

PEPtalk

JANUARY / FEBRUARY 2008



A Networking Organization of Professionals Involved In Planning For Emergencies And Disasters. www.pepkc.org

From The President

Dear PEP Members:

As 2007 came to close, we all heard and read about national and local accomplishments, thus also providing the same opportunity to individually reflect. From an event stand point, as in all years, there were crisis events to be faced. Our local emergency responders assisted in the May 4, Greensburg, Kansas tornado cleanup and relief efforts. Fortunately for most of us, business continuity events were focused around set scenarios and scheduled IT recovery exercises. IT technologies continue to provide new challenges, and opportunities, for "seamless" customer and user availability. Many of us faced challenges within our own careers that lead to new opportunities either within an existing organization or with a new company. I don't believe the person that said "change is good" had to experience the stress and uncertainty that statement can bring.

As contingency planners and emergency responder professionals, as in all years, there will be unknowns, challenges and "new opportunities." I challenge all of you to leverage your resources by attending PEP general sessions, networking with peers and by participating in training opportunities. A quote taken from Winston Churchill states "There are plenty of good ideas if only they can be backed with the power of action." We all have good if not great ideas, so let 2008 be a year of action!

Happy New Year to All!

Linda Linhoff, CBCP
President

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PEP Meetings

January 10, 2008
Board of Directors

January 17, 2008
General Session
**KC Regional Terrorism
Early Warning**

Location: Swiss Re

February 14, 2008
Board of Directors

March 13, 2008
Board of Directors

March 2008
PEP Seminar
Crisis Communication

April 10, 2008
Board of Directors

May 8, 2008
Board of Directors

May 15, 2008
General Session
**Catastrophic Emergency
Restoration**

June 12, 2008
Board of Directors

July 10, 2008
Board of Directors

July 17, 2008
General Session
Emergency Notification

Delivering The Idea of RTO and RPO by Jeff Blackmon, CBCP, CISSP

There are certain tasks associated with building Business Continuity / Disaster Recovery plans that usually present problems. Past experience has shown that explaining the details of Recovery Time Objective (RTO) and Recovery Point Objective (RPO) are a pair of those issues. The difficulty seems to be concerned with getting the business members to understand the relationship between RTO and RPO.

The concept of RTO has been around for quite some time now and most business executives can relate that to how long it will take before their specific business function will be back online or usable after an outage. But the concept of RPO has presented more challenges in the discussions. Many executives still have the default belief that their RPO is 0. That is, they will not lose any information after a disaster and the associated recovery. All of us in the DR profession know that this is usually not the case.

After trying to explain the RTO and RPO concept on a few separate occasions, it was clear to me that a visual explanation would work much better. So I developed the following two charts to explain the process of RPO and RTO and how each is mapped on a time line. The second chart also shows the dollar amount impact of reducing RTO and RPO.

Chart 1 shows the basic backup / disaster / recovery that most of us are familiar with. In the above example backups are performed and then taken offsite at midnight each night. The disaster then strikes at noon. This will give us an RPO of 12 hours of lost data. The above example also shows the 24 hours necessary to bring the business functions back online.

Chart 2 shows that the RTO and RPO times can be reduced, for a price. In this example, I have defined a recovery scenario that uses some type of mirroring or real time logging capability. The

recovery time and the amount of lost data can be reduced, but this comes with additional costs, which in this case is the mirroring of data.

If the slide explanation looks like it may be of use to you, then contact me at the email address below and I will send you the Power Point pages. Be sure to mention PEP in the subject line so that I do not mistake the email as spam.

Jeff Blackmon, CBCP, CISSP
jdblackmon@sbcglobal.net

Chart 1

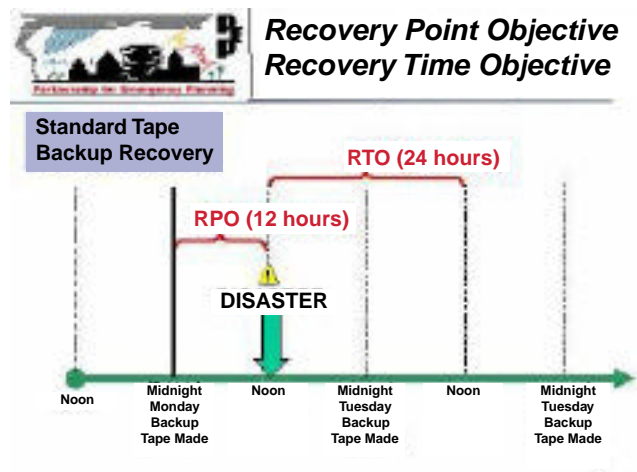
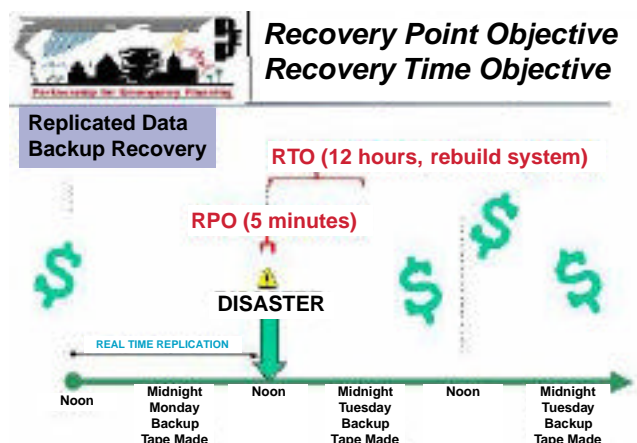


Chart 2



Katrina, Rita, Wilma; Prevent Catastrophic Business Loss

By Mark A. Zecy, CEO, American Micro

Mother Nature reminds us of the humility storms like Katrina and Rita can have on us. In my talks with people about disaster recovery, I hear a lot of comments like 'who cares about where I work' and 'my first concern is my safety'. There doesn't seem to be a large concern about the records that people have at work. Sure, almost all people said that their information was backed-up on computer. But again, what about all those paper records?

Let's face it, the primary concern of all people in a catastrophic event like a hurricane or tornado is safety. But let's fast forward a week or two after the event. Doesn't the reality of having to provide not only for yourself but for your family start coming into play? While your immediate need might be your safety, eventually you are hoping that you have a job to return to. Look at how many people were put out of work because of the recent storms.

Many companies plan ahead to prevent this type of loss. In Mississippi, a company had scanned all

of their paper records and turned them into digital assets. The computer took it on the chin, but they were able to get the hard drives cleaned and were back in business within 48 hours. While you may think that this is not your concern, you really do have a stake in catastrophic loss because of what it can do to a company and its future.

Why do you think the demand for Records Managers has increased ever since Sarbanes Oxley came into effect? Add a couple of Level 5 storms to wipe out a lot of paper records and you can see that 'not everything is backed up on the computer'. If you have started digital record retention, I commend you. You are ahead of a lot of people. If you haven't, it's not too late. Don't wait for the storm to hit to realize that not only did you lose your security at home, but your security at work as well.

Mark A. Zecy, CEO, American Micro
www.AmericanMicroKC.com
816-221-0123

Honoring 10 Years of Service

At the November 15th PEP General Session the PEP Board of Directors and membership presented Linda Linhoff, PEP's Current President, with a plaque to honor her 10 years of service for the organization. Linda has volunteered her time and talents to the PEP Board of Directors for a period of 10 years serving in several officer as well as general Board positions. Linda Linhoff serves PEP well to promote programs and activities that foster cooperation between the private and public sector agencies and that is our vision. Thank you Linda for your continued service and commitment to PEP.

Past Meetings: Key Learning Points

Preventing Violence in the Workplace September 20, 2007

On September 20th, PEP welcomed speaker Erin A. Webber, JD to our general session. Ms. Webber represents management in a wide range of areas in labor and employment law and specializes in defense for wrongful terminations and alleged workplace harassment cases.

Ms. Webber came to discuss real-life situations and example cases that allowed us to sharpen our ability to spot danger effectively, hopefully react more quickly, and possibly defuse a potentially dangerous situation. She began the session by reviewing the many legal issues associated with the topic and moved on to workplace violence myths and perpetrators, early warning signals, how to assess the risk, and managing the threat.

We learned that workplace violence not only means “physical assaults and threats of assault,” but also verbal violence including verbal abuse, hostility and harassment.

While the number of workplace homicides has decreased since 1994, certain industries and demographic groups remain uniquely at risk. Therefore, the following Workplace Violence Pyramid describes the three different types of violence that can occur.

Pyramid Top / Homicide

Homicide is the primary cause of violent death of women at work and the secondary cause of violent death of men at work.

Pyramid Middle / Physical Assaults

One million violent crimes are committed each year in the workplace (Department of Justice Crime Victimization Survey). 100,000 crimes (at work) involve guns.

Pyramid Bottom / Intimidation and Harassment

This includes verbal threats and threatening behavior. Six million American workers were threatened at work in the past year. In the United States, a full-time worker has a one-in-four chance of being attacked, threatened or harassed at work during the coming year. Two out of three employees do not feel secure at work (1994 Gallup Poll). Three out of four victims suffer psychological distress as a result of their experience.

While the threats are many, our presenter explained a six-step guide to being prepared:

- One: Have a policy
- Two: Train management/employees
- Three: Assign a management response team (MRT)
- Four: Plan for non-emergencies
- Five: Prepare for crises
- Six: Reassess regularly

For more information, the September General Session Presentation can be found at www.pepkc.org under the General PEP Information Tab.

Standards for Business Continuity Management

There are a number of standards which apply to Business Continuity Management or allude to the need for it. The PEP Board put together the following list. If you are aware of a related standard that is not listed please contact Tom Munoz at Thomas.2.Munoz@sprint.com

DRJ Generally Accepted Practices (GAP)

The Generally Accepted Business Continuity Practices subject areas align with the ten DRII Professional Practices. Essentially, the Professional Practices tell you what you need to do and the Generally Accepted BC Practices will tell you how to do it.

The Generally Accepted Practices can be downloaded at <http://www.drj.com/GAP/gap.pdf>

NFPA 1600

NFPA 1600 is titled "Standard on Disaster/Emergency Management and Business Continuity Programs". It is designed to be a description of the basic criteria for a comprehensive program that addresses disaster recovery, emergency management, and business continuity. National Fire Protection Association (NFPA) standards are developed through a consensus standards development process approved by the American National Standards Institute.

NFPA 1600 can be downloaded at <http://www.nfpa.org/assets/files/PDF/NFPA1600.pdf>

DRII Position Paper on NFPA 1600 can be downloaded at <http://drii.org/DRII/PDFs/DRII Position NFPA1600 200710.pdf>

BS 25999

BS 25999 is the product of the British Standards Institute (BSI). The BS 25999 series includes two standards. The first, "BS 25999-1:2006 Code of Practice for BCM", establishes its processes, principles and terminology. The second, "BS 25999-2:2006 which is the standard on which certification would be granted, and specifies the requirements for the implementation of business continuity controls. Certification (independent inspection) is available from BSI.

BS 25999 can be downloaded from Standards Direct, British Standards Institute's online outlet. <http://pas56.standardsdirect.org/>

Audit Conducted

PEP's Past President, Alisa Pacer, conducted an audit of the Partnership for Emergency Planning for the fiscal year July 1, 2006 through June 30, 2007. All financial transactions were properly accounted for to include income and disbursements. The balance was fairly stated as of the close of business June 30, 2007.

PEP Extends Their Appreciation

The following companies have agreed to be a Sponsor over the next year. We want to extend our appreciation to the following companies:

Agility Recovery Solutions

American Micro Company

Bick Group

CoSentry

Recall

SunGard Availability Services

US Central Federal Credit Union

As PEP Sponsors, these companies have agreed to provide refreshments for our general meetings. Company literature will be available at our meetings as well as take time to talk to one of their representative if you would like additional information. We are discussing offering a Spring to Summer Vendor Fair, where each Sponsor can showcase their products and services.

If you would like to be a "PEP Sponsor," please contact Dennis Largent at dlargent@cosentry.com, or call 816-891-5911.

Of Interest . . .

Emergency Preparedness for Business

<http://www.cdc.gov/niosh/topics/prepared/>

This site, from the National Institute for Occupational Health and Safety, provides numerous resources that are helpful in developing a comprehensive plan for dealing with terrorism-related events. These plans should include specific instructions to building occupants, actions to be taken by facility management, and first responder notification procedures.

Health Center Emergency Management Program Expectations

<ftp://ftp.hrsa.gov/bphc/docs/2007pins/pin200715.pdf>

This document provides guidance and emergency management expectations for health centers to assist them in planning and preparing for future emergencies. Examples are given so health centers can develop and maintain an effective and appropriate emergency management strategy-- including developing and implementing an emergency management plan, building existing and growing new relationships, enhancing effective and efficient communications, and ensuring that the health center can effectively operate after an emergency.

Public Health Information Rapid Exchange (PHIRE)

<http://cdc.gov/phire/>

The Centers for Disease Control and Prevention (CDC) has announced a system to send important health information in real-time to subscribers, including alerts about any evidence of suspected pandemic influenza in the United States. The CDC Public Health Information Rapid Exchange (PHIRE) will disseminate important and timely information concerning actual or potential public health emergencies.

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Call for Newsletter Articles

The partnership for
Emergency Planning
Board of Directors
would like to invite all
members to submit
articles for publication
in the quarterly PEP
Newsletter. This
newsletter is circulated
to over 200 PEP
members representing
over 100 companies
and government
agencies in the Kansas
City Metro area.

You can submit articles
from other publications
(with author permission)
or write about a recent
exercise, lessons learned
in continuity/ disaster
planning, or other
general areas of interest
to private and public
continuity and
emergency managers.

The articles should be
250-500 words in length
and submitted via email.
You may also include
a short profile of your-
self and company that
will be included with
the article.

If you are interested
in submitting an article
or would like more
information, please
contact Jim Baird
via e-mail at
jbaird@uscentral.org.