



# **DRI**2020

The Business Continuity Conference

**MARCH 1 - 4**  
**2020**  
Westin Savannah Harbor  
Golf Resort & Spa +  
Savannah Convention Center  
**SAVANNAH, GA**



## LETTER FROM THE PRESIDENT



It is my great privilege to welcome you to Savannah, Georgia for our ninth annual conference, DRI2020: The Business Continuity Conference! To mark our arrival, Mayor Johnson kindly issued a letter to welcome all of us to this historic town.

Last year, we looked back at how DRI marked its 30th anniversary. This year as we begin a new decade, I am focused on what the future holds. What will the world look like 30 years from now? What I know for sure is that the work done by you, our community of resilience professionals, is needed more than ever to safeguard our future. With cyberattacks on the rise and a pandemic scare, the challenges continue to grow. That's why it is more important than ever that we come together each year to find the way forward.

At DRI, we plan all year to try to make this an unparalleled event that will best serve your needs and interests and help you grow as professionals. Our focus is always on bringing you quality content that will help you to not only keep up with all the latest developments in the profession, but keep you one step ahead in your planning efforts. This year, we have tons of great sessions planned for technology and cyber risk, women in BCM, case studies, and lots of workshops due to popular demand including one on the novel coronavirus.

I also would like to congratulate all the finalists for our Awards of Excellence who have demonstrated extraordinary commitment to this profession. Be sure to join us on Tuesday night to celebrate the winners! The DRI Awards of Excellence Gala is always a night of celebration and fun that kicks off with an exciting auction benefit for the DRI Foundation.

We work hard to make this an inclusive and open event where you can reconnect with colleagues, meet new friends, and get involved in shaping the profession through committee work and other initiatives. I'm personally looking forward to connecting with you over the next few days. This is your conference and we want to hear all of your ideas. What is the one thing that you want to accomplish in the next few days? How can we help you to achieve your goal? DRI2020 is here to help us all build the next chapter in resilience together.

A handwritten signature in black ink, appearing to read "Chloe Demrovsky".

Chloe Demrovsky  
*President, DRI International*

## CONFERENCE PROGRAM

### Sunday, March 1

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**1:00 PM – 6:00 PM**      **On-Site Registration Open**      GEORGIA INTN'L GALLERY

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**4:00 PM – 6:00 PM**      **Opening Reception In Expo Hall**      CHATHAM BALLROOM

### Monday, March 2

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**7:00 AM – 8:00 AM**      **Breakfast Served in Expo Hall**      CHATHAM BALLROOM

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**7:00 AM – 2:00 PM**      **On-Site Registration Open**      GEORGIA INTN'L GALLERY

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**8:00 AM – 9:00 AM**

#### **Welcome Address and OSSNHS Induction**

**Chloe Demrovsky, President and CEO, DRI International**

*Westin Grand Ballroom ABC*

Join Chloe Demrovsky as she welcomes DRI2020 attendees to Savannah. She will address key updates from DRI International and our profession as a whole as she sets the tone for our annual event. At this time, we are also proud to induct DRI's newest MBCPs in the Order of the Sword and Shield National Honor Society.

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**9:15 AM – 10:15 AM**

#### **Keynote Address**

**Major General (ret.) James B. Linder, Chief of Staff, U.S. Special Operations Command**

*Westin Grand Ballroom ABC*

DRI International is proud to bring you a keynote speaker with impressive real-world experience that few of us can even imagine. Maj. Gen. James B. Linder currently serves as the Chief of Staff of U.S. Special Operations Command headquartered at MacDill Air Force Base, Fla., where he directs a staff of 2,200 personnel responsible for resourcing and supporting U.S. Special Operations Forces in combat and conducting other sensitive operations globally. His most recent assignment before assuming his current duties was as the Commander of Special Operations Joint Task Force – Afghanistan. Bring your questions and be prepared for a fascinating discussion.

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

#### **WBCM TRACK**

**Moving Forward in An Evolving Industry: Preparing to Get There Professionally and Personally**

**Chair: Diane Doering, VP, Enterprise Risk Management, Iron Mountain**

**Vice-Chair: Mitzi Harlor, Director, Business Continuity, Marriott International**

**Committee Lead: Marsha Buehler, Global Business Continuity Manager, Mayer Brown**  
**Committee Lead: Leah Sawyer, Enterprise Business Continuity Manager, Staples Inc.**  
**Karina de Allicon, Manager, Business Continuity & Enterprise Risk, Edwards Lifesciences**

**MR 103/104**

Join the DRI Foundation's Women in Business Continuity Management Committee members for a panel discussion focused on keeping up with the ever-changing landscape of business continuity and disaster recovery, which requires resilient leaders as well as resilient plans. To continue to be effective, we need to expand our capabilities and anticipate future needs as the planning objectives for operational resilience evolves. Join us for thought-provoking exploration as we consider different perspectives and discuss how we, as women, can prepare ourselves for the future.

**CYBER TRACK**

**Developing Meaningful Relationships to Successfully Manage the Message, the Moment and the Marathon to Recovery**

**Michelle Schaap, Member, Privacy & Data Security and Corporate & Securities Groups, CSG**  
**David Forrestall, CISSP CISA, Founder, Managing Partner, SecurIT360**  
**Warren Cooper, PhD**

**MR 100/101**

We have fire drills in school and in the work place to prepare: we know who the class monitor is, we know the "safe" place we are supposed to go, and we know with whom we have to check in with ...

Given that a fire is very disruptive to business operations, businesses prepare.

So, why aren't businesses doing the same BEFORE a cyber incident – or worse yet – breach? Even if you put numbers on paper for your local FBI office, your insurance agent and your cyber attorney, have you sat down with them and ran drills to prepare for the "when" or are you waiting for when your business is already in turmoil?

Having established lines of communication before, during and after any crisis is critical for a business to weather the storm and to successfully emerge from the settling dust.

Hear from legal experts, law enforcement officials and business executives on how to establish these relationships and how to manage your response and your messaging internally and externally to ensure ongoing operations despite threat actors' best efforts.

**WORKSHOP**

**Achieving Corporate Self-Sufficiency During Emergency Response, Crisis Management, and Beyond**

**Raelene Anderson, Manager, Business Resilience Management, Delta Dental of California**  
**Bobby Cook, Principal Consultant, CDEX International**

**MR 204/205**

Natural and man-made disasters can strike without warning. During a large-scale disaster, no one expects to be left alone by municipal emergency responders. However, when a large disaster strikes, emergency responders will be hours, if not days away from assisting corporations. Corporate self-sufficiency is paramount not only to the successful recovery to business normalcy, but for the well-being of its employees and the company's reputation. This session examines the thought processes and subsequent actions all corporations should take to attain self-sufficiency during major disasters. It also includes a hands-on component to demonstrate thinking beyond the incident itself.

**Achieving Resilience in the Built Environment: Engaging the Private Sector for Public Benefit**

**Allen Kratz, Principal, Resilience Works, LLC**  
**Amy MacDonald, Associate Principal and Head of Resilience, Thorton Tomasetti**  
**Alexander Mirescu, CEO, Founder, Resilient City LLC**  
**Lisa Prime, Principal Consultant, PRIME Strategy & Planning Inc**

**MR 105/106**

Only in the past few years have resilience and risk-reduction practitioners have to develop strategies for engaging public and private sector stakeholders in implementing resilient strategies. The "resilience industry" is now an identifiable economic sector bringing creative ideas, innovations, and strategies from several areas. Whether addressing flood mitigation, green infrastructure, transportation or reducing climate-driven inequities, today architects, urban planners, civil engineers and policy designers are now connected by a common language of resilience. This session will discuss how this is coming together, where further engagement can take place and what are the future paths.

**11:45 AM – 1:45 PM Expo Hall Open**CHATHAM BALLROOM

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Activities include: Exhibits, Lunch served, Exhibitor Presentation Theater, and Daily Cash Prize Drawing

**12:00 PM – 1:30 PM Lunch served in the Expo Hall****12:15 PM – 12:45 PM Exhibitor Presentation Theater**

EXPO HALL

**How to Improve Your Business Continuity, Disaster Recovery, and Crisis Management**

Ted Brown, President and CEO, Ketch Consulting

**1:00 PM – 1:30 PM Exhibitor Presentation Theater**

EXPO HALL

**How to Increase Program Value by Integrating Risk and Resilience**

David Halford, Vice President of BCM and IT Risk Solutions

**1:15 PM Passport Game Winners Drawing**

BOOTH 401

*Must be present to win! DRI Foundation Booth 401***1:30 PM Daily Prize Drawing**

BOOTH 201

*Must be present to win! DRI International Booth #201***1:45 PM - 2:45 PM BREAKOUT SESSIONS**

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**Are Your Vendors the Weakest Link?****Bob McCarthy, Head of Enterprise Vendor Management, Fidelity**  
**Michelle Cross, Vice President, Fidelity Institutional Business Continuity, Fidelity****MR 105/106**

Our increasing reliance on third party vendors has launched vendor risk as a top concern among leaders and resiliency professionals. When organizations invite a vendor in, they are placed in potential jeopardy from that vendor's disruption, failure and bad behaviors. Proper onboarding is essential to mitigate this exposure. This session looks at a three-tiered approach to completing a vendor assessment: vendor management, vendor resiliency and vendor oversight. The end result is a vetting process where inherent risks are uncovered, mitigation strategies are developed and residual risks are exposed and understood.

**WORKSHOP****Is Your Business Ready for a Pandemic from the Novel Coronavirus? (Part 1)****Lisa M. Koonin, Founder and Principal, Health Preparedness Partners, LLC****MR 204/205**

A pandemic occurs when there is the emergence of a new virus that spreads rapidly between people all over the world, causing illness and death. Pandemics can have a significant impact on businesses, producing high levels of worker absenteeism and disruption of business functions. Although the emerging outbreak of the novel coronavirus has not yet been declared as a pandemic as of February 2020, cases are mounting and disruptive global impact on supply chains is increasing. Currently, few businesses have incorporated specific plans for a pandemic in their business continuity plans, leaving them vulnerable when a pandemic strikes.

This highly interactive workshop will be conducted using a “table-top” exercise format. Information will be provided about pandemics and their potential impacts on businesses. Practical steps that businesses can take to protect their business, workforce, and customers will be discussed, and participants will have the opportunity to discuss these strategies in an interactive tabletop exercise. By the end of the session, participants will have essential information to begin to incorporate pandemic planning in their business continuity plans.

## **The Great Debate: Your Chance to Weigh in on Important Issues**

**Lyndon Bird, Chair, Future Vision Committee, DRI International**

**MR 100/101**

What risks are you most concerned about? How well prepared are you to manage them? How do you think our profession will change over the next few years? In this highly-interactive session, participants will have the opportunity to vote on a number of the key issues which have emerged from the DRI Future Vision Committee regular reports (Trends, Predictions and Careers). The presenter will respond to voting as it happens, providing instant feedback and opinion. Please come to this session ready to participate, debate, and even argue if you wish. Challenging and controversial opinions are welcome. Your input and the conclusions we reach as a group will be included in future FVC reports and will influence DRI thought leadership perspectives.

## **CYBER TRACK**

### **#Security2020: Cybersecurity Trending**

**Pauline Williams-Banta, Manager, Business Continuity, The Energy Authority**

Security breaches are an almost daily occurrence. As business resilience professionals, we have a seat at the table. It is becoming commonplace for security groups to include BC professionals in their planning. Now we need to have an active part in the conversation. This session is designed to familiarize you with a few security trends for 2020 and their impacts on our work as business continuity professionals. Topics covered will include passwords and passphrases, browser isolation, security automation, artificial intelligence and machine learning, awareness training, and insider threats.

**2:50 PM - 3:50 PM**

**BREAKOUT SESSIONS**

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## **WORKSHOP**

### **Is Your Business Ready for a Pandemic from the Novel Coronavirus? (Part 2)**

**Lisa M. Koonin, Founder and Principal, Health Preparedness Partners, LLC**

**MR 204/205**

A pandemic occurs when there is the emergence of a new virus that spreads rapidly between people all over the world, causing illness and death. Pandemics can have a significant impact on businesses, producing high levels of worker absenteeism and disruption of business functions. Although the emerging outbreak of the novel coronavirus has not yet been declared as a pandemic as of February 2020, cases are mounting and disruptive global impact on supply chains is increasing. Currently, few businesses have incorporated specific plans for a pandemic in their business continuity plans, leaving them vulnerable when a pandemic strikes.

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## **Case Study: The Illinois Department of Innovation and Technology**

**Chris Arbisi, Resiliency Analyst, Cyber Resiliency, Business Continuity, and Disaster Recovery, Illinois Department of Innovation & Technology**

**Beth Pruitt, Resiliency/Recovery Manager, Division of Information Security, Illinois Department of Innovation & Technology**

**MR 103/104**

The Illinois Department of Innovation and Technology (DoIT) is the IT service provider for the majority of the 63 agencies, board, and commissions (ABCs) under the governor. Their cyber resiliency, business continuity, and disaster recovery (CRBC) team is tasked with ensuring information systems and infrastructure are resilient and available for continuous delivery of services provided by the state to the constituents of Illinois. The CRBC team acts as the recovery and continuity experts who liaise with the business owners and translate business needs into disaster recovery and cyber resiliency data points.

The CRBC team succeeds by providing business impact analysis (BIA) workshops with those 63 ABCs to create a holistic view of the priorities of the customer agencies in an enterprise approach. The CRBC team gathers a business-driven set of data-points which provide for informed recovery decisions based upon the realistic implications of different outage scenarios provided through the informed feedback of the business owners and subject matter experts who hold the intimacy of operations. This enables more effective and efficient spending surrounding disaster recovery and business continuity.

The presenters will discuss how this effort got off the ground, the strategy, the tools, and techniques used to ensure consistent understanding of the BIA throughout the enterprise ensuring in the end, DoIT's CRBC team has gathered apples from each of the ABCs and not a fruit cocktail.

## **How to Improve Decision-making During a Business Disruptive Event With Mindfulness Practices**

**Karina de Allicon, Manager of Business Continuity and Enterprise Risk, Edwards Lifesciences**

**MR 105/106**

During a business disruptive event, quick and effective decision-making is key to a strong recovery. Yet high stress levels and the many unknowns surrounding an incident can make this task extremely challenging. As a result, many recovery teams fall into decision-making traps that get in the way of a smooth recovery (e.g. "group thinking", "sunk-cost bias"). Join us for a session in which we will learn how to identify these decision-making traps and avoid them by using some practical mindfulness tools, such as short guided meditations.

## **Planning for Hurricane Dorian with an All-volunteer Organization**

**Bobby Williams, Senior Manager of Disaster Recovery, Advance Auto Parts**

**MR 100/101**

This presentation examines the specific relationship between Business Continuity Planners (BCP) and Human Resources (HR) personnel regarding crisis management. Through examples, participants will see the need for HR-specific group training and exercises. Most HR professionals are not formally trained to handle crises. Hence, they fall short when it comes to responding to large-scale emergencies affecting their companies and their employees. BCP professionals write plans for execution during emergencies of all types, but HR must be prepared for employee interaction. This presentation will give specific activities HR personnel must learn to deal with crises. A key point of the training is to show how business continuity professionals should engage HR in times of crisis.

**3:50 PM - 4:10 PM**

**Afternoon Coffee Break**

**MEETING ROOM FOYER**

**4:10 PM - 5:10 PM**

**PLENARY SESSION**

### **Plenary Session**

#### **Coronavirus Panel Discussion**

**Martin Gonzalez, Sr. Manager, McKesson**

**Mike Janko, Director Global Business Continuity, The Goodyear Tire & Rubber Company**

**Gary Liu, Vice Chairman of the Board, DRI**

**Stephen Woods, Associate Director, Emergency Management and Business Continuity, Yale University**

**Chloe Demrovsky, President and CEO, DRI International**

**Westin Grand Ballroom ABC**

Coronavirus concerns? Then come to this session to hear from our panel of experts regarding planning, pitfalls, and the latest updates.

**5:30 PM – 7:30 PM**

**WBCM RECEPTION**

**HARBOR BALLROOM**

## **Tuesday, March 3**

**7:00 AM - 8:00 AM**

**Breakfast Served in Expo Hall**

**CHATHAM BALLROOM**

**7:00 AM – 12:00 PM****Onsite Registration Open****GEORGIA INTN'L GALLERY**

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**8:00 AM – 9:00 AM****PLENARY SESSION**

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**Plenary Session****Daniel Kaniewski, Managing Director, Public Sector Innovation, Marsh & McLennan Companies; and Former Deputy Administrator for Resilience, FEMA*****Westin Grand Ballroom ABC***

You won't want to miss this session as Dr. Daniel Kaniewski makes a special appearance at DRI2020. Kaniewski was unanimously confirmed by the Senate as a Deputy Administrator on September 14, 2017. He recently served as FEMA's second ranking official and leads the newly-organized FEMA Resilience.

Previously, Dr. Kaniewski was Vice President for Global Resilience at AIR Worldwide, a catastrophe risk modeling and consulting services firm. He was also a Senior Fellow at the Center for Cyber & Homeland Security and served as Mission Area Director for Resilience and Emergency Preparedness/Response at a research center supporting the U.S. Department of Homeland Security. In the George W. Bush Administration, he served as Special Assistant to the President for Homeland Security. Dr. Kaniewski holds a Bachelor of Science degree in Emergency Medical Services from George Washington University, a Master of Arts degree in National Security Studies from the Georgetown University School of Foreign Service, and a Ph.D. in Public Policy and Administration from George Washington University.

**9:15 AM - 10:30 AM****BREAKOUT SESSIONS**

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**WBCM TRACK; WORKSHOP****Breaking Through: Closing the Gender Pay Gap and Positioning Yourself for Salary Success (Part 1)****\*\*American Association of University Women\*\* (brought to you by the DRI Foundation WBCM Committee)*****MR 103/104***

Nearly 60 years after the passage of the Equal Pay Act, women continue to earn less than men do for the same roles in nearly every occupation, including business continuity. While the pay disparity is a result of many factors, gender differences in salary negotiation play a role. Let's focus on what we can control. The DRI Foundation's Women in Business Continuity Management (WBCM) Committee is proud to sponsor the American Association of University Women's (AAUW's) Work Smart Salary Negotiation Workshop featuring, Gloria Blackwell who is AAUW's Senior Vice President of Fellowships & Programs. Participants will come away with the skills to determine market worth based on experience, performance, qualifications, and job responsibilities as well as the confidence to successfully negotiate for fair pay and benefits for the rest of your career with proven strategies. This session will be female-focused, but men are welcome to attend.

**WORKSHOP****Long-Term Power Outage Continuity of Operations (Part 1)****Devin Kerins, Individual and Community Preparedness Officer, FEMA Region II  
Russell Fox, Analysis and Integration Branch Chief, FEMA Region II*****MR 204/205***

This hands-on, interactive workshop promotes preparedness among public and private entities when faced with a long-term power outage caused by a cyber-attack.

The National Preparedness goal describes what it means for the U.S. to be prepared for all types of disasters and emergencies, including the possibility of a cyber-attack aimed at our Nation's infrastructure. In May, the President signed an executive order on cybersecurity designed to protect critical infrastructure, including the national power grid. Large-scale power outages are not a new concern for emergency managers. A December 2016 power outage in Ukraine linked to a cyber-attack.

An organization's ability to perform its essential functions is based on key elements of leadership, staff, communications, and facilities. When faced with a prolonged power outage, lasting several weeks, will public and private continuity plans allow organizations to continue to provide these essential functions? This workshop will present participants with the opportunity to examine plans and procedures to discover the ability to sustain operations.



**JetBlue's Response to Hurricane Dorian****Nicholas Mardikian, Senior Analyst, JetBlue Airways for Business Continuity and Emergency Response****MR 105/106**

Learn about JetBlue's Business Continuity and Emergency Response Team and how we respond to crisis events to provide support to our Crewmembers and community, most specifically during Hurricane Dorian that devastated parts of the Bahamas in September 2019.

**Integrating Business Continuity and Organizational Risk Management****Vikram Bhatia, Program Officer, Business Resilience, United Nations****MR 100/101**

Attend this session for a first-hand look at integrating business continuity and operational risk management. Join Vikram Bhatia, Program Officer for Business Continuity Management at the United Nations Headquarters in New York, for a discussion of how he and his team have worked to integrate these two key disciplines. He and his team have been instrumental in successfully implementing the Organizational Resilience Management System (ORMS) in the UN, where he advises departments on business continuity management and preparedness.

**10:30 AM – 10:45 AM****Morning Coffee Break****MEETING ROOM FOYER**

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

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**WBCM TRACK; WORKSHOP****Breaking Through: Closing the Gender Pay Gap and Positioning Yourself for Salary Success (Part 2)****\*\*American Association of University Women\*\* (brought to you by the DRI Foundation WBCM Committee)****MR 103/104****\*\*Note: Part 1 is a pre-requisite to attend Part 2.\*\***

Nearly 60 years after the passage of the Equal Pay Act, women continue to earn less than men do for the same roles in nearly every occupation, including business continuity. While the pay disparity is a result of many factors, gender differences in salary negotiation play a role. Let's focus on what we can control. The DRI Foundation's Women in Business Continuity Management (WBCM) Committee is proud to sponsor the American Association of University Women's (AAUW's) Work Smart Salary Negotiation Workshop featuring, Gloria Blackwell who is AAUW's Senior Vice President of Fellowships & Programs. Participants will come away with the skills to determine market worth based on experience, performance, qualifications, and job responsibilities as well as the confidence to successfully negotiate for fair pay and benefits for the rest of your career with proven strategies. This session will be female-focused, but men are welcome to attend.

**WORKSHOP****Long-Term Power Outage Continuity of Operations (Part 2)****Devin Kerins, Individual and Community Preparedness Officer, FEMA Region II****Russell Fox, Analysis and Integration Branch Chief, FEMA Region II****MR 204/205**

This hands-on, interactive workshop promotes preparedness among public and private entities when faced with a long-term power outage caused by a cyber-attack.

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**CYBER TRACK****How to Avoid a Cyber Disaster**

**Jim Shook, Director, Cybersecurity & Compliance Practice, Global Technology Office, DellEMC**

**Pete Renneker, U.S. Lead, Deloitte, Technical Resilience Services**

**Vaishnav Vijayakumar, Senior Manager, Deloitte**

*MR 105/106*

Cyberattacks focused on business disruption are a reality. Traditional recovery solutions protect businesses from physical disasters, but often fall short in the face of a digital disaster. In this session, participants will explore lessons learned from recent cyberattacks and be provided with a risk-based approach to protecting critical services through a cyber recovery capability.

**Human Resources Emergency Operations**

**Bobby Cook, Principal Consultant, CDEX International**

*MR 100/101*

This presentation examines the specific relationship between Business Continuity Planners (BCP) and Human Resources (HR) personnel regarding crisis management. Through examples, participants will see the need for HR-specific group training and exercises. Most HR professionals are not formally trained to handle crises. Hence, they fall short when it comes to responding to large-scale emergencies affecting their companies and their employees. BCP professionals write plans for execution during emergencies of all types, but HR must be prepared for employee interaction. This presentation will give specific activities HR personnel must learn to deal with crises. A key point of the training is to show how business continuity professionals should engage HR in times of crisis.

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**11:45 AM – 1:45 PM****Exhibit Hall Open****CHATHAM BALLROOM**

Activities include: Exhibits, Lunch served, Exhibitor Presentation Theater, and Daily Cash Prize Drawing

**12:15 PM – 1:45 PM****Exhibitor Presentation Theater****Exhibitor Presentation Theater****How to Build and Maintain More Effective Plans**

**Christopher Duffy, Head of Advisory Services, Infinite Blue**

**1:00 PM – 1:30 PM****Exhibitor Presentation Theater****Exhibitor Presentation Theater****How to Create and Manage Your Own End-to-End Business Continuity Plan**

**Lauren Mink, Solutions Engineer, Veoci**

**1:15 PM****Passport Game Winners Drawing****BOOTH 401**

Must be present to win! DRI Foundation Booth #401

**1:30 PM****Daily Prize Drawing****BOOTH 201**

Must be present to win! DRI International Booth #201

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

**WORKSHOP****Long-Term Power Outage Continuity of Operations (Part 3)**

**Devin Kerins, Individual and Community Preparedness Officer, FEMA Region II**  
**Russell Fox, Analysis and Integration Branch Chief, FEMA Region II**

**MR 204/20**

This hands-on, interactive workshop promotes preparedness among public and private entities when faced with a long-term power outage caused by a cyber-attack.

The National Preparedness goal describes what it means for the U.S. to be prepared for all types of disasters and emergencies, including the possibility of a cyber-attack aimed at our Nation's infrastructure. In May, the President signed an executive order on cybersecurity designed to protect critical infrastructure, including the national power grid. Large-scale power outages are not a new concern for emergency managers. A December 2016 power outage in Ukraine linked to a cyber-attack.

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**Case Study: BCM and Tropical Shipping**

**Rick Murrell, CEO, Tropical Shipping**

**MR 105/106**

Attend this session to learn the "real world" lessons of building community resilience from 30 years of "on-the-ground" experience facing annual disasters. Learn the best corporate and community resilience practices from former Tropical Shipping CEO Rick Murrell. From the company's Virgin Islands Hurricane Hugo experience in 1989 to the 2019 Dorian experience, Rick imparts a wealth of "real world" disaster resilience wisdom. Tropical shipping has employees operating in ports from Canada, South Florida, and throughout the Caribbean to Guyana in South America.

**Evolving Tools Sets to Address Data Integrity**

**Phillip Mahoney, Director of Security, Northrop Grumman Enterprise Security Shared Services**

**MR 103/104**

From concept to operation and then operation to maturity, it is a journey. Present during this eight year journey, our speaker will talk with you about maturing the business resiliency program including tools, processes, and managing risk. The evolution of the toolset and the challenges to reach mature alerting and response, compliance, data integrity, and the continuous improvement process that produced a streamlined model meeting the needs of a dynamic customer base

**Assessing the Efficacy of Your Business Continuity Plan: Using a Blended Exercise Assessment Model**

**Lisa Orloff, President, Resiliency Advisors, LLC**

**MR 100/101**

In this session Ms. Orloff and Dr. Jones will present a blended exercise-assessment model intended for professionals to adapt in gauging the efficacy of their company's business continuity plans. Traditional methods with be discussed alongside virtual and hands on exercises with the Homeland Security Exercise and Evaluation Program is used as a foundation. Ms. Orloff will present the use of physical disaster simulation exercises while Dr. Jones will present his work using the St John's University simulation lab and the Advanced Disaster Management Simulator (ADMS™) training suite. Through ADMS, a variety of scenarios can be exercised, including an active shooter, HAZMAT and CBRNe situations, medical emergencies and natural disasters.

**2:50 PM - 3:50 PM**

**BREAKOUT SESSIONS**

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**WBCM TRACK; WORKSHOP**

**Giving Back - to Yourself: Get Out of Your Own Way and Become Your Best Advocate**

**Chair: Diane Doering, VP, Enterprise Risk Management, Iron Mountain**  
**Vice-Chair: Mitzi Harlor, Director, Business Continuity, Marriott International**  
**Committee Lead: Marsha Buehler, Global Business Continuity Manager, Mayer Brown**  
**Committee Lead: Leah Sawyer, Enterprise Business Continuity Manager, Staples Inc.**  
**Karina de Allicon, Manager, Business Continuity & Enterprise Risk, Edwards Lifesciences**  
**Samantha Calonita, Life and Career Coach, Samantha Coaching**

**MR 204/205**

In our busy lives, we work hard personally and professionally to solve problems, respond to incidents, and help others. Yet we often forget to take care of ourselves. In this session we'll explore techniques for bringing together what we've have learned from WBCM's earlier sessions to develop individual action plans to achieve the success we desire. Attend this interactive session as we share tips and tools to nurture our mental, physical and emotional health while building a professional brand and personal road map that is aligned with our values, work style, and personal preferences. We will harness the power of visualization and other strategies to transform our thoughts and create powerful new narratives.

**Following the Money: How Yale Is Using Grant Funding for Business Continuity**

**Stephen Woods, Associate Director, Emergency Management and Business Continuity, Yale University**

**MR 105/106**

With over 400 buildings on 415 acres, including 4.4 million square feet of research space, Yale University was challenged with conducting a university-wide risk assessment and BIA. This session will explore how Yale incorporates financial information, specifically grant funding, into their risk assessment and BIA process to help identify and prioritize facilities and departments.

**CYBER TRACK****Cyber Resilience Panel: Hear from Experts on this Hot Topic**

**Cheryl Carmel, Vice President Security, OnSolve**  
**Brian Cleary, CEO, Krucial Staffing**  
**Mike Jennings, VP Advisory Services, Assurance Software**  
**Ramon Pintero, Vice President, Services, BlackBerry AtHoc**  
**Jerome Ryan, Director, BDO**

**MR 100/101**

Attend this informative and engaging session moderated by DRI Foundation President Al Berman, a cyber expert himself, as he explores issues in cyber resilience with our panelists. Expert panelists represent our vendor community, providing their valuable cyber resilience perspective...and absolutely no sales pitches.

**Supply Chain Risk and an Integrated Risk Approach**

**Roger Stearns, Global Sr. Manager Business Continuity Management, Royal Philips Business Continuity & Resilience**

**MR 103/104**

No matter if your company is small, medium or a global company we all have risks and we all have business continuity management programs. Our approach to supply chain risk will work for your organization as well. We have partnered with our internal business partners to create a fully integrated risk platform for supply chain risk management. During this session, we will cover supply chain and interdependent organizations, how risk is interpreted and the use of risk assessments, the crisis management continuum and mapping critical resources both internal and external. We will also discuss the use of environmental monitoring and your business continuity management system (BCMS). The 2019 and 2020 supply chain disruption predictions have been understated in my opinion. This approach to integrated risk management is our way to resilience and a more resilient organization.

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**3:50 PM – 4:10 PM****Coffee Break****MEETING ROOM FOYER**

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**4:10 PM - 5:10 PM****SPONSOR SPOTLIGHT**

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**SPONSOR SPOTLIGHT****How Emerging Technologies Will Change the Practice of Business Continuity Over the Next Five Years****Michele Corvino, VP of Product Management, Assurance Software****MR 103/104****\*\*Assurance Software\*\***

The headlines are full of new technologies that are presented as threats to companies' resilience. Have you ever stopped to consider how new technologies will impact the practice of business continuity beyond simply what types of events to consider in planning? In this presentation, we will look at how business continuity professionals will analyze risk and mitigate potential threats by leveraging new technologies in the next five years.

**2020/03/03 16:10:00 - 2020/03/03 17:10:00****SPONSOR SPOTLIGHT****Staffing During a Disaster — What You Need to Know about This Common Pitfall****Brian Cleary, CEO, Krucial Staffing****MR 105/106****\*\*Krucial Staffing\*\***

From natural disasters to man-made disasters and beyond, resilience professionals facing these challenges count on qualified individuals to work in a capacity to weather the storm and rebuild. But often, during and immediately after an event, resources are unavailable or spread thin. How do you get the individuals you need? Do you even know who you need — clinical, non-clinical staff or both? What should you expect from emergency and recovery staff? This session will provide you with foundational information on how to approach this often-overlooked, yet crucial, issue.

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**6:30 PM – 8:00 PM                      DRI Foundation Reception and Auction Benefit                      WESTIN GRAND BALLROOM ABC**


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**8:00 PM – 11:00 PM                      DRI Gala, Dinner, and Awards Ceremony                      WESTIN GRAND BALLROOM ABC**
**Wednesday, March 4**


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**7:15 AM – 8:15 AM                      Breakfast Served                      TONDEE'S AT THE CONVENTION CENTER**


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**8:30 AM - 9:30 AM                      BREAKOUT SESSIONS**
**WORKSHOP****Handling Disaster After Effects and Their Collateral Consequences (Part1)****Jeanne Powell, DAHR Consulting****MR 204/205**

Nothing in life happens in a vacuum and disasters are at the top of that list. Like a pebble dropped in a pond creates ripple effects, disasters always spawn multiple and various types of after effects in all possible directions, dimensions, timings, and each with their own consequences. Known risks usually have mitigation options. After effects are not known until they happen. BCPs usually guide handling a singular disaster incident. However, BCPs rarely identify and document steps to resolve the spreading, pervasive, collateral, and consequential ramifications of after effects. Come join us and learn methods to identify and tackle different aspects and considerations of after effects and how to reduce their consequences. This session includes such things as definitions, a repeatable process methodology, characteristics for consideration, a practical walkthrough, and much more.

**Leading From the Front – Executive Level Engagements in Crisis Management**

**Larry Chase, Humana Inc.**

**MR 103/104**

Larry Chase will speak to his unique and proven approach to smashing through traditional barriers and earning a sustained executive buy-in. Larry will share logistics of key successes in gaining ground in program maturity and execution through proven and thoughtfully targeted training/awareness programs. Learn more about his winning strategic model which time-and-time-again results and focused on a 'practice like we fight' mindset. See what happens when you color outside the lines and 'challenge everything' so as to closely align a rapid program elevation agenda to a company's most treasured values...and how to win with a top performing capability.

## **CASE STUDY**

### **Case Study in Rural Business Continuity Planning**

**Scot Buerkle, Chief Risk Officer/VP Network Solutions**

**MR 105/106**

Are you new to Business Continuity? Is your company getting started with a BC program? Join us for an interactive discussion to review what worked, what didn't and what we would change if we had to do it again.

### **Building a Business Continuity Management Program from the Ground Up: An In-Depth Study of VCU's BCM Program**

**Lori Dachille, Director of Emergency Preparedness, Virginia Commonwealth University Police Department**

**MR 100/101**

Many organizations do not have effective Business Continuity Plans (BCPs), which may result in unnecessary delays when attempting to restore services and operations to business functions. Business Impact Analyses (BIAs) are essential to evaluating an organization's essential and non-essential functions, which could increase the risk of revenue loss, and/or data due to the application of ineffective controls. Initiating a Business Continuity Management (BCM) process does not have to be difficult, or costly. Learn how Virginia Commonwealth University's Office of Emergency Preparedness is building a robust Business Continuity Management (BCM) program with key insights including:

- Creating a phased planning approach from initiation to roll out.
- Understanding and applying lessons learned in each phase.
- Facing the challenges of organizational culture and management buy-in.
- Understanding and managing complexity in an organization.

## **9:45 AM - 10:45 AM      BREAKOUT SESSIONS**

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### **WORKSHOP**

#### **Handling Disaster After Effects and Their Collateral Consequences (Part 2)**

**Jeanne Powell, DAHR Consulting**

**MR 204/205**

Nothing in life happens in a vacuum and disasters are at the top of that list. Like a pebble dropped in a pond creates ripple effects, disasters always spawn multiple and various types of after effects in all possible directions, dimensions, timings, and each with their own consequences. Known risks usually have mitigation options. After effects are not known until they happen. BCPs usually guide handling a singular disaster incident. However, BCPs rarely identify and document steps to resolve the spreading, pervasive, collateral, and consequential ramifications of after effects. Come join us and learn methods to identify and tackle different aspects and considerations of after effects and how to reduce their consequences. This session includes such things as definitions, a repeatable process methodology, characteristics for consideration, a practical walkthrough, and much more.

### **COVID 19 Roundtable Discussion**

**Raymond Seid, McKesson**

**MR 103/104**

We all know it's the hottest thing on your plate -- the ghost pepper of resilience challenges. So, while we're all here, let's talk about it. Join Ray Seid of McKesson for an open discussion of the topic du jour – COVID 19. Bring it all – your questions, challenges, strategies, tips. This is the last chance you'll have before returning home to brainstorm as a group, share your immediate concerns, and ask for answers. There will be no panel or formal presentation. Ray will lead a dynamic, fast-paced discussion, and we invite you to participate.

## **CYBER TRACK**

### **Cybersecurity and Business Continuity- Two Trains on the Same Risk Management Track**

**Michele Turner, Sr. Manager, Business Resiliency- Corporate Business Continuity (BC) and Risk Amazon**

**MR 105/106**

Imagine a railroad track, a solid structure used to guide trains to their destination safely and securely. This track incorporates switches, to move trains from one track to another, controlling the flow of traffic, and mitigating risk. Now apply this same analogy with cybersecurity and business continuity. Two trains carrying precious cargo of tools and techniques which can fortify and build resiliency within the organization. Whether the dinner car has a cybersecurity menu of identify, protect, detect, respond and recover, or a BC menu of prepare, assess, remediate or sustain, the end result is a great meal. How then, can we utilize the structure, cargo and menus from both, to create a superliner or Eurostar type of train that will get us to safety in style! During this session, we will take a look at the framework and methodology for both cybersecurity and business continuity, the challenges requiring a “flip of the switch,” and how these two trains, not colliding, but merging, can create a ride like no other.

## **New Glossary Terms? You Decide!**

**Dean Gallup, Chair, DRI International Glossary Committee**

**MR 100/101**

Calling all DRI2020 attendees! You have an important job in real life...and at this year's conference. The DRI Glossary Committee will be surveying all conference attendees for your opinions on new terms under consideration for inclusion in the DRI International Glossary for Resilience. New terms being considered reflect our changing and expanding profession, with terms in cyber resilience, healthcare continuity, public sector and plan testing. Terms will be discussed and results revealed during this session. The Glossary is carefully curated by industry experts to present best-in-class definitions for terms used in our profession. Regularly updated, the aim of the Glossary is to promote a common set of universal terms in order to reduce confusion and remove inconsistencies. For information, visit the DRI International Glossary for Resilience.

## **11:00 AM – 12:00 PM      Closing Plenary**

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### **Closing Plenary**

#### **Gloom to Boom: How Leaders Transform Risk into Resilience and Value**

**Andrea Bonime-Blanc, Author and Founder and CEO of GEC Risk Advisory**

**Westin Grand Ballroom ABC**

Join DRI President Chloe Demrovsky as she awards the final DRI2020 prize and kicks off our closing plenary session! Leaders – whether in business, government or the nonprofit sector – take risks but often without fully understanding risk at a strategic level. Expanding upon the well-known “ESG” risks, this book explains the key nonfinancial (environmental, social, governance and technological or ESGT) risks. For many leaders (including board members), taking risk without knowledge or preparation can lead to organizational crisis, scandal and value destruction. For those who are prepared, resilience follows and so does the ability to transform ESGT risk into opportunity and value for stakeholders. In this session, global governance, risk, ethics and cyber strategist, author and board member, Andrea Bonime-Blanc, shows practitioners at all levels how to effectively identify and manage their top ESGT risks to avoid crises and transform risk into sustainable long-term resilience and value.