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Membership Meeting Minutes of April 8, 2008

CALL TO ORDER

Vice-President, Mike Alley called the meeting to order. Mike welcomed everyone to our 89th meeting and asked that everyone sign-in on the Membership Roster or the Guest Register.

GRATITUDE TO HOST

Mike expressed thanks to Ed Jacques from Sallie Mae for hosting our meeting and explained the nearest exits.

BUSINESS MEETING

- Mike asked for members to introduce themselves, company affiliation and position.
- Minutes of the February 2008 meeting were approved as submitted.
- Our current membership is 42 member companies, which includes 2 new companies. Mike recognized companies that have been members for 10 or more years. These companies are: Sherry Pelton, Citizens Gas, Conseco, Delta Faucet, EDS, Eli Lilly, Farm Bureau Insurance, Federal Home Loan Bank, Herff Jones, IBM, IPL, One America, Roche Diagnostics, and SallieMae
- To our new member companies – **WELCOME:** Simon Property Group and Edwards Medical Supply.
- The next meeting is scheduled for June 10th and is tentatively going to be held at the Indianapolis Motor Speedway Press Room. The topic will be public safety with the speaker being the Chief of Police for Speedway. For the August meeting we are working on having a joint meeting with InfraGard surrounding security awareness. Mike asked for a volunteer to host the August meeting.
- Mike asked for volunteers for the Audit Committee and the Nominating Committee. There were no volunteers so calls will need to be made.
- Lisa Workman reported that the Communications Committee has been working on updating the MCP website. A calendar has been added as well as a Members Only section. The user ID and password will be sent to the membership for the Members Only section which will include presentations given at meetings. Lisa asked that if anyone has suggestions for the website to please get with her.



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- Upcoming events include: DRJ Fall World 2008, September 14-17, in San Diego, California
- Mike asked the following question of the membership: What are your companies doing, if anything, regarding responsibilities a business has during a regional disaster as far as providing food, supplies, inoculations, etc., and should this be a budgeted item? Comments from the membership included: they are providing for employees only during exercises and recovery efforts; nobody is currently providing food or supplies for employees' families.
- Gary Wyne announced a new certification from DRII called Certified Business Continuity Vendor. It's the same exam as the CBCP with 2 years of industry experience. Gary also attended the DRJ and said it was a good show.
- Dues progress – Invoices for 2008-2009 dues will be going out electronically in June.
- Phil gave the treasury report – beginning balance as of 01/31/08 was \$1,523.76 and the ending balance as of 3/31/08 is \$1,841.21. The treasurer's report was approved by the membership.
- Mike formally closed the business portion of the meeting.

Mike Alley lead the exercise planning workshop with a presentation which will be posted on our website in the Members Only section.

- Mike asked how many people were doing exercises this year and the majority raised their hands. Only a couple of people were familiar with the Homeland Exercise and Evaluation Program.
- The website <https://hseep.dhs.gov> includes a tool kit, courses, templates and initial planning tools to facilitate an exercise.
- Mike stressed that an exercise must push to the point of failure. The lessons learned is the value.
- Exercises should build in complexity over time.
- Among challenges this year for exercises planned by member companies include: recovering new applications that have just been rolled out; testing specific communication and cooperation among resources and availability; recovering complex imaging system with terabytes of data within 48 hours.
- Some types of exercises conducted in the past include: truck spill involving Facility Management people, media folks and included timing events and fast forwarding to certain points in time; a full scale exercise including DR test, emergency management, incident response and end user validation.



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- Mike asked the membership if they were conducting any surprise DR tests and all seemed to agree they weren't doing these any more as they conflicted too much with schedules. However, one company is still doing tests with at least a day or two notice. Another company said they have done a short surprise test in which they notify people as they are leaving for the day that they are to meet at another location the next day. They are advised that they cannot get back into the building and they spend that next day participating in the test\exercise.
- A few members use outside evaluators during their exercises.
- Mike asked if anyone was using a dashboard during a test\exercise. One company stated they have a website located offsite where they state their test objectives and report on recovery progress.
- Mike asked what companies are doing at the end of an exercise. Responses include: debrief at the end of the test\exercise; wait a few days; post-exercise meetings – preliminary right after and then schedule another one for later.
- Mike asked about reporting requirements afterwards and responses include: report within 24 hours; 2 weeks to 30 days; depends on the exercise; in two parts – publish a few paragraphs to certain parties and then a detailed reported within 10 days. It was asked if these reports included a root cause analysis as not all solutions can be found within 10 days and some solutions require spending money. One company stated in their reports they don't always have a solution. For those things that can't be resolved right away, they have a "ticket" assigned to a person with a time requirement to resolve the issue. This information is included in the report.
- One member stated that exercises used to be "push until it breaks" and then "shoot the person" that fails. Now there is a "no fault" system. If\when something breaks, find the weakness in the system and work to resolve it.
- Another member asked where other members report within their organization. Many report to IT, however, other suggestions among members included reporting to Audit, Risk Management, CFO.
- It was asked how many members had taken NIMS courses. Some have taken NIMS 700, 800, 200 and 300.

Mike thanked everyone for attending and participating in the discussions and reminded everyone to fill out the evaluation forms.