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Membership Meeting Minutes of February 10, 2009

CALL TO ORDER

President, Shelly Hogan called the meeting to order at 1:34 PM. Shelly welcomed everyone to our 94th meeting and asked that everyone sign-in on the Membership Roster or the Guest Register.

GRATITUDE TO HOST

Shelly expressed thanks to Lisa Workman and Pat Schmidt for hosting the meeting at Farm Bureau. Pat explained the nearest emergency exits and locations of restrooms.

BUSINESS MEETING

- Going around the room, meeting attendees were asked to briefly introduce themselves highlighting their position and company.
- Shelly asked if there were any first time attendees, several visitors indicated their first time attendance.
- Shelly asked for any corrections or modifications to the minutes from our last meeting. No changes were offered, so Shelly asked for a motion to approve the minutes. The motion was so moved, seconded, and approved.
- Tom reported on the current financial status:
 - Cash as of November 30, 2008 \$ 2,311.46
 - Income \$ 1,271.37
 - Disbursements \$ 1,588.21
 - Cash as of January 31, 2009 \$ 1,944.62

Shelly asked for a motion to approve the financial report. The motion was so moved, seconded, and approved.

- John reported on current membership. There are 45 member companies with the addition of two new members since the last meeting.
- John reported that 32 member companies have paid their invoices for 2008 – 2009. There are 13 companies outstanding on dues.
- Program Committee Report – Mike Alley reported on behalf of the Program Committee. Mike outlined upcoming MCP meetings:



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- The April meeting is planned to be a discussion about credentialing for those in Disaster Recovery / Business Continuity professions. This will include a discussion of ITIL. Meeting site will be determined.
- The June meeting will host a guest speaker from Citizens Energy Group. Elections will also be held at the June meeting.
- Shelly asked if there were any announcements from the members. None were received.
- Shelly asked if there were any questions from the membership. Four questions were discussed.
 - What are other members collecting in Business Impact Analysis studies?
 - How are continuity planners funding their projects during a down economy?
 - Where can I find the specifics on Data Breach laws in Indiana?
 - How do other members address data backup and restore?
- Shelly briefly discussed upcoming BC / DR conferences.
 - DRJ Spring World - March in Orlando
 - SUNGARD - April 5 - 8 in San Deigo
 - Continuity Insights - April 27 - 29 in Phoenix.

PROGRAM

- Mike Alley introduced our speakers and topics for today's meeting. Pat Schmidt (BC Planning Coordinator), Lisa Workman (DR Coordinator), and Ryan Eldridge (Mgr of Info Security / Technology Help Desk) from Farm Bureau will discuss their companies' recent experiences during the summer flooding in Southern Indiana. Steve Kolhouse from Cummins will discuss his companies' recent experiences during the flooding. The session will conclude with a panel discussion taking questions from the audience.

Pat, Lisa, and Ryan from Farm Bureau:

- Pat introduced the staff from Farm Bureau and indicated their mission for the company was "To keep the business running with a 72 hour recovery time window".

Table Top Exercise.

- Just prior to the flooding event, Farm Bureau had conducted a Table Top Exercise with a scenario of 'Large Storm Damage'



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- Both the Crisis Management Team and the Crisis Leadership Teams participated in the exercise.
- A walkthrough of the main office in Indianapolis was included in the exercise.
- The Command Center was activated for the exercise involving 35 people. This was the location where the Table Top Exercise was conducted.
- The expectation was set during the exercise that 'If you don't find something wrong with your plan, then it is probably out-of-date'.
- The testing scenario was a flooding and pictures were created which simulated flooding damage in major parts of the building.
- Lessons learned from the exercise:
 - The companies' Readiness Capability needs to be improved.
 - Respond only to facts, not speculation.
 - The need for a permanent Bridge Line was recognized.
 - Communication of Damage Assessment to teams is critical.
 - Damage Assessment Teams must be physically able to navigate the buildings so selection of team members is critical.

Flooding in June.

- First notification was received from the Columbus office on June 9th, 2008:
 - Significant flooding in the basement of the building.
 - Water removal was in progress, but water continued to come in during the removal process (vendor worked a full 24 hours).
 - Equipment issues were experienced in the basement - sump pumps failed.
- Even with flooding in the basement, the offices upstairs were still operational.
- Communication efforts were hampered by lack of cell phone signal in the basement.
- Server room - equipment that was sitting on the floor had some damage and was removed.
- The Wells Count office reported that a building next store to theirs was struck by lightening and had burned. Did not affect their building.
- The Martinsville office reported some water in the basement, but their equipment was okay:
 - There was no power to the office.
 - Water removal was necessary from the crawl space.
 - No significant equipment in the office was lost.



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- The Heating / Air Conditioning system was damaged and had to be replaced.
- A rented RV was used for temporary office space. How to handle fuel and water for the RV had not been thought out ahead of time. Liability issues with driving the RV were also discussed.
- More storms rolled through Indiana again on June 13th, 2008 which caused further problems with water coming back in the buildings and power outages.
- The Franklin office reported that lightening had damaged their network switch beyond repair. The switch had to be replaced.
- The goal for the Franklin office was to move back in after environmental approvals around July 1st, 2008.
- Debriefings with business units and staffs summarized issues into these categories:
 - Communication capabilities.
 - Team deployments - ability of members to work in recovery locations.
 - Resources availability - both people and equipment.
 - Command Center site for the Crisis Team to meet and work.
 - Equipment availability - both replacement and rental.
- During the debriefing, 'What Went Well' was analyzed and Teamwork came to the top of the list. It was noted that the ability of the teams to do work not normally in their job scopes was recognized as crucial to recovery efforts.
- A list of 'Must Have During Recovery' was identified:
 - Good communications.
 - A good sense of humor.
 - Do not assume anything - verify with fact finding.
 - Boots on the Ground is a better learning tool than paper plans.
- Lessons learned for the Information Technology perspective:
 - Need to better understand the impact of a event on branch office operation.
 - Conference Bridge telephone numbers need to be kept active during a recovery event.
 - You cannot depend solely on cell phones and Voice Over Internet Protocol (VOIP) systems, as they may not be functional during an event.
 - It is important to have POTS (Plane Old Telephone Service - Analog) lines available to supplement other forms of communication.



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Steve Kolhouse of Cummins:

- Steve highlighted that Disaster Recovery and Business Continuity are coordinated from different departments within Cummins. Cummins also has a Chief Risk Officer involved in both processes.
- Planning consist of approximately 50% Site Business Continuity Plans and 50% Six Sigma Projects to mitigate risk.
- Business Continuity Planning is conducted at the site level. Planning focuses on communication / emergency response and risk mitigation opportunities which are all given a Risk Potential Ranking.
- Steve detailed the various buildings on the Cummins campus:
 - Technical Center - 1000 employees with offices in the basement, metallurgical machinery, technical library, customer visit areas, and an elevator shaft.
 - Office Building on the right side - Electrical substation, boilers, test stations, approximately 200 prototype engines (all custom builds), and testing control panels.
 - New Day Care Center - building totally flooded out and will not be re-opened.
 - Occupational Health Center building.
- What went well during the recovery efforts:
 - A good Business Continuity plan was in place at the main facility.
 - Employee response was good - everyone pitched in with some donating their time for recovery efforts.
 - We were able to relocate folks rather quickly.
 - The CEP Block Line was able to restart after only 40 hours of downtime.
 - The CTC (Technical Center) was able to re-open in 6 weeks.
 - Employee donations and company loan programs provided adequate recovery funding.
 - Cummins was able to make monetary donations towards community recovery efforts.
- What did not go so well during the recovery efforts:
 - Buildings not directly in the flood plane were not addressed in Business Continuity and Disaster Recovery plans.
 - There were millions of dollars of property damage.
 - The backup generator was in the basement, which was flooded with water.
 - It was a massive effort to coordinate with 30 to 40 different insurance company representatives.



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- This event affected a large number of key employees.
- Employee safety became an issue during salvage operations. Recovery methods were changed to remove employee from potentially dangerous situations.
- A huge amount of paperwork for insurance claims had to be processed and coordinated.
- Plumbing and electrical schematics were housed in a part of the campus (Technical Library) that was flooded and could not be accessed.
- Steve reported that current status is Cummins is back to normal work, coordination with the insurance companies continues, and focus on the community recovery effort continues.

Panel Discussion:

- Our previous presenters were joined by Kathy Dayhoff-Dwyer - District 8 Team Leader and Coordinator and Stephanie Yager - Brown County Commissioner for a panel discussion. Several points of interest were discussed:
 - Kathy - take care of yourselves and your family. Have emergency kits prepared at home.
 - Kathy - Know your insurance coverage and document everything! Keep documentation off site.
 - Stephanie - Participation in exercises is extremely valuable preparation. She participated in exercises in Monroe, Brown, and Bartholomew counties.
 - Pat - Resiliency is important - what breeds it? Table Top Exercises help and utilize cross divisional teams. Team members can look out for each other's families.
 - Mike - Develop scenarios for your senior management so they can 'think it through'.
 - Steve - Senior management at Cummins did a good job during recovery efforts. Make sure they are an active part of the team during preparations.
 - Steve - Know your local authorities and have adequate identifications ready to access recovery areas.
 - Stephanie - Volunteer coordination can be a big problem - matching skill sets and availability is a huge task.
 - Kathy - Plan for the contingency that neighborhoods are locked down by local authorities.



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Mike Alley thanked all of the presenters and panel members for their participation and reminded all attendees to fill out and submit their evaluation forms. The program portion of the meeting was closed at 3:40 PM.