

DRJ SPRING 2026

March 15-18, Orlando

THE FUTURE RUNS ON RESILIENCE

Where Strategy, Innovation, and Global Standards Converge

Attendee Conference Guide

The largest events dedicated to managing risk and resiliency in 2026

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100+
Expert Speakers

60+
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MEET OUR EMCEE



Melissa Muñiz *Zion Resiliency*

Melissa Muñiz is a dedicated, forward-thinking professional with a proven track record of excellence in disaster recovery and business continuity. She possesses an extensive background in various industries, excelling in both independent consultancy and corporate roles, consistently demonstrating strong leadership and adaptability in the face of evolving priorities.

Like many other tenured BC/DR professionals, Muñiz's career in the industry began with the assignment, "Here is a job we need done, and no one else wants to do it." She quickly realized she could leverage her data center background and public speaking skills not only to enhance the program but also to advocate for and implement training and awareness initiatives.

Muñiz has collaborated with various organizations, delivering essential documentation, conducting testing, evaluating, and mitigating risks, and performing impact assessments to ensure robust recovery plans. Utilizing her experience and knowledge, she has played a pivotal role in enhancing recovery protocols, implementing incident management strategies, and developing critical recovery documentation. Muñiz's commitment to making organizations and communities more resilient is unwavering.

Recognized for creating and presenting unique content in the continuity field, her public speaking and presentation skills have made her an articulate advocate for resilience. Muñiz shares valuable insights and remains active in industry thought leadership projects. Her dedication to advocating the value of resiliency professionals is a testament to her passion for the field.



Visit us at booth 400 & 402!

Achieve verified recoverability with a measurable, repeatable DR approach that consistently meets RTOs.

Join us for our sessions on Monday & Tuesday:



Table top to Real-World: Proving You Can Recover from Ransomware Before It Happens

Monday, March 16th @ 1:00 PM | Breakout Track



Building Cyber Resilience: Five Actions to Strengthen Your Organization This Week

Tuesday, March 17th @ 2:45 PM | Master Class



Cyber Resilience: How to Show Leadership You're Ready to Recover

Tuesday, March 17th @ 3:30 PM | Idea Lab

Exhibit Hall RAFFLE

Enter to win prizes donated
by our vendors!

To participate:

1. Download the **Cvent Events** app
2. Visit participating booths and scan the QR code at each booth

Raffle winners will be posted at the DRJ booth (204) at these times:

- Monday 3:15 p.m.
- Tuesday 2:00 p.m.



All scans must be completed by 1 p.m. on Tuesday to participate

PARTICIPATING BOOTHS

Agility Recovery	513
AlertMedia	300
BCM Pros.....	505
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CLDigital	502
Continuity Innovations	306
Control Risks	503
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EXHIBIT HALL



Exhibit Hall Layout and Booth Listings

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						501

Hours

Sunday

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

Monday

11:30 a.m. - 4:00 p.m.

Tuesday

11:30 a.m. - 3:00 p.m.

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VISIT **BOOTH #401/403**

HEAR FROM OUR EXPERTS AT DRJ SPRING 2026

**Solutions Track: Crisis24 Horizon: The Power of a
Unified Platform for Mass Communications**

March 15, 4:00 PM – 5:00 PM

**Masterclass: Scaling the One-Person Team: From
AI-Powered Workaround to Enterprise Resilience Model**

March 17, 2:45 PM – 3:15 PM

**Idea Lab: AI in Resilience: Balancing Opportunity
and Governance**

March 17, 3:30 PM – 5:00 PM

GLOBAL RISK FORECAST 2026

FUTURE READY, NOW.

Navigating risk with operational insight.

Crisis24's Global Risk Forecast 2026 equips leaders to anticipate what's next and act fast - with precision. Our annual report will show you where to focus, when to move, and what to do.

Access Report →



SPONSOR SPOTLIGHTS

PLATINUM

BOOTH 301/303



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

BOOTH 310/312



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. everbridge.com

BOOTH 202



The Business Continuity Institute (The BCI) is the leading institute of choice and certifying body for business continuity and resilience professionals. With a thriving community of more than 60,000 professionals – including 10,000 BCI members, 180 BCI corporate members, and representation across 39 regional chapters – the BCI is at the forefront of promoting best practices and thought leadership in organizational resilience. Through its four special interest groups and two special interest forums, the BCI fosters collaboration, innovation, and continuous learning across industries and geographies. thebci.org

GOLD

BOOTH 401/403



Crisis24 offers advanced critical event management capabilities to help organizations achieve successful outcomes during a crisis. By combining artificial intelligence (AI), unmatched expertise and a modern platform, we do what no one else can: We provide actionable intelligence and get the right information to the right people at the right time – so you can mitigate risk, strengthen organizational resilience and better protect your people, places and property. More information can be found at crisis24.com.

BOOTH 400/402



Recovery Point is a pure play provider of true end-to-end recovery and continuity solutions. As an award-winning nationwide leader in data protection and business resilience services, we serve organizations ranging from the Fortune 500 to SMBs, as well as federal, state, and local governments. We have the experts, the technology, and the platform to ensure resiliency and recovery across changing cyber threats and technology environments. With a client footprint across the Americas, Recovery Point has been recognized by Gartner in its Magic Quadrant for DRaaS and its Market Guide for DRaaS for nine consecutive years. recoverypoint.com

SPONSOR SPOTLIGHTS

SILVER

BOOTH 300/302



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

BOOTH 203



Our purpose is helping people thrive, every day. Together, we are focused on delivering exceptional and sustainable outcomes and value for our people, our clients and our communities. BDO is proud to be an ESOP company, reflecting a culture that puts people first. BDO professionals provide assurance, tax and advisory services for a diverse range of clients across the U.S. and in over 160 countries through our global organization. BDO is the brand name for the BDO network and for each of the BDO Member Firms. BDO USA, P.C., a Virginia professional corporation, is the U.S. member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms. For more information, please visit: bdo.com.

VIRTUAL ONLY



Cutover, the leader in work orchestration and observability, is the only platform that provides full organizational visibility into dynamic flows of work, bringing them out of the dark matter of the enterprise to enable teams to move quickly with confidence. Cutover eliminates outdated approaches like static spreadsheets and weekend calls so teams can accomplish work quickly and effectively – without the usual headache. cutover.com

VIRTUAL ONLY



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

BOOTH 411



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

BOOTH 409



Fortiv is an AI-native, business continuity management company that helps customers achieve up to 80% automation in Business Continuity Management (BCM). Fortiv revolutionizes BCM by automating manual work, enabling you to save money and focus on building Real Resilience, not just compliance. Learn more about Fortiv at fortiv.io.

BOOTH 410



Global Risk Consultants (GRC) is the global leader in independent property risk engineering. For 65+ years, GRC has offered a complete portfolio of loss control services including Fire Protection Engineering, Electrical Protection Services, Boiler & Machinery Engineering and more delivered by a best-in-class engineering team. tuvsud.com

SPONSOR SPOTLIGHTS

SILVER

BOOTH 205



HPE delivers unique, open and intelligent technology solutions as a service—spanning Cloud Services, Compute, High Performance Computing & AI, Intelligent Edge, Software, and Storage—with a consistent experience across all clouds and edges, helping customers develop new business models, engage in new ways, and increase operational performance. [hpe.com](https://www.hpe.com)

BOOTH 512



IBM Storage helps organizations build resilient, secure, and recoverable digital foundations through advanced IBM Storage and IBM Data Resilience solutions. Designed for today's hybrid and multi-cloud environments, IBM's approach integrates data protection, cyber recovery, and disaster recovery to help organizations detect risk earlier, reduce recovery time, and restore application availability with confidence. By combining intelligent storage platforms with automated recovery, governance, and continuous validation, IBM supports resilience programs that move beyond backup—enabling faster recovery, stronger cyber readiness, and operational continuity when it matters most. [ibm.com](https://www.ibm.com)

BOOTH 501



With a legacy spanning nearly four decades, we're at the forefront of delivering innovative print, mail, and electronic document services. Our expertise spans vital sectors, including Financial Services, Healthcare, Insurance, and Government, enabling seamless interactions with unparalleled security and compliance. [imsdirect.com](https://www.imsdirect.com)

BOOTH 309/311



KETCH Consulting provides companies with a wide variety of disaster recovery planning, including Hot Site Contract Negotiations, Business Impact Analysis, Table Top Exercises, Risk Assessment, People Recovery, Work Place Violence, Pandemic Preparedness, Executive Continuity Planning, Alternative Strategies, Incident Command Team, Day After Plan, Executive Justification of Business Continuity, Business Continuity Outsourcing, Business Continuity Program Development, Business Strategy Review, and Business Continuity Education. [ketchconsulting.com](https://www.ketchconsulting.com)

BOOTH 408



MEO is a SaaS platform that simplifies and streamlines risk impact quantification and business continuity plan development through an intuitive interface and straightforward process. MEO's unique algorithm helps companies clearly identify and quantify their risks, leading to targeted BCPs that protect their business. This empowers businesses to manage their operational risks with quantified certainty. [meocontinuity.com](https://www.meocontinuity.com)

BOOTH 407



Mitratech has a 35-year history as a leader in providing technology and services that empower organizations to manage risks, increase efficiency, control costs, and scale for the future. The lines continue to blur across Legal & Claims, Risk & Compliance, and Human Resources (HR)—and Mitratech is the trusted partner in driving clarity and collaboration across all these functions with cloud-based, automation-driven solutions. Scalable, flexible, and highly configurable by design, Mitratech's Governance, Risk and Compliance suite offers end-to-end, top-to-bottom risk and compliance management capabilities, spanning policy management, enterprise risk management, data privacy, AI governance, third-party risk management, continuity planning, and more. Whether organizations are just starting to implement GRC processes or looking to deploy next-generation programs across their full enterprise, Mitratech simplifies the process with cross-industry applications, convenient out-of-the-box templates, and relevant analytics to empower data-driven business outcomes. Mitratech serves over 20,000 organizations worldwide, spanning more than 160 countries. [mitratech.com](https://www.mitratech.com)

SPONSOR SPOTLIGHTS

BRONZE

BOOTH 513



When disaster strikes, an Agility membership provides the assets and expertise to restore operations fast. You get front-of-the-line access to on-demand continuity assets and services, including generator power, replacement workspace, restored technology hardware, data, IT equipment and internet connectivity, and even cyber disaster recovery. Members enjoy concierge planning and testing, proven operational resilience, and peace of mind. For over 30 years, Agility has kept thousands of businesses ready for anything. agilityrecovery.com

BOOTH 502



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

BOOTH 503



Control Risks is a global specialist in risk and opportunity, trusted by leading organizations that need to stay resilient in an unpredictable world. We combine deep expertise, strategic intelligence, and advanced technology to help clients navigate uncertainty, anticipate threats, and protect what matters most. With teams operating worldwide, we bring diverse skills and real-world experience to complex challenges. We support organizations of all sizes—as well as government and NGO partners—in strengthening security, compliance, and continuity. In moments of crisis or rapid change, we stand alongside our clients to safeguard their people, operations, and future, wherever they operate. Learn more at controlrisks.com.

BOOTH 511



An industry-leader in integrated resilience management technology, Noggin, a Motorola Solutions Company, provides a next-generation, cloud-based software platform that combines 10 primary solutions in one platform. Noggin's award-winning integrated resilience workspace seamlessly unifies operational & third-party risk management, operational resilience, business continuity, incident & crisis management, emergency management, and security & safety operations. For more, visit: noggin.io.

BOOTH 510



ParaSolution is a business continuity management software that has been helping organizations increase their resilience for over two decades. Our solution allows organizations to effectively manage risks, crisis plans and continuity program, enabling them to meet the most stringent industry compliance and governance standards. Developed by Premier Continuum, ParaSolution addresses the entire BCM lifecycle, integrating BIA and risk assessment, plan development and activation, exercising, crisis and incident management. ParaSolution offers the most intuitive pathways and is designed to promote all contributors' engagement in the BCM process, supporting your organization with solid core capabilities you can rely on. premiercontinuum.com/parasolution

BOOTH 207



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

SPONSOR SPOTLIGHTS

BRONZE

BOOTH 201



Resilient Matriarch partners with organizations to transform uncertainty into opportunity through innovative risk management and continuity strategies. Our team of certified practitioners bring multi-sector experience and integrated approaches to help organizations adapt a vision of preparedness and implement solid foundations in resilience and risk management that match business and technical requirements.

resilientmatriarch.com

BOOTH 506



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

veoci.com

EXHIBITORS

BOOTH 213

Accuweather

AccuWeather is recognized and documented as the most accurate and most used source of weather forecasts and warnings in the world. AccuWeather's track record of proven Superior Accuracy™ in weather forecasting and warnings has saved over 12,000 lives, prevented injury to over 100,000 people, minimized reputational harm and saved companies tens of billions of dollars – all beyond what has been done by the National Weather Service, National Hurricane Center, and other weather sources. Over a billion people worldwide rely on AccuWeather's proven Superior Accuracy™ across its consumer and digital platforms. [accuweather.com](https://www.accuweather.com)

BOOTH 200

Association of Continuity Professionals (ACP)

Association of Continuity Professionals (ACP) is the premier organization for continuity professionals providing a powerful networking and learning environment for its members. Known for its progressive programs, workshops and symposiums, the organization has become a unifying force in defining and leading the continuously evolving fields of business continuity, disaster recovery, and crisis, risk, and security management. [acp-international.com](https://www.acp-international.com)

BOOTH 505

BCM Pros

BCM Pros is a specialized ServiceNow implementation partner dedicated to Business Continuity Management (BCM), Risk Management, and Operational Resilience. We bridge the gap between business process expertise and technical execution, ensuring organizations can effectively prepare for and respond to disruptions. Our mission is to protect professionals from the pitfalls of “plug-and-play” tools on isolated cloud platforms. Our goal is to have business continuity seamlessly integrate across the organization. We leverage existing ServiceNow data & automation to meaningfully implement BCM, ensuring seamless & secure access, streamlined processes, and impactful results that are tailored to fit your specific business needs. We are a team of highly specialized & experienced professionals, dedicated to delivering exceptional customer satisfaction through adaptive solutions and industry-leading best practices. [bcmprosolution.com](https://www.bcmprosolution.com)

BOOTH 306

Continuity Innovations

Continuity Innovations offers award winning resilience planning products and services to meet our client's needs. Solutions include resilience planning software and professional consulting services. Our motto is straightforward... “Simplifying Resilience.” [continuityinnovations.com](https://www.continuityinnovations.com)

BOOTH 204

Disaster Recovery Journal (DRJ)

Disaster Recovery Journal (DRJ) is the leading resource for business continuity, disaster recovery, crisis management, and risk professionals worldwide. With a global network of more than 138,00 practitioners. DRJ delivers essential insights through two annual conferences, a quarterly digital magazine, weekly webinars, and a rich library of online resources. Our mission is to empower resilience professionals with the knowledge, tools, and connections they need to protect their organizations in a fast-changing world. Join our community by attending our events, subscribing to our publications, and following us on social media. [DRJ.com](https://www.drj.com)

BOOTH 212

ICOR

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

BOOTH 210

Infragard

InfraGard National Members Alliance (INMA) is an FBI-affiliated independent nonprofit organization dedicated to protecting U.S. critical infrastructure and the American people. Established in 2003, INMA is the private sector component of the FBI's InfraGard program, which is a partnership between the Federal Bureau of Investigation and members of the private sector for the protection of U.S. critical infrastructure. INMA is comprised of over 70 InfraGard Member Alliances, nonprofit organizations which represent INMA at the local level across the country. Through these alliances, law enforcement and the American business community can collaborate on educational programs, training events and information-sharing initiatives that strengthen national security and the foundation of American life.

BOOTH 500

Juvaré

Juvaré is the worldwide leader in emergency preparedness and critical incident management and response software. Our solutions, including WebEOC and Crisis Track, empower government agencies, corporations, healthcare facilities, academic institutions, and volunteer organizations to leverage real-time data for faster and more efficient incident management, thereby protecting people, property, and brands. [juvaré.com](https://www.juvaré.com)

BOOTH 307

Origami Risk

Origami Risk empowers leaders in insurance, risk, and safety with a purpose-built, cloud-native platform that optimizes workflows for better data, better insights, and better collaboration. Through highly configurable solutions integrated on a single platform, Origami Risk supports the management of the full lifecycle of risk, from prevention to recovery – helping the experts reduce harm and loss, and respond more rapidly and effectively when it happens. Grounded in continuous innovation and a foundational focus on client success, Origami Risk is trusted by leading organizations to enable greater resilience as they build for the future. For more information, visit [origamirisk.com](https://www.origamirisk.com).

BOOTH 406

Pellera Technologies

Pellera Technologies is the premier IT solutions partner for enterprise clients. Combining the expertise of [Converge Technology Solutions](#) and [Mainline Information Systems](#), we harness the power of digital infrastructure, hybrid cloud, cybersecurity, and artificial intelligence solutions. [pellera.com](#)

BOOTH 206

Pronto Recovery

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

BOOTH 507

Rescue 42

Rescue 42 ensures your business stays connected to the internet and critical communications, even in the most demanding situations. Our Compact Rapid Deployables deliver dependable Wi-Fi hotspot and cellular connectivity exactly when and where it's needed, minimizing downtime and ensuring business continuity. Whether it's the CRD™ or miniCRD™ for FirstNet®, the NSD™, or the new AiO (All-in-One) for Verizon® users, these solutions keep your team seamlessly connected and operational. In moments when every second counts, Rescue 42's communication solutions empower your business to maintain productivity, respond swiftly, and stay ahead, no matter the circumstance. [rescue42.com](#)

BOOTH 508

Riffle Resilience

Riffle Resilience is a modern resilience platform and advisory firm that helps organizations operationalize business continuity where it actually breaks. Built natively on the Atlassian ecosystem, Riffle transforms continuity from static plans and compliance artifacts into living, operational workflows embedded in daily work. By mapping critical operations, clarifying dependencies, and prioritizing what truly must not fail, Riffle enables faster decision-making, clearer recovery priorities, and more credible resilience outcomes. The result is a practical, scalable approach to continuity and operational resilience—grounded in how work really happens, not how organizations wish it did. [riffleresilience.com](#)

BOOTH 304

Ripcord Solutions

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

BOOTH 208

Risk and Resilience Hub

DECREASE RISK. INCREASE RESILIENCE! The Risk and Resilience Hub is a digital platform leveraged to bring together the silos of BC, EM, DR, GRC and ERM to build resilient organizations and communities in the private and public sectors. The vibrant ecosystem is not simply a web site but rather a global hub for professionals to connect and collaborate. More than the Sum of the Parts: The HUB's uniqueness is not to be found in one feature but rather in the combination of four key areas - a knowledge center, five directories, a Facebook-type community and a spotlight on prominent industry organizations. It has been quite a journey and we have loved every minute of it. Along the way, many challenges in the trenches have reminded us that resilience is about vision and perseverance. [riskandresiliencehub.com](#)

BOOTH 413

ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. [servicenow.com](#)

BOOTH 202

The BCI

The BCI is the global membership association of choice for business continuity and resilience professionals. With 9,000 members in more than 120 countries, we provide education, training & certification, membership, thought leadership, events, and more. [thebci.org](#)

BOOTH 509

Two Fifth Consulting

Two Fifth Consulting is a boutique business continuity, disaster recovery, and operational resilience advisory firm. Our experienced practitioners help organizations plan for disruption, manage crises, restore critical services, and strengthen resilience programs that stand up to real events, audits, and regulatory scrutiny. [2fifth.com](#)

Recover your applications faster with AI-powered automated runbooks



Recover 50%
faster



70% faster planning
and testing



60% less regulatory
prep time



Generate runbooks
in seconds with AI

AI agents are revolutionizing disaster recovery and incident management

Many financial services enterprises struggle with manual and complex disaster recovery and incident response, leading to increased downtime and negative impacts on the business and customers. In these high-pressure scenarios, every second counts.

Cutover Recover has been proven in the world's largest banks to failover applications and respond to incidents faster, without sacrificing control or compliance. By providing transparency, explainability, and human-guided AI, Cutover turns operational chaos into coordinated success.

BT2-04

From Complexity to Control: The New Model for Responding to Technology Outages

Learn how AI, automation, and orchestration elevate your recoveries, enabling reduced MTTR, improved collaboration, and greater operational transparency.

March 16, 2026 2:15 PM-3:15 PM ET

Respond and recover faster with AI

www.cutover.com

AGENDA DAY 1

Sunday, March 15, 2026



10 a.m. - 7 p.m.		Conference Registration Desk
12 - 12:45 p.m.		Sunday Special Sessions
SUN-1	Kaltenmark, Mack	Understanding BCI Certification Programs
SUN-2	Rodriguez	Infragard 2026
SUN-3	Atabaigi, Weddington	Welcome to DRJ: Maximizing Your First Conference Experience and Workshop for Early Careerists
1 - 3:30 p.m.		Sunday Workshops
SWS-1	Goldman	Successful Drills and Exercises: The Ultimate "How To" Workshop!
SWS-2	Christy, Liuzzi	Incident Response Planning
SWS-3	Phelps	Successful Crisis Management for Your Organization
SWS-4	Layman, Lozada, Witts	New Era of Business Continuity Management System Compliance
SWS-5	Carroll, Bailey	Weaving Enterprise Risk Management and Resilience into Organizational Fabric
3:30 - 4 p.m.		Refreshment Break
4 - 5 p.m.		Solutions Track
ST-1	Deppe, Geschke	Crisis24 Horizon: The Power of a Unified Platform for Mass Communications
ST-2	Vanderpool	Disaster Recovery Made Simple: How IMS Streamlines Business Continuity for Print and Mail
ST-3	Robbins, Mack	Reimagining Disaster Recovery: Building Enterprise Technology Resilience Through Automation and AI
ST-4	Jones	Why Your Resilience Strategy Is Stuck (and How to Fix It): Beyond the Buzzwords and Into Action
ST-5	Haugabrook, Miller	Breaking Down Silos in Resilience Through Crisis Management Planning
ST-6	Passo, Tulig	Closing the Resilience Gap: How Everbridge 360 + BC in the Cloud Deliver a Unified, End-to-End Resilience Platform
ST-7	McArdle, Liuzzi, Christy, Frederick	The State of Resilience in Today's World: In Conversation with Practitioners
ST-8	McLaughlin	From Data to Decision: Practical AI in Resilience with Veoci VIA
5 - 7 p.m.		Exhibit Hall
5 - 7 p.m.		Welcome Reception
5 - 7 p.m.		Product Demos

Notes

10 a.m. - 7 p.m.

CONFERENCE REGISTRATION DESK

Stop by the Registration Desk to pick up your conference materials, name badge, and get answers to any questions.

12 - 12:45 p.m.

SUNDAY SPECIAL SESSIONS

SUNDAY SPECIAL SESSION 1

Understanding BCI Certification Programs



Alice Kaltenmark
Kaltenmark
Consulting, LLC



Melissa Mack
Witt O'Brien's

Join Alice Kaltenmark and Melissa Mack from The BCI as they explore the critical importance of professional certifications and industry credentials in the resilience and continuity planning field. This session will provide insights into how certifications enhance career growth, demonstrate expertise, and elevate organizational credibility. Attendees will gain a deeper understanding of globally recognized certification programs and how they align with evolving industry standards. Whether you are looking to advance your career or strengthen your team's capabilities, this session will guide you in making informed decisions about professional development.

Alice Kaltenmark is a recognized business resilience expert who contributes as a resilience thought leader, mentor, and evangelist. Her professional experience spans more than 20 years in business continuity and disaster recovery in the information solutions industry and more than 40 years in IT. Kaltenmark serves on The BCI global board of directors as a director, a capstone of her many years of service to the resilience profession.

Melissa Mack, MBCI is a director of corporate resilience with Witt O'Brien's. She has been helping companies plan and prepare to respond to crises and disruptions for more than 15 years and is honored to serve as the leader of the BCI USA Chapter Committee.

SUNDAY SPECIAL SESSION 2

Understanding BCI Certification Programs



Felix Rodriguez
Control Risks

The need to protect critical infrastructure is core to our nation's economy and security. Infragard is the nations leading to information sharing group focused on infrastructure and cyber protection between private sector and the FBI.

Felix Rodriguez is a board member for Infragard Orlando chapter. He is a retired Marine officer with more than 20 years of experience in intelligence, security, and digital risks. He is currently a principal with Control Risks.

SUNDAY SPECIAL SESSION 3

Welcome to DRJ: Maximizing Your First Conference Experience and Workshop for Early Careerists



Robbie Atabaigi
United States Senate
Sergeant at Arms



Senorajoy Weddington
Control Risks

Are you new to DRJ or the resilience industry? Join us for a welcoming, interactive session perfect for first-time attendees! We'll cover everything you need to confidently navigate your first DRJ conference, from using the app and navigating the schedule to getting the most out of the expo hall. Discover networking tips and join a fun networking game to help you make lasting connections with fellow attendees.

This session will also introduce DRJ's Mentorship Program, where you can connect with experienced industry professionals for guidance and support. Additionally, we'll highlight the Association of Continuity Professionals (ACP) Special Interest Group (SIG) for Early Careerists. This community offers targeted support and resources for professionals starting their journey in resilience.

Finally, meet our partners, including leading universities and key vendors/sponsors dedicated to fostering resilience and supporting your career growth. This session is your gateway to making the most of your DRJ experience and connecting with the resources you need to succeed.

Robbie Atabaigi is an IT continuity and disaster recovery engineer with the federal government. She has decades of experience as both a practitioner and as a consultant serving numerous global organizations in developing and/or assessing their business continuity programs. Atabaigi has served on numerous industry boards throughout her career and is a member of local emergency response organizations in Georgia.

Senorajoy "Joy" Weddington, ABCP, is a business continuity analyst with Control Risks who is passionate about helping early career professionals navigate the field. She is deeply involved in advancing the field through volunteer leadership and serves on the DRJ Editorial Advisory Board and is vice president of membership for the Association of Continuity Professionals (ACP) D.C. chapter.

1 - 3:30 p.m.

SUNDAY WORKSHOPS

SUNDAY WORKSHOP 1

Successful Drills and Exercises: The Ultimate "How To" Workshop!



Dr. Steve Goldman
MIT

The DRJ attendees' favorite workshop UPDATED with "Using AI in scenario development/conduct/evaluation" and recent crises lessons learned! Successful business resilience, crisis management, and cyber-event responses take more than a plan: it requires realistic testing and validation.

This is the workshop where you learn how! Do your exercises provide as close-to-real situations as possible? Are all your responders and teams challenged properly? How do you gauge exercise success? What do others do? How can you improve? During this hands-on workshop, you will learn how to successfully develop, conduct, and evaluate your drills and exercises.

Students will master:

- Dr. Steve's Exercise Planning Checklist
- Using AI to develop and conduct your Exercise
- The company politics of drills and exercises
- Why drills and exercises are important
- Types of training, drills, and exercises
- How to obtain Management support AND participation
- Elements of successful exercises
- Scope, objectives, participants, facilitators, and resources
- 101 scenario ideas you can use
- Making your drills and exercises realistic
- Getting all responders seriously engaged
- Effectively conduct and critique the exercise AND keep your job!
- Cyber Event drills/exercises; some amazing lessons learned
- Leveraging drills and exercises for future gain for your organization - and for your career!

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

Dr. Steven Goldman, Director of Crisis Courses at MIT, is an internationally recognized expert, practitioner, lecturer, author, and senior consultant in Business Resiliency, Crisis Management, Crisis Leadership, and Crisis Communications - a rare but dynamic and effective combination of expertise. He has over 40 years' experience in the various aspects of our profession, including Planner, Responder, Crisis Team Leader, Spokesperson, Crisis Communications Team Leader, Advisor, and Mentor.

SUNDAY WORKSHOP 4

New Era of Business Continuity Management System Compliance



Joe Layman
Bright Horizons



DeBorah Lozada
Bright Horizons



Andrew Witts
Everbridge

The proliferation of global regulations and industry-specific standards has transformed business continuity management system (BCMS) from a procedural exercise into a complex, high-stakes compliance function. Traditional, checklist-based approaches to BCMS are no longer sufficient to meet evolving regulatory expectations for operational resilience, particularly in critical sectors like finance, education, healthcare, and infrastructure. This topic outlines the shifting landscape of BCMS compliance and offers a strategic framework for modernizing programs to meet these challenges.

Organizations are facing a complex mix of international standards (e.g., ISO 22301) and navigating industry-specific mandates, such as SOX for finance, FISMA for government agencies or HIPAA for healthcare. The increasing reliance on inter-organizational linkage and cloud technology further complicates compliance, adding new layers of third-party risk management and technological vulnerability. Failure to demonstrate a testable resilience can result in significant financial penalties, reputational damage, and loss of customer trust.

This presentation will explore a framework for moving beyond basic BCMS to true operational resilience and compliance. With case studies and practitioner insights, the session will focus on key areas:

- Integrated risk assessment
- Standards-based methodology
- Leveraging technology for compliance
- Embedding a culture of compliance
- External audit capabilities

BCMS compliance is a strategic necessity. Attendees' key practical takeaways will include a deeper understanding of the regulatory landscape and a blueprint for transitioning their BCMS programs from passive, audit-driven activities to proactive, resilience-focused initiatives. This presentation will demonstrate how a modern BCMS meets compliance obligations and provide a competitive advantage.

Joe Layman, MIS, CBCP, CRISC, ITIL, ISO 22031 Lead Implementer, is the BC and DR director for Bright Horizons Family Solutions. His background spans across business continuity, disaster recovery, emergency management, crisis and incident management within the education, healthcare, financial sectors and successfully achieved Bright Horizons' ISO 22301 accreditation in 2025. Layman serves as president on the board of directors for the Association of Contingency Planners, Orange County Chapter (ACP-OC). He is also a member of the CERT Team and Red Cross for his city.

DeBorah Lozada, Ph.D., CBCP, CBRA, ISO 22301 Lead Auditor, CRMP, CCSP, is a senior business continuity coordinator at Bright Horizons. She has developed, implemented and maintained enterprise-wide business continuity management programs across five industries, childcare, education, medical insurance, entertainment, healthcare and successfully achieved Bright Horizons' ISO 22301 accreditation in 2025. She was past chapter president, vice president, newsletter director, and membership director with Orange County Association of Continuity Professionals (ACP). As a member of the the California State University Fullerton Business Continuity Advisory Board, she was author and instructor of the business continuity certificate course. She later served on the UC Irvine Division of Continuing Education Advisory Board and was author and instructor of business continuity and emergency management courses.

Andrew Witts is the vice president of business continuity solutions at Everbridge. He has been the BC/DR program director for various companies. Witts has successfully deployed BC/DR programs on different platforms globally as a vendor and as a program owner, and has advised, consulted, and implemented programs for five Fortune 10 companies. He has been in the industry for 20 years and has a CBCP and CBCI. Prior to his time in BCP/DR, Witts was an officer in the Royal Navy and a pilot.

SUNDAY WORKSHOP 5

Weaving Enterprise Risk Management and Resilience into Organizational Fabric



Mark Carroll
Boston University



Dan Bailey
Topgolf

Effective enterprise risk management (ERM) includes the strategic planning, management, and execution of key practices focused in unison on value preservation and enhancement. Sound and effective risk management builds a resilient environment that functions in the form of an equation where the whole is greater than the sum of the individual parts or options and where key decisions are made to accept, avoid, reduce, or transfer risk in part or in whole.

This workshop will progress attendees through the entire risk management lifecycle as faced by the enterprise; from the up-front preparation and risk engineering to control execution and monitoring to addressing the risks that actually surface.

An effective risk manager has a host of options in their arsenal, each of which can play a role and each of which may serve to complement other weapons. Optimizing the organization's risk profile entails leveraging these weapons, striking the proper balance between hardening the environment to withstand a threat and bouncing back from a threat that was not anticipated or the organization cannot withstand.

Proper balance serves as the governing factor in limiting volatility and the foundation for key risk metrics such as the range of risk appetite and the levels of risk threshold and risk tolerance. Holistic management of risk varies by organization and is the net result of risk examination through multiple lenses.

The pinnacle of this workshop will be a summary tabletop exercise incorporating key facets of the risk paradigm.

Mark Carroll is a resilience professional with more than 30 years of experience in BC, DR and CM. He launched the first business continuity program for BIOGEN; built the global Gillette continuity program to 150 global locations, and led business continuity for Fidelity enterprise operations. Carroll is a frequent speaker at DRJ, ISACA, CI, MIT, DHS, and ACP conferences. He founded the graduate degree in ERM at Boston University and serves as adjunct faculty, having taught risk to more than 3,000 students worldwide.

Dan Bailey is the head of risk and insurance management at Topgolf, a global technology-enabled sports and entertainment company headquartered in Dallas, Texas. He has been involved in global risk management, resilience, BC and DR since 1991 and in IT since 1985. Bailey maintains four primary industry certifications - CERP, GRCP, FBCI, and MBCP. He serves on the DRJ Executive Council and on advisory councils with University of Texas in Dallas and 360Factors.

3:30 - 4 p.m.

REFRESHMENT BREAK

Notes

4 - 5 p.m.

SOLUTIONS TRACK

SOLUTION TRACK 1

Crisis24 Horizon: The Power of a Unified Platform for Mass Communications



Julie Deppe
Crisis24



Michael Geschke
Crisis24

Business continuity leaders live with a very real pressure in a crisis: the fear of sending out the wrong message—too late, to the wrong people, or over a blocked channel. Crisis24 Horizon addresses that head-on by unifying mass communications, intelligence, and people data in one platform, so teams can go from signal to message, confidently, within minutes.

In this Solutions Track, our product team demonstrates how Crisis24 Horizon correlates verified intelligence to impacted people and locations, removing manual list-building and guesswork. We'll show how AI-assisted drafting and review streamlines message creation and approvals, while built-in guardrails and templating reduce errors and variability. We'll also discuss the growing global messaging constraints (by market and modality) and how a unified approach helps organizations navigate multi-channel delivery and evolving regulations without fragmenting workflows.

Attendees will see live scenarios across routine disruptions and critical events, illustrating how a single, integrated platform reduces anxiety for senders, clarifies who needs to hear what, and measurably improves speed-to-notify and stakeholder confidence. You'll leave with concrete practices to simplify crisis communications and a view of how Crisis24 Horizon's unified design scales with your program as new channels and capabilities roll out.

Key takeaways:

- A practical model to reduce the sender's "fear of sending out": simplify drafting, approvals, and targeting in one place.
- How Horizon's intelligence-to-people correlation pinpoints exactly who needs the message, turning insight into action.
- Ways a unified platform architecture helps teams keep pace with global channel and regulatory changes.

Julie Deppe is a seasoned product management executive with more than two decades of experience driving innovation, growth, and operational excellence across complex product portfolios. As senior director of product management, she leads cross-functional teams to deliver customer-centric solutions that align with strategic business goals and market demands. Known for her ability to translate vision into execution, Deppe has successfully launched and scaled products in highly competitive environments.

Mike Geschke is a principal solutions engineer at Crisis24, where he works with global organizations to help them get the most value from their investment in Crisis24's technology. He partners with security, business continuity, and executive teams to strengthen operational resilience, enhance travel risk management programs, and improve response during critical events. Geschke focuses on making complex risk intelligence and mass-notification platforms practical and usable. He helps organizations move beyond theoretical capabilities, guiding them through preparedness planning, incident response strategy, and the effective adoption of modern resilience tools so they perform the way they're meant to when it matters most. Known for combining technical depth with operational experience, Geschke prioritizes solutions that are not just innovative, but executable under real-world pressure.

Notes

SOLUTION TRACK 2

Disaster Recovery Made Simple: How IMS Streamlines Business Continuity for Print and Mail



Mark Vanderpool
IMS, Inc.

This presentation introduces IMS's streamlined DR solution—demonstrating how clients can establish a cost-effective, compliant backup and recovery framework for transactional print/mail with minimal complexity.

Highlights:

- Overview of IMS's simplified DR architecture
- Case study showing implementation success
- Live example of failover and restoration process
- Cost comparison with traditional DR models

Mark Vanderpool serves as executive vice president and chief technology officer at IMS, Inc., where he leads the company's technology strategy to drive innovation, growth, and operational excellence across its print, mail, and digital communication solutions. Vanderpool combines more than 16 years of enterprise leadership and communications expertise to deliver transformative print, mail, and digital experiences for clients in highly regulated industries.

SOLUTION TRACK 3

Reimagining Disaster Recovery: Building Enterprise Technology Resilience Through Automation and AI



Chad Robbins
CLDigital



David Mack
CLDigital

As cyber threats rise and infrastructures become more complex, traditional disaster recovery (DR) strategies are failing to keep up. Today's resilience requires automated, intelligent, and well-governed approaches. This session covers how a Fortune 100 company transformed its DR program into a data-driven, automated resilience model. Through a phased roadmap—including a resilience maturity assessment, AI-generated plans, automated validation, and real-time dashboards—the organization streamlined recovery planning and improved visibility. By integrating automation and AI, manual processes were reduced, recovery assurance increased, and compliance strengthened. Attendees will learn how to shift from static DR to adaptive resilience that aligns with ongoing changes in business, technology, and risk.

Key takeaways:

- Evolve from static recovery to living resilience: Redefine DR as a continuously adaptive capability, not a one-time plan.
- Leverage automation and AI for dynamic plan creation: See how large enterprises modernize recovery workflows at scale.
- Align technology recovery with business impact: Build data-driven connections between IT assets, services, and critical business outcomes.
- Strengthen governance and confidence: Apply continuous assurance practices that sustain audit readiness and visibility.
- Access a practical blueprint: Take home a phased roadmap and maturity framework to benchmark and modernize your own DR program.

Chad Robbins, SVP platform strategy, has been an innovator within resiliency and mission-critical applications for close to a decade. He currently drives CLDigital's strategic roadmap for customers and the market to widely adopt continuity, risk, and resilience solutions.

David Mack is the senior vice president of business development Americas at CLDigital, where he leads strategic growth initiatives across the region. With a focus on helping organizations enhance their business continuity, disaster recovery, and operational resilience, Mack leverages his expertise to drive innovative solutions that align with client needs. He is committed to fostering strong relationships and delivering value-driven outcomes for CLDigital's clients.

SOLUTION TRACK 7

The State of Resilience in Today's World: In Conversation with Practitioners



Kevin McArdle
Noggin, a Motorola
Solutions Company



John Liuzzi
Southern Glazer's
Wine and Spirits



Rebecca Christy
Southern Glazer's
Wine and Spirits



Keith Frederick
West
Pharmaceutical
Services

In an era of "perma-crisis," the definition of business resilience is rapidly evolving from a recovery-based mindset to a competitive advantage. What does it actually take to stay ahead of the curve? Join this interactive panel of seasoned business continuity and resilience leaders for a candid exploration of the current landscape. We will move beyond the theory to discuss the practical application of modern resilience programs and the emerging risks that keep professionals up at night. Moderated by Motorola Solutions, this session offers a front-row seat to the strategies and insights top experts use to navigate today's biggest challenges.

Kevin McArdle serves as the head of North American sales for Motorola Solutions' enterprise resilience and security division, drawing on more than 30 years of experience within the technology sector. He focuses on empowering organizations to achieve superior business outcomes by ensuring they remain resilient and secure in an increasingly complex global landscape.

John Liuzzi is an internationally recognized speaker and award-winning professional with more than 30 years of business continuity expertise. He is an experienced company president, C-level executive, and three-term Congressional appointee. He is currently the national director of business continuity for Southern Glazer's Wine and Spirits, the largest distributor of wine and spirits in the world.

Rebecca Christy has been involved with incident management, business continuity, and emergency preparedness for more than 20 years in multiple industries. With a focus on continual program improvement, she actively works to encourage experience sharing in the local continuity community and advocates a holistic approach to continuity planning that encourages employees and companies to make BCP a part of day-to-day business.

With more than 25 years of experience in preparedness, response, and recovery, **Keith Frederick**, FBCI, directs global business continuity and resilience at West Pharmaceutical Services, driving operational resilience across the company's global manufacturing network.

Notes

SOLUTION TRACK 8

From Data to Decision: Practical AI in Resilience with Veoci VIA



Chris McLaughlin
Veoci

Artificial intelligence is the industry's buzzing topic, but for the business continuity and resilience professional, the question remains: "How does this actually help me at 2 a.m. during a crisis?" or "Can this really reduce the 400 hours I spend on annual plan maintenance?"

In this solutions track session, we move beyond the theoretical hype to understand the concepts of AI in the industry, peek into the future, and demonstrate practical, deployed AI applications of today. This session introduces Veoci VIA as a partner to practical resilience AI. We will dissect real-world workflows where AI transforms the "drudgery" of our profession – parsing high-volume incident data, automating situation reports, and instantly generating draft injects for complex exercises – into streamlined processes.

Attendees will see live examples of how AI can act as a force multiplier, not a replacement. We will explore how to securely leverage AI to "interrogate" your own static plans for rapid answers, normalize disparate data streams during large-scale events, and maintain situational awareness without adding headcount. Join us to learn how to operationalize AI today, turning your resilience platform from a passive repository into an active partner in your response.

Chris McLaughlin serves as the platform product manager for Veoci, where he applies a unique convergence of experience in emergency management, continuity, law enforcement, and information technology to guide the platform's strategic vision. With more than 25 years of public safety experience, including 17 years as a master peace officer and having served as a senior director of assurance, McLaughlin offers a distinct perspective on the intersection of resilience and technology. He holds a master's degree in emergency and disaster management from Georgetown University and is a doctoral candidate at Vanderbilt.

5 - 7 p.m.

EXHIBIT HALL

5 - 7 p.m.

WELCOME RECEPTION

5 - 7 p.m.

PRODUCT DEMOS

AGENDA DAY 2

Monday, March 16, 2026



6:30 - 8 a.m.	Networking Breakfast
7 a.m. - 5 p.m.	Conference Registration Desk
8 - 9 a.m.	General Session 1
GS-1 Clark	Choosing to Thrive: How to Make Choices that Lead to a Richer & Meaningful Life
9:15 - 10:15 a.m.	General Session 2
GS-2 Lucht, Liuzzi	Resilience Reimagined: Connecting Risk, Continuity and Crisis in the Age of AI
10:30 - 11:30 a.m.	General Session 3
GS-3 Bailey, Newton	Recovery to Resiliency: Embedding BC/DR into the Enterprise Risk Frameworks
11:30 a.m. - 4 p.m.	Exhibit Hall
11:30 a.m. - 1 p.m.	Lunch
11:30 a.m. - 1 p.m.	Product Demos
1 - 2 p.m.	Breakout Track 1
BT1-01 Braden	Operational Resilience, Evolved: Impact Tolerances, Third-Party Risk, and Board-Ready Outcomes
BT1-02 Halford	From Disaster Recovery to IT Resilience: Turning Data and Automation into Measurable Strength
BT1-03 Judy	Tabletop to Real-World: Proving You Can Recover from Ransomware Before It Happens
BT1-04 Fitzgerald, Stott	Space: The New Data Frontier
BT1-05 Shawver	Resilience Beyond Regulation: Turning Compliance into Competitive Advantage
BT1-06 Dadge, Parasuraman	Breaking Down Barriers: Modernizing Disaster Recovery for Resilience and Speed
2:15 - 3:15 p.m.	Breakout Track 2
BT2-01 Crossley	Resilience by Design: Securing the Software Supply Chain
BT2-02 Gaul	The Always-On Disaster Recovery Strategy: Cost-Effective Readiness for Anything
BT2-03 Goldstein	Beyond the Checkbox: Transitioning to a Continuous, Data-Driven 'Live BIA' Model
BT2-04 Patel, Agrawal	From Complexity to Control: The New Model for Responding to Technology Outages
BT2-05 Wyatt	Breaking Down Silos: The Key to a High-Performing Resilience Ecosystem
BT2-06 Cocchiara	The Imperative for Risk Quantification and Cyber Resilience Metrics in Modern IT Risk Management
3:15 - 3:45 p.m.	Refreshment Break
3:45 - 4:45 p.m.	Breakout Track 3
BT3-01 Hoss	The Resilient Future: A Practitioner's Guide to Harnessing Artificial Intelligence
BT3-02 Sanford	Lessons from the Trenches: True Stories of DR Success and Learning
BT3-03 Taylor, Greenstein	The Rise of the Chief Resilience Officer
BT3-04 Saraiva, Carriker	Quantifying the Impact of Business Continuity and Risk Engineering
BT3-05 Kaltenmark	Completing the Cyber Resilience Toolbox: Why Business Continuity Matters
BT3-06 Jasgur	Beyond the Firewall: Why Cybersecurity is Now Your Core Business Strategy
4:45 - 6 p.m.	Product Demos
6 - 8 p.m.	DRJ Networking Reception

6:30 - 8 a.m.

NETWORKING BREAKFAST

7 a.m. - 5 p.m.

CONFERENCE REGISTRATION DESK

Stop by the Registration Desk to pick up your conference materials, name badge, and get answers to any questions.

8 - 11:30 a.m.

GENERAL SESSIONS

8 - 9 a.m.

GENERAL SESSION 1

Choosing to Thrive: How to Make Choices that Lead to a Richer & Meaningful Life



Charles Clark
Charles Clark
International, LLC.

From the exhilarating highs of being recognized as one of the fastest men in the world to the crushing blow of a career-ending injury, Charles Clark's journey is a powerful testament to resilience and the power of choice. In choosing to thrive, inspired by his book "Guide to Thrive," he shares how pivotal decisions - especially in moments of uncertainty - can transform challenges into opportunities for greatness. Clark will illuminate how to rise above circumstances, embrace resilience, and take intentional steps toward a life that makes them proud.

Charles Clark is a motivational speaker, creator of the Thrive Planner, and bestselling author. Before becoming an international speaker, Clark was one of the fastest men in the world. He is a three-time NCAA National Champion and USA Track and Field silver medalist. Now, as a mindset expert, Clark shows athletes, entrepreneurs, and companies how to win in life. Today, Charles Clark he teaches people how to use adversity to build greater strength, success, and fulfillment.

9:15 - 10:15 a.m.

GENERAL SESSION 2

Resilience Reimagined: Connecting Risk, Continuity and Crisis in the Age of AI



Melanie Lucht
Fusion Risk
Management



John Liuzzi
Southern Glazer's
Wine and Spirits

From Reactive Response to Predictive Resilience: How Data, Orchestration, and AI Are Transforming the Landscape.

As the business world grows more complex and interconnected, leading organizations are redefining what it means to be resilient. This visionary keynote will explore how the future of resilience lies in connection - across data, people, processes, and technology.

Southern Glazer's, the world's largest distributor of wine and spirits, has built a world-class continuity and resilience program that unifies business continuity, crisis management, disaster recovery, and risk functions into one adaptive ecosystem. This connected model enables leaders to visualize dependencies, automate responses, and orchestrate decision-making in real time - transforming resilience from a static compliance function into a living, predictive capability.

Attendees will gain insight into:

- How forward-thinking organizations are shifting from reaction to prediction through data-driven orchestration and AI-assisted risk intelligence.
- The tangible impact of integrating risk, continuity, and crisis functions to eliminate silos and accelerate recovery.
- The cultural and technological transformation required to build a "resilience IQ" that scales across the enterprise.

Drawing on Southern Glazer's proven success this session will set the tone for the entire conference - inspiring attendees to envision a future where resilience is no longer a response, but a competitive advantage.

Melanie Lucht has been in the risk and resilience industry for more than 25 years, currently serving as the vice president of customer success at Fusion Risk Management. Prior to joining Fusion in September 2024, Lucht was at Carnegie Mellon University for nearly 12 years, serving as the associate vice president and chief risk officer.

John Liuzzi is an internationally recognized speaker and award-winning professional with more than 30 years of business continuity expertise. He is an experienced company president, C-level executive, and three-term Congressional appointee. He is currently the national director of business continuity for Southern Glazer's Wine and Spirits, the largest distributor of wine and spirits in the world.

10:30 - 11:30 a.m.

GENERAL SESSION 3

Recovery to Resiliency: Embedding BC/DR into the Enterprise Risk Frameworks



Dan Bailey
Topgolf



Dan Newton
PNC

True resilience goes beyond recovery. This session explores how to integrate business continuity and disaster recovery into your organization's broader enterprise risk framework, ensuring alignment between recovery priorities, risk appetite, and governance. Attendees will learn practical steps to embed BC/DR into risk assessments, decision-making, and strategic planning—creating a unified, enterprise-wide approach to operational resilience.

Dan Bailey is the head of risk and insurance management at Topgolf, a global technology-enabled sports and entertainment company headquartered in Dallas, Texas. He has been involved in global risk management, resilience, BC and DR since 1991 and in IT since 1985. Bailey maintains four primary industry certifications - CERP, GRCP, FBCI, and MBCP. He serves on the DRJ Executive Council and on advisory councils with University of Texas in Dallas and 360Factors.

Dan Newton, CRISC, MBCP, MBCI, is a Senior Vice President in PNC's Independent Technology Risk Management (ITRM) organization overseeing IT Risk Governance for the firm. He has 30+ years of risk management, business continuity, and disaster recovery experience that includes successfully developing and managing divisional, cloud centric and enterprise-wide programs; leading comprehensive risk assessments; ensuring regulatory compliance, creating, and driving effective risk and continuity management methodologies and policies; establishing and maintaining extensive risk communities; and delivering timely and impactful executive level management reporting, metrics, and portfolios.

11:30 a.m. - 4 p.m.

EXHIBIT HALL

11:30 a.m. - 1 p.m.

LUNCH

11:30 a.m. - 1 p.m.

PRODUCT DEMOS

1 - 2 p.m.

BREAKOUT TRACK 1

BREAKOUT TRACK 1 - SESSION 1

Operational Resilience, Evolved: Impact Tolerances, Third-Party Risk, and Board-Ready Outcomes



Spruille Braden
Prudential Global
Investment Management

Operational resilience isn't a compliance checklist—it's a service-centric operating model that protects critical business services when disruption is inevitable. In this advanced session, we'll move from process-driven continuity to service-driven resilience, showing how to set impact tolerances for critical services, map third-party and technology dependencies, and convert testing results into board-relevant reporting and risk appetite signals. We'll contrast impact tolerance vs. RTO, integrate TPRM with service maps, and outline a practical cadence for scenario testing, remediation, and senior-management review—so leaders can evidence resilience, not just assert it. Expect a pragmatic blueprint linking controls to outcomes your board cares about: client harm, market integrity, financial stability, and the firm's safety and soundness.

Spruille Braden is an operational resilience executive and subject matter expert experienced in creating standards, methodologies and frameworks uniquely capable of utilizing industry best practices within the complex global regulatory landscape. Braden has more than 15 years of experience with business continuity, disaster recovery, and crisis management, delivering risk-based, full-life cycle program management.

BREAKOUT TRACK 1 - SESSION 2

From Disaster Recovery to IT Resilience: Turning Data and Automation into Measurable Strength



David Halford
Fusion Risk Management

The concept of "IT resilience" has evolved beyond recovery planning; it's about enabling continuous operations, informed decision-making, and measurable business outcomes. For many organizations, the journey from traditional IT disaster recovery (ITDR) to IT resilience remains unclear.

This session explores how to elevate ITDR programs through data analytics, AI enabled intelligent automation, and actionable insights. Drawing from industry best practices and real-world examples, this session shows how to identify and leverage operational data that reflects your organization's true resilience posture, and how AI-driven tools can streamline testing, analysis, and optimization.

Participants will gain practical strategies for incorporating recovery optimization into broader enterprise resilience programs, without turning the conversation into a technology pitch.

Key takeaways:

- How to define and assess IT resilience beyond traditional recovery metrics
- Ways to apply data analytics, AI solutions, and intelligent automation to strengthen testing, response, and recovery analysis
- How to use operational data to demonstrate resilience maturity and value to stakeholders
- The role of recovery optimization in enabling continuous improvement

David Halford has more than 30 years of experience in the client services industry and product management, covering a variety of organizational management, product management, professional services, and sales support areas. Halford regularly works with business executives to help provide creative solutions. As a continuity professional, Halford often has the opportunity to provide strategic business leadership and risk and resilience guidance across a wide spectrum of industries. He is a regular industry speaker and contributes to industry thought leadership and publications. Halford enjoys the outdoors, horseback riding, and spending time with family and pets.

BREAKOUT TRACK 1 - SESSION 3

Tabletop to Real-World: Proving You Can Recover from Ransomware Before It Happens



Jeff Judy
Recovery Point

When ransomware hits, it's too late to test your plan. The organizations that survive are the ones that validated recovery before the attack in controlled, testable environments. This session will show how to elevate tabletop exercises into full-spectrum recovery readiness using real-world cleanroom environments, automated malware detection, and orchestration workflows.

We'll unpack how proactive recovery validation reduces risk, strengthens business continuity, and gives executives the confidence that "yes, we can recover." Whether you're responsible for IT disaster recovery, cyber resilience, or business continuity planning, you'll leave with an actionable framework for operationalizing recovery readiness, before it's ever tested under fire. If you're building towards cyber resilience, this is the hands-on, operational perspective you need.

Key takeaways:

- Understand the difference between tabletop exercises and real recovery validation, and why both are critical.
- Learn how to validate backups in cleanroom environments to ensure malware-free recovery points.
- See how automation and orchestration streamline and harden the recovery process.
- Identify hidden risks in your existing DR and cyber recovery plans before an incident exposes them.
- Walk away with a blueprint for building a repeatable, provable recovery validation program that aligns with modern cyber resilience standards.

Jeff Judy has more than two decades of experience in system architecture and administration, with a particular focus on virtualized solutions. He designed, built, and deployed Recovery Point's cloud environments and has extensive experience with a broad range of storage replication and back-up technologies. He also has experience deploying new data centers and leading systems engineering teams. He is a VMware certified professional.

BREAKOUT TRACK 1 - SESSION 4

Space: The New Data Frontier



Michael Fitzgerald
Flexential



Chris Stott
Lonestar Data Holdings Inc.

Redefining "safe harbor" with data in space that reduces risk, cuts costs, and strengthens compliance and resiliency.

Michael Fitzgerald, senior director of engineering, leads the Flexential professional services teams focused on networking, infrastructure, architectures, modernizations, and migrations. His professional expertise and experience also includes AI governance, security, data protection, disaster preparedness and DR.

Chris Stott is the founder, chair, and CEO of Lonestar Data Holdings Inc., the world's leading resilient space based sovereign data storage company. A lifetime entrepreneur, Stott is also the founder and non-executive chair of River Advisers, the world's largest commercial provider of satellite spectrum.

Notes

BREAKOUT TRACK 1 - SESSION 5

Resilience Beyond Regulation: Turning Compliance into Competitive Advantage



Evan Shawver
Rocket

How to move beyond checkbox compliance to build mature, adaptive, and strategically resilient organizations. This session will explore how regulation can act as a starting point, not the destination, for resilience programs - and how to shift from a compliance mindset to one that sees regulation as a catalyst for broader organizational maturity.

With a successful career spanning more than 20 years, **Evan J. Shawver** is widely recognized as a leading authority in crisis management, business continuity, disaster recovery, risk management, and continual improvement. As the director of resilience at Rocket LP, he leverages a wealth of expertise gained from leadership positions at Flagstar Bank, Corewell Health, and DTE Energy, where he directed resilience teams and advanced organizational preparedness. Notably, Shawver served as incident commander for Corewell Health through the COVID-19 pandemic, guiding the organization's response during one of the most critical and challenging periods in recent history. His dedication and strategic vision have established him as a trusted leader known for excelling in operational resilience initiatives.

BREAKOUT TRACK 1 - SESSION 6

Breaking Down Barriers: Modernizing Disaster Recovery for Resilience and Speed



Girish Dadge
IBM Data Protection



Ram Parasuraman
IBM Data Protection

Disaster recovery plans often fail—not because of technology gaps, but because of organizational silos. When storage, application, and security teams operate independently, recovery objectives become fragmented, policies conflict, and response times stretch from hours to days.

Today's threat landscape demands rapid, intelligent response. AI-driven analytics can help detect anomalies that signal application risk—long before an outage occurs—and proactively prepare recovery sites. Combined with continuous validation and policy-driven governance, this approach transforms DR from a static plan into a living, adaptive system.

We'll explore how AI-assisted detection, snapshot-first recovery models, and automated clean-room testing reduce RTO and RPO while ensuring application availability. Attendees will learn why breaking silos is critical for orchestrating recovery workflows and how to unify teams around shared objectives using automation and intelligent insights.

You'll leave with practical guidance on integrating detection, governance, and orchestration into a DR strategy that is cyber-ready, auditable, and capable of restoring business operations in minutes, not days.

Girish Dadge is a senior product leader in disaster recovery, data protection, and operational resilience. Through roles at Sungard AS and IBM, he has worked with global enterprises to evolve DR strategies, strengthen recovery readiness, and close the gaps between infrastructure, application, and resilience teams.

Ram Parasuraman serves as executive director for data resilience at IBM, where he leads initiatives spanning disaster recovery, cyber resilience, and data protection. His portfolio focuses on helping organizations strengthen recovery strategies and move from reactive DR planning to resilient, business-aligned outcomes.

2:15 - 3:15 p.m.

BREAKOUT TRACK 2

BREAKOUT TRACK 2 - SESSION 1

Resilience by Design: Securing the Software Supply Chain



Cassie Crossley
Supply Chain Security Advisor

Modern organizations rely on complex software ecosystems that are only as resilient as their weakest vendor or dependency. As cyber and operational risks converge, understanding and securing the software supply chain has become central to resilience planning.

This session explores practical strategies for embedding software supply chain security into your operational resilience framework. Attendees will learn how software bills of materials (SBOMs), attestations, and continuous vendor assurance can provide visibility and trust—especially during disruptive events. Drawing from real-world lessons across critical infrastructure and technology sectors, we'll examine how these tools can reduce downtime, improve incident response, and strengthen confidence in recovery capabilities.

Participants will leave with actionable steps to assess software supply chain risks, align assurance practices with regulatory expectations, and build resilience that extends beyond compliance to true business continuity.

Cassie Crossley is a global executive in technology, cybersecurity, and supply chain security, as well as an author and trusted boardroom advisor. She brings three decades of leadership experience spanning technology, critical infrastructure, and global operations. Formerly a vice president of supply chain security at Schneider Electric, Crossley is the author of "Software Supply Chain Security: Securing the End-to-End Supply Chain for Software, Firmware, and Hardware" (O'Reilly Media) and a recognized thought leader shaping cyber and resilience strategies across industry and government sectors worldwide.

BREAKOUT TRACK 2 - SESSION 2

The Always-On Disaster Recovery Strategy: Cost-Effective Readiness for Anything



Emily Gaul
Agility Recovery

Disasters don't RSVP—and they almost never repeat themselves. One year it's a regional power outage. Next it's a cyber incident, a fiber cut, a flood, a "small" fire that becomes a multi-week access problem, or a perfect storm of all the above. The hard truth for continuity leaders: optimizing for *the last* disruption is a reliable way to be surprised by *the next* one. This breakout session introduces an **Always-On Disaster Recovery Strategy**: a practical, disruption-agnostic approach to readiness that keeps organizations prepared **without paying "disaster pricing" every day**. We'll break down how to shift from brittle, scenario-specific plans to a layered capability model built around what every interruption ultimately demands—**power, connectivity, workspace, technology recovery, and a rehearsed decision engine**—then show how to scale those capabilities on demand. You'll leave with a clear blueprint for building an always-ready posture that is financially rational, operationally testable, and resilient across wildly different event types—because "ready for anything" isn't a slogan; it's a design requirement.

Key takeaways:

- A simple readiness framework that works across *weather, infrastructure failure, facility loss, and cyber events*
- How to right-size investments using tiers, triggers, and time-based recovery objectives
- A testing rhythm that proves readiness and exposes hidden single points of failure

Emily Gaul is Vice President of Operations at Agility Recovery, where she leads the orchestration of complex, high-stakes recovery services that help organizations stay operational through disruptions of every kind. Emily brings a practitioner's mindset to resilience—focused not just on plans, but on flawless execution when it matters most.

BREAKOUT TRACK 2 - SESSION 3

Beyond the Checkbox: Transitioning to a Continuous, Data-Driven 'Live BIA' Model



Jeffrey Goldstein
Mitratech

The business impact analysis (BIA) is the cornerstone of all business continuity planning. And yet, it remains one of the most significant pain points for practitioners. Traditional BIA methodologies often result in "static snapshots" with data that is outdated the moment the spreadsheet is saved. Modern teams with major continuity challenges can ill afford to rely on year-old data for real-time recovery decisions.

This session challenges the status quo of the annual BIA cycle and introduces the concept of the "live BIA." We will explore how organizations can move away from labor-intensive, manual data collection toward a rolling, integrated model that reflects the current state of the business.

Attendees will learn:

- The logic of continuous assessment: How to identify "trigger events" like organizational restructures, new vendor acquisitions, or technology shifts, that should update your BIA in real time rather than waiting for an annual review.
- Moving from subjective to objective data: Strategies for integrating operational data points to validate the "gut feelings" of department heads, ensuring more accurate recovery time objectives (RTOs).
- Bridging the gap between audit and action: How to format BIA outputs so they serve as a strategic decision-making tool for executives during a crisis, rather than just a document for internal auditors.
- Modernizing the workflow: Best practices for using self-guided, decentralized workflows that reduce "survey fatigue" among business unit leaders while improving data quality.

The goal of this session is to provide a roadmap for transforming the BIA from a compliance-heavy "checkbox activity" into a dynamic engine that drives true organizational resilience. By the end of this presentation, practitioners will have a framework for maintaining a BIA that is as agile and evolving as the threats we face.

Jeffrey Goldstein is a vice president for global partnerships and enterprise sales at Mitratech. With an extensive 14-year tenure in business continuity, his journey started at RecoveryPlanner, marking a significant chapter that culminated in the company's acquisition by Prepara, then Mitratech. Goldstein's multifaceted expertise as a seasoned sales professional is evident in his proficiency in driving new business initiatives, adeptly fostering and sustaining customer relationships, and providing direct leadership to sales teams.

BREAKOUT TRACK 2 - SESSION 4

From Complexity to Control: The New Model for Responding to Technology Outages



Manish Patel
Cutover



Prateek Agrawal
Centene Corporation

Discover how major incident management and disaster recovery is evolving into a connected and intelligent process. Learn how AI, automation, and orchestration elevate your recoveries beyond manual coordination, enabling reduced MTTR, improved collaboration, and greater operational transparency.

Manish Patel is a seasoned leader in operational resilience and IT change management, with 20+ years in investment and wealth banking. As SVP of Global Solutions at Cutover, he drives strategies that strengthen resilience, streamline change events, and ensure business continuity for global enterprises. Previously, he held senior roles at Barclays Wealth, Corporate, and Investment Bank, overseeing large-scale IT programs across multiple regions. His expertise spans governance, risk management, and technology-driven resilience.

Prateek Agrawal is the head of technology resiliency at Centene Corporation. He has designed and operationalized sustainable processes, managing risks ranging from business continuity and resiliency, cyber security, third-party, to privacy and data protection at Citi, JPMorgan Chase, Bank of Montreal, and USAA. He has successfully managed major natural disasters, cyber, data and supply chain incidents globally.

BREAKOUT TRACK 2 - SESSION 5

Breaking Down Silos: The Key to a High-Performing Resilience Ecosystem



Alex Wyatt
West Monroe

Silos - operational, cultural, and functional - remain one of the greatest barriers to enterprise-wide resilience. This session will present proven strategies to embed resilience across functions by aligning risk, continuity, IT, and crisis teams under shared goals, playbooks, and metrics.

Alex Wyatt is a director out of West Monroe's Seattle office within the firm's operational excellence practice. With a background in multiple industries, he brings more than 17 years of experience in delivering solutions to clients and is a certified Six Sigma Black Belt, project management, and business continuity professional. Wyatt is an accomplished program manager with a track record of delivering value to clients by implementing solutions focused on optimizing processes and building resilient operations.

BREAKOUT TRACK 2 - SESSION 6

The Imperative for Risk Quantification and Cyber Resilience Metrics in Modern IT Risk Management



Rich Cocchiara
CxO Expertise, LLC

As cyber threats continue to evolve in scale and sophistication, organizations must adopt more structured, measurable approaches to managing IT risks. Traditional qualitative methods of assessing cyber threats are no longer adequate to protect critical infrastructure or justify cybersecurity investments. Instead, there is a growing need for risk quantification and cyber resilience metrics to ensure that organizations can withstand, respond to, and recover from cyber incidents with minimal disruption.

This presentation will address why quantifying cyber risk and tracking resilience metrics are now essential for modern IT risk management. Attendees will gain insights into:

- Risk Quantification: How converting cyber risks into financial terms allows businesses to understand the true impact of potential threats, prioritize investments, and make data-driven decisions that align with overall risk appetite and business goals.
- Cyber Resilience Metrics: Key metrics such as recovery time objectives (RTO), mean time to detect (MTTD), and mean time to recover (MTTR) that provide actionable insights into an organization's ability to respond and bounce back from cyberattacks.
- Data-Driven Risk Management: Leveraging advanced analytics, real-time monitoring, and automated risk assessments to provide a more accurate view of cyber threats and vulnerabilities.
- Aligning IT Risk with Business Objectives: Ensuring that risk mitigation strategies are aligned with corporate goals by using quantifiable metrics that speak to business leaders, boards, and non-technical stakeholders.
- Building Cyber Resilience: Moving beyond reactive defenses to develop a proactive, holistic approach to cybersecurity that focuses on minimizing downtime, reducing operational risk, and improving overall resilience.

Through case studies and real-world examples, this session will provide practical guidance on implementing risk quantification and resilience metrics to fortify your organization.

Rich Cocchiara is the managing partner for CxO Expertise, LLC., a company specializing in helping C-level executives and companies create innovative risk and resilience strategies, plans, and solutions. He is the former chief information security officer for the New York City Department of Education and is the former chief technology officer for IBM's business continuity and resiliency services division. Cocchiara has more than 35 years of IT consulting, service and support experience, specializing in IT risk and resilience.

3:15 - 3:45 p.m.

REFRESHMENT BREAK

3:45 - 4:45 p.m.

BREAKOUT TRACK 3

BREAKOUT TRACK 3 - SESSION 1

The Resilient Future: A Practitioner's Guide to Harnessing Artificial Intelligence



Jason Hoss
Whirlybird Labs, Ltd.

Artificial intelligence (AI) is no longer a future concept; it's a present-day reality reshaping the resilience landscape. This session moves beyond the hype to provide a practical, practitioner-focused guide for integrating AI into your business continuity and resilience programs. We will explore how to leverage AI not as a replacement for human expertise, but as a powerful capability multiplier through the concept of Augmented Intelligence.

Attendees will journey through real-world applications, from using AI to distill complex incident data into actionable summaries to developing sophisticated, tailored tabletop exercises in a fraction of the time. We will also confront the "dark side" of AI, presenting a balanced and clear-eyed view of the significant risks—including deepfakes, superhuman hacking, and misinformation—and discuss the critical need for robust governance to mitigate them. Finally, we'll demystify the counterintuitive "oddities" of AI, such as hallucinations and the token economy, equipping you to interact with these tools more effectively. This session will provide a strategic roadmap for harnessing AI responsibly, ensuring your organization is not just prepared to survive but poised to thrive.

Key takeaways:

- Define core AI concepts and articulate the strategic goal of Augmented Intelligence—a human-AI partnership—within their organization.
- Identify at least three practical, low-risk AI workflows for tasks like data analysis, document summarization, and exercise development to immediately enhance their resilience programs.
- Analyze the dual nature of AI to understand better and articulate its opportunities and risks, forming a solid foundation for developing an effective AI governance policy. Recognize common but counter-intuitive AI behaviors ("oddities") like hallucinations and the "uncanny valley" to avoid common pitfalls and become a more effective AI practitioner. Formulate a strategic "crawl, walk, run" approach for introducing and scaling AI.

Jason Hoss brings more than a decade of transformative experience to business resilience, evolving from a photography business owner to an enterprise resilience expert, now pioneering human-AI integration at Whirlybird. He combines emotional intelligence with technical expertise to translate complex concepts into accessible strategies, while championing the critical balance between artificial intelligence and human wisdom in organizational resilience.

BREAKOUT TRACK 3 - SESSION 2

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



Matthew Sanford
HPE/Zerto

Sometimes it's best to learn from other people's experiences to understand current best practices and avoid future pitfalls, as we do not live long enough to make all the mistakes ourselves (aka, the definition of "wisdom").

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

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

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

Matthew Sanford has more than 30 years experience providing proven solutions for customers in the disaster recovery/business continuity industry.

BREAKOUT TRACK 3 - SESSION 3

The Rise of the Chief Resilience Officer



Steve Taylor
BDO



Steve Greenstein
Fusion Risk
Management

As threats of business disruptions grow more complex and consequential, organizations in sectors like national security, healthcare, technology, and financial services are appointing chief resilience officers (CROs) to formalize and lead enterprise resilience efforts. This session explores the CRO's pivotal role in coordinating continuity planning, recovery operations, crisis management, and dependency mapping across the C-suite and throughout the organization. Further, it will highlight the essential experiences, skills, and tools that enable success in the role.

Participants will learn how the CRO's proximity to front-line operations, ability to influence key stakeholders, and clear decision-making authority are essential for effective cross-functional response. In addition, the session will explore the CRO role in context with existing C-suite members while highlighting the operational and technological knowledge required for the role.

Learning objectives:

1. **Understand the chief resilience officer's role** in coordinating enterprise-wide continuity, recovery, and crisis management.
2. **Distinguish between risk management and resilience of leadership** by comparing the responsibilities of the chief risk officer and chief resilience officer.
3. **Identify key skills and tools required for effective resilience of leadership**, including operational and technical knowledge.
4. Join us to discover how the chief resilience officer is shaping the future of organizational preparedness and learn how to best position yourself for a broader role in resilience.

Steve Taylor is a director in BDO's risk and resilience practice with more than 20 years of experience in cyber risk management, resilience, and response services for complex, regulated organizations, and holds more than a dozen risk-related certifications as a graduate of UT's executive MBA program. Prior to joining BDO, he led the global risk and resilience at a leading cybersecurity company, overseeing crisis management and operational resilience, and played a key role in containing several high-profile cyber incidents.

With more than 35 years of experience in enterprise risk, business continuity, and operational resilience, **Steve Greenstein** is a trusted senior advisor who partners with organizations to build practical, actionable programs that strengthen resiliency. Recognized for his hands-on, client-first approach, he brings deep expertise across technology risk, continuity planning, business impact analysis, and enterprise recovery strategies.

Notes

BREAKOUT TRACK 3 - SESSION 4

Quantifying the Impact of Business Continuity and Risk Engineering



Eric Saraiva
MEO Continuity



Charles Carriker
Global Risk Consultants Corp.

Risk management professionals often face a fundamental challenge: how to prove the business impact of continuity planning and risk engineering in financial terms. This session demonstrates practical ways to connect risk engineering findings with business interruption and operational resilience strategies. Attendees will learn how to build quantifiable models that measure revenue losses from disruption, and how mitigation measures directly reduce those risks. By reframing continuity planning in financial terms, risk leaders gain a more persuasive voice with senior leadership. The result is stronger continuity programs that are prioritized, funded, and embedded into enterprise decision-making.

Eric Saraiva is the head of business development and partner at MEO Continuity, bringing expertise in accounting, risk management, and business development. Previously, he spent nine years at FM Global and held roles at Deloitte and PwC, providing strategic risk assessments and business continuity support to Fortune 500 companies.

Charlie Carriker is manager of project and support services at Global Risk Consultants, a TÜV SÜD company. He has more than 20 years of fire protection and risk consulting experience helping clients navigate their property insurance programs. Carriker spent more than 15 years with a fire protection engineering firm before joining GRC in 2016. He has a unique skill set combining building and fire code requirements with practical risk mitigation strategies. Carriker's vast expertise helps companies assess their unique risk profiles, make informed property insurance and capital allocation decisions.

BREAKOUT TRACK 3 - SESSION 5

Completing the Cyber Resilience Toolbox: Why Business Continuity Matters



Alice Kaltenmark
Kaltenmark Consulting, LLC

Cybersecurity alone isn't enough. This session will show why integrating business continuity and recovery strategies into cyber programs is essential for operational survival. Explore how BC fills gaps in incident response, recovery, and customer trust, turning reactive cyber strategies into resilient ones.

Alice Kaltenmark is a recognized business resilience expert who contributes as a resilience thought leader, mentor, and evangelist. Her professional experience spans more than 20 years in business continuity and disaster recovery in the information solutions industry and more than 40 years in IT. Kaltenmark serves on The BCI global board of directors as a director, a capstone of her many years of service to the resilience profession.

Notes

BREAKOUT TRACK 3 - SESSION 6

Beyond the Firewall: Why Cybersecurity is Now Your Core Business Strategy



Cary Jasgur
Solventum

This session argues that a resilient cybersecurity framework has transcended its technical origins to become a non-negotiable business imperative. A breach is no longer just a data leak; it is a catastrophic event that can halt operations, erode shareholder value, trigger crippling fines, and inflict irreparable reputational damage.

- In this essential session for business leaders, you will learn to:
- Reframe the Risk: Move beyond technical jargon to understand the profound impact of cyber incidents on your financial stability, operational resilience, and brand integrity.
 - Align Security with Strategy: Discover how to integrate a proactive cybersecurity posture into the very fabric of corporate governance, from boardroom oversight to frontline employee training.
 - Navigate the Regulatory Minefield: Grasp the strategic consequences of an increasingly stringent global regulatory environment and the liabilities of non-compliance.
 - Build a Durable Enterprise: Understand why a strategically aligned cybersecurity culture is the critical differentiator between a resilient organization and one that is vulnerable to collapse.

Learn how to lead this critical shift and transform your organization's cybersecurity functionality from a reactive cost center into a strategic driver of trust, resilience, and market competitiveness.

Cary Jasgur, FBCI, MBCP, PMP, the global technology resilience lead at Solventum, has more than 30 years of experience in resilience. He has developed and led many resilience projects in financial services, healthcare, higher education, global biotech, pharma, insurance, legal, and federal, state, and local government. Jasgur has served as chair of the DRJ Editorial Advisory Board and currently sits on board of The BCI US.

4:45 - 6 p.m.

PRODUCT DEMOS

6 - 8 p.m.

DRJ NETWORKING RECEPTION

Unwind and enjoy the Monday Night Networking Reception at DRJ Spring 2026. This outdoor event is the perfect opportunity to relax, connect with fellow attendees, and savor great food and drinks in a laid-back atmosphere. Take a break from the conference buzz and enjoy an evening of casual conversation and camaraderie.

6:30 - 8 a.m.

NETWORKING BREAKFAST

7 a.m. - 5 p.m.

CONFERENCE REGISTRATION DESK

Stop by the information desk for answers to questions you may have.

8 - 10:15 a.m.

GENERAL SESSIONS

8 - 9 a.m.

GENERAL SESSION 4

The Evolution of AI for Organizational Resilience



Andrew Witts
 Everbridge



Thomas Crane
 Everbridge

This session will review a breakdown of the application of AI models available from generative AI to machine learning. Speakers will review what they are and how they work, as well as risks and impacts. How does each model support and improve organizational resilience? We will explore use cases that can enhance capabilities. Where can AI be leveraged and where do we see the industry going with the capabilities.

Andrew Witts is the vice president of business continuity solutions at Everbridge. He has been the BC/DR program director for various companies. Witts has successfully deployed BC/DR programs on different platforms globally as a vendor and as a program owner, and has advised, consulted, and implemented programs for five Fortune 10 companies. He has been in the industry for 20 years and has a CBCP and CBCI. Prior to his time in BCP/DR, Witts was an officer in the Royal Navy and a pilot.

Thomas Crane oversees the Everbridge Best in Resilience™ program. In this capacity he has worked with more than 50 companies and government agencies to perform resilience assessments, design and conduct exercises, and provide expert advice. Crane and the Everbridge team apply a systematic approach that empowers organizational resilience with expertise, solutions, and best practices.

9:15 - 10:15 a.m.

GENERAL SESSION 5

Brink of Chaos: Risk, Behavior, and Resilience



Mabel Corbacho
 PCJR

Using Venezuela's prolonged political and economic crisis (2015-2018) as a real-world case study, this session explores how business continuity and operational resilience programs hold up during sustained national-level instability. The lessons are increasingly relevant as organizations worldwide – including in the US – plan for political uncertainty, social unrest, and workforce stress that directly impacts operations.

Key focus areas:

- Sustained disruption: Political unrest and infrastructure degradation affecting critical services and dependencies.
- Behavioral risk: How stress, fear, and uncertainty influence decision-making and response effectiveness.
- Continuity in practice: Keeping essential operations running when plans, assumptions, and systems break down.
- Leadership under pressure: Supporting employees and adapting leadership approaches during prolonged crises.
- Resilience takeaways: Practical, human-centered lessons for navigating ongoing political and societal instability.

This session delivers practical insights for continuity and resilience leaders preparing for today's volatile and politically complex risk landscape.

Mabel Corbacho is a resilience executive and risk leader with more than 20 years of international experience designing and managing enterprise-wide business continuity, crisis management, risk, and insurance programs across critical industries. She has proven success leading global teams through high-impact disruptions, enhancing operational resilience, and driving compliance with ISO 22301, and regulatory frameworks.

10:30 - 11:30 a.m.

BREAKOUT TRACK 4

BREAKOUT TRACK 4 - SESSION 1

Operational Resilience that Delivers: When it Counts, Where it Matters



Theresa Reynolds
 Capital One

In an era increasingly shaped by persistent cyber threats, unpredictable system outages, complex interdependencies with third-party vendors, and increasing customer expectations regarding availability of services, operational resilience has transcended its traditional role as merely a regulatory compliance exercise. It has rapidly evolved into a critical strategic imperative, representing a significant competitive advantage for financial institutions that effectively embed it into their core operations.

This session will take a close look into how financial institutions can architect and implement a robust, sustainable operational resilience framework designed specifically to safeguard customer interests during the moments that matter. We will examine the methodologies employed by leading organizations that are actively engaging in proactive resilience planning. This includes the identification of essential services and the development and testing of strategies that support their consistent delivery, regardless of the nature or severity of the disruption encountered.

Drawing upon real-world examples, we'll explore how the regulatory environment is changing, we'll evaluate lessons learned from recent crisis events, and identify best practices being used in the industry to build and improve resilience. This session is all about getting ahead of the game when it comes to operational resilience. We'll talk about making it a key part of your company's strategy, turning it into something that actually creates value instead of just being a checkbox activity. You'll learn practical ways to connect your resilience efforts directly to what you promise your customers. That way, you can keep delivering consistent and confident services, even when things get tough or unexpected, right when it matters most.

Theresa Reynolds brings over 25 years of experience in the financial services industry, having worked across both the first and second lines of defense. She currently leads Capital One's Business Continuity and Operational Resilience Risk Management functions where she is responsible for establishing frameworks, setting requirements, and providing oversight and challenge across the Enterprise. Her previous roles include work in operations, risk reporting, and scenario analysis.

BREAKOUT TRACK 4 - SESSION 2

**Crisis Avoided:
The Two Sides of Supply Chain Risk Management**



Ted Brown
KETCHConsulting



Dave Hunt
KETCHConsulting

One of the greatest risks to organizations today is the risk of losing a key supplier and therefore losing production capability or the ability to provide services. This session explores how the BCP professional can protect their organization by auditing the BCPs of suppliers. Years ago, the Federal Financial Institutions Examining Council (FFIEC) issued Appendix J, requiring financial institutions to audit their technology service providers BCPs. This session will build on that experience to define a successful approach to supply chain BCP audits. What if you're on the other side of the coin? Your customers are demanding proof of your BC and DR plans. How do you handle that? This session will provide answers.

Ted Brown, CBCP, CBCV, MBCI, is president and CEO of KETCHConsulting and an alumni-elected Penn State Trustee since 2013. He founded and chairs the risk sub-committee overseeing Hershey Medical Center and IT operations. A business continuity pioneer, Brown grew IBM's recovery services from \$0 to \$500M (1989-1998). With 54 years in tech and 34 in continuity, he's led major disaster recoveries—including U.S. Virgin Islands reconstruction. As a member of the CPM Hall of Fame, he uniquely holds both Lifetime Achievement and Consultant of the Year awards. Renowned globally for sales, consulting, delivery, and keynote presentations.

Dave Hunt, CPP, FBCI, has 36 years in law enforcement, fire, HAZMAT, EMS, and development of national preparedness guidance. He is a national subject matter expert in workplace violence and active assailant preparedness and works to incorporate these issues in business continuity planning.

BREAKOUT TRACK 4 - SESSION 3

**Extreme Weather Trends:
Preparing for Impact in 2026**



Jason Moreland
AlertMedia

Recent severe weather incidents have damaged critical infrastructure, disrupted supply chains, and caused costly downtime for businesses worldwide. As a result, organizations face growing pressure to anticipate weather threats, communicate quickly, and minimize potential impacts.

In this session, Jason Moreland, Director of Meteorology at AlertMedia, provides an in-depth look at recent extreme weather patterns and the trends shaping the year ahead. He'll also provide best practices for using weather intelligence to strengthen emergency preparedness, protect people, and build organizational resilience.

Attendees will discover:

- What 2025 weather events revealed about shifting climate risks
- Which emerging trends may influence organizational risk profiles in 2026
- Ways to assess and improve your company's weather readiness
- How real-time weather intelligence supports faster, more actionable response strategies

Jason Moreland is the Director of Meteorology at AlertMedia, bringing more than 12 years of experience in operational meteorology and hazard intelligence. He leads a global team of analysts who monitor severe weather and natural hazards worldwide, delivering actionable insights and real-time alerts that help organizations anticipate threats and protect their people and operations. A recognized expert in applied weather intelligence, Moreland partners with customers, product teams, and industry leaders to strengthen organizational resilience and support critical decision-making during high-impact incidents.

BREAKOUT TRACK 4 - SESSION 4

**Beyond the Blackout: Designing
Resilience in Healthcare Systems**



Dr. Julie Bulson
Corewell Health



Amanda Lemkuil
Corewell Health

Business continuity is essential for healthcare systems, both at the organizational level and across all critical functions, to safeguard the well-being of patients, staff, and the broader community. With some simple modifications of business continuity tools and processes, a large Midwest healthcare system was able to successfully plan for a 30-day network outage as evidenced by a successful system-wide functional exercise. This presentation outlines the project's design, describes the development and implementation of a business continuity program, and details a 30-day network outage exercise conducted for a large healthcare system in the US. It also summarizes observations, challenges encountered, and proposed next steps.

We will discuss the following topics:

- The key steps and components of a business continuity program and how we modified the process making it easier for the end users
- The best practices and tools for engaging and collaborating with various departments, units, and facilities within the healthcare system, as well as external partners and regulators
- Lessons learned from implementing the modified process and conducting a functional 30-day network outage exercise for a large healthcare system

This presentation will provide valuable insights and guidance for other healthcare organizations interested in developing or improving their business continuity programs and extending the process to plan for a 30-day network outage. Dialogue from the audience will be encouraged to further learn from each other.

Dr. Julie Bulson currently serves as Corewell Health's senior director of business assurance. She is instrumental in the development of a comprehensive system level healthcare business continuity, emergency preparedness, and response program. Bulson represents healthcare emergency preparedness and business continuity at the federal, state, and local level. She has presented at national conferences and has co-authored several articles related to healthcare preparedness and response.

With more than 12 years of experience in emergency management, **Amanda Lemkuil** brings a deep understanding of healthcare resilience and crisis response. She has spent the past two years leading Corewell Health's business continuity initiatives. Her leadership has been instrumental in navigating high-impact incidents like the Baxter IV solution shortage, the CrowdStrike incident, and a system-wide project to strengthen organizational preparedness for a potential 30-day network disruption.

BREAKOUT TRACK 4 - SESSION 5

**AI-Ready Resilience:
The Revolution Has Only Just Started**



Michael Quam
Google

AI is already reshaping the scope, speed, and accuracy of the risk and resilience landscape — but we're only at the beginning. This session will explore both the opportunities and risks of AI, from generative tools to future agentic systems, and how organizations can navigate this new technology.

Actionable Takeaway:

Insights for a roadmap for AI adoption in the risk and resilience space including: use cases, controls, and policy recommendations tailored for resilience functions.

Michael S. Quam leads the situation and risk technology solutions team at Google, integrating cutting-edge innovations into Google's physical security, SOC's, and business continuity/crisis management programs. An expert in innovation and risk mitigation, he previously co-developed the recently announced VectorSight AI bot at Google. Quam also serves as the US Army Reserve training innovation lead, developing global solutions for collective training exercises as a US Army officer. A published SME in business continuity and crisis management, he leverages his background to drive strategic results.

BREAKOUT TRACK 5 - SESSION 2

Maximizing the Value and Efficiency of Your BIA



Greg Wilson
Northwestern
Medicine



Rani Skariah
Northwestern
Medicine

Business impact analysis (BIA) has been around for decades. However, its usefulness is often debated. The chief deciding factors for its usefulness seem to be how efficiently it's created and how effectively it may be used in the organization. In some organizations, BIAs are critically important and useful on an almost daily basis, while in other organizations efforts may languish and the results gather dust, if they're even attempted in the first place.

This presentation will show you how to optimally gather and use simple and quick BIA information to 1) optimize your organization's recovery efforts during a disaster or ransomware recovery by bringing back your applications in the optimal (business-justified) order, and 2) optimally direct each application's infrastructure architecture, saving infrastructure money and manpower. The result will improve your company's resiliency, financials, and your own personal effectiveness and status within your organization.

Attendees will receive practical guidance, tips, and templates you can use to quickly establish or enhance the BIA program in your organization.

Greg Wilson, CBCI, has more than 30 years of experience in disaster recovery, as both an analyst and manager, in seven different industries – including government, manufacturing, banking, utilities, and healthcare. He is currently senior disaster recovery analyst at Northwestern Medicine, in Chicago, a Top-10 US hospital. Wilson holds a B.S. in engineering from the University of Michigan.

Rani Skariah, CBCI, CSM, has more than 25 years of experience in information technology, including more than 14 years within the healthcare sector. As the disaster recovery manager at Northwestern Medicine, she has successfully developed and managed a robust disaster recovery program, leading significant testing initiatives such as a recent Epic disaster recovery activation. Skariah holds a master's degree in information technology.

BREAKOUT TRACK 5 - SESSION 3

Integrated Emergency Response and Crisis Management in High Tech Manufacturing



Erica Agiewich
Risk and Resiliency Executive

For some companies, threats to operational continuity may originate internally. Organizations that handle hazardous materials and machinery benefit from closely integrating their emergency response and crisis management programs. This integration provides early warning to crisis management teams and improves information flow as emergency response evolves into a broader crisis.

Critical infrastructure companies with onsite operations are especially in need of coordinated response. Many of these companies have global research and development and manufacturing activities. These operations may involve hazardous chemicals and gases, equipment, and complex building infrastructure to support these activities. While companies are required to maintain multiple layers of safety controls, accidents still occur that may impact not just continuity of operations but the health and safety of employees and the surrounding community.

Emergency response teams (ERT) often provide a vital first line of defense for sites ranging from mitigating medical incidents to hazardous material events or utility disruptions. Local ERT can assess site emergencies and escalate to external responders only when necessary. Well-trained internal responders often have deeper familiarity with site-specific chemicals, tools, and layouts, enabling faster and more effective intervention. Using predefined scenarios in mass notification systems, the appropriate functional teams are alerted of the events they need to respond to based on event type. This internal-first approach not only improves response quality but also reduces strain on local jurisdictions by limiting the number of incidents requiring external emergency services.

The local crisis coordinator should also be notified of all ERT events to begin preparing a response. If ERT response includes stakeholders from facilities, environmental health and safety (EHS), and security, they have the situational awareness needed to transition seamlessly to crisis management activities once the emergency is stabilized. The crisis team then expands as needed to include communications and many other functions.

Join this session to learn practical steps and best practices for integrating emergency response and crisis management programs in the private sector.

Erica Agiewich is senior risk and resiliency executive with 20 years of real world experience. Most recently she was senior director of business continuity and emergency management programs for Applied Materials, leading a global team of dedicated professionals as well as a global network of volunteers in more than 20 countries. Agiewich previously held positions in risk and resiliency at the Stanford Graduate School of Business, IntraPoint AS, and Cisco Systems. She currently is on the board of directors of the California Resiliency Alliance.

BREAKOUT TRACK 5 - SESSION 4

The Power of Perspective: How Clinician Integration Strengthens Business Continuity Development in Healthcare



Dr. Casey Pitts
Children's Hospital
of Philadelphia



Raynooka Kabir
Children's Hospital
of Philadelphia

In healthcare, continuity professionals face a unique challenge: how do you build a business continuity (BC) program that is not only effective, but also embraced by clinical teams already operating at capacity?

This case study from the Children's Hospital of Philadelphia (CHOP) explores how its business continuity program addressed this challenge at a large pediatric tertiary care center. Clinical areas surfaced as the most vulnerable, with processes that could tolerate no downtime and where disruption could lead to patient harm. Clinicians and continuity professionals bring distinct perspectives shaped by education and experience, which can create divides. The BC program emphasized aligning continuity structures with clinical realities, ensuring planning tools were both operationally relevant and feasible for frontline staff.

Led by the program's associate medical director and analyst, CHOP developed a clinician-centered approach to embed continuity planning across diverse care settings. Strategies included engaging nurse-physician dyads to capture both clinical and operational realities, breaking down large service lines into subgroups to avoid oversimplification, and anchoring the "so what" – how collected data directly informs the hospital's ability to prioritize, mobilize, and respond to disruptions. The team also navigated and corrected early misconceptions that equated continuity planning exclusively with cyber disruptions, redirecting to an all-hazards approach encompassing supply chain breakdowns, workforce shortages, infrastructure loss, and more.

Attendees will gain practical insights on selecting and engaging clinical stakeholders, reframing BC as an operational asset, planning for environments with near-zero downtime tolerance, and crafting effective messaging to secure clinician buy-in. The session offers actionable tactics, replicable structures, and tested lessons learned for continuity professionals working in complex healthcare systems.

Dr. Casey Pitts is the associate medical director for business continuity at the Children's Hospital of Philadelphia. A practicing pediatric emergency medicine physician and clinical informaticist, she brings frontline clinical and informatics expertise to advancing resilience. She partners with operational and continuity leaders to integrate clinician perspectives into planning and ensure continuity strategies align with patient care realities.

Raynooka Kabir is a business continuity analyst at the Children's Hospital of Philadelphia, where she helped relaunch the enterprise-wide continuity program. With a background in global and public health, she has led system-level emergency responses, coordinated after-action reviews, and now partners with more than 175 champions across clinical, operational, research, and technology domains to build practical, resilient continuity plans.

BREAKOUT TRACK 5 - SESSION 5

**Scenario-Based Risk Modeling:
Moving Beyond Static BIA for Dynamic Resilience**



John Artman
Mastercard

Traditional business impact analysis (BIA) provides a foundational view of critical processes and recovery objectives, but its static nature often falls short in today's complex risk landscape. This session introduces scenario-based risk modeling, a dynamic approach that simulates real-world disruptions—such as cyberattacks, supply chain failures, and regulatory shocks—to assess cascading impacts across operations, reputation, and financial performance. Attendees will learn how scenario modeling complements and extends BIA by incorporating interdependencies, time-based degradation, and actionable decision points. Through practical examples and implementation strategies, we'll explore how this method enhances resilience planning, supports executive decision-making, and aligns with evolving regulatory expectations.

John Artman, CBCP, CISSP, is vice president of risk management at Mastercard, where he leads global initiatives to advance incident management, operational resilience, and enterprise risk oversight. With more than two decades of experience in the payments industry, Artman is known for his ability to bridge strategic priorities with practical execution, enabling effective decision-making in dynamic and high-pressure environments.

BREAKOUT TRACK 5 - SESSION 6

**Resilience Starts with People:
Building Teams That Work**



Rebekah Kines
GFT

Resilient organizations begin with resilient people. This session focuses on the human side of resilience.

Resilience is more than a professional skill - it's a personal journey. We all face moments that test us: career shifts, loss, failure, or uncertainty. Resilience can be cultivated and applied across every part of life and work; when we strengthen it personally, we also grow our ability to lead, innovate, and thrive professionally.

This session explores how personal experience shapes resilience in leadership, collaboration, and sustainable success. You'll also be introduced to the Planning P - a simple, cyclical framework originally designed for emergency response but equally effective for everyday operations. It helps teams assess conditions, set objectives, allocate resources, and adapt to change through regular briefings - fostering communication, continuous improvement, and genuine resilience.

Rebekah Kines is a seasoned emergency management and preparedness specialist with more than 15 years of experience leading complex preparedness, response, and recovery initiatives. Her career spans both the public and private sectors, where she has championed a deep commitment to public safety, collaboration, and continuous improvement. Kines has a proven track record of designing and implementing emergency action plans, coordinating large-scale training and exercises, and developing after-action reports that drive real-world change. She excels at bringing diverse teams together to solve problems, strengthen community resilience, and enhance organizational readiness.

2 - 2:45 p.m.

REFRESHMENT BREAK

2:45 - 3:15 p.m.

MASTERCLASSES

MASTERCLASS 1

**Survivor: Business Continuity Edition -
Outplan, Outadapt, Outlast**



Maya Calabrese
Fusion Risk
Management



**Ashley Rosario
Chubb**

In a world where disruption can strike without warning, resilience and continuity leaders face challenges that often feel like a real-life season of "Survivor." Success doesn't come from luck - it comes from strategic foresight, teamwork, and the ability to quickly adapt when the environment shifts.

In this 30-minute masterclass, attendees learn the core skills needed to "outplan, outadapt, and outlast" in today's resilience landscape. Drawing from real-world customer experiences and scenario-driven activities, they'll explore how modern continuity programs build flexibility into their plans, break down silos across teams, and maintain readiness under pressure.

Participants will learn how to spot emerging risks earlier, evolve their continuity strategies in real time, and strengthen operational resilience through culture, measurement, and continuous improvement. Whether you're navigating daily disruptions or preparing for the unexpected, this session will help you build the muscle memory and mindset to stay in control - even when the game changes.

Key takeaways:

- Outplan: Anticipate the unexpected with flexible, living continuity strategies that evolve with your organization.
- Outadapt: Strengthen cross-functional agility and make faster, more informed decisions in moments that matter.
- Outlast: Build long-term resilience maturity through culture, collaboration, and ongoing measurement.

Maya Calabrese is a strategic customer success and resilience leader with more than a decade of experience helping global organizations strengthen their business continuity, risk, and operational resilience programs. She specializes in transforming complex resilience practices into practical, scalable workflows that empower BC practitioners to drive measurable impact across their organizations.

Ashley Rosario is the global head of business continuity at Chubb, a role she has held since 2021. Prior to this role, she served as North America business continuity lead since joining Chubb in 2019. Before joining Chubb, she built a diverse career in financial services spanning fraud investigations and physical security, which led to her focus on business continuity.

MASTERCLASS 2

**The Weakest Link: Architecting a Resilient
Supply Chain in an Age of Disruption**



Stephanie Marjoram
Everbridge

Supply chain disruptions are a leading cause of business interruptions, yet many BCM programs lack a robust, continuous process for managing supplier risk beyond the initial contract phase. This topic addresses that gap by focusing on how to move from passive vendor management to proactive, data-driven supply chain resilience.

Key takeaways:

- Practical methods for mapping critical processes to the suppliers that enable them
- Repeatable checklist for ongoing monitoring, assessment, and validation of supplier capabilities, dependencies, and risk exposure
- Actionable strategies for maturing your supply chain continuity capabilities

As Everbridge's vice president of product marketing and strategic accounts, **Stephanie Marjoram** is known as the Swiss Army knife of the resilience industry. With experience spanning every corner of the resilience space, from practitioner to product influencer to customer advocate, Marjoram brings a unique, 360-degree perspective to everything she does.

IDEA LAB 3

AI in Resilience: Balancing Opportunity and Governance



Jason Hoss
Whirlybird
Labs, Ltd.



Jason Buffington
Data Protection
Matters



Robbie Atabaigi
United States Senate
Sergeant at Arms



Shane Mathew
Riffle Resilience



Paul Marshall
Pellera Technologies



Chris Hurst
Crisis24

Objective: Explore how AI can enhance organizational resilience, business continuity, IT-DR, and Crisis Management while ensuring its ethical, transparent, and controlled application.

Scenario: Your company is considering leveraging AI to improve risk forecasting and crisis response. Leadership sees the potential but is wary of the "black box" nature of some tools, raising fundamental concerns about reliability, accountability, and the need to maintain effective human oversight with a "human in the loop."

Activity Prompts:

- Identify Strategic Use Cases: Brainstorm 2-3 high-level applications for AI in resilience. Think in broad categories like predictive intelligence, automated monitoring, or enhanced decision support.
- Discuss Key Considerations: For each potential use case, what are the primary risks or ethical questions that need to be addressed to help build trust and make sure it's effective?
- Propose a Safeguard: Outline one foundational governance principle or "guardrail" that should guide any AI implementation in this area (e.g., establishing a human review protocol, requiring model transparency, or defining data ethics standards).

Deliverable:

- A High-Level Checklist for Responsible AI in Resilience summarizes the key opportunities, considerations, and guiding principles discussed.

Jason Hoss brings more than a decade of transformative experience to business resilience, evolving from a photography business owner to an enterprise resilience expert, now pioneering human-AI integration at Whirlybird. He combines emotional intelligence with technical expertise to translate complex concepts into accessible strategies, while championing the critical balance between artificial intelligence and human wisdom in organizational resilience.

Jason Buffington has spent 36 years in the IT disaster recovery space, has been a CBCP since 2003, spoken at multiple DRJ and IT events over the years, and published in DRJournal and other periodicals. He is the founder of Data Protection Matters (an independent BC-DR analyst and consulting firm) and his blogs can be found on <http://ITDRblog.com>. Outside of BC/DR, Buffington is an active volunteer leader in Scouting BSA, where "Be Prepared" is their motto too.

Robbie Atabaigi is an IT continuity and disaster recovery engineer with the federal government. She has decades of experience as both a practitioner and as a consultant serving numerous global organizations in developing and/or assessing their business continuity programs. Atabaigi has served on numerous industry boards throughout her career and is a member of local emergency response organizations in Georgia.

Shane Mathew is the chief executive officer and founder of Riffle Resilience, based in Dallas/Fort Worth. With more than two decades of experience in business continuity and emergency management, he has developed and led resilience programs for organizations such as UT Southwestern Medical Center, Baylor Scott & White Health System, Zoom Video Communications, Netflix, and Gulfstream. Mathew holds a master's degree in public health from the University of North Texas Health Science Center.

Paul Marshall provides 30+ years in IT across security, healthcare, finance, government, and non-profit sectors. His background represents operations planning, disaster recovery, emergency management, and data systems engineering within a wide range production architectures. Resiliency initiatives include a diverse range of range of enterprise risk management experience and the development of programs supporting business continuity service models.

Chris Hurst is vice president, AI & innovation for Crisis24, where he ensures Crisis24's technology and services anticipate and mitigate dynamic risks and helps customers strengthen resilience, with a focus on AI. Hurst is a former director of enterprise risk management with Mercy Corps, Army diver, and project manager for large infrastructure projects with experience in Iraq and Afghanistan. He holds a B.S. from West Point, MBA from Harvard and MPA/ID from Harvard Kennedy School of Government.

IDEA LAB 4

Crisis Management & Recovery:
Aligning Structure, Roles, and Response



Rich Cocchiara
CxO Expertise, LLC



Peter Quinn
CxO Expertise, LLC

Objective: Help attendees to define, clarify and adapt crisis management reporting structures, roles and responsibilities to better respond to different type of events.

Scenario: Your team must respond to two simultaneous incidents: a ransomware breach and a facility fire. Both require leadership attention – but who leads, and how do you prioritize?

Activity prompts:

- Map your current crisis command structure
- Define critical roles and responsibilities
- Identify where responsibilities or communication paths blur
- Build a flexible decision framework that adjusts by event type

Deliverable: Dynamic Crisis Coordination Template – linking decision tiers, communication cadence, and escalation criteria.

Rich Cocchiara is the managing partner for CxO Expertise, LLC., a company specializing in helping C-level executives and companies create innovative risk and resilience strategies, plans, and solutions. He is the former chief information security officer for the New York City Department of Education and is the former chief technology officer for IBM's business continuity and resiliency services division. Cocchiara has more than 35 years of IT consulting, service and support experience, specializing in IT risk and resilience.

Peter Quinn is a former six-time CIO. He was CIO for the Commonwealth of Massachusetts, New York City Department of Education, National Commercial Bank of Jamaica, CITI, BISYS, and Boston Financial Data Services. In these various positions, Quinn has initiated IT steering committees and other similar forums to inform risk management, audit committees, and boards of directors. He has created comprehensive, easily understood risk and resilience dash boards to articulate the challenges and solutions required to mitigate enterprise-wide threats.

Notes

10:30 - 11:30 a.m.

GENERAL SESSION 8

Supercharge Your Program and Your Career!



Mark Carroll
Boston University



Dr. Steve Goldman
MIT



Cheyene Marling
Resilience360
Advisory

A great way to end a great conference! In this dynamic general session, a distinguished group of industry professionals discuss how to supercharge your resilience program and your career. This session will equip resilience professionals with greater organizational impact and sustained career growth in an increasingly complex business and world.

For your resilience program, organizations increasingly recognize the importance of navigating crises, from natural disasters to cyber threats to operational failures and beyond. The potential for meaningful impact makes your business resiliency (BR) program essential. What are the elements of a successful and effective BR program? What do others do? How do you supercharge your program operations, personnel, and visibility to receive deserved resources and respect?

For your career, first a review of industry data and trends, including current compensation trends, emerging skills in demand, opportunities, and common myths that hinder careers. Then, what options are there for you, including the many advantages of higher education/advanced degrees, volunteering time to emergency services agencies and industry groups, teaching at local universities, taking professional education courses/certifications, mentoring and more. Finally, how do you put this together to supercharge your career?

This session offers actionable takeaways for leaders, managers, and resilience professionals alike, ensuring that the future of resilience is built on both strong programs and strong people. It's your program and your career: supercharge both!

Mark Carroll is a resilience professional with more than 30 years of experience in BC, DR and CM. He launched the first business continuity program for BIOGEN; built the global Gillette continuity program to 150 global locations, and led business continuity for Fidelity enterprise operations. Carroll is a frequent speaker at DRJ, ISACA, CI, MIT, DHS, and ACP conferences. He founded the graduate degree in ERM at Boston University and serves as adjunct faculty, having taught risk to more than 3,000 students worldwide.

Dr. Steven Goldman, Director of Crisis Courses at MIT, is an internationally recognized expert, practitioner, lecturer, author, and senior consultant in Business Resiliency, Crisis Management, Crisis Leadership, and Crisis Communications - a rare but dynamic and effective combination of expertise. He has over 40 years' experience in the various aspects of our profession, including Planner, Responder, Crisis Team Leader, Spokesperson, Crisis Communications Team Leader, Advisor, and Mentor.

Cheyene Marling is a global resilience leader with more than 25 years of expertise. She founded BC Management, Inc. in 2000, joined Witt O'Brien's in 2022 as managing director, and launched Resilience360 Advisory in 2025 to provide staffing, benchmarking, and career coaching. She has served on ACP and other boards, earned top honors, including the 2024 ACP Lifetime Achievement Award and an Honorary MBCI from the BCI.

11:30 a.m. - 1 p.m.

GRAB AND GO BOXED LUNCH

Notes

Horizontal lines for taking notes.

RESOURCES



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



Call for Presentations

DRJ invites you to nominate a speaker and/or topic for our DRJ Fall 2026 conference. cvent.com/c/abstracts/87c651a8-0bbf-4852-8272-736ea0badbb2

DRJ Glossary of Business Continuity Terms

This glossary is an initiative of both the DRJ Editorial Advisory Board and the DRJ Certification Commission BC/DR Standards Subcommittee, which sponsors a committee that solicits the input of business continuity professionals on an ongoing basis and incorporates that feedback.

[DRJ.com/resources/drj-glossary-of-business-continuity-terms](https://www.drj.com/resources/drj-glossary-of-business-continuity-terms)



LinkedIn Group

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

Rules and Regulations

The DRJ Rules & Regulations database is intended to provide each of us a singular resource where we can go to find the most complete and comprehensive list of BC-related rules and regulations.

[DRJ.com/resources/dr-rules-and-regulations](https://www.drj.com/resources/dr-rules-and-regulations)



Webinars On Demand

These are previously recorded webinars from our Educational Webinar series. Watch them at your convenience. [DRJ.com/webinars/on-demand](https://www.drj.com/webinars/on-demand)

DRJ Mentor Program

DRJ's mentor program is a unique opportunity that brings together seasoned experts, rising leaders, and early-career professionals across the resilience industry.

[DRJ.com/mentor-program](https://www.drj.com/mentor-program)





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