

# The Business Recovery Planners of Southeastern Wisconsin



## From the President's Desk

by Chris Rohrs

We've had a great 2008. The programs we've put on have been well received and, I hope, have provided you with a lot of value. We've established a relationship with BRPA-Chicago, worked with the SWHSP to put on a luncheon/walkthrough in June, and partnered with Sungard for a walkthrough and luncheon in October.

We have some good programs planned for 2009. One that I am enthusiastic about is Paul Kamikawa's Business Continuity for Small and Medium Business program.

We also have an all-day joint BRPASW-SWHSP meeting with vendor presentations, luncheon and a walkthrough planned for June. Ray Krukowski and Lia Ruszczynski are doing a great job on planning that.

I want to take this opportunity to talk with you about some changes BRPASW is going through. You will have an opportunity to talk about these changes at the January meeting.

The Board met in December to talk about our goals and mission statement, changes to the bylaws, managing our costs and raising dues slightly. We are not planning radical changes to BRPASW, but we are working to make our mission statement and goals better focused.

Other Board members have included articles about these for the newsletter. You will have opportunities to discuss these at the January meeting.

The BET Team is looking for alternate monthly meeting locations. The January, 2009, meeting will be held at the Citizens Bank location, but subsequent meetings may be elsewhere. We are outgrowing the meeting room at Citizens Bank and we need more space. The meetings will continue to be held the 2<sup>nd</sup> Tuesday of each month except in July, August and December. Eva Hendrix is looking into alternate meeting locations

I have resigned as president of the BRPASW effective December 9<sup>th</sup>. Since I joined BRPASW in 2003 I've been very impressed with your dedication and professionalism. You demand a lot from the Board and BET Team and you provide a lot of support.

BRPASW has improved in the 5 years that I've been a member. The number and diversity of the members has grown. We've added corporate memberships from manufacturing, the public sector, consulting firms, utilities and retail. The quality of the meetings has improved. What is impressive is your willingness to ask questions, provide feedback, volun-

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### *The BRPASW Officers 2007-2008*

- President - Jeff Puetz
- Vice-President - Jeff Puetz
- Secretary - Don Groth
- Treasurer - John Scholz
- Past President - Ray Krukowski
- BET Committee Chair - Lorie Alioto

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#### • MEETINGS

BRPASW meets on the second Tuesday of the month from 1:30 to 3:30 p.m. Meetings are held nine times a year from January through June, and September through November at various locations in the Milwaukee area. The meeting format usually includes a brief meeting followed by an educational program.

## *BRPASW Enhancement Team Update*

by Eva Hendrix



The BET Committee is meeting on Friday, December 19<sup>th</sup> to complete the scheduling of our 2009 program year. We're currently working on finalizing our arrangements for the January luncheon meeting. So far, we have come up with several exciting topics that we think you'll enjoy and will be very educational. Topics like How Do We Test, How To Create A Business Continuity Plan, Notification Systems and Work Place Violence, just to name a few. We will keep you posted as we continue to work out the details of our upcoming program.

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## **Getting to Know Darlene Anderson Better**

*by Lori Alioto*

**How long have you worked in the Business Continuity Planning field?** Three Years.

**How long have you been a BRPASW member?** Three Years

**What is your current title?** Business Systems Consultant.

**What do you like best about your current position?**

I really enjoy working with the people in our department and with BCP contacts throughout Wells Fargo. Working in Business Continuity in a large corporation opens many doors and allows me to foster many business relationships.

**What is the biggest challenge in your position?**

The biggest challenge is time and resources. It can be difficult to balance the need for BCP improvement with current budget and resource demands.

**Can you tell us about your job history and some of the different positions that you have held along the way?**

My first degree was in Business Management and Merchandising. I ran my own Craft Store, taught classes and partnered with a manufacturer to publish instructional guides. From there I went on to be an Assistant Manager of a Golf Resort on the Oregon Coast.

I took a nine year break to raise my family, and then went back to college for a degree in Data Processing.

I worked for First Star Bank as a Data Communications Manager at a regional office for 2 years. I went on to work for ShopKo Stores and Strong Capital Management as a Data Architect designing large Data Warehouses. I currently work at Wells Fargo in Business Continuity.

**Does your job involve a lot of travel and if so what are some of the more interesting places you have been to?**

I occasionally travel as projects require. The places are pretty ordinary but the work is very interesting. This fall I spent five weeks working in Data Centers in Des Moines, Minneapolis, Shoreview and Phoenix. I liked Phoenix so much I am currently looking for a home there.

**What is the strangest experience that you have had during your career?**

The strangest experience I have had is working for Strong Capital Management at the time of the Spitzer investigation.

**What does a typical day in the life of Darlene Anderson look like?**

I start the day at 5:30am on the treadmill, and then take the dog for a walk. I arrive at work at 7:30am and begin the day answering email and responding to questions. I usually hold or participate in several meetings or BCP exercises during the day. As I wrap up the day I review the schedule for the next day.

**Tell us about your home life outside of work?**

I am married with two adult children and a dog. Krystle (25) also works in Business Continuity in Ohio. Kyle (21) is in his junior year at UW Whitewater. Mark and I enjoy traveling and are considering a winter home in Arizona.

**Tell us about your hobbies, what you like to do in your spare time.**

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## **Board Member Updates Introducing our new Vice President**

**By Greg Collyard**

Effective December 9<sup>th</sup> through our elections in June, our new Vice President is Greg Collyard. Greg has worked in the financial services industry for the past 15 years. Throughout this timeframe he has held positions from Customer Service, Product Development, Project Management, Product Support, and most recently Business Continuity Planning. Greg worked for Strong Investments for over 8 years, worked a year and a half with Metavante as a Product Manager, and has worked for Wells Fargo Funds Management Group since 2005 as a Business Continuity Coordinator. Greg oversees several business continuity and technology plans for the Funds Management Group, which covers over 550 team members and includes the Menomonee Falls and San Francisco locations.

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## ***From the President's Desk***

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teer, make presentations and participate in panel discussions.

We've established relationships with ICOR, so you can get quality educational materials at reduced rates, and with BRPA-Chicago, so you can improve your networking opportunities.

Beyond establishing these relationships, BRPASW has gotten a good reputation. I've gotten calls from organizations in Minnesota and Illinois asking me what makes us successful. (You make BRASW successful.)

Much of the success of BRPASW can be attributed to the BRPASW Enhancement Team (BET). They have done a great job in planning the year's programs, arranging for speakers and refreshments, scheduling meeting space, and generally making sure that the planned events are the best quality we can deliver. The Board and the BET Team use your feedback on the meeting evaluations and the annual surveys to guide them in planning events

Jeff Puetz will take over as President. Greg Collyard from Wells Fargo will become Interim Vice President until the election cycle starts in April. Ray Krukowski will stay on as Past President; Don Groth will stay on as Secretary and John Scholz will remain the Treasurer. I know that I am leaving BRPASW in good hands and they will continue to provide good programs and value for you. But, you, as members, have to tell the Board and BET team what you want.

I've taken a job in Georgia and by the time you read this we will be in The Peachtree State living in Columbus on the Chattahoochee River. I'd like to hear from you. You can e-mail me at [derhexer@aol.com](mailto:derhexer@aol.com).

I am going to miss working with you.

I wish you all the best.

Chris

### ***By Jeff Puetz***

I look forward to filling the role of president of BRPASW with both excitement and trepidation. My trepidation stems from filling the role of president for an organization which I find very valuable (and the possibility of messing up a great thing). It's also a time of change beyond the changing board members and that leads to both excitement and trepidation.

Included in that change is producing a mission statement for the organization. The purpose of our mission statement is to clearly state our reason for existing and to focus our resources towards activities which support our mission statement. You'll hear more about the mission statement in our January meeting. We'll continue to talk and to use surveys to make sure we're delivering what our members value (and adjust our mission statement accordingly).

Another change the Board is reviewing is purchasing liability insurance for BRPASW and its board of directors. As a professional organization where insurance is a common mitigation tool we use in our business continuity / recovery plans, it's time we looked to protect ourselves as well as we protect our companies. More information will follow on our decision to purchase insurance.

As we continue to grow and evolve as an organization, please feel free to provide feedback to me or our other board members on ways we can make this organization more valuable to you.

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### ***BRPASW Enhancement Team Update***

Updates are still being made to the Website. We ask for your continued patience as the site is being moved to its new location.

We think you'll like the ease of use the new website offers. Our plans are for the new site to be available for preview by the first week in January. At that time, your suggestions and comments for improving our website would be welcomed.

As our meeting place at Citizens Bank is quickly becoming too small for our group, we will ask each of our BET & Program Support members to help in trying to find a new meeting location. Ann Winchell has offered to let us use their Northwestern Mutual's Franklin location, thank you Ann. However, we would like to find someplace that is large enough, convenient to us all and that has adequate parking space, i.e., Libraries, Community Centers or any of our offices that has available meeting rooms. If at all possible, we would like to find a place where we wouldn't have to move around from month to month but could hold our meetings at the same location each month. If you have meetings rooms available or know of where we might find space, please contact me at [414-299-6549](tel:414-299-6549) or any member of the BET Committee.

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## Company Profile – Air Wisconsin Airlines Corporation

By Jeff Puetz

### Company operations profile

**Air Wisconsin Airlines Corporation** operates as the largest privately held regional airline in the United States. Founded in 1965, Air Wisconsin schedules nearly 500 departures per day system-wide to 26 states and two Canadian provinces. With service to approximately 70 cities throughout North America, Air Wisconsin carries nearly 6 million passengers per year. Our team is made up of approximately 2,800 employees and is headquartered in Appleton, WI. Maintenance bases are operated in Milwaukee, WI, Philadelphia, PA, and Norfolk, VA.

Air Wisconsin works in partnership with US Airways, United Airlines, and Northwest Airlines. In addition to the flying services Air Wisconsin provides while operating 70 CRJ regional jets as US Airways Express, the airline is also a ground-handler for United Express and Northwest Airlines at over 30 locations throughout the country.

**Question:** What facets of recovery planning are present in your organization?

**Answer:**

Function	Present (Yes / No)	Reporting Division	Executive Sponsor’s Title
Disaster Recovery	Yes	Information Technology	Managing Director of IT
Business Continuity	Yes	Risk Management*	Managing Director of Tax and Risk Management
Enterprise Risk Management	Yes	Risk Management*	Managing Director of Tax and Risk Management
Emergency Response / Evacuation	Yes	Business Continuity/ Risk Management*	Managing Director of Tax and Risk Management
Incident Management	Yes	Business Continuity/ Risk Management*	Managing Director of Tax and Risk Management

\*We recently changed our reporting structure for our Business Continuity Program (BCP) and related functions from reporting to our Vice President – CAO and Treasurer, to the Managing Director of Taxes and Risk Management. Although the previous reporting structure worked well in our company, the idea is to expand the BCP to formally include more risk analysis.

**Question:** Does your organization perform a BIA? What elements are considered when determining the criticality of the function or process? Are standards applied in determining criticality? Do you gather more than just financial or soft cost impacts? If so how frequently? In either case, what is the rationale behind your approach?

**Answer:** We began our Business Continuity Program with a 50+ question BIA. The intent of the BIA was to begin BC awareness, define all of the Business Units within a department, gather financial and operational impacts, document recovery information, and objectively determine the most time-critical functions of our company. We emphasized, and continue to emphasize, that all Business Units are critical to the success of Air Wisconsin, but some Business Units may have a shorter Recovery Time Objective (RTO) and therefore be more time-critical. We also focused on how significant the impact to the company as a whole would be if a Business Unit experienced a disruption in their normal operations. Other questions in the BIA recorded information on work environment, required special equipment, communication and application reliance, available workaround procedures, regulatory reporting, work inflows and outflows, disruption experiences and outage tolerances.

As we roll out our BCP to all of our locations we will begin each location specific program with a comprehensive BIA. In the future, in order to keep our BIA and corresponding plan information current, we plan to conduct BIA’s approximately every two years or whenever we experience a significant change within our company.

**Question:** What are the required exercise and maintenance activities related to your business continuity program that your company performs at least annually? How is scope determined for each type you perform?

**Answer:** Our IT Department conducts a hot site exercise at our third party hot site vendor at least annually. Each year the IT and BC Departments determine the scope of the hot site exercise taking into consideration the time-criticality of Business Units, changes in technology, a master exercise schedule for all applications, and the results of the last exercise. End users of the applications are typically involved in the exercise to verify the recovered system and to experience a simulation of a worst-case-scenario disaster. Smaller exercises may be held during the year to prepare for the full exercise. These smaller exercises may be conducted at one of our locations, at another third party vendor, or at the hot site vendor.

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## **Company Profile – Air Wisconsin Airlines Corporation**

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**Question:** Which of the following elements are included in your exercises and tabletops?

**Answer:**

	Exercise	Tabletop
Frequency	annually	When 1 <sup>st</sup> created
Data center recovery	Annual	Annual or as needed
Business Units BC plans	As needed	Annual or As needed
Telephony	Biennial	As needed
Furniture / workspace	Annual or Biennial	As needed
Personal Computers	Annual or Biennial	As needed
Security	As needed	As needed
EOC	As needed	As needed
Crisis Communications	As needed	As needed
Executive participation	Annual	As needed
Evacuation / Life Safety	Annual	As needed

**Question:** What types of communications systems do you have in place for communicating with your employees (automated notification, web site, hot line, Satellite phones, GETS Cards, etc...)?

**Answer:** We currently utilize our corporate and internal websites, an 800-number hot line, email, and home phones, cell phones, and PDAs to communicate with our employees. We are evaluating the need for a mass notification system.

**Question:** How do the people responsible for executing your plan access the plan during an event or incident?

**Answer:** Although we keep backup copies of our plan documentation program and database files offsite and readily accessible by our BC and IT Departments, we have always required that all Business Unit team members keep a hard copy of their plan offsite.

**Question:** What software / tools do you use if any for gathering information or creating plans?

**Answer:** We use the SunGard/Strohl Systems LDRPS and BIA Professional software products.

**Question:** How are your plans organized? (One master plan? A plan by business unit? etc...)

**Answer:** Our recovery plans are organized mainly by individual Business Unit. Each Business Unit is responsible for their plan as they are the most knowledgeable about the functions of their respective areas. That being stated, no plan is written solely alone without regard for interdepartmental dependencies and the overall recovery strategies of our company. One of the goals of our annual plan review is to not only understand the details of the plans, but at each management level to look at the plans with an increasingly broader perspective to ensure all responsibilities are identified and the plans of the other Business Units are supported, where appropriate. Our BC and IT Departments looks for consistency in the recovery needs of the Business Unit plans to prevent conflicts in recovery efforts and to ensure RTO's can be met.

**Question:** What do you do to maintain business continuity awareness?

**Answer:** We have recently added a Business Continuity page to our newly developed internal website. The page contains basic BC information along with links to our BC policy and detailed descriptions of each element of our program. In the past, BC has been featured in various articles in our monthly company newsletter and last year was the subject of a 13-week series in our weekly company publication. Further and continuing employee awareness and education is a consistent goal for us to better ensure all employees can effectively respond to any type of disaster.

**Question:** How do you validate or audit your plans?

**Answer:** We have an annual plan certification program in place. The plan review and corresponding updates begin at each Business Unit's Team Leader and Alternate Team Leader level. A copy of the plan and a certification criteria document is then reviewed by the next level of management on up to and including the Vice President or President level, depending on reporting structure. Each level signs a signature page certifying that they have reviewed the plan and that it is a viable plan with sufficient documentation to recover the functions of the respective Business Unit. If any conditions for certification exist for a particular plan, they are identified along with a resolution date and a person responsible for the resolution.

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## ***We Appreciate Your Input !***

***Paul Kamikawa – Editor***



We need articles for your newsletter. Your colleagues would like to read what others are doing in the areas of disaster recovery or business continuity. Please send us an article or your review of a recent conference, seminar or other educational session. Prior to each newsletter being published, we'll also ask you for lessons you've learned related to a specific topic for that newsletter. We'd also like to hear about interesting web sites, up-coming conferences or classes, or government initiatives. The plan is to publish this newsletter quarterly on the 1st of each quarter. We'd like to have your articles at least a month before we publish the newsletter.

Please send your content to Paul Kamikawa [pkamikawa@hughes.net](mailto:pkamikawa@hughes.net)

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## ***Web Sites of Interest***

***by Ray Krukowski***

I've come across a few good web sites with information about business continuity, business resiliency, disaster recovery, risk assessment, or other areas related to these fields. I would like to share some of these with the members.

In each edition of this newsletter I will try to have a small article about one of the sites. It may be about some of the more popular sites which every business continuity person should have bookmarked. Or it may be about some obscure site which has one or two points which may be of interest.

I'm sure you have been asked (or maybe you were the one asking), "Do you have an example of a recovery plan I could look at and maybe use?". Well I searched on Google for "free sample disaster recovery plans" and found several good resources you can start with. Most of the plans I was able to download are rather generic and simple. But they get you to starting thinking about what should be in a recovery plan.

The one which I think has the most is the Disaster Recovery Journal's web site (<http://www.drj.com/new2dr/samples.htm>). They have some 20 different plans you can download for free. These include DRJ's Sample DR Plan as well as a set of business resumption documents from developing a plan, a checklist to chart the progress of building the plan, and of course a sample plan.

Another basic plan, one which would be great for any small or medium sized business, can be found at the Institute for Business & Home Safety's DisasterSafety.Org web site ([http://www.disastersafety.org/business\\_protection/](http://www.disastersafety.org/business_protection/)). This web site was set up specifically for the small to medium sized businesses. They created a program called "Open for Business" which is a toolkit with all the forms and information need to build a basic recovery plan. These are not just samples but a set of templates you can download, save, and use to gather information to build your recovery plan. The best part about it is it's free.

While you can find many hits using the above mentioned Google search, these are by far the more comprehensive ones and the ones I would recommend as a good starting point for those new to disaster recovery or have just inherited those responsibilities. So the next time someone asks you about where they can find some sample DR plans you can let them know.

If you find any interesting web sites you would like to share with the members please let me know.

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## ***Disaster Recovery Yellow Pages is now Edwards Disaster Recovery Directory ... in both hard-copy and CD versions. . .***

Newton, MA -- Edwards Disaster Recovery Directory is a comprehensive directory of everything an organization needs to get back to normal after a disaster.

Expanding upon the record set by its predecessor, the Disaster Recovery Yellow Pages, of over a decade and a half of excellence in serving the disaster-recovery and business-continuity community, it contains thousands of entries divided among more than 400 specialty disaster-recovery categories such as:

- emergency rental of network and computer equipment,
- drying of microfilm & paper records,
- trauma counselors,
- data-recovery from broken hard disks,
- salvage buyers,

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## *Cyber Security Awareness Tips*

The term “personal computer” is a quaint relic of the past. Wireless and high-speed broadband have made networking dynamos out of our once isolated desktop machines. Everything from globetrotting laptops to stay-at-home servers are now connected to far more sources of input than just their personal user. Today’s computers crunch zeros and ones for us, facilitating communications, protecting intellectual capital, and keeping operations running smoothly. Tomorrow they could easily turn over the shop keys to some anonymous hacker, criminal, or terrorist gaining access from around the block or across an ocean. That is, if they haven’t already.

October, 2008 marked the fifth annual National Cyber Security Awareness Month, but many of our cyber security habits remain sadly behind the times. Cyber security has become serious business in our networked world. One computer’s vulnerability can affect an entire organization. One unsecured wireless network can ruin hard-earned profits and reputations. Five years and billions of individual attacks later, the cyber frontier is still as wild as ever.

Once a weakness is found, the damage can be measured in the tens of millions – of identities, of credit card numbers, of bank accounts, of health records, of dollars spent cleaning up the mess. Federal prosecutors recently broke up the largest hacking and identity theft ring ever exposed, 41 million credit and debit card numbers stolen from some of the country’s largest retail chains like OfficeMax, Barnes & Noble, and T.J. Maxx. So far, T.J. Maxx has spent more than \$150 million recovering from the damage.

Like most professional cyber gangs, this one was a global, sophisticated operation. Cyber gang members drove around streets and parking lots scanning the retailers wireless networks for holes – a tactic known as “war driving” – and exploiting them to install programs that “sniffed” out card numbers. IT support staffers, the creators of the sniffer programs, responded promptly and politely to off-site colleagues requesting support-1.

One of today’s best known young hackers is a self-taught Russian who goes by the nickname A-Z, the creator of a program called ZeuS that was used to swipe \$6 million from American and European banks last fall. In conversations with security researchers, A-Z has said he assumed the people who buy his malicious software on the black market use it for legal pursuits, and that the manuals he provides are for research purposes only.

The lure of easy money means cyber crime it is here to stay. Protecting people and organizations means altering how we think about computer use and changing our collective behavior. Currently, computers are seen primarily as consumer electronic devices, like televisions or iPods. The risks of usage are minimal, so little thought is given to how to operate them safely. But stovetops, lawnmowers, clothes irons, electric mixers all come with large warning labels. Each performs an important everyday function, but also requires following some basic safety rules when handling. Computers should be no different.

Following basic cyber security rules is important because most successful cyber attacks aimed at organizations large and small are the result of errors, many of them careless, by well-intentioned employees. In order to protect your information, our company’s, and our customers’, we recommend a comprehensive, multi-step approach.

One of the simplest first steps is to only turn your computer on when you plan to use it. Cyber criminals need the power button. When you are using the computer, never open unsolicited or unknown email messages, even from reputable companies. This year, financial houses, auction sites, and even the IRS have been among the most popular names appropriated by cyber criminals to “phish” for personal information. Never reply to or click on links in messages asking for such information, especially social security numbers.

Attachments with subject lines like “Fwd: FUNNY”, “Check this out”, and “Per your request!” are tip offs for dangerous files. Sensational, but false, news headlines – “Paris Hilton Tosses Dwarf on Street” – on social media sites like Facebook and MySpace are often scams to upload worms and Trojans onto your computer.

To block these programs, make sure your computer’s firewall functions properly. You don’t have to know how the firewall works; just that it is an essential tool to protecting your data. Consider raising the security settings on your web browser to block malicious code. For Microsoft’s Internet Explorer and Mozilla’s Firefox, the security tab is in the “Options” label under the Tools menu. Back up important files and store them in a safe location away from your computer. Disable Java, JavaScript, and ActiveX, if possible.

For online accounts, you probably know to avoid simple passwords like your birthday. The strongest passwords are complex ones

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### 2009 BRPASW Program Year Draft

Date	Location	Topics and Presenters
January 13, 2009	To be determined	<p><b>Topic: BRPA Chicago</b> A Member from the BRPA Chicago group will come and share information about their organization. 15 minute presentation.</p> <p><b>Topic: How Do We Test?</b> 4 Representatives from different businesses providing a short presentation on how they test and what their simulations involve. Including, Manufacturing, Retail, Financial and Health Care. <b>Presenters: TBD</b></p> <p><b>Educational Session:</b> <b>How to Create a Business Continuity Plan:</b> Basic Methodology for Creating a New Plan. <b>Presenter: Lorie Alioto</b></p>
February 10, 2009	Citizens Bank 5450 S Moorland Road New Berlin, WI 53151	<p><b>Topic: Notification Systems (The entire meeting will be devoted to this topic)</b> 3-4 presenters providing information and overview on the Notification system that they are using, as well as the users point of view. What they like and do not like. Presenters will provide a demonstration of the tool as well. <b>Presenters: TBD</b></p> <p><b>BET Member Assigned:</b></p> <p><b>Educational Session: Accounting for Employees</b> <b>Different methods to account for your employees after an incident</b> <b>Presenter: TBD</b></p>
March 10, 2009	Citizens Bank 5450 S Moorland Road New Berlin, WI 53151	<p><b>Topic: FBI</b> FBI representative talking about current threats and what businesses can do to protect themselves. <b>Presenter: TBD</b></p> <p><b>Topic: Work place Violence</b> Presentation on Work place violence <b>Presenter: TBD</b></p> <p><b>Educational Session: Obtaining Executive Buy- in</b> How and Why to obtain Executive Buy in for your Business Continuity Program <b>Presenter: TBD</b></p>
April 14, 2009	Citizens Bank 5450 S Moorland Road New Berlin, WI 53151	<p><b>Topic: Sprint &amp; Nextel Disaster Recovery Team</b> <b>Presenter: TBD</b></p> <p><b>Topic: Information Technology</b> – Explanation of new technology and how it can be utilized to reduce down time <b>Presenter: TBD</b></p> <p><b>Educational Session:</b> <b>Technology Recovery-</b> Some different options and the pros and cons associated with these options. <b>Presenter: TBD</b></p>
May 12, 2009	Citizens Bank 5450 S Moorland Road New Berlin, WI 53151	<p><b>Topic:</b> <b>110 -53 Business Certification</b> <b>Presenter: TBD</b></p> <p><b>Topic: DRJ Certification and Industry Trends</b> A representative from the DRJ sharing information about certification and BCP industry trends. <b>Presenter: TBD</b></p> <p><b>½ day Educational Session:</b> <b>9 am – 1 pm: The Basics of BCP</b></p>
June 9, 2009	To be determined	<p><b>Topic: Joint Meeting with SWHSP</b> <b>All day conference with break out sessions and vendors.</b> <b>Presenters: Multiple</b></p> <p><b>Educational Session: Multiple</b></p>

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### ***Company Profile – Air Wisconsin Airlines Corporation***

**Question:** Do you have a formal vendor management program and is business continuity planning an element of that program?

**Answer:** In every vendor contract we sign, we include Business Continuity language to protect us from disruptions experienced by the vendor. In the future, with the assistance from our Strategic Sourcing Department, we hope to expand our BC efforts with our vendors to better ensure our company is not negatively impacted by any third party supply or service issues. We will of course focus our initial efforts on our most critical vendors.

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### ***Cyber Security Awareness Tips***

that combine numbers, upper and lower case letters, and symbols. A good trick is to turn a favorite phrase into an acronym. Something like Wdmpn2btc? – **Why does my password need to be this complicated?** – works fine. Change your passwords about once every three months, and if you write them down, keep them somewhere far away from your computer.

Whenever you travel, keep your laptop and wireless mobile device such as an iPhone or Blackberry with you at all times. Consider encrypting your hard drive in the event that it falls into the wrong hands. If you lose your laptop or suspect it has been hacked or infected, report it to your informational technology department immediately.

Securing your part of cyberspace isn't going to happen overnight, but these preventative steps will be a good start. While they can seem like an inconvenience, they are far easier than what will be required of you (and us) if your computer is compromised. Even the best information technology staffs cannot make every computer safe without your help. Do your part and make your computer personal again.

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### ***Disaster Recovery Yellow Pages is now Edwards Disaster Recovery Directory***

- food kit vendors,
- smoke-odor counteracting services, and hundreds more.

This is an essential reference for:

- computer operations managers,
- facility managers,
- emergency personnel,
- risk managers,
- security managers,
- librarians,
- record managers,
- systems executives,
- business recovery coordinators,
- claims adjusters,
- insurance agents,

and any others responsible for putting organizations "back to normal" after a crisis.

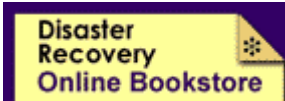
The Directory is available in hard-copy and CD versions - particularly useful when access to the Internet has been destroyed. For more information and to order the Edwards Disaster Recovery Directory go to the web site at: <http://www.Risk-Help.com>

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## ***Member Benefits***

The Business Recovery Planners Association of Southeastern Wisconsin continually strives to help members by partnering with other organizations to provide discounts on educational items such as books, videos, audios, classes, conferences, and other items. Below are current listings and offerings from our current partners.

### **Rothstein Associates Inc.**



Rothstein Associates has been the industry's principal source of disaster recovery, business continuity, service level agreements, call center, and help desk books and videos since 1989. BRPASW members will be entitled to a \$9.00 discount (equals free ground shipping) at [www.rothstein.com](http://www.rothstein.com). Just enter the coupon code "brpasw" at checkout.



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