

The Business Recovery Planners of Southeastern Wisconsin



From the President's Desk

by Chris Rohrs

We've had a great 2007 – 2008 program year and we are working on a great one for 2008 – 2009. We held our first joint luncheon and exercise with the Southeast Wisconsin Homeland Security Partnership in June, 2008 and got some valuable lessons learned. This joint meeting also gave you a chance to network with your colleagues.

The BRPASW Board and BET Team met in late July to plan our 2008-2009 program year. We've come up with some ideas for meetings that will add a lot of value for you. The planned program year is in the newsletter.

Our September 9th kickoff meeting and luncheon featured Jack Smith, formerly of ABN AMRO, talking about the LaSalle Bank fire of December 6th, 2004. Jack had some valuable lessons learned from this fire and LaSalle's response. We also had Paul France, SE Wisconsin Emergency Management, and Steve Lipshetz from Alliant Energy on a panel discussion of the flooding in the Midwest during June of this year. We will get copies of their presentation materials and make them available on our web site.

BRPASW is partnering with Sungard for the October 14th meeting. Sungard will be putting on a pandemic illness simulation on the morning of October 14th, then they will provide lunch. For the afternoon, Sungard will be turning the meeting room over to BRPASW. Sungard is advertising this to their customers in southeast Wisconsin and northern Illinois, and though BRPA Chicago. This meeting will be at the Courtyard by Marriott in Brookfield.

BRPASW and SWHSP are working with the Wisconsin Department of Justice to put on the 2nd Wisconsin Preparedness Forum October 27th and 28th at the Alliant Energy Center in Madison. We will be building on the very successful Wisconsin Preparedness Forum that was held in Stevens Point in November, 2007. Don has sent the agenda and registration form out.

The November 11th meeting will feature a tour of the Milwaukee Emergency Command center.

The BRPASW Board is reaching out to strengthen our ties with BRPA Chicago. See the short article elsewhere in this newsletter about this.

**The BRPASW Officers
2007-2008**

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

Inside this issue:

Getting to Know Eva Hendrix Better	2
Web Sites of Interest	3
Company Profile – JJ Keller & Associates Inc.	4
Lessons Learned – Recent Midwest Flood Experiences	5
New library materials	5
We Appreciate Your Input!	6
Business Continuity and Small Businesses	6
"The Great California Shakeout"	7
Strengthening our ties with BRPA-Chicago	8
Surfing the Web	8
Member Benefits	9
2008-2009 BRPASW Program Year	10

• 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 Lorie Alioto and Eva

BET Members:

Chris Rohrs, Paul Kamikawa, Eva Hendrix, Greg Collyard, Jeff Puetz, Raul Aguilar, Lorie Alioto, Don Groth, Darlene Anderson, Ann Winchell

Changes to BET Committee Membership:

Eva Hendrix is now the BET Chairperson for the BET Committee. Lorie Alioto has stepped down due to increased job responsibilities and Eva graciously agreed to take the position. Darlene Anderson has joined the committee. If anyone is interested in becoming a member please contact Eva Hendrix or Chris Rohrs.



(Continued on page 3)

Getting to Know Eva Hendrix Better***by Lori Alioto******How long have you worked in the Business Continuity Planning field?***

I have been with Assurant Health, for eleven years. Formally Fortis Insurance Company, and before that, Time Insurance Company,

In that time I have held three different roles in business continuity. I was originally hired as a temp to work on LDRPS by Tony Seeber, Manager of our Disaster Recovery department. I was a temp in another department and no one wanted me to leave so different departments were trying to find work for me just to keep me around. As one assignment ended another one began. Pat Cullen, Tony Seebers assistant at that time was friends with my current manager so Pat said she wanted me to try out LDRPS. This was not a position for a temp. It was time consuming and difficult to learn. I was told that the position was only for about two weeks. I knew something didn't seem right when Pat gave me about three very large manuals to help me with LDRPS. It took me two weeks just to get through the first chapter. That job went from two weeks to two more weeks, then six months and then I was offered a permanent position as Disaster Recovery Assistant.

How long have you been a BRPASW member?

I have been a member of BRPASW for about 9 or 10 years, not sure which but my former manager, Tony Seeber was president and my co-worker at that time Pat Cullen were both members and they asked me to join.

What is your current title?

I am currently a Business Continuity Planner, which is a huge leap from my former roles in business continuity as a Disaster Recovery Assistant and a Business Resumption Assistant.

What do you like best about your current position?

What I like best about my current role is the flexibility I have to meet with the different departments and explain the Business Continuity process. For many years I would send out the reminders to update plans, call list and storage boxes.

Anyone not familiar with the process might give me a call to ask questions but some would just make an attempt at updating the plan but not doing a very good job. Some just changed the date and sent it back to me.

What I like best is when someone says to me that I never knew why we were doing this but now I do.

What is the biggest challenge in your position?

The biggest challenge is resources. There have always been two of us working at the Milwaukee Assurant Health location. Now, I am responsible for Assurant Health – in Milwaukee, WI Miami, FL, Plymouth, MN and Boise, ID.

I am a member of the ACT-Assurant Technology Team. We are all Business Continuity Planners located in different offices, in different states.

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

Along the way, every job I've had has been in the customer service industry. I've been a waitress, a typist, a secretary, dog breeder, I bred Great Danes for about 13 years, I managed a dry cleaner, I've been a real estate agent and I've prepared income taxes, I've been a supervisor at H&R block, a manager of a men's clothing store, data processor and receptionist. I like learning new things. But, if I am not happy doing something I move on to something different.

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

My job involves some travel but not much at this point. This year the only traveling I've done has been to Atlanta, GA. My manager's office is in Atlanta and we had our team meeting there. It's a very beautiful building. We toured the office and we took a

(Continued on page 9)

From the President's Desk

(Continued from page 1)

The attendance at our monthly meetings is growing and we've gotten some comments about crowding at the meeting room at the Citizen's Bank branch in New Berlin. I've asked the BET team to look into alternate meeting spaces for our monthly meetings. We are going to try to keep the meetings close to Milwaukee.

Other professional organizations have contacted me about how they can improve their programs and provide more value to their members. I tell them that that without your support, BRPASW would not be the dynamic and valuable organization that it is.

(Continued from page 1)

BRPASW Enhancement Team Update

BRPASW Website Update:

The BET committee has decided to try to save money by moving our website. I have been in contact with Donald Moore, webmaster from BRPA - Chicago. He recommends we try Yahoo Small Business. According to Don, it offers a greater amount of flexibility, and the cost is far below what our costs are now.

I have been in touch with a representative of Yahoo Small Business and we have started to setup the site. We will keep our domain name and before we have made the final move to leave our current website, you will have an opportunity to view what we've done. Our current site will remain the same until a final decision is made.

Upcoming Meetings:

On the program for 2009 we have an entire meeting devoted to testing. We will have BRPASW members share specific details about how they conduct their exercises. If you are interested in sharing how your company tests, please contact Lorie Alioto.

We will also have a demo of notification systems provided by our members. You will be able to hear the good and the bad concerning some popular notification systems.

For educational sessions we will be offering: How to Create a Business Unit Plan, Accounting for Employees, and Obtaining Executive Buy In. We will also offer a half day session on the basics of BCP including: BIA, Risk Assessment, Exercising, Incident Management and Auditing or Quality Assurance Review. These classes will be presented at a beginner level and will address the basics of each topic. If you would like to present on any of these topics please contact Lorie Alioto for more information.

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.

For this edition of the BRPASW Newsletter I want to share with you information regarding avian and pandemic flu. When it comes to finding information about pandemic flu in the United States one of the richest in content site is by the U.S. Government, PandemicFlu.Gov.

In this site you will find current status of avian flu world-wide; planning information for business, community, and home; research information, related links to other web sites including those for the World Health Organization (WHO), and the Center for Disease Control (CDC) as well as others; news releases; frequently asked questions; and other items of interest.

One of the most popular sections is Planning and Response. In this section you can find a wealth of information including checklists, planning tools such as preparing your workplace or preparing your employees for such and event. Also included is information to questions that arise during pandemic planning including human resource policies, privacy issues, and safety and health issues.

(Continued on page 7)

Company Profile – JJ Keller & Associates Inc.

By Jeff Puetz

Company operations profile

J. J. Keller is the trusted source for safety and regulatory compliance products and services that help you increase safety awareness, reduce risk, follow best practices, and stay current with changing regulations.

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	HR, IS, Procurement / Facilities	Chairman
Business Continuity	Yes	HR, IS, Procurement / Facilities	Chairman
Enterprise Risk Management	Yes	Each business unit	Chairman
Emergency Response / Evacuation	Yes	HR	Chairman
Incident Management	Yes	HR, IS, Procurement / Facilities	Chairman

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: Yes, we performed an informal business impact analysis at the beginning of our program. The criticality of the processes was based on the business continuity plans for each business units (based on revenue generated). There are no standards for determining criticality by process. When we performed the business impact analysis we captured number of employees impacted and other business units impacted. We have no plans to conduct another business impact analysis as our processes remain largely unchanged, but we do discuss impacts at a detail level as plans are created and maintained and how our recovery infrastructure is designed to support our processes.

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

Answer:

	Exercise	Tabletop
Frequency	annually	When 1 st created
Data center recovery	No*	No
Business Units BC plans	Yes	Yes
Telephony	Yes	Yes
Furniture / workspace	Yes	Yes
Personal Computers	Yes	Yes
Security	Yes	Yes
EOC	Yes	Yes
Crisis Communications	Yes	Yes
Executive participation	Yes	No
Evacuation / Life Safety	Yes	Yes

*We have plans to conduct exercises monthly as of 2009

Question: What are the required exercise and maintenance activities related to your business continuity program that your company performs at least annually?

Answer: Update plans semi-annually, tabletops annually, annual technical exercises.

Question: How is scope determined for each type you perform?

Answer: We look at how our business has changed, our business needs, what have we not tested yet and what areas we need to focus on.

(Continued on page 5)

Company Profile – JJ Keller & Associates Inc.

(Continued from page 4)

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 have physical calling trees for each business unit.

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

Answer: We ask that all key members responsible for executing plans to keep a physical copy at work and at home. We also keep physical copies of master plans at our command centers.

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

Answer: We use Word and Excel.

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

Answer: Each business unit has their own plan plus a corporate recovery plan.

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

Answer: Departments will talk about business continuity in staff meetings or as they are updating plans. We have annual management meetings at which we include business continuity as an agenda item. We also have corporate communications that go to all employees (primarily centered around evacuation).

Question: How do you validate or audit your plans?

Answer: We have our exercises facilitated professionally which includes feedback and validation of our plans. We put the onus on our business units to monitor and maintain our plans to make sure they remain valid.

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

Answer: Yes, we have a vendor management program in place. We don't include any business continuity standards that vendors need to comply with but our business unit plans contain alternate vendors for our key vendors.

Lessons Learned – Recent Midwest Flood Experiences—Notes from our BRPASW panel discussion

- Even though neither of our locations was affected by the flood, should an event have occurred during the period where roads were closed, we would have been hard pressed to supply our associates with driving directions that would effectively get them to their alternate site.
 - We now feel our recovery site should be 25 to 50 miles from our primary location.
 - Blackberrys were an invaluable tool for the Crisis Management Team.
 - Effective and timely communication is critical
 - Have someone from the management team assigned as a liaison to the public sector incident command post and have them prepared to provide an estimate of the damage to the company.
-

New library materials

By Ann Winchell

New books will soon be available at your BRPASW Library. You may check out library materials by contacting Ray Krukowski.

A Risk Management Approach to Business Continuity Aligning Business Continuity with Corporate Governance.

Julia Graham FCII, FBCI, MIRM David Kay FCII, FBCI, MIRM, FRSA

April 2006, 420 pages

“This book... provides clear guidance, supported with a wide range of memorable and highly relevant case studies for any risk manager or business continuity manager to successfully meet the challenges of today and the future.” Steven Mellish, Chairman, The Business Continuity Institute

Crisis Leadership Now A real-world guide to preparing for threats, disaster, sabotage and scandal.

Laurence Barton PhD

2008, 352 pages

Leading crisis management expert Laurence Barton has spent more than two decades consulting with top companies on how to anticipate and respond to workplace threats and tragedies. In *Crisis Leadership Now* he offers concrete solutions for managing disruptive events—from industrial accidents and acts of violence to embezzlement, product recalls, and terrorism.

We Appreciate Your Input !

Jeff Puetz – 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 Jeff Puetz at jpuetz@wbmi.com

Business Continuity and Small Businesses

by Paul Kamikawa CBCP IBM

Small businesses face many challenges in today's economy, protecting the business against unforeseen events that impact their profits, cash flow, suppliers, and customers. As an owner of two small businesses – for the purpose of this article I will define a small business as a company with 100 or fewer employees – in my experience business continuity is not in the minds of most business owners. The challenges faced by large businesses in getting funds and resources dedicated to address business continuity are even greater for small businesses. Raising awareness of the importance of planning is an initiative BRPASW has begun.

One has to look at the operating environment in a business with limited resources. To begin with, small businesses are often led by entrepreneurs who do not have a great deal of business background. Optimism and vision drive these companies. The thought of "the worst case scenario" does not get a lot of attention. Often the businesses are running on razor thin margins. Any interruption in their business may be considered a disaster. Business Continuity is even more important in this environment.

What can a small business do? Exactly what larger businesses do, establish a business continuity program but on a much smaller scale. What is lacking in smaller businesses is not the people to implement the program but the expertise to develop one. Professional organizations such as BRPASW can be a resource but also FEMA and Department of Homeland Security provide planning information

A business continuity plan may not guarantee the business will survive a disaster but will enhance the chances.

The methodology is the same.

Step 1 - Document your business functions and their dependencies. There are probably fewer processes to document. The business plan is a good place to start. Break down the company to the basic processes and examine the resources and impacts that could affect them.

Step 2 - Prioritize your business functions. Take into consideration peak business timeframes. Know what you have to protect and when. As with large businesses knowing the core processes that enables the business to survive is paramount. With limited funding and resources they need to be spent where they will do the most good.

Step 3- Determine the threats to the business. The best strategy for disaster recovery is to avoid having the disaster in the first place. The first two steps will uncover areas that need closer examination to help mitigate threats and identify risk. Risk plays a larger role for smaller entrepreneurial business to begin with. The business has to be at least in a position to recover. Not backing up systems and taking them off site is inexcusable for any size business. Small businesses at least have to recognize the risk they are accepting. Some significant threats may be mitigated with little cost and change to the daily routine.

Business Continuity Planning



(Continued on page 7)

Business Continuity and Small Businesses

(Continued from page 6)

Step 4 - Determine the impacts of a disruption. Take into consideration both tangible and intangible consequences. It may be easier to determine the financial impacts in small companies because they are less complex to begin with. What often occurs is that the impacts are few but are significant. Losing a few large accounts or a blip in the internet service often leads to significant financial impacts.

Step 5- Develop Recovery Strategies - A company may incorporate different strategies based on the process priority and the timing of the incident. The strategies are the same for small companies but different implementations are common. Reciprocal agreement may exist by default if the business is a franchise. Another franchise location may be able to take over as an interim solution. Of course there are risks when the other franchise may also be their competitor but it is better than closing your doors.

Step 6 – Develop your plan - Every plan has some basic components that have to be collected and maintained. As with large companies, once the company identifies documentation that should be included in the plan it usually already exists in some form. The key is to mark it vital information, keep it current, and get a copy off site. Information collected in the previous steps need to be documented and included in the plan. The planning process is more often more important than the plan itself. A business has to go through the process to realize the exposures and brainstorm to identify the strategies that could be applied.

Step 7 – Exercise the plan. The size of the company may make exercises easier in that there are fewer people affected. Having everyone do their job from home one afternoon may be easier to implement for smaller companies. If the company uses a service provider for payroll or other IS functions they can execute them from alternate locations. Notification exercises and tabletops are applicable in this environment also.

The number of local disaster situations that have occurred over the last year should elevate the subject of Business Continuity for all businesses. Local Chamber of Commerce's and publications such as the Small Business Times can be used to disseminate information. Local business seminars can also provide exposure to the subject of Business Continuity. The need to plan for disasters may be more important for small businesses because of the financial position many of them are in and lack of business experience. As an organization, BRPSW can identify opportunities to assist this important segment of the economy survive disasters.

Web Sites of Interest

(Continued from page 3)

Another popular section is Monitoring of Outbreaks. In the Monitoring of Outbreaks section you will find a current map of countries with confirmed cases of the H5N1 Avian Influenza. This map is graphed to show confirmed cases of the avian flu by country for wild birds, poultry and wild birds, and humans. This is a good tool to use in presentations or for the reports showing the current status of cases world-wide and how it is spreading. In addition, there are links to other maps showing similar information or histograms of cases confirmed by countries over the past several years.

The newest update to this web site is the "Pandemic Influenza Storybook". This section contains stories from a personal perspective of the 1918 and 1957 pandemics. They go beyond the statistics associated with those events and can help planners to re-energize their efforts and fight preparedness fatigue.

To see more information about this web site go to: www.pandemicflu.gov.

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

"The Great California Shakeout"

by Chris Rohrs

At noon (Central time) on Thursday, November 13th, The Great California Shakeout Drill will be conducted. This is the largest earthquake drill in US history and simulates a 7.8 Richter scale earthquake along the San Andreas Fault in Southern California. This drill is being planned and coordinated by the US Geological Service, California Governors Office of Emergency Services, City of Los Angeles, FEMA, and many others.

This is interesting because of the level of planning and notification going into this.
The URL is <http://www.shakeout.org/>

Strengthening our ties with BRPA-Chicago

by Chris Rohrs

90 miles south of us is the Business Recovery Planners Association of Chicago (<http://www.brpa-chicago.org/>). Several of our members are also BRPA-Chicago members, and Lorie Alioto has attended one of their meetings and made a presentation about us.

This is a dynamic and interesting organization and I think both of us will get a lot of value by strengthening our ties.

I've spoken with Tom Dziurgot, the President of BRPA-Chicago, and we've agreed that we will extend invitations to each others' organizations so members can attend the other organization's meetings as guests. I'll send Tom a copy of our meeting schedule so he can have it posted on their web site, and will get a link to their web site for our site. When we send out meeting invitations, I'll pass them on to BRPA-Chicago's secretary, and they will forward them to their members.

We'll also share each other's newsletters.

The BRPA-Chicago meeting schedule for 2008 is:

Date	Location
September 16th Full Day Meeting	Blue Cross Blue Shield (downtown Chicago).
November 18th Full Day Meeting	Stargate Tier III Relocation site in Oakbrook, IL
December 9th Holiday Luncheon	Wildfire Restaurant in Glenview, IL (there may be a charge for this)

Surfing the Web

by Chris Rohrs

This will be an occasional piece as I come across articles that seem to have value for us. I encourage others to pass their links and URLs on to the editor

I came across this interesting article discussing the challenges of business continuity in 21st century business models. The article makes the point that our businesses are even more vulnerable today to single points of failure than they were, and it also makes the point that our customers and suppliers can be lost to us within a few hours or days.

<http://www.rothstein.com/blog/2008/08/challenges-and-opportunities-for-business-continuity/>

The Rothstein post made me think about an article that listed the top tier (level 1 and 2) risks for the year 2018. It was from The Economist and was a survey of senior managers, not futurists or writers. Some of them were very interesting. I think here in Wisconsin we are even more vulnerable to these top tier threats –

- Oil price shock
- Unexpected regulatory changes
- Increased competition from emerging market companies
- Talent shortage

http://www.biggerthinking.com/docs/en/BT_RISK_GLOBAL_200308.pdf

Our reputations are one of our most valuable possessions, and if others lose trust in us, it can take years to recover. The same is true for organizations. The Powerlines electronic newsletter aims to provide readers with the timely, accurate and useful information about building and protecting their organizations biggest and most fragile of assets – their reputation. E-mail deonbin@icon.co.za for a free subscription.

Getting to Know Eva Hendrix Better

(Continued from page 2)

tour of the CNN building. That was a very interesting tour and it was also a very beautiful building.

While in Atlanta, I also got to visit my sister, her X-husband, her new husband and my brother all who lived one hour from each other. It was only for a day we got to spend together because I had to change my plans and come home early for a funeral. But of course the time we spent together was great.

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

Two years in a row we had bomb threats. The first time we evacuated the building. The second time we did not.

The first time it was on Friday just before a Memorial Day Weekend. Someone called in a bomb threat. It was decided that how this is to be handled is just to tell the employees that the company was just going to let people go home early for the holiday. Whoopee! What was so strange about this is everyone took their own sweet time about leaving. You wouldn't believe how casual and relaxed people were leaving. People were standing in the halls just talking and discussing what their holiday plans are. Everyone was calm and relaxed except me.

What does a typical day in your life look like?

I usually get coffee right away, even though I've had two cups already at home.

I check my calendar first, then phone messages and then email. I return calls that are more important than others first. The same with email. I usually schedule meetings with people new to plan development or having problems with how to update their plan. The rest of my typical day is meetings, meetings and more meetings.

Tell us about your home life outside of work?

I am the mother of four adults and 18 grandchildren, 13 boys and 5 girls. Most of them live here in the city and we like spending time together. We go on charity walks together and spend Sundays at the museum. Wherever we go people get to know them very quickly. One reason being it's so many of them. One of my co-workers was going to meet me at the museum and she wanted to bring her niece along to meet my grandchildren. When she couldn't find me, she asked one of the kids working behind one of the tables, "are you Eva Hendrix's grandson"? She said hands went up all over the museum. Because it's so many boys, they always volunteer to help decorate and place tables. When we walk in the door of the museum, you can hear the other volunteers, "her comes the boys". Even though there is one girl in the mix. Three of the girls live out of state and one is too little.

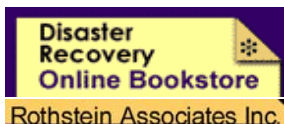
Tell us about your hobbies, what you like to do in your spare time.

In my spare time I garden. Both indoors and out. Most of the time now I'm gardening with the grandchildren but there are times when I appreciate being in the garden alone. Enjoying the quiet, listening to the birds singing early in the morning. When I garden with the kids, all I hear is gripping about how I make them work in the garden. But when the vegetables grow and they can pick fresh vegetables for their parents you should see the look on their faces. They'll thank me someday, I hope... when they have kids of their own.

Member Benefits

by Ray Krukowski

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 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. Just enter the coupon code "brpasw" at checkout.



ICOR and BRPASW have partnered together to bring BRPASW members quality training at reduced cost. ICOR is a non-profit education and credentialing organization with courses and certification in business continuity management, crisis management & communications, data center management, social resilience and supply chain management.

BRPASW members save 10% on all ICOR courses and 20% on in-house trainings. Use voucher #112081111 to save.

For more information, go to www.theICOR.org or call Lynnda at 866-765-8321.

2008-2009 BRPASW Program Year*by Chris Rohrs*

Date	Topics and Presenters
September 9, 2008 Radisson Mayfair 2303 North Mayfair Rd Milwaukee, WI 53226	<p>Topic: La Salle Bank Fire Representative from the La Salle Bank sharing first hand experience of this incident, and the impacts and lessons learned.</p> <p>Presenters: Jack Smith</p> <p>Topic: Panel Discussion on Midwest Flooding: Various representatives including Wisconsin Emergency Management and business representative sharing their experience and response to the Midwest flooding in June.</p> <p>Presenters: Steve Lipshetz, Alliant Energy; Paul France SE Wisconsin Emergency</p>
October 14, 2008 Courtyard by Marriott 16865 W. Bluemound, Brookfield, WI	<p>Topic: Business Continuity Planning for Small Businesses - Paul Kamikawa will give us an update on the efforts of his team</p> <p>Presenter: Paul Kamikawa</p> <p>Topic: Risk Assessment: A presentation on the basics of Risk Assessments, how to conduct one and what factors to consider.</p> <p>Presenters: Don Groth, Jefferson Wells</p> <p>Topic: Risk Assessment Panel Discussion: Learn how some of our own members are conducting Risk Assessments and using the information to improve their programs. Include a company with a global presence and include what additional factors need to be considered for global companies</p> <p>Panel Members: Lorie Alioto, Wells Fargo & Co. ;Damian Walch, Deloitte and Touche</p> <p>Educational Session: Information Security: Cost and Consequence of Breach of confidentiality.</p> <p>Presenter: Rob Ratayczak</p>
November 11, 2008 Milwaukee EOC	<p>Topic: Visit to Milwaukee Emergency Operations Center Tour and presentation on the EOC and how it works</p> <p>Educational Session: Information Security: Cost and Consequence of Breach of confidentiality.</p> <p>Presenter: Rob Ratayczak</p>
January 13, 2009	<p>Topic: Notification Systems: 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.</p> <p>Presenters: Ann Winchell- Notifind; Greg Collyard Alertfind</p> <p>Educational Session: Accounting for Employees Different methods to account for your employees after an incident</p>
February 10, 2009	<p>Topic: FBI - FBI representative talking about current threats and what businesses can do to protect themselves.</p> <p>Topic: Work place Violence Presentation on Work place violence</p> <p>Educational Session: Obtaining Executive Buy-in How and Why to obtain Executive Buy in for your Business Continuity Program</p>
March 10, 2009	<p>Tentative Educational topic from 11-12</p> <p>Topic: BRPA Chicago A Member from the BRPA Chicago group will come and share information about their organization. 15 minute presentation.</p> <p>Topic: How Do We Test? 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.</p> <p>Educational Session: How to Create a Business Continuity Plan: Basic Methodology for Creating a New Plan.</p>
April 14, 2009	<p>Topic: Sprint & Nextel Disaster Recovery Team</p> <p>Topic: Information Technology – Explanation of new technology and how it can be utilized to reduce down time</p> <p>Educational Session: Technology Recovery- Some different options and the pros and cons associated with these options.</p>
May 12, 2009	<p>Topic: Public Law 110-53 Title IX Private Sector Preparedness</p> <p>Topic: DRJ Certification and Industry Trends A representative from the DRJ sharing information about certification and BCP industry trends.</p> <p>Educational Session: TBD</p>
June	<p>Topic: Joint Meeting with SWHSP All day conference with break out sessions and vendors.</p> <p>Ray Krukowski is heading up the committee to start planning this event.</p> <p>Presenters: Multiple</p> <p>Educational Session: Multiple</p>