

Business Continuity Management Symposium



June 2, 2011
Kitchener Ontario

BCP Tools to Help Your Organization Survive

- ⇒ Technology Assists in Business Continuity Planning and Disaster Recovery
- ⇒ IT Service Continuity Management
- ⇒ BCM – A Risk Mitigation Approach
- ⇒ Manage Risk or Manage a Crisis
 - Effective Communications is Key!

Presented by



Disaster Recovery Information Exchange
South Western Ontario Chapter

Symposium Sponsor



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Technology Assists in Business

PAUL D. SAXTON
IBM

The BCP and DR landscape has evolved and matured significantly over the past number of years and the better we get at doing our jobs, the more complicated our industry seems to get. A broad range of related tools have come and gone but there continues to be a keen interest in using technology to help make our jobs easier and more efficient while reducing overall program costs.

Join Paul Saxton for a lively session as he takes us through an overview of the tools and technology side of business continuity and disaster recovery planning and examines some of the questions that often come up such as:

What kinds of tools are out there, and what are they used for?

When should I be thinking about using a tool?

What should I expect a tool to do (and not do)?

How does my organization's position on the BCP/DR maturity continuum influence the kinds of tools we should be looking at?

Should it be stand alone or integrated with other systems?

What about commercially available vs. home-grown?

Who should have access and to what level?



Paul Saxton is a certified Executive Consultant and Leader of IBM Canada's Business Resilience Consulting Practice. He has over 29 years experience in the financial services and information technology field with the past 14 years fully dedicated to resilience consulting.

As Practice Leader, Paul is responsible for growth and development of the Canadian consulting team, advisor to the IBM Global Resiliency Practice and continues to consult with clients at the executive strategic level on resilience related issues.

Paul holds an Honours Bachelor of Arts degree from Brock University and is a Certified Business Continuity Professional.



JENNIFER WELS

IT Service Continuity Management - ITIL and COBIT relationships

This session will focus on what IT Service Management is, and how it relates to ITSCM. IT Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. It takes the form of a set of functions and processes for managing services over a lifecycle. IT Service Management is a professional practice that is supported by an extensive body of knowledge, experience and skills. The Information Technology Infrastructure Library (ITIL) fully supports IT Service Management through 5 lifecycle stages (Strategy, Design, Transition, Operation, and Continual Service Improvement) detailing over 20 processes that include activities, roles and responsibilities, measurement suggestions, and more!

Jennifer Wels has worked with Pink Elephant since 1997 and is responsible for many successful and sustained partnerships with client organizations. With a proven track record showing achievements in every industry, Jennifer's primary focus is to assist organizations in understanding good practice concepts such as Control Objectives for Information and related Technology (COBIT) and the IT Infrastructure Library (ITIL®) and how they apply to their respective environments. She is also an ITIL Expert - currently the highest level in the ITIL V3 certification program.

BCM – A Risk Mitigation Approach

RAMESH M. WARRIER

All organizations face risks. Risks reduce productivity, while decreasing cost effectiveness, quality, reputation, and earning potential. Your Risk Management effort should focus on identifying risks and prioritizing mitigation efforts based on impact and cost-benefit analyses.

Operations (business functions/processes) are dependent on assets including people, facilities, technology, supply chains and other operations. Understanding these assets and interdependencies allows planners to visualize inherent risks, single-points-of-failure, current capabilities and mitigation strategies. That knowledge can be used to create risk-centric plans. This approach creates a truly viable & sustainable program in which participants can relate to the key assets on which they rely.

In this 'BCM-A Mitigation Approach' presentation, experts will discuss how a Risk-centric approach can help you create a truly viable, dynamic and sustainable BCM program for your organization.



Ramesh M. Warriar is the chief visionary and conceptualist behind the eBRP brand.

Since graduating from the Indian Institute of Technology (IIT/Kanpur), Ramesh has accumulated over 27 years of experience in various Technology industry roles.



Aw Crap...now what? An Introduction to Risk and Crisis Communications

JEFF CHATTERTON

Jeff Chatterton is an expert in risk and crisis communications, and the owner of a very unique PR firm, Checkmate Public Affairs. Checkmate's entire focus is dedicated to keeping clients OUT of the news.

Jeff started in risk and crisis communications as a journalist, winning several awards for his coverage of a number of "crisis-oriented" events. He's very active politically, and has been on the inside of a number of high profile events, including the Walkerton Water Crisis.

This very public and emotional event prompted Jeff to start Checkmate Public Affairs. He felt corporations needed better ways to speak the truth, especially when the truth was being stamped by hysteria.

The projects he works on every day include product recalls, chemical contaminations, layoffs, privacy breaches, boycotts, staffing scares, activist attacks and natural disasters.

Jeff's goal is to help companies maintain their reputation when dealing with the hits that the world of business can present. Bad things unfortunately happen to good companies. If your issue doesn't hit the papers, then Jeff knows he has been successful.

He lives in Kitchener, where he is married to Helene. Together, they are proudly raising 'the cutest little boys in the world, Erik and Logan.'

DRIE SWO SPRING 2011

- ⇒ **WHEN:** THURSDAY JUNE 2, 2011
- ⇒ **WHERE:** MANULIFE FINANCIAL AUDITORIUM, 25 WATER ST SOUTH, KITCHENER, ONTARIO
- ⇒ **WHO:** BUSINESS CONTINUITY PLANNERS, IT MANAGERS AND STAFF, RECORDS MANAGERS, CORPORATE RISK AND SECURITY OFFICERS, INSURANCE MANAGERS, HEALTH AND SAFETY PLANNERS, EMERGENCY MANAGERS, AND CORPORATE EXECUTIVES
- ⇒ **WHY:** RECEIVE A FULL DAY OF INVALUABLE TRAINING PLUS NETWORKING OPPORTUNITIES, REFRESHMENTS AND LUNCH!



REGISTER ONLINE

**Register online before
May 30.**

**Full day Symposium free to
DRIE members. Join DRIE
SWO today and receive 2
free Symposia PLUS attend
all other DRIE chapter
events at no charge.**

**Visit www.DRIE-SWO.org
for details.**



Disaster Recovery Information Exchange
South Western Ontario Chapter

Registration

Advance online registration is required to attend this Symposium, at www.DRIE-SWO.org.

Cost

This Symposium is free to all DRIE members.

For others, attendance at this Symposium costs \$100 (payment can be made at the door). This includes refreshments and lunch, a CD-ROM containing the presentations, and a CEU certificate for your attendance.

Schedule

Doors open at 8:30 am with refreshments; the Symposium starts at 9:00. Symposium wrap-up at 3:30 pm (approx).

DRIE SWO Membership Benefits

Become a member today for only \$ 100, and attend both DRIE SWO Spring and Fall Symposia for free. Attend other DRIE chapter events across Canada free of charge.



Symposium Location

Manulife Financial Building
25 Water St South
Kitchener, Ontario

NOTE: No parking is available at Manulife Financial.

Symposium Parking

- City Hall Parking Garage, 200 King St. W.
- 22 Water St. South (across from Manulife Financial Building)
(Details and maps available at www.DRIE-SWO.org)

About DRIE SWO

The South Western Ontario chapter of the Disaster Recovery Information Exchange is a vibrant non-profit organization exemplifying Excellence in Business Continuity through its Spring and Fall conferences and a dedicated volunteer Executive Committee.

DRIE SWO Sponsors



Register online at www.DRIE-SWO.org