
- painlessly involve IT, PR, and management
- more than 100 Ideas for scenarios

Attendees will also:

- receive course e-files of the forms and templates presented in class
- develop drill objectives, events, and a timeline for your own organization
- practice what you learn as you participate in an in-class tabletop drill!

For more course information email Steve@SteveGoldmanAssociates.com.

Dr. Steven B. Goldman conducts the crisis management and business continuity professional education course at MIT.

POC-2: Operational Risk Management



Wednesday, Oct. 2, 1:30 p.m. – 5:00 p.m.
Thursday, Oct. 3, 8:00 a.m. – 5:00 p.m.
Friday, Oct. 4, 8:00 a.m. – noon
\$1,100 per person
Presenter: Vicky McKim

Students should bring their laptops with USB port for the class templates and to use during the practice. The group work time will allow participants to gain experience in assessment interviews, analysis, risk rating, calculating the cost benefit of mitigation and creating the reports and presentations for key stakeholders.

Students will leave with the following Course Materials

Electronic templates for Assessment & Report Samples.

Workbook that includes: Hardcopy of the Power Point, Outline of key concepts
Paper copy of templates and report samples

A certificate of completion for participants who attend the entire course.

The course will be taught in the following 5 Modules:

- **Module 1** – Overview of core concepts
- **Module 2** – Assessment
- **Module 3** – Analysis and reporting
- **Module 4** – Mitigation and risk tolerance
- **Module 5** – Creating a program

Upon completion of this course participants will:

- Be familiar with the risk management program structure and life cycle
- Understand the types of risk
- Have a good understanding of operational risk and its categories
- Improve how they:
 - o Conduct operational risk assessments
 - o Be able to identify various vulnerabilities, threats and controls
 - o Be able to rate and chart risk from one of several manual methods and be aware of automation capabilities available
 - o Identify mitigation options
 - o Facilitate cost benefit analysis
 - o Create risk reports

- o Understand and manage risk acceptance for their risk management programs
- o Embed risk awareness into their culture

For more course information email vicky.mckim@aureon.com or call 515-830-0233.

Vicky McKim is Risk Management & Business Resilience Director at Aureon.

POC-3: Create a Table-Top Exercise – An Exercise in BC/COOP Preparedness!

Sponsored by KETCHConsulting



Wednesday, Oct. 2, 1:30 p.m. – 4:30 p.m.
\$600 per person
Presenter: Ted Brown

In this class you will be given four different table-top scenarios, including the injects, and you will learn how to create a situation, scenario, and injects for your audience, your business, your location, and your BCP maturity.

You'll identify operations, decisions, and policies that impact the ability of a business unit to execute plans. The exercise will end with conclusions and discussions that will change, emphasize, and otherwise affect your business continuity/COOP plan. You will conclude with an "after action" report that will lead to effective modifications and improvements to the plans being exercised.

For more course information email ted.brown@ketchconsulting.com or call 484-919-2966.

Ted Brown, MBCI, CBCP, CBCV, president, and CEO of KETCHConsulting, is a recognized crisis management and business continuity industry leader.

POC-4: Developing Workplace Violence and Active Assailant Preparedness Plans

Sponsored by KETCHConsulting



Thursday, Oct. 3, 8:00 a.m. – 5:00 p.m.
\$1,200 per person
Presenter: Dave Hunt

As the number and variety of threat incidents continue to expand, it is imperative to incorporate prevention, response, and recovery capabilities in corporate continuity programs.

This full-day training will address what your company should be doing to be in compliance with the American National Standard on Workplace Violence and Intervention, and with recent interpretations of the OSHA general duty clause.

The class will present strategies for prevention, protection, mitigation, response, and recovery from a broad range of incidents, including domestic violence affecting the workplace, and cover the process for development or revision of a robust preparedness program.

In addition, discussing the issues and potential solutions, the course will cover a comprehensive process to develop preparedness, response, and recovery plans and capabilities. Including ways to get buy-in from senior leadership to endorse preparedness efforts. A wide array of exercise topics will also be discussed to challenge the company's capabilities to respond and implement the plans.

Participants will learn facilitation techniques and strategies for selecting drills, tabletop exercises, and functional and full-scale exercises. The class will discuss pitfalls to avoid in designing and implementing these types of exercises. Students will be provided exercise concepts for tailoring crisis management teams, conducting notification drills, a variety of exercises, and recommendations for coordinating with responders.

For more course information email ted.brown@ketchconsulting.com or call 484-919-2966.

Dave Hunt, Homeland Security Consulting, LLC is a national subject matter expert on active assailant preparedness.



The following are pre- and post-conference courses offered by BCI. For additional course information email bci@thebci.org or to register visit www.drj.com/fall2019.

**All BCI courses subject to minimum numbers.*

The BCI BIA Master Class



Saturday, September 28, 8:30 a.m. – 4:30 p.m.

\$695 per person

Presenter: Des O'Callaghan, BCI Instructor

This course is designed to provide participants with one day focused entirely on how a BIA is carried out in an organization. It combines a presentation on the theory and current good practice on doing a BIA with a real-life application of this theory. It is delivered by an expert facilitator to share hints, tips, and lessons learned on the BIA process. Actual BIA client results will be reviewed. You will have the opportunity to take part in a facilitated practical session to carry out a BIA using a case study with example questionnaires and templates to take away. This course is for those BC professionals who are responsible for carrying out a BIA at a strategic, tactical, or operational level within their organizations, and for those who require a better understanding of this essential part of the BCM Lifecycle.

CBCI Certification Course – Good Practice Guidelines 2018 Edition



Wednesday, October 2, 1:30 p.m. – 5:00 p.m.

Thursday, October 3, 8:30 a.m. – 5:00 p.m.

Friday, October 4, 8:30 a.m. – 5:00 p.m.

Saturday, October 5, 8:30 a.m. – 12:00 p.m.

\$2,156 per person

Presenter: Des O'Callaghan, BCI Instructor

The Good Practice Guidelines (GPG) are the independent body of knowledge for good business continuity practice worldwide. They represent current global thinking in good business continuity (BC) practice and now include terminology from ISO 22301:2012, the International Standard for Business Continuity management systems. The real value of the GPG to BC professionals lies in the fact that it considers not just the “what” to do but also the “why,” “how,” and “when” of practices written by real-world experts. This training course is intended to meet the technical and professional needs of BC and resilience professionals working in organizations of any type and size, in any industry or sector worldwide, and is based on the six professional practices that make up the BCM Lifecycle. Once you have taken the course you are ready to sit the CBCI exam (not included) and become a certified professional and member of the BCI. (CBCI online exam to be booked separately via the BCI shop and taken from your home or office at a convenient time to you.)

“I really like DRJ because it’s egalitarian. It’s just a great place to be. Their conferences are for anyone interested in business continuity and risk management.”

— Ron LaPedis



Asfalıs

BUSINESS RESILIENCE

DECODED

WITH VANESSA VAUGHN

Business Resilience Decoded is a multimedia partnership between Disaster Recovery Journal and Asfalıs Advisors to educate, inform, and inspire business continuity professionals, globally.

The podcast features short, informative conversations with some of the brightest minds in business continuity and related fields. Vanessa Vaughn gives our guests a comfortable space to provide insight to a large network of business professionals.

Subscribe Today:
www.drj.com/decoded/





Investing in Resilience

This year we're inviting the resilience community to explore different interpretations of "investing" to generate discussions around how we can best support the business continuity professionals and resilience functions.

From investing in people and training, to looking ahead and considering how we can invest in the future of resilience, join us during BCAW (Business Continuity Awareness Week) 2019 and BCI World Conference & Exhibition 2019, to help us raise awareness of the profession and empower our community.

What does "Investing in Resilience" mean to you?

 **@TheBCEye using #InvestingInResilience**

Catch up on



May 13 – 17

www.thebci.org/bcaw2019
#BCAW2019

Join us for



November 5 – 6

www.thebci.org/bciworld2019
#BCIWorld19

THE GLOBAL LEADER IN ORGANIZATIONAL RESILIENCE

BUSINESS CONTINUITY/CONTINUITY OF OPERATIONS

INCIDENT RESPONSE

INFORMATION SECURITY

CRISIS MANAGEMENT & COMMUNICATIONS

CRITICAL ENVIRONMENTS

LEGAL, AUDIT, & COMPLIANCE

FINANCIAL HEALTH & VISIBILITY

ORGANIZATIONAL BEHAVIOR

HUMAN RESOURCES MANAGEMENT

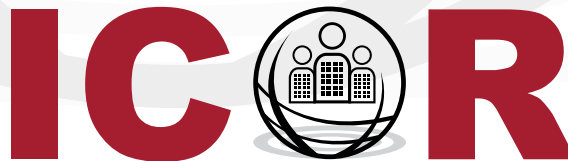
RISK MANAGEMENT

ICT CONTINUITY

SUPPLY CHAIN RESILIENCE

WE EDUCATE. WE CREDENTIAL. WE LEAD.

Resilience.
Education.
Credentialing.



The International Consortium
For Organizational Resilience

Building Resilient Communities, One Organization at a Time

www.build-resilience.org | info@theICOR.org | 1-866-765-8321

Disaster Recovery Journal
1862 Old Lemay Ferry Road
Arnold, MO 63010
Address Service Requested

Presorted
Standard
U.S. Postage
PAID
Fulton MO
Permit 38

—or— Business Continuity Coordinator



JOIN US

at the JW Marriott Phoenix Desert Ridge
Resort & Spa in gorgeous Phoenix, Arizona!

SAVE \$200
REGISTER BY
JULY 31, 2019

85+
Speakers

65+
Sessions

1000
Attendees

80+
Booths

REGISTER NOW
WWW.DRJ.COM/FALL2019

DOWNLOAD

THE DRJ FALL 2019
complete agenda at
www.drj.com/fall2019