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Sticky BC!
How to Create Value & Elevate Your BC Program in The Organization

TUESDAY 2/13 • 4:10 PM • RYMAN STUDIOS HI

Meet with Our Business Continuity Experts at:
Booth #208

Learn more at:
AssuranceSoftware.com
Welcome to DRI2018 in Nashville, Tennessee! It is our pleasure to host the seventh annual DRI Professional’s Conference and to mark DRI’s 30th anniversary together.

We have an exciting few days lined up, centered first and foremost on our outstanding conference program. We understand that DRI is your go-to resource for continuing education, so we are thrilled to offer C-level plenary speakers and in-depth breakout sessions with speakers who you won’t find anywhere else. And because we know you want advanced learning – this year we have introduced a workshop track so you can go through the entire conference with hands-on training.

DRI2018 is also where the DRI Foundation highlights our community’s giving spirit and our profession-changing initiatives:

- Mayor Barry has made a “DRI Foundation Day Proclamation” to acknowledge our pre-conference Volunteer Day at Second Harvest Food Bank and Operation Stand Down Tennessee.
- We will open the student scholarship application period for 2018.
- Our Women in BCM Committee will report on their landmark study about the state of gender representation in business continuity.
- Our Veterans Outreach Program will report on their work to award scholarships to qualified candidates transitioning from active duty.

The conference is a platform for sharing ideas, solutions, and innovation. It’s where our prestigious committees come together to discuss the unique challenges of our profession and brainstorm solutions. Look out for how you can participate in this important work.

On the last night of the conference, we honor the leaders in our industry through our Awards of Excellence Gala Dinner. If you were looking for an excuse to wear a sparkly dress – this is it! Join us in celebrating the achievements of our award winners. And you won’t want to miss the DRI Foundation auction and cocktail reception before the dinner, which is always a highlight as well as an opportunity to support a great cause.

Personally, I look forward to spending these next few days with all of you. Please introduce yourself – I want to hear from you. Enjoy DRI2018!

Chloe Demrovsky  
President and CEO, DRI International
## EVENT SCHEDULE

### Sunday, February 11

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>1:00 PM – 6:00 PM</td>
<td>REGISTRATION OPEN</td>
<td>RYMAN EXPO HALLS B2 &amp; B3 FOYER</td>
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<tr>
<td>4:00 PM – 6:00 PM</td>
<td>OPENING RECEPTION</td>
<td>RYMAN EXPO HALLS B2 &amp; B3</td>
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### Monday, February 12

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 AM – 8:00 AM</td>
<td>CONTINENTAL BREAKFAST</td>
<td>RYMAN EXPO HALLS B2 &amp; B3</td>
</tr>
<tr>
<td>7:00 AM – 2:00 PM</td>
<td>REGISTRATION OPEN</td>
<td>RYMAN HALLS B2 &amp; B3 FOYER</td>
</tr>
<tr>
<td>8:00 AM – 9:00 AM</td>
<td>WELCOME ADDRESS</td>
<td>RYMAN BALLROOM</td>
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<tr>
<td></td>
<td>Chloe Demrovsky, President and CEO,</td>
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<td></td>
<td>DRI International</td>
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<tr>
<td>9:15 AM – 10:15 AM</td>
<td>KEYNOTE ADDRESS</td>
<td>RYMAN BALLROOM</td>
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<td></td>
<td>Mary Rose McCaffrey, Vice President, Security, ES &amp; CSO, Northrop Grumman</td>
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<tr>
<td>10:15 AM – 10:30 AM</td>
<td>MORNING BREAK</td>
<td>CANAL FOYER</td>
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<tr>
<td>10:30 AM – 11:45 AM</td>
<td>BREAKOUT SESSIONS</td>
<td>CANAL A</td>
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<tr>
<td></td>
<td>WORKSHOP: Risk Assessment? Here's How!</td>
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<td>Dan See, General Manager, Bowhead Mission Solutions</td>
<td>Canal A</td>
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<td></td>
<td>PANEL: Here Comes the Cavalry (literally) – The Military and Defense Support to Civil Authorities</td>
<td>Canal B</td>
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<td></td>
<td>Duane C. Bygum, Deputy Chief of Police Naval Base, Ventura County</td>
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<td>Col. John Dooley, Emergency Preparedness Liaison Officer (EPLO) DSCA Army, Tennessee</td>
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<td>Col. (Ret) M. Scott Furr, Deputy Emergency Manager, Town of Southbury, CT</td>
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<td>Joachim A. Gloschat, Senior Security and Intelligence Analyst, Gannett Fleming</td>
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<td>Ron Latorre, Managing Partner, S2 Resilience Group</td>
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<td></td>
<td>Technology Track Kick Off</td>
<td>CANAL D</td>
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<td></td>
<td>Linda Conrad, Principal of Corporate and Information Security Risk Management, Exelon</td>
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<tr>
<td>11:45 AM – 1:45 PM</td>
<td>EXPO HALL OPEN</td>
<td>RYMAN EXPO HALLS B2 &amp; B3</td>
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<tr>
<td>12:00 PM – 1:30 PM</td>
<td>LUNCH</td>
<td>RYMAN EXPO HALLS B2 &amp; B3</td>
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<tr>
<td>12:15 PM – 1:30 PM</td>
<td>EXHIBITOR PRESENTATION THEATER</td>
<td>RYMAN EXPO HALLS B2 &amp; B3</td>
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<tr>
<td>1:30 PM</td>
<td>DAILY CASH PRIZE DRAWING</td>
<td>RYMAN EXPO HALLS B2 &amp; B3</td>
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<td>Must be present to win</td>
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### Monday, February 12 CONTINUED

#### 1:45 PM – 2:45 PM BREAKOUT SESSIONS

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<tr>
<td>Raelene Anderson, Global ERT/BCP Director, Applied Materials</td>
<td>Ronnie Sebren, Business Continuity Program Consultant (internal), McKesson (moderator)</td>
<td>Michael A. Smith, Director of Global Business Resiliency, Asurion</td>
<td>Dean Gallup, Chair, DRI International Glossary Committee</td>
</tr>
<tr>
<td>Bobby Cook, Senior Manager of Global ERT, Applied Materials</td>
<td>Bill Lavigne, Director, Cloud Recovery, McKesson</td>
<td>Jerrick Croston, Principal, Global Business Resiliency, Asurion</td>
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<td>Canal A</td>
<td>Stephen Weber, Disaster Recovery Architecture, Engineering &amp; Service Solution Delivery, McKesson</td>
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<td>Bobby Williams, Resilience Industry SME</td>
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#### 2:50 PM – 3:50 PM BREAKOUT SESSIONS

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<tbody>
<tr>
<td>Raelene Anderson, Global ERT/BCP Director, Applied Materials</td>
<td>Shinobu Sasaki, Director, DRI Japan and DR Lead, AIG Technology</td>
<td>Aris Papadopoulos, Founding Chair, Resilience Action Fund, and Distinguished Expert in Resilience, Florida International University's Extreme Events Institute</td>
<td>Jim Wexler, President, Experiences Unlimited</td>
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<tr>
<td>Bobby Cook, Senior Manager of Global ERT, Applied Materials</td>
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<td>Canal A</td>
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#### 3:50 PM – 4:10 PM AFTERNOON BREAK CANAL FOYER

#### 4:10 PM – 5:10 PM BREAKOUT SESSIONS

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<tbody>
<tr>
<td>Raelene Anderson, Global ERT/BCP Director, Applied Materials</td>
<td>Larry Chase, Director, Enterprise Resiliency Office, Chief Risk Officer, Humana</td>
<td>Arunabh Mitra, Chief Continuity Officer, HCL Technologies</td>
<td>Bill Lavigne, Director, Cloud Recovery, McKesson</td>
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<tr>
<td>Bobby Cook, Senior Manager of Global ERT, Applied Materials</td>
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<td>Stephen Weber, Director, Disaster Recovery Architecture, Engineering &amp; Service Solution Delivery, McKesson</td>
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<td>Canal C</td>
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Canal D
## EVENT SCHEDULE

**Tuesday, February 13**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 AM – 8:00 AM</td>
<td>Continental Breakfast</td>
<td>Ryman Expo Halls B2 &amp; B3</td>
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<tr>
<td>7:00 AM – 12:00 PM</td>
<td>Registration Open</td>
<td>Ryman Expo Halls B2 &amp; B3 Foyer</td>
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<tr>
<td>8:00 AM – 9:00 AM</td>
<td>Keynote Address: Scott Mackelprang, CSO, Asurion</td>
<td>Ryman Ballroom</td>
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<tr>
<td>9:15 AM – 10:30 AM</td>
<td>Breakout Sessions</td>
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<tr>
<td>WORKSHOP:</td>
<td>Cyber Wargame — Building Resilience to Cyber Threats in a Digital Economy (Part 1)</td>
<td>Ryman Studios MNO</td>
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<tr>
<td>John Gelinne, Managing Director, Cyber Risk Services, Deloitte &amp; Touche LLP</td>
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<tr>
<td>Pete Renneker, Senior Manager, Cyber Risk Services, Deloitte &amp; Touche LLP</td>
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<tr>
<td>Jeremy Shubert, Senior Manager, Cyber Risk Services, Deloitte &amp; Touche LLP</td>
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<tr>
<td>WORKSHOP:</td>
<td>Cyber Wargame — Building Resilience to Cyber Threats in a Digital Economy (Part 2)</td>
<td>Ryman Studios MNO</td>
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<tr>
<td>See Part 1 for speakers</td>
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<tr>
<td>PANEL:</td>
<td>Women in Business Continuity Management</td>
<td>Ryman Studios HI</td>
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<tr>
<td>Chair: Diane Doering, Manager of Risk and Compliance, Dead River Company</td>
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<tr>
<td>Vice-Chair: Alexandria Brennan, Business Continuity Analyst, State Street Bank</td>
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<tr>
<td>Committee Lead: Marsha Buehler, Manager of Risk and Compliance, Global Business Continuity Manager, Mayer Brown</td>
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<td>Committee Lead: Mitzi Harlor, Senior Business Continuity Manager, Marriott International</td>
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<td>Committee Lead: Lynn Meadows, Hospital Corporation of America</td>
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<td>Committee Lead: Leah Sawyer, IT&amp;S Business Continuity, Business Continuity Analyst, Staples</td>
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<tr>
<td>CASE STUDY:</td>
<td>Designing a Resiliency Program – Tradition or Innovation?</td>
<td>Ryman Studios HI</td>
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<tr>
<td>Crystal Witt, Crisis Program Manager, Humana</td>
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<tr>
<td>Audrey Thibodeau, Enterprise Resiliency Manager, Humana</td>
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<tr>
<td>Healthcare Track: Continuity of Healthcare for Major Chemical Mass Casualty Incidents</td>
<td>Ryman Studios ABC</td>
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<tr>
<td>Mike Mastrangelo, Program Director for Institutional Preparedness, University of Texas Medical Branch at Galveston</td>
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<tr>
<td>How to Build an Enterprise BC Program That Gets Around the Roadblocks</td>
<td>Ryman Studios JK</td>
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<tr>
<td>Scott Baldwin, Global Head of Business Continuity, eBay, Inc.</td>
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<td>The Future of Ransomware and Social Engineering</td>
<td>Ryman Studios ABC</td>
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<tr>
<td>Ross Albert, Assistant Vice President of Organizational Resilience, Security Risk Management Specialist, HUB International</td>
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<td>Active Shooter Planning and Response</td>
<td>Ryman Studios JK</td>
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<tr>
<td>Scott Cormier, Vice-President, Emergency Management, EC, and Safety, Medxcel Facilities Management</td>
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<td>3:50 PM – 4:10 PM</td>
<td>AFTERNOON BREAK</td>
<td>RYMAN BALLROOM</td>
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<tr>
<td>4:10 PM – 5:10 PM</td>
<td>SPONSOR SPOTLIGHT SESSIONS</td>
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<tr>
<td>6:30 PM – 8:00 PM</td>
<td>DRI FOUNDATION RECEPTION AND AUCTION BENEFIT</td>
<td>GOVERNOR’S BALLROOM B</td>
</tr>
<tr>
<td>8:00 PM – 11:00 PM</td>
<td>DRI GALA, DINNER, AND AWARDS CEREMONY</td>
<td>GOVERNOR’S BALLROOM AE</td>
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**Workshop: Strengthening Your Program by Auditing**
Donald L. Schmidt, CEO, Preparedness LLC
Harvey Betan, Commissioner and Instructor, DRI International

**The Emerging Importance of Improving Resilience to Hazards**
Dale Sands, Senior Vice President & Global Practices Director, CH2M Private Client Sector

**It’s Not Your Parents’ BCP**
Paul Johnson, Vice President Enterprise Business Continuity, Fidelity Investments
Michelle Cross, Vice President Fidelity Institutional Business Continuity, Fidelity Investments

**Healthcare Track: The Hurricane Panel – Lessons Learned**
Anthony Pizzitola, Director of Facilities, Business Continuity and Safety Director, Tops Surgical Specialty Hospital
Mike Mastrangelo, Program Director for Institutional Preparedness, University of Texas Medical Branch at Galveston

**SEC, FINRA, HIPAA, FISMA, NFPA, ISO, FFIEC – Why Can’t We All Play by the Same Rules?**
Bobby Williams, Resilience Industry SME

**CASE STUDY: A Hurricane Harvey Success Story at Zions Bancorporation**
Ryan Longman, VP, Enterprise Business Continuity & Resiliency, Zions Bancorporation

**CASE STUDY: Building a Winning Team!**
Linda Chevalier, Senior Emergency Management Specialist, Colorado Springs

**Intersecting Points of Business Continuity/Disaster Recovery and Cybersecurity**
Cheryl Carmel, Vice President of Security, OnSolve
## EVENT SCHEDULE

**Wednesday, February 14**

<table>
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<tr>
<th>Time</th>
<th>Event Details</th>
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</table>
| 7:15 AM – 8:15 AM | **CONTINENTAL BREAKFAST**  
WATER’S EDGE RESTAURANT |
| 8:30 AM – 9:30 AM | **BREAKOUT SESSIONS**  
**WORKSHOP:**  
Reality-based Disaster Exercise Techniques (Part 1)  
Jeanne Powell, President, DAHR  
Ryman Studios MNO  
**CASE STUDY:**  
Rain, Rushing Water, and Recovery – Lessons from Ellicott City  
Ryan Miller, Director of Emergency Management, Howard County  
Larry Twele, CEO, Howard County Economic Development Authority  
Ryman Ballroom HI  
**The Curious Case of Business Continuity (BC) and Geographic Recovery Strategies: What is Old, Becomes New...**  
Michele Turner, Sr. Manager, Corporate Business Continuity, Amazon  
| 9:45 AM – 10:45 AM | **BREAKOUT SESSIONS**  
**WORKSHOP:**  
Reality-based disaster Exercise Techniques (Part 2)  
Jeanne Powell, President, DAHR  
Ryman Studios MNO  
**Trends and Predictions for Our Profession**  
Lyndon Bird, Chair, Future Vision Committee, DRI International  
Ryman Studios ABC  
**CASE STUDY:**  
The Organizational Resilience Management System at the United Nations!  
Vikram Bhatia, Programme Officer, Business Resilience, United Nations  
Ryman Studios HI  
| 11:00 AM – 1:00 PM | **ORDER OF THE SWORD AND SHIELD NATIONAL HONOR SOCIETY CEREMONY**  
RYMAN BALLROOM  
**WRAP-UP SESSION**  
| 12:45 PM           | **DAILY PRIZE DRAWING**  
Must be present to win  
RYMAN BALLROOM |

Proud Sponsor of DRI 2018

**FIRST DATA**

**SECURE COMMERCE FOR A CONNECTED WORLD**

First Data is a global leader in commerce-enabling technology, and our Enterprise Business Continuity team is essential to ensuring operations continue around the world.
Exhibitor Presentation Theater

**MONDAY, FEBRUARY 12**

12:15 PM – 12:45 PM

Creating, Maintaining & Managing Effective Business Continuity Programs
Emilio Annunziato, Senior Account Executive, RecoveryPlanner

1:00 PM – 1:30 PM

Leveraging Advanced Weather Data for Business Continuity and Disaster Recovery
Anuj Agrawal, Chief Marketing Officer, Earth Network

**TUESDAY, FEBRUARY 13**

12:15 PM – 12:45 PM

Business Continuity & Disaster Recovery Plan Management Software
Warren Mullis, Sales Manager, Tucker Lansing, Sales Representative, Preparis

1:00 PM – 1:30 PM

Sustainability Planner 4.0 – The resilient next gen solution to support your organization’s plans
Lance Stange, Vice President of Sales, Virtual Corporation

Sponsor Spotlight Sessions

**TUESDAY, FEBRUARY 13**

4:10 PM – 5:10 PM

Integrating Cyber Security with Business Continuity Management to Build the Resilient Enterprise
Tejas Katwala, CEO, Continuity Logic

Intersecting Points of Business Continuity/Disaster Recover and Cybersecurity
Cheryl Carmel, Vice President of Security, OnSolve

Sticky BC: How to Create Value & Elevate Your BC Program in The Organization!
Ted Marquardt, Senior Product Manager, Sungard Availability Services
Donald Long, Jr., Manager, Business Continuity Planning, Internal Audit, Donegal Mutual Insurance
CONFERENCE PROGRAM

Monday, February 12

8:00 AM – 9:00 AM  
**Welcome Address**
Chloe Demrovsky, President and CEO, DRI International

Join Chloe Demrovsky as she welcomes DRI2018 attendees to Nashville and sets the tone for her first annual conference as DRI's President and CEO. She will address key updates from DRI as well as speak to our profession as a whole.

9:15 AM – 10:15 AM  
**Keynote Address**
Mary Rose McCaffrey, Vice President, Security, ES &CSO, Northrop Grumman

DRI is honored to have Mary Rose McCaffrey as our day one keynote speaker. McCaffrey will draw from her three decades of security experience, including leadership positions at the Central Intelligence Agency, the National Reconnaissance Agency, Director of National Intelligence and the Department of Defense. Currently, Vice President, Security, ES &CSO, Northrop Grumman where she leads global security responsible for the protection of Northrop Grumman employees, facilities, and customer information, McCaffrey will address issues of great concern to all DRI2018 attendees.

10:30 AM – 11:45 AM  
**BREAKOUT SESSIONS**

**WORKSHOP: Risk Assessment? Here’s How!**
Dan See, General Manager, Bowhead Mission Solutions

Have you done a Risk Assessment lately, ever? Do you have a risk methodology to work with? Do you know the critical assets that really allow your organization to meet its business goals? What keeps you and your leadership up at night?

This risk assessment workshop will put your conference time to good use and go beyond talking about risk assessments – you'll actually do a risk assessment. Using a combination of lecture and practical exercise you will be able to go back to your organization and put your new risk assessment skills to use. The workshop will cover risk methodology (analyzing, reporting, managing); undesirable events; performing the analysis (impact, threat, vulnerability); risk identification; risk mitigation; and risk reporting.

**PANEL: Here Comes the Cavalry (literally) – The Military and Defense Support to Civil Authorities**

Duane C. Bygum, Deputy Chief of Police Naval Base, Ventura County
Col. John Dooley, Emergency Preparedness Liaison Officer (EPLO) DSCA Army, Tennessee
Col. (Ret) M. Scott Furr, Deputy Emergency Manager, Town of Southbury, CT
Joachim A. Gloschat, Senior Security and Intelligence Analyst, Gannett Fleming
Ron Latorre, Managing Partner, S2 Resilience Group

Have you ever wondered how the military gets involved with disaster response? How does the military fit into the Incident Command System (ICS)? Why are military assets committed to some disasters and not others? Is there a difference between support provided by active duty, National Guard, and reserve components? Is it martial law?! Join this session to hear from our panelists and learn more about the nuances of military response and capabilities during a disaster.
10:30 AM – 11:45 AM  BREAKOUT SESSIONS CONTINUED

PANEL: DRI's Revamped Professional Practices – How Is the BCM Market Keeping Pace?

Al Berman, President & CEO, DRI Foundation  
(moderator)

Chris Duffy, Vice President of Professional Services, Strategic BCP

Michael D. McCorkle, SVP, Enterprise Business Continuity, First Data Corporation

Will Minkoff, Operations Manager, BOLDplanning

Frank Shultz, Managing Director, BC in the Cloud

Bob Sibik, Senior Vice President Field Engagements, Fusion Risk Management

 CANAL C

Attend this panel discussion, led by the legendary Al Berman, to learn how the BCM market is reacting to DRI's recently updated and expanded Professional Practices. Based in part on feedback from DRI Certified Professionals worldwide, the revamped Professional Practices now include the most current concerns to our community – worries like supply chain and cyber risks. Attend this session to see how the BCM market is handling those changes. With myriad product and service offerings built on the foundation DRI provides, the vendor community is now challenged to ensure that those offerings also are in line with your concerns and DRI's Professional Practices – the most used standard in our profession by a mile!

Technology Track Kick Off

Linda Conrad, Principal of Corporate and Information Security Risk Management, Exelon

 CANAL D

Please join us as we welcome Linda Conrad, Principal of corporate and information security risk management at Exelon Corporation, to kick off our Technology Track with a discussion on how cybersecurity trends will affect BC/DR in 2018. At Exelon, a Fortune 100 Energy company, Conrad is responsible for driving strategic risk activities and engagement with the Chief Security Officer team, Information Technology, and Enterprise Risk Management. She oversees cyber and physical security Key Risk Indicators and mitigation. Conrad is partnering with the National Institute of Standards and Technology (NIST) and Robert H. Smith School of Business on development and predictive analytics of the cyber supply chain risk portal, which received the 2017 Cybersecurity Award for Practice from Institute of Electrical and Electronics Engineers.

Out-of-the-box capabilities power the industry's leading BC risk management software

#1 in Customer Satisfaction • Gartner Magic Quadrant Report

STRATEGIC BCP®
ResilienceONE®

BOOTH 212
Monday, February 12  continued

1:45 PM – 2:45 PM  BREAKOUT SESSIONS

WORKSHOP: Designing Creative Exercises – From Theory to Real World (Part 1)

Raelene Anderson, Global ERT/BCP Director, Applied Materials
Bobby Cook, Senior Manager of Global ERT, Applied Materials

**CANAL A**

This three-hour, hands-on workshop is a practical exercise design course during which you will be actively engaged. If you want to learn how to build (or better!) your exercises, this is the workshop for you. Exercising can mean the difference between surviving a crisis and not. We practice to ensure all participants understand their roles and responsibilities during a crisis. An exercise is NOT a test, but rather an opportunity to practice skills learned through training. Equally as important is to set your exercise up right from the beginning. Designing an exercise takes time, patience, and support. An exercise should produce measurable, useful, timely and relevant results. Designing exercises is not a one size fits all, however many of the foundations are the same. This course will take you through the steps to design a creative, effective and fun exercise.

CASE STUDY: Navigating through an Unregulated Environment: The World of Asurion’s Global Business Resilience

Michael A. Smith, Director of Global Business Resiliency, Asurion
Jerrick Croston, Principal, Global Business Resiliency, Asurion

**CANAL C**

Are you a government, healthcare, or financial organization? Then your business continuity and disaster recovery (BC/DR) program is likely driven by regulatory requirements. The purpose of this presentation is to discuss BC/DR program management for private or non-traditional organizations. The goal of this session is to explore common challenges like: What if you don’t have regulatory drivers to guide your program? How do contractual requirements guide your program? What are some effective strategies to ensure that you are strengthening resiliency in your environments? We will review a case study on how Asurion’s Global Business Resilience Team managed the recent events of Hurricane Harvey and Irma, and Mexico City’s earthquake.

Technology Track Panel Discussion

Ronnie Sebren, Business Continuity Program Consultant (internal), McKesson (moderator)
Bill Lavigne, Director, Cloud Recovery McKesson Corporation, Enterprise Technology & Services
Stephen Weber, Director, Disaster Recovery Architecture, Engineering & Service Solution Delivery McKesson Corporation, Enterprise Technology & Services
Bobby Williams, Resilience Industry SME

**CANAL D**

Join our panelists as they speak to the many and varied current challenges technology presents to business continuity professionals and the skills you’ll need to meet those challenges head on. With a special focus on disaster recovery techniques and the cloud, our panel of experts welcomes questions, comments, insights, and lessons learned, so bring yours!

Coming to Terms: The DRI Glossary Update

Dean Gallup, Chair, DRI International Glossary Committee

**CANAL D**

Since its first release in 2014, The DRI International Glossary for Resiliency has been a major resource for business continuity and resilience professionals around the world. Currently in four different languages, the glossary provides a common language for resilience professionals to use. The Glossary Committee is ready to release a major update to the Glossary in February, 2018. This session outlines the changes to the glossary, provides information on the new glossary, and discusses the future of the glossary.
WORKSHOP: Designing Creative Exercises – From Theory to Real World (Part 2)

Raelene Anderson, Global ERT/BCP Director, Applied Materials
Bobby Cook, Senior Manager of Global ERT, Applied Materials

CANAL A

This three-hour, hands-on workshop is a practical exercise design course during which you will be actively engaged. If you want to learn how to build (or better!) your exercises, this is the workshop for you. Exercising can mean the difference between surviving a crisis and not. We practice to ensure all participants understand their roles and responsibilities during a crisis. An exercise is NOT a test, but rather an opportunity to practice skills learned through training.

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The Japanese Approach to BC/DR

Shinobu Sasaki, Director, DRI Japan and DR Lead, AIG Technology

CANAL B

Japan is a country that continues to suffer serious natural disasters such as earthquakes, typhoons, and floods. In most cases, these are widespread incidents that impact a fairly large geographic region. In planning for such wide area disasters, the DR strategy may depend on the location where the incident occurred. Using real-life case studies, this session will explain the unique approach the Japanese have to BC and DR.

How and Why Resilience in the Built Environment Affects Business Continuity

Aris Papadopoulos, Founding Chair, Resilience Action Fund, and Distinguished Expert in Resilience, Florida International University’s Extreme Events Institute

CANAL C

Attend this session for an informative analysis of how resilience in the built environment from natural hazards affects business continuity. The built environment is not limited to a company’s own facilities and supply chain. There will be a discussion of the underlying root causes of vulnerability and why resilience is a prerequisite to sustainability. The speaker will explore the emergence of the resilience movement that will change the way we do business, but also create new market opportunities, and will share what companies need to consider in their investment and operating strategies.

Technology Track Working Group: Cyberattack, Preparing for the Unexpected

Jim Wexler, President, Experiences Unlimited

CANAL D

Newsflash! Hackers are attempting to damage or destroy the computer network at one of the world’s biggest global banks, and your job is to manage the response. This is anything but routine! Join this session to experience the cyberattack simulation. Do your teams have what it takes to lead in a crisis? In this session, you will experience a learning simulation that depicts crises – and assess your team’s predisposition to succeed. The session shares research that confirms that having the right people with the right attributes is far more effective than investing in training those who do not.
WORKSHOP: Designing Creative Exercises – From Theory to Real World (Part 3)

Raelene Anderson, Global ERT/BCP Director, Applied Materials
Bobby Cook, Senior Manager of Global ERT, Applied Materials

CANAL A

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CASE STUDY: Changing the Wheels of a Moving Car – How HCL Technologies Implemented Its BCM Program

Arunabh Mitra, Chief Continuity Officer, HCL Technologies

CANAL C

What separates a “good” BCM program from a “great” one? How does an organization’s investment in BC risk mitigation systems and processes measure up against leading practices? At a time when risks are increasing, what are the building blocks upon which to build a world-class BC program that not only protects an organization from internal and external threats, but also enhances its brand and strengthens its relationships with all stakeholders? With that as the backdrop this session will explore the unique nuances and journey of building out a world class BC program at HCL Technologies.

Founded in 1976 as one of India’s original IT garage start-ups, HCL is a pioneer of modern computing with many firsts to its credit, including the introduction of the 8-bit microprocessor-based computer in 1978 well before its global peers. Today, the HCL Enterprise has a presence across varied sectors that include technology, healthcare and talent management solutions and comprises three companies – HCL Infosystems, HCL Technologies and HCL Healthcare. The enterprise generates annual revenues of over US $7 billion with more than 115,000 employees from 140 nationalities operating across 32 countries, including over 500 points of presence in India.

The session will include curated insights from HCL Technologies’ journey on its BCM roadmap on the following themes:

- Money Goes Where Strategy Goes: Connecting your BC program to the long term business strategy of the firm
- Never Waste a Crisis: Tales of business opportunism to accelerate the BC program in the wake of incidents
- Culture is King: Fixing the balance of accountability and the three lines of defense
- The Three E’s: Exciting, equipping, and empowering a cross-generational workforce
- Modernization of a BCM program to keep pace with evolving times
- Creating a Differentiated Industry Offering

Attendees will leave this session with a rich understanding of the complexities of excelling in BCM in a multi-client and multi industry environment like HCL Technologies and how we leverage BCM to create value for the firm.
CASE STUDY: The Flight to DR in the Cloud

Bill Lavigne, Director, Cloud Recovery, McKesson
Stephen Weber, Director, Disaster Recovery Architecture, Engineering & Service Solution Delivery, McKesson

CANAL D

Attend this session to learn how McKesson – a Fortune 5 company delivering medical supplies, drugs, and services to the healthcare industry – transitioned from legacy disaster recovery (DR) methodologies to provide a new way of delivering DR by leveraging new state of the art technologies available in the public cloud. The presentation will take you on a short flight to disaster recovery in the cloud, which resulted in significant reduction in costs, streamlined processes with minimal effort, and the ability to test anytime and ensure application recoverability. Topics include reasons why this journey was necessary, what technology options are available, and some of the turbulence encountered along the flight path to delivering DR in the cloud.

WIN $500 CASH!

Daily drawing for a chance to win $500.00
Monday at 1:30 PM
Tuesday at 1:30 PM
Drawing at the Main Stage in the Expo Hall

Wednesday at 12:45 PM
Drawing at the Conference Wrap-Up Session located in the Ryman Ballroom

You must be present to win. Your entry ticket is included with your event materials and badge. To be eligible, all tickets must be validated at the DRI International Booth 205. Exhibitors and DRI staff not eligible to win.

Terms and conditions:
NO PURCHASE NECESSARY TO ENTER OR WIN. You must be present in the Expo Hall on Monday and Tuesday, and the Ryman Ballroom on Wednesday, at the times noted for the drawing. If your entry is not selected at the drawing, your ballot will be entered into the next drawing, until the last drawing on Wednesday, February 14, 2018. Take your entry ticket to the DRI International booth 205 for validation. Tickets can be dropped off in the ballot box on the Main Stage. ELIGIBILITY: DRI event attendees and speakers are eligible to enter and must be at least 18 years of age on the day of the drawing, ROC employees, DRI International employees and exhibiting or vendor personnel are not eligible. DRAWING: The prize drawing will take place in the Expo Hall at the Main Stage on Monday, February 12, 2018, Tuesday, February 13, 2018, and at the Conference Wrap-Up Session located in the Ryman Ballroom on Wednesday, February 14, 2018. Three (3) cash prizes are available to be awarded in a random drawing from among all eligible entries received during the event. Entries become the property of Event Management. Incomplete entries or entries not complying with these Official Rules are subject to disqualification. Event Management is not responsible for late, lost, incomplete, damaged, garbled, delayed, stolen, or misdirected entries. The winners will be selected in a random drawing by an event representative. ODDS: The odds of winning are dependent upon the total number of eligible entries received. No substitutions or transfer of prize permitted. If the winner drawn and announced is not present another random drawing will be made after a 10 second wait. All taxes, and any other costs and expenses associated with prize acceptance and use not specifically stated within these Official Rules as being provided, are the sole responsibility of the winner, including, without limitation, all federal, state, and local taxes. By entering, entrants agree to be bound by these Official Rules including all eligibility requirements. By accepting the prize, winner consents to the use of his/her photograph for advertising, publicity, and promotional purposes by Event Management.
CONFERENCE PROGRAM

Tuesday, February 13

8:00 AM – 9:00 AM
Keynote Address
Scott Mackelpang, CSO, Asurion

Join us in kicking off day two of DRI2018 as we welcome Scott Mackelpang, Chief Security Officer (CSO) for Asurion. This is your chance to engage in some candid conversation and topical Q&A with a C-level executive. Mackelpang will draw from his 19 years of experience as an executive in charge of security at highly successful companies engaged in online financial services, payment processing, insurance, and manufacturing. You won’t want to miss the session!

9:15 AM – 10:30 AM  BREAKOUT SESSIONS

WORKSHOP: Cyber Wargame – Building Resilience to Cyber Threats in a Digital Economy (Part 1)

John Gelinne, Managing Director, Cyber Risk Services, Deloitte & Touche LLP
Pete Renneker, Senior Manager, Cyber Risk Services, Deloitte & Touche LLP
Jeremy Shubert, Senior Manager, Cyber Risk Services, Deloitte & Touche LLP

RYMAN STUDIOS MNO

Cyberattacks are increasing in frequency and impact to organizations, and you may be next. These events are unpredictable and often result in extended business disruptions. How does an incident typically unfold? How long will the investigation take? Can I recover my business? How will stakeholders react?

Building off the success of the DRI2017 wargame, this interactive session will immerse participants in a simulated cyberattack. Presenters will share perspectives from real world experiences on the amplified business impacts of cyber incidents, how to manage the response and recovery effort, and how to build digital resilience to cyber threats.

PANEL: Women in Business Continuity Management

Chair: Diane Doering, Manager of Risk and Compliance, Dead River Company
Vice-Chair: Alexandria Brennan, Business Continuity Analyst, State Street Bank
Committee Lead: Marsha Buehler, Manager of Risk and Compliance, Global Business Continuity Manager, Mayer Brown
Committee Lead: Mitzi Harlor, Senior Business Continuity Manager, Marriott International
Committee Lead: Lynn Meadows, Hospital Corporation of America
Committee Lead: Leah Sawyer, IT&S Business Continuity Analyst, Staples

RYMAN STUDIOS HI

Building on the tremendous success of DRI2017’s Women in Business Continuity Management (WBCM) session and the continued work of the DRI WBCM Committee, this session features the members of the WBCM Committee and will explore the latest research of the committee and facilitate a discussion of women in our profession.

Are You Achieving Your Planning Goals?

VARIOUS RISKS. MULTIPLE SOLUTIONS. ONE PLATFORM. …THE SKY IS THE LIMIT

info@bcinthecloud.com
267-341-9610
www.bcinthecloud.com
The University of Texas Medical Branch at Galveston was recently invited to meet with the Department of Homeland Security, Office of Health Affairs to present on UTMB’s 3-year effort to develop a national model for response to major chemical incidents such as releases of toxic industrial chemicals like Hydrofluoric Acid (HF). Unlike other chemical releases, HF produces a heavier-than-air persistent vapor cloud that is toxic to people, animals, and plant life. Specific medical countermeasures are needed to treat HF injuries, yet these are in short supply. Department of Homeland Security also recently completed a three-year effort to develop a new framework and strategic approach to chemical incident preparedness (for terrorist incidents and accidents). Although the efforts were independent, there were many commonalities, including the use of advanced computational modeling by Lawrence Livermore National Laboratory to simulate chemical release scenarios. Another significant approach was to enhance the risk assessment process to incorporate information about the jurisdiction’s response capability. A new toolset was developed called a Response Risk Assessment (RRA).

In its pilot program, DHS completed the RRA at five cities across the United States (including Houston as part of the Super Bowl preparedness effort). At the conclusion of the meeting, the Office of Health Affairs and UTMB agreed to pilot test the RRA Toolset in Galveston County Texas with the assistance of UTMB. The ultimate goal is to roll out the toolset to all U.S. jurisdictions for self-assessments. The presentation will use HF as a case study on use of an enhanced risk assessment process to build healthcare continuity. Another aspect of preparedness examined is the use of a combination of an all-chemical hazards approach with a specific planning approach for Priority Risk chemicals in a given region. UTMB now sponsors an annual HF incident symposium that includes national and international experts in various aspects of the response. Honeywell, the world’s largest producers of HF, participates in UTMB’s annual HF Exercise and Symposium. The project won a University of Texas National Security Excellence grant and was the basis for a recent award of a Combined Coordinated Terrorist Attack (CCTA) preparedness grant from Department of Homeland Security/FEMA.

How to Build an Enterprise BC Program That Gets Around the Roadblocks

Scott Baldwin, Global Head of Business Continuity, eBay, Inc.

Whether you’re struggling with program implementation, experiencing the continuous program ‘reboot’ cycle, or just want to investigate ways to improve your BC program, this presentation will describe clear and useful strategies you can use to address the most common program roadblocks and go from initial program implementation to true business continuity resilience. Based on the experiences of many BC professionals from around the world, this presentation will provide you with tried and tested practical steps you can use to create or improve your BC program.
WORKSHOP: Cyber Wargame – Building Resilience to Cyber Threats in a Digital Economy (Part 2)

John Gelinne, Managing Director, Cyber Risk Services, Deloitte & Touche LLP
Pete Renneker, Senior Manager, Cyber Risk Services, Deloitte & Touche LLP
Jeremy Shubert, Senior Manager, Cyber Risk Services, Deloitte & Touche LLP

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CASE STUDY: Designing a Resiliency Program – Tradition or Innovation?

Crystal Witt, Crisis Program Manager, Humana
Audrey Thibodeau, Enterprise Resiliency Manager, Humana

RYMAN STUDIOS HI

Ever wonder why some business continuity and crisis management programs succeed while others do not? Traditional program methodology paved the way for our firm's highly successful enterprise resiliency program, but over time, it also led to our BC/CM approach getting stuck in the proverbial rut. How did we dig ourselves out of that rut and gain the unparalleled support of our enterprise's executive team? By innovating. Join us as we share stories and the lessons we've learned about stepping out of our comfort zone, taking a business-centric approach to continuity risk, moving from a tactical mindset to a strategic focus and the value of building relationships.

The Future of Ransomware and Social Engineering

Ross Albert, Assistant Vice President of Organizational Resilience, HUB International

RYMAN STUDIOS ABC

The threat of ransomware has risen with the increased existence of sensitive digital information. Businesses and individuals have experienced their computers and servers being seized by variations of ransomware that encrypt their data and hinder their computer accessibility, which can only be resolved with a decryption key upon payment of a ransom. Through any method of data hijacking, criminals are able to access privately held information through various intrusion techniques for financial gain.

Ransomware tactics have evolved, with the introduction of software that instead of requiring payment to free a compromised computer provides victims with the opportunity to obtain a key in exchange for compromising others. As the threat of ransomware has risen, so has the sophistication of the attacks, to include the use of social engineering techniques.

This presentation will explore the future of ransomware, the likely evolution of tactics, techniques and procedures over the next three to five years; better understand how these intrusions occur, how social engineering techniques are used to facilitate, perpetuate, and manage ransomware operations, strategies to prevent such exploitation, and appropriate responses and mitigation efforts in the event of an attack.

Healthcare Track: Active Shooter Planning and Response

Scott Cormier, Vice-President, Emergency Management, EC, and Safety, Medxcel Facilities Management

RYMAN STUDIOS JK

Active Shooter events at a healthcare facility present unique challenges; healthcare professionals may be faced with decisions about leaving patients; visitors will be present; and patients or staff may not be able to evacuate due to age, injury, illness, or a medical procedure in progress. Workplace violence is another challenge that every organization may face; however, in the healthcare setting, there are more vulnerabilities due to patients and unique tensions that may result in a higher risk of injury. In this presentation, we will discuss how to effectively utilize threat assessment teams and how to develop a healthcare workplace violence program that will minimize the destruction if violence occurs.
WORKSHOP: Strengthening Your Program by Auditing (Part 1)

Donald L. Schmidt, CEO, Preparedness LLC
Harvey Betan, Commissioner and Instructor, DRI International

Auditing is an objective activity that should add value to an organization by following a systematic, disciplined approach. If you're striving to improve your business continuity program or need to audit critical suppliers, this workshop is a must. Whether you are self-assessing your program (auditing the preparedness of your suppliers) or preparing for certification, this two-hour, hands-on workshop will provide the guidance you need. Auditing methodology will be defined, evaluation criteria including international standards will be identified, and lessons learned from decades of auditing will be shared. Project management, collecting “evidence,” corroborating information gathered, and using objective criteria to identify program gaps and support your opinion will be covered.

The Emerging Importance of Improving Resilience to Hazards

Dale Sands, Senior Vice President & Global Practices Director, CH2M Private Client Sector

Attend this session to discover why disaster resilience is a winning strategy and how the ARISE Initiative may bring the public and private sector together to make a difference. Sands has served as Vice Chair, United Nations’ Private Sector Advisory Group for International Strategy for Disaster Risk Reduction (2013 – 2015), and was a Board member (2011 – 2013). While Vice Chair, UNISDR Private Sector membership grew to 100 companies from 42 countries. Working with IBM, he developed the first Disaster Resilience Scorecard based upon the UN’s Ten Essentials for Disaster Risk Reduction in 2014; the Scorecard is an innovative tool to assess preparedness of communities to respond to, and recover from, natural disasters. The Disaster Resilience Scorecard received international acclaim, was recognized as a best practice by the UN International Strategy for Disaster Risk Reduction and received the Notre Dame Climate Adaptation Index 2015 Prize. He also developed a private business resilience survey tool that was applied to over 200 businesses in New Orleans in 2016.

It’s Not Your Parents’ BCP

Paul Johnson, Vice President Enterprise Business Continuity, Fidelity Investments
Michelle Cross, Vice President Fidelity Institutional Business Continuity, Fidelity Investments

The world of continuity planning is evolving. We face more diverse risks and our influence extends beyond traditional continuity. The lines dividing emergency response, DR, and BCP are becoming blurred and the expectations of continuity planners has grown in both scope and magnitude. The traditional continuity planning methods are no longer sufficient to meet these evolving demands and risks. As an industry we need to be nimble and adapt the fundamentals into a more flexible continuity planning model. This session addresses how a company can take traditional continuity planning and morph itself into a risks and resiliency culture.

Healthcare Track: The Hurricane Panel – Lessons Learned

Anthony Pizzitola, Director of Facilities, Business Continuity and Safety Director, Tops Surgical Specialty Hospital
Mike Mastrangelo, Program Director for Institutional Preparedness, University of Texas Medical Branch at Galveston

The 2017 hurricane season hit healthcare organizations hard. Hear from your peers at healthcare institutions as they relate their experiences before, during, and after the storms with a focus on lessons learned. While our panelists are from the healthcare sector, the information they will share is informative and applicable to all.
CONFERENCE PROGRAM

Tuesday, February 13 continued

2:50 PM – 3:50 PM  BREAKOUT SESSIONS

WORKSHOP: Strengthening Your Program by Auditing (Part 2)

Donald L. Schmidt, CEO, Preparedness LLC
Harvey Betan, Commissioner and Instructor, DRI International

RYMAN STUDIOS MNO

Auditing is an objective activity that should add value to an organization by following a systematic, disciplined approach. If you’re striving to improve your business continuity program or need to audit critical suppliers, this workshop is a must. Whether you are self-assessing your program (auditing the preparedness of your suppliers) or preparing for certification, this two-hour, hands-on workshop will provide the guidance you need. Auditing methodology will be defined, evaluation criteria including international standards will be identified, and lessons learned from decades of auditing will be shared. Project management, collecting “evidence,” corroborating information gathered, and using objective criteria to identify program gaps and support your opinion will be covered.

SEC, FINRA, HIPAA, FISMA, NFPA, ISO, FFIEC – Why Can’t We All Play by the Same Rules?

Bobby Williams, Resilience Industry SME

RYMAN STUDIOS HI

It seems that every industry or government agency wants DR and BC to be done a little bit differently. Some overlap and some don’t. Throw in a standard or two, and the plot really gets complicated. If your company touches multiple industries or agencies, how can you be in compliance?

Let’s take a look at some regulations, standards, and guidelines and turn the heap of ingredients into alphabet soup that we can digest. We will look at BC and DR requirements and see if we can serve up components that can help your program be palatable and in compliance with multiple menus.

Start participating now by helping out beforehand. Send Bobby Williams a message detailing the standards, regulations, or guidelines with which you must comply. This session is meant to have global reach so North and South America, Europe, Africa, Asia, Australia, or Antarctica, get in on this! We don’t want anything to be left out and this is one time where there can’t be too many cooks in the kitchen. You can find Bobby on LinkedIn or email your message to brojas@drii.org.

CASE STUDY: A Hurricane Harvey Success Story at Zions Bancorporation

Ryan Longman, VR Enterprise Business Continuity & Resiliency, Zions Bancorporation

RYMAN STUDIOS ABC

Attend this session for a firsthand Hurricane Harvey case study! Zions Bancorporation is one of the nation’s premier financial services company with total assets exceeding $65 billion. Zions operates under local management teams and distinct brands in 11 western states: Arizona, California, Colorado, Idaho, Nevada, New Mexico, Oregon, Texas, Utah, Washington and Wyoming, including Amegy Bank in Texas. Hard hit by Hurricane Harvey in the region served by Amegy, Zions committed to helping both customers and the greater Houston community. While Amegy was open for business throughout the storm with mobile, online, and telephonic banking access, some branches did close temporarily. Hear about the actions the Zions team took ensure the safety of its employees and help ease the financial needs of its employees, customers, and the community.

CASE STUDY: Building a Winning Team!

Linda Chevalier, Senior Emergency Management Specialist, Colorado Springs

RYMAN STUDIOS JK

Attend this session to learn how Colorado Springs Utilities, the DRI 2017 Team of the Year award recipient, built a successful team and program. Strengthening a foundation through commitment, collaboration, and communication has brought the team to the forefront of the organization at times of utility disruptions and emergency incidents. Grab a tip or two, or three, from this session to enhance any program.
Integrating Cyber Security with Business Continuity Management to Build the Resilient Enterprise

Tejas Katwala, CEO, Continuity Logic

Current cyber response frameworks are incomplete and cyber programs in a silo are a major vulnerability. Lost business is the number one component of cyber breach cost because of customer turnover, brand reputation loss and diminished goodwill. Cyber threat and breach are business problems and business continuity professionals have the expertise that can be leveraged to reduce both the time and money associated with a cyber breach. Join Tejas Katwala to build your business case.

Intersecting Points of Business Continuity/Disaster Recover and Cybersecurity

Cheryl Carmel, Vice President of Security, OnSolve

Information security is, without a doubt, on the minds of every executive! Identifying and reducing risks, and responding to any information security incident, is a top priority that pulls resources from all areas together. Whether your role involves business continuity or disaster recovery or crisis communications, our responsibilities are converging with our information security counterparts about these challenges. Join industry expert Cheryl Carmel (CISSP) as she defines the coordination and collaboration between information security professionals and business continuity professionals that must be present for comprehensive risk mitigation and incident response plans within the information security program.

Sticky BC: How to Create, Value, and Elevate Your BC Program in the Organization!

Ted Marquardt, Senior Product Manager, Sungard Availability Services (Sungard AS)

As a BC practitioner, to effectively prepare your organization to respond to emergencies and recover from adverse events, you must cross boundaries and build relationships with staff, team leads, department heads, and subject matter experts from the various lines of business. While nurturing these relationships, have you ever considered leveraging your exposure to the wider enterprise as an opportunity to create even more value for the organization? As you engage associates from across the enterprise, listen to their challenges and ask yourself...Are there other measures that the BC program can pursue to make the organization more resilient? Are there other potential adversities that the BC program is well-suited to proactively manage and help the business avoid? Are there more opportunities to increase BC’s “stickiness” in the company?

In this session, we will explore how to identify opportunities for leveraging your BC program’s strengths that can elevate the BC practice and make your program more valuable. Make BC “sticky” by optimizing the relationships you build and by applying your expertise in other areas that can benefit from your unique perspective.

We will present the real-world use cases below, along with practical templates for you to use, where you can apply your knowledge and skills to increase the resiliency of the organization beyond usual BC practices, thus creating more value with the BC program:

- Data Management – BC practitioners document business functions, their related application systems, and conduct BIAs. Take this a step further to define and classify the data into security classes that helps identify what can be retained or destroyed.
- Vendor Management – BC activities usually include the tracking of key vendors that contribute significantly to the business. Extend that activity to identify the top vendors and determine for which of those vendors to execute a more detailed assessment, audit, and review.
WORKSHOP: Reality-based Disaster Exercise Techniques (Part 1)

Jeanne Powell, President, DAHR
RYMAN STUDIOS MNO

We test our backups and recovery processes occasionally and pass our audits, isn’t that enough? Only if your BCP goals are just that. Those are certainly important objectives. But, those types of exercises are not enough if the ultimate goal of your BC/DR Program is for your business to survive an actual disaster and the ensuing chaos. Reality-based, scenario driven exercises pull everything together by encouraging a holistic view of impacts and consolidated recovery considerations/efforts not discoverable in more narrowly focused exercises. This workshop will build on previous topics from the same presenter and take things further into the practical realm of disaster exercises. Come and participate in this workshop as we look at and talk about the benefits of robust disaster exercises; quickly review definitions and disaster scenario creation processes (previous topics); exercise ingredients, methods, and script techniques; potential outcomes. The presenter brings deep experience with both actual disaster situations and reality-based disaster exercises, which will add a real-life perspective to our discussions.

CASE STUDY: Rain, Rushing Water, and Recovery – Lessons from Ellicott City

Ryan Miller, Director of Emergency Management, Howard County
Larry Twele, CEO, Howard County Economic Development Authority
RYMAN BALLROOM HI

When six inches of rain got dumped on Ellicott City, MD, in under two hours, something perhaps even more rare than the resulting 1,000-year flood happened – a partnership between county emergency management and economic development officials rose to the top and really worked! Everyone talks about public/private partnerships. Attend this session to hear about one that resulted in more than 95% of businesses surviving. Ryan Miller, Director of Emergency Management for Howard County, MD, and Larry Twele, CEO of the Howard County Economic Development Authority will give an overview of the plans in place before the flood, including how they incorporated economic development into the emergency operations plan and the community disaster recovery plan. They’ll take attendees through the response – a response was so large and complex that resources from as far away as Colorado were called in – to the devastating flood that gave almost no warning. They’ll cover short, medium and long term recovery. But most importantly, they’ll teach you how to apply their model in order to get your local emergency managers and economic development officials working together!

The Curious Case of Business Continuity (BC) and Geographic Recovery Strategies: What is Old, Becomes New...

Michele Turner, Sr. Manager, Corporate Business Continuity, Amazon
RYMAN STUDIOS ABC

We’ve learned a lot in the past 30+ years in the world of recovery and continuity. Where the origin may have been systems and technology, an industry evolution was necessary. Where previous conversations would have been focused on tape recovery and disk storage, the 3Ps (partnership, process, and persistence) brought about a rebirth that has led to significant understanding in the shared roles of the business, IT and vendors in supporting critical processes, across geographies (language and geopolitical challenges notwithstanding). During this session, we’ll review these 3 Ps in a case study format, using references from the 2008 movie: The Curious Case of Benjamin Button (your homework is to watch the movie!). Unusual circumstances, a refresh of what we think we know, time keeps on ticking…what is old, becomes new.

Using Key Performance and Risk Indicators to Make the BCM Business Case

Roberta Witty, Vice President, Gartner Research
RYMAN STUDIOS JK

Educating business managers on the business value of business continuity management (BCM) is a challenge for many organizations. Often, this challenge arises because business managers don’t understand or appreciate the value of availability risk information or their relationship to it. This lack of understanding of how availability risk links to business performance is a leading cause of BCM programs having a great, exciting start, but ending in their long-term demise. In this session, we will discuss the following key issues:
• What do boards and line-of-business executives want from continuity of operations programs?
• How do the risk-based disciplines impact corporate performance?
• How can you use KPIs and KRIs to present a defensible case for the value and effectiveness of BCM to an executive audience?
WORKSHOP: Reality-based Disaster Exercise Techniques (Part 2)

Jeanne Powell, President, DAHR

RYMAN STUDIOS MNO

We test our backups and recovery processes occasionally and pass our audits, isn’t that enough? Only if your BCP goals are just that. Those are certainly important objectives. But, those types of exercises are not enough if the ultimate goal of your BC/DR Program is for your business to survive an actual disaster and the ensuing chaos. Reality-based, scenario driven exercises pull everything together by encouraging a holistic view of impacts and consolidated recovery considerations/efforts not discoverable in more narrowly focused exercises. This workshop will build on previous topics from the same presenter and take things further into the practical realm of disaster exercises. Come and participate in this workshop as we look at and talk about the benefits of robust disaster exercises; quickly review definitions and disaster scenario creation processes (previous topics); exercise ingredients, methods, and script techniques; potential outcomes. The presenter brings deep experience with both actual disaster situations and reality-based disaster exercises, which will add a real-life perspective to our discussions.

CASE STUDY: The Organizational Resilience Management System at the United Nations

Vikram Bhatia, Programme Officer, Business Resilience, United Nations

RYMAN STUDIOS HI

Streamlining business continuity management as an integral part of the emergency management framework, the Organizational Resilience Management System (ORMS) comprises crisis management, ICT disaster recovery, security, medical, staff support, crisis communications, records, facilities management and BCM. The ORMS at the UN provides an effective means to integrate and harmonize the emergency management activities. The ORMS provides a framework for cooperation across institutional silos and between the various actors responsible for the key components.

Trends and Predictions for Our Profession

Lyndon Bird, Chair, Future Vision Committee, DRI International

RYMAN STUDIOS ABC

With a look back and one ahead, the chair of the Future Vision Committee, will take attendees through trends observed in 2017 and provide predictions for what to expect in the year to come. Based on the third annual trends and predictions report, this year’s content features results from a first-ever FVC survey of DRI certified professionals worldwide.

Wrap Up Session and OSSNHS Ceremony

Don’t miss our always exciting wrap-up session where we want to hear from you – and where we announce our final prize winner for DRI2018! You’ll also have the chance to cheer on our newest MBCPs and congratulate them as they are inducted into the Order of the Sword and Shield National Honor Society.
# EXHIBITORS

**Association of Continuity Professionals (ACP)**

136 Everett Road  
Albany, NY 12205  
Tel: 518-465-7085  
Sales / Questions: Jim Brennan / staff@acp-international.com  
www.acp-international.com

The Association of Continuity Professionals (ACP) is a not-for-profit trade association for professionals in Business Continuity, Disaster Recovery, Emergency Management, Risk Management and other disciplines working for business and community resiliency. ACP is dedicated to the professional development of its members and to fostering the growth of the profession.

**BC in the Cloud**

3238 West Germantown Pike  
Eagleville, PA 19403  
Tel: 267-341-9610  
Sales / Questions: Rob Good and Carey Donovan / sales@bcinthecloud.com  
www.bcinthecloud.com

BC in the Cloud provides automated tools and services for building and maintaining effective plans that streamline and simplify Continuity, Governance and Risk Management programs. The BC in the Cloud Platform evolves as an organization's needs grow to increase resiliency, mitigate risk, and adhere to deadlines. No other platform provider offers rapid speed-to-market and robust scalability in an all-in-one solution.

**BOLDplanning, Inc.**

4515 Harding Pike  
Nashville, TN 37205  
Tel: 615-469-5558  
Sales / Questions: Chod Hardcastle / info@boldplanning.com  
www.boldplanning.com

Based in Nashville, TN, BOLDplanning, Inc. is the leading developer of online software for Emergency Operations Planning (EOP), Continuity of Operations Planning (COOP), Business Continuity Planning (BCP) and Hazard Mitigation. Our comprehensive online system walks planners through each step of the continuity and emergency planning process, becoming the central resource for organization’s plan development, training and on-going maintenance.

**Continuity Logic**

400 North Tampa Street  
Suite 1750  
Tampa, FL 33602  
Tel: 866-321-5079  
Fax: 813-570-6102  
Sales / Questions: Jim Tapscott / jim.tapscott@continuitylogic.com  
www.continuitylogic.com

Continuity Logic has been at the forefront of business continuity management (BCM) software since 2008. The company’s software is now deployed with some of the world's largest corporations and leading brands, supporting often highly sophisticated requirements. It is also deployed with a wide range of mid-sized organizations who need a more immediate ‘out-of-the-box’ solution for their needs. Both see our software as a way to future-proof their investment of both time and money through delivering not only capability for today's requirements but also for tomorrow’s possibilities.
Disaster Resource Guide
Published by Emergency Lifeline Corp.
RO. Box 15243
Santa Ana, CA 92735
Tel: 714-558-8940
Sales / Questions: Kathy Rainey / publisher@disaster-resource.com / sales@emergencylifeline.com
www.disaster-resource.com / www.emergencylifeline.com

Established in 1985, Emergency Lifeline Corp, publisher of the 180-page Disaster Resource GUIDE, is a pioneer in the preparedness industry providing 72-hour kits and supplies to organizations worldwide.

The GUIDE brings the industry together through the annual DR GUIDE and the Continuity eGUIDE. Stop by to hear how you can participate in the Risk & Resilience HUB.

DRI Foundation
22 East 41st Street, 3rd Floor
New York, NY 10017
Tel: 646-619-3599
Sales / Questions: Pascale Phelan / getinvolved@driif.org
www.thedrifoundation.org

The DRI Foundation focuses on sustainable resilience activities over immediate relief with the goal of empowering communities to help themselves. We pursue our vision of resilient communities worldwide by promoting disaster risk reduction through partnership and education and aiding recovery efforts through fundraising and volunteerism. For more information, go to https://thedrifoundation.org/what-we-do/

DRI International
119 West 23rd Street, Suite 704
New York, NY 10011
Tel: 866-542-3744
Sales / Questions: Russell Wooldridge / driinfo@drii.org
www.drii.org

DRI International is the non-profit that helps organizations prepare for and recover from disasters. We achieve this through education, accreditation, and thought leadership in business continuity and related fields. Celebrating our 30th anniversary in 2018, DRI International has more than 15,000 certified individuals in over 100 countries, and 94 percent of all Fortune 100 companies employ DRI certified professionals. In addition to certifying individuals, DRI assesses organizations to determine resilience and offers organizational accreditation.

Earth Networks
12410 Milestone Center Drive
Germantown, MD 20876
Tel: 301-250-4000
Sales / Questions: Stuart Hershon / info@earthnetworks.com
www.earthnetworks.com

Earth Network is a leading global provider of advanced weather observation, alerting, data services and software as a service (SaaS) applications. We help organizations mitigate financial, operational and human risk by providing environmental intelligence from the world’s largest hyperlocal weather network.
## EXHIBITORS

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<tr>
<th>Company</th>
<th>Booth No.</th>
<th>Address</th>
<th>Phone</th>
<th>Sales / Questions</th>
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<tbody>
<tr>
<td>First Data</td>
<td>106</td>
<td>101 Hudson Street</td>
<td>404-890-3507</td>
<td><a href="mailto:Robert.CompooyWillitts@firstdata.com">Robert.CompooyWillitts@firstdata.com</a></td>
<td><a href="http://www.firstdata.com">www.firstdata.com</a></td>
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<td>Fusion Risk Management</td>
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<td>2 North Riverside Plaza, Suite 1000</td>
<td>847-632-1002</td>
<td>Shawn Korgie / <a href="mailto:skorgie@fusionrm.com">skorgie@fusionrm.com</a></td>
<td><a href="http://www.fusionrm.com">www.fusionrm.com</a></td>
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<td>KETCHConsulting</td>
<td>312</td>
<td>2432 Bernel Road, Suite 203</td>
<td>484-919-2966</td>
<td>Ted Brown / <a href="mailto:tedbrown@ketchconsulting.com">tedbrown@ketchconsulting.com</a></td>
<td><a href="http://www.KETCHConsulting.com">www.KETCHConsulting.com</a></td>
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<td>State College, PA 16803</td>
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<td>MissionMode Solutions</td>
<td>311</td>
<td>20 West Kinzie Street, 17th Floor</td>
<td>312-445-8811</td>
<td>Courtney Ring / sales/missionmode.com</td>
<td><a href="http://www.missionmode.com">www.missionmode.com</a></td>
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<td>OnSolve</td>
<td>410</td>
<td>780 West Granada Boulevard</td>
<td>866-939-0911</td>
<td>Amanda Cupp / <a href="mailto:amanda.cupp@onsolve.com">amanda.cupp@onsolve.com</a></td>
<td><a href="http://www.onsolve.com">www.onsolve.com</a></td>
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First Data is a leader in commerce-enabling technology, serving approximately 6 million businesses and 4,000 financial institutions around the world. With more than 100 years of combined experience in business continuity, crisis management, military and federal law enforcement, the Enterprise Business Continuity team is fundamental to First Data’s operations.

The Fusion Framework system is the leading business continuity management software that positions you for success, putting you in command and control from preparation through operation and execution, enabling you to manage every aspect of your program on a single pane of glass.

KETCHConsulting (BCP/COOP Hall of Fame) is a BCP/COOP/DR, Crisis/Risk Management, and Emergency Management Consulting Firm. Our Tabletop Exercises, and BIA’s are “Best Practices.” We’re known for Hot Site strategies/negotiations. We’ve spoken/educated/exhibited at every BCP/COOP/DR conference. We’re all certified (CBCP/MBCI), senior, and experienced (averaging 25 years in IT/15 years in BCP).

MissionMode is the premiere emergency management software with solutions specifically designed for end-to-end incident management and emergency notification. Our Situation Center Suite acts as a virtual command center in times of crisis or for more routine operations, enabling your team to effectively communicate and project manage incidents to resolution.

OnSolve is the market leader in real-time, mass notification and collaboration solutions used by the world’s largest organizations. The OnSolve suite of critical communication tools is a key component of effective business continuity, emergency response, IT alerting, and security programs around the globe.
Celebrating 20 years in Business Continuity, Disaster Recovery and Risk Management, ParaSolution® offers a unique software that truly adapts to your organization structure and methodology. It provides real time information for all involved in the program, in the format or language of their choice, to take the most appropriate decisions.

Preparis is an all-in-one business continuity and emergency notification solution that helps businesses protect their people, operations and brand while meeting regulatory requirements. The company's unique combination of technology and services makes creating and maintaining business continuity programs easy. For more information about Preparis, please visit www.preparis.com or call (855) 447-3750.

We provide quick ship of all necessary computing hardware (laptops, monitors, etc.) in the event of a disaster, which includes imaging and testing as well as alternate workspace locations utilizing our partner's -Regus Workplace Recovery, network of over 3,000 fully furnished and equipped office spaces in 120 countries. Our global depots are fully stocked at all times, allowing us to deliver your recovery hardware same or next business day.

Rave Mobile Safety, a trusted partner for safety software, provides innovative communication software for better emergency preparedness and faster response. Used by leading education institutes, corporations, and state and local public safety agencies, the award-winning portfolio of Rave Alert™, Rave 911 Suite™ including Smart911®, Rave Panic Button™, Rave Guardian™, Rave Eyewitness™, and Rave Prepare™ protects millions. Rave Mobile Safety is headquartered in Framingham, MA. For more information, please visit https://www.ravemobilesafety.com.
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<th>Company</th>
<th>Contact Information</th>
<th>Services Provided</th>
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| RecoveryPlanner               | 101 Merritt Blvd.  
Trumbull, CT 06611  
Tel: 203-455-9990  
Fax: 203-455-9985  
Sales / Questions: Jeff Goldstein / jgoldstein@recoveryplanner.com  
www.RecoveryPlanner.com     | Since 1999, RecoveryPlanner has been delivering innovative, proven BCM Software and Professional Services globally across all vertical markets. Consistently a leader in Gartner's Magic Quadrant, our software and consultants bring best in class Business Continuity and DR solutions to organizations. We also offer the RPX Mobile App for Crisis/Emergency Management and RPX University for training needs. |
| Rentsys Recovery Services     | 200 Quality Circle  
College Station, TX 77845  
Tel: 888-811-4023  
Sales / Questions: Steve O’Neal / sales@rentsys.com  
www.rentsys.com          | Founded in 1995, Rentsys Recovery Services provides customizable business continuity and disaster recovery solutions for regulated industries and large enterprises. The company offers data vaulting and recovery using a controlled private cloud, communications recovery, work area recovery facilities, and quick shipment of office technology. For more information, please visit rentsys.com. |
| Ripcord Solutions             | PO Box 4080  
Tustin, CA 92606  
Tel: 425-549-8300  
Sales / Questions: David Mack / info@ripcordsolutions.com  
www.ripcordsolutions.com | Founded in 2005, Ripcord is a consulting and training firm specializing in Crisis Management, Disaster Recovery, Business Continuity, and IT Security. Recovery needs to be a heads-up activity. When a crisis occurs, your organization has the plans in place and your people have the muscle memory to execute those plans. |
| ServiceMaster Recovery Management | 889 Ridge Lake Boulevard  
Memphis, TN 38120  
Tel: 800-776-6710  
Sales / Questions: Jim Wills / james.wills@servicemaster.com  
www.srmcat.com            | ServiceMaster Recovery Management is a commercial disaster restoration company with project management expertise in large and complex losses. Our footprint and knowledge give us a unique ability to provide solutions to customers with large regional, national and international exposures. We are the customer's solution to any fire, water or mold issue, large or small through the network of services provided by SM Restore first responders and the SRM Project Management team. We provide easy access to our services through a designated Account Management team. Once Call...multiple solutions. |
STRATEGIC BCP®
960 Harvest Drive, Building B, Suite 250
Blue Bell, PA 19422
Tel: 866-594-7227
Sales / Questions: Terence Lee / sales@strategicbcp.com
www.strategicbcp.com

Strategic BCP is a global leader in business continuity risk management recognized 4x as a Gartner Magic Quadrant Leader. Its ResilienceONE® software helps customers elevate the productivity of their programs during disaster and business interruptions. Strategic BCP’s consulting division helps navigate obstacles within BC to DR and Strategic IT Planning.

Sungard Availability Services
680 East Swedesford Road
Wayne, PA 19087
Tel: 484-582-5761
www.assurancesoftware.com

Assurance Business Continuity Software takes you beyond traditional disaster recovery, crisis management and emergency response planning. Backed by Sungard Availability Services and noted as a Gartner Magic Quadrant Leader for three consecutive years, our comprehensive business continuity planning software allows you to easily and more effectively protect what matters most.

Veoci
195 Church Street, Suite 4th Floor
New Haven, CT 06510
Tel: 203-782-5944
Sales / Questions: Julie Reynolds / Julie.reynolds@veoci.com
www.veoci.com

Veoci is a cloud-based business continuity and disaster recovery software to not only house all of your organization’s response plans but activate them at the click of a button.

Veterans Outreach Program (VOP)
22 East 41st Street, 3rd Floor
New York, NY 10017
Tel: 646-619-3599
Sales / Questions: Pascale Phelan / VOPINFO@DRIIF.ORG
www.thedrifoundation.org

The DRI Foundation is committed to helping veterans succeed. To do our part, the DRI Foundations has created the Veterans Outreach Program (VOP) to help veterans realize their dreams and achieve great success as they transition into the professions of emergency response, crisis management, business continuity and disaster recovery. The VOP scholarship includes, at no cost to qualified candidates, admission to DRI educational course BCLE 2000 Business Continuity), all course materials, qualify examination, and all applicable application fees. This is a committee of the DRI Foundation.

Virtual Corporation
100 Enterprise Drive, Suite 301
Rockaway, NJ 07866
Tel: 973-426-1444
Sales / Questions: Lance Stange / info@virtual-corp.net
www.virtual-corp.net

Our mission is to empower organizations to achieve sustained resilience through software and professional services. We provide: Sustainable Planner® software and consult on Business impact analysis, site vulnerability assessments, crisis management, incident command exercises and drills, continuity program design and implementation, Business Continuity Maturity Model® assessments and certified training.
### EXHIBITORS

**Women in Business Continuity (WBCM)**

22 East 41st Street, 3rd Floor  
New York, NY 10017  
Tel: 646-619-3599  
Sales / Questions: Pascale Phelan / wbcm@driif.org  
www.thedrifoundation.org

The purpose of the Women in Business Continuity Management Committee is to explore and recommend specific actions and strategies to serve the needs of women in the professions of business continuity, emergency management, crisis management, risk management and such other professions as the committee deems necessary. The objective is to assist in bringing women together in order to forge strong personal network and assist them in continued advancement within their chosen fields. This active growing committee is looking for new, enthusiastic members, excited by the opportunity to collaborate with other women in the profession. We welcome applicants of all experience levels and from all industries and geographic regions. This is a committee of the DRI Foundation.

**Worksafe Technologies**

211 Hughes  
St. Charles, MO 63301  
Tel: 636-724-2075  
Sales / Questions: Michael Reilly / mreilly@worksafetech.com  
www.worksaftech.com

Worksafe Technologies is the leading provider of innovative seismic mitigation devices in the world. From isolated platforms to isolated floors, Worksafe has been providing protection from vibration caused by earthquake, blast, construction and other sources of disruptive shaking. Worksafe has thousands of clients around the world that protect their mission critical facilities without fear of interruption.
OnSolve is the World’s Most Trusted Provider of Critical Communications Solutions

OnSolve is the market leader in real-time, mass notification and collaboration solutions used by the world's largest organizations. The OnSolve suite of critical communication tools is a key component of effective business continuity, emergency response, IT alerting, and security programs around the globe.

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   Ryman Exhibit Halls B2 & B3
3. General Session / Keynotes  
   Ryman Ballroom
4. Breakout Sessions — Monday  
   Canal A, B, C, D
5. Coffee Breaks — Monday  
   Canal Foyer
   Ryman Studios
7. Sponsor Spotlight Sessions — Tue.  
   Ryman Studios
8. Coffee Breaks — Tue. & Wed.  
   Ryman Ballroom
9. DRI Foundation Reception and Auction Benefit  
   Governor's Ballroom B
10. DRI Gala, Dinner and Awards Ceremony  
    Governor's Ballroom AE

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Continuity Logic® has been at the forefront of business continuity management (BCM) software since 2006. The company’s software is now deployed with some of the world’s largest corporations and leading brands, supporting often highly sophisticated requirements. It is also deployed with a wide range of mid-sized organizations who need a more immediate ‘out-of-the-box’ solution for their needs. Both see our software as a way to future-proof their investment of both time and money through delivering not only capability for today’s requirements but also for tomorrow’s possibilities.

The needs of BCM and the broader domain of Integrated Risk Management (IRM) are year by year becoming more demanding.

**Continuity Logic® has been named a Leader in Gartner Magic Quadrant for Business Continuity Management Program Solutions™ for four times in a row.**

It is a recognition of which we are proud as we strive to keep our solution positioned at what we believe to be the pinnacle of our market.