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Membership Meeting Minutes of October 14, 2008

## **CALL TO ORDER**

President, Shelly Hogan called the meeting to order at 12:58 PM. Shelly welcomed everyone to our 92nd meeting and asked that everyone sign-in on the Membership Roster or the Guest Register.

## **GRATITUDE TO HOST**

Shelly expressed thanks to Tom Chernosky for hosting the meeting at Midwest ISO. Tom explained the nearest emergency exits and where to find the restrooms.

## **BUSINESS MEETING**

- Going around the room, meeting attendees were asked to briefly introduce themselves to the group.
- Shelly asked if there were any first time attendees, seven 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.
- John reported on current membership. There are 43 member companies with the addition of Haverstick Consulting since the last meeting.
- John reported that 24 member companies have paid their invoices for 2008 – 2009.
- Tom reported on the current financial status:
  - Cash as of July 31<sup>st</sup>     \$ 3,094.21
  - Income                     \$ 617.00
  - Disbursements         \$ 128.85
  - Cash as of July 31<sup>st</sup>     \$ 3,582.36

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

- Program Committee Report – Mike Alley reported on behalf of the Program Committee. Mike outlined upcoming MCP meetings:
  - December 9th – Meeting is at the Brickyard Crossing and will contain a sponsored “IT Security Breach” exercise / walkthrough. A buffet lunch is



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- also being planned with Vendor information tables. 2 attendees from each member company are free and reservations are needed by Thanksgiving.
- The February meeting will be hosted by Lisa Workman at Farm Bureau to discuss declaration and responses to the flooding in southern Indiana this summer.
  - The April meeting is planned to be a discussion about credentialing for those in Disaster Recovery / Business Continuity professions.
  - The June meeting will host a guest speaker to be announced.
- Shelly asked if there were any announcements from the members. None were received.
  - Shelly asked if there were any members that attended the recent DRJ conference and asked for feedback. Feedback offered was the conference was well run but several of the key speakers were replaced at the last minute because they were involved in the recovery efforts in Texas from the hurricane impact.
  - Mike reported on the seminar held recently in Ohio - the "Contingency Planners of Ohio". There were approximately 125 attendees involved in the 2 day program.
  - Mike also mentioned that there will be a one day Disaster Recovery / Business Continuity seminar in Evansville at the end of this month.
  - Shelly formally closed the business portion of the meeting at 1:09 PM.

### **PROGRAM**

- Mike Alley introduced our speaker and topic for today's meeting. Doug Krantz of Conseco and Phil Galozis of One America will be discussing the Incident Management Dashboards that were locally developed by their companies and Jean Benning of Strohl Systems / SUNGARD will be discussing the Incident Management tool that her company offers.

#### **Doug Krantz of Conseco:**

- In 2003, Doug was asked by his director to program an issue log for upcoming DR exercises.
- Doug created a web based Dashboard and Issues Log using Cold Fussion and SQL database technology. The code has been migrated to .NET technology in 2007 but has not been released to production yet.
- The Issues Log contains the following features:



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- Track Issues from test or an actual event.
- Anyone can enter an issue, there is no security restriction.
- There are required fields which are different based on the event selected.
- Issues can be searched and the query returns links to the issues. Multiple returns are listed 'most recent first'.
- Issue Lists detail who 'reported' and who 'owns' the issue.
- Issues are prioritized with a Red, Yellow, or Green' coloring scheme.
- The Dashboard contains the following features:
  - Covers all configuration items or functional areas.
  - Issues are measured against pre entered 'Success Criteria'. Progress is color coded for easy viewing (Red, Yellow, or Green).
  - Issues are attached to Configuration Items and Success Criteria and the issue must close to affect the Criteria Status.
  - Only an Administrator or Criteria owner can update Success Criteria status.
- Table Maintenance contains the following features:
  - Can only be updated by a BC / DRP Team member.
  - Tables in the following categories can be updated through Add, Change, Delete, or Rename: Action IDs, Application Lists, Issues Lists, Category, Event, Functional Area Lists, People by Name / Location, and Issue Form.
  - Changes will cascade to all records affected by the item.
  - Deletes will cascade to newly selected items.
- The Exit Interview Section contains the following features:
  - Questions are programmed rigidly. Would like to have them more flexible for future tests.
  - Responses can be 'cut and pasted' into Excel spreadsheets.

### **Phil Galozis of One America:**

- Phil joined the BC Department in 2002.
- When he started, issues were manually tracked over the phone on conference calls.
- A 'hotline' was added to the tracking process.
- These calls were supported by an Excel spreadsheet called the 'BCE Status and Objective Dashboard'. The spreadsheet was updated through these calls and posted to a central site where all could get a copy.



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- Strohl / SUNGARD was reviewed as a possible software solution but budget constraints prevented purchase / adoption.
- A web based solution was developed and hosted off site to make it independent from any recovery effort.
- External documents can be mapped into this web based Dashboard.
- The system is secured by logon IDs and passwords.
- The system contains the following sections:
  - Home Page: Serves at the header for the event or test.
  - Messages: Threads for the event or test which can be based on platform or location.
  - People: Staff involved in the test or event. Availability and contact information. Responsibilities and event status. A person's role determines what capabilities they have in the system.
  - Locations: Add, change, and delete capabilities are provided.
  - Platforms: List system (server) platforms and the current status or state of recovery on this system.
  - Issues: Issue log where site managers are responsible for content, but anyone can enter an issue. Once entered, an issue cannot be deleted from the system. Issues can be 'hidden' for security sensitivity.
  - Business Continuity: System recovery priorities and recovery steps. Dependencies are listed and steps are color coded to indicate status.

### **Jean Benning of Strohl Systems:**

- Most current Emergency Operation Centers (EOCs) have little technology and too much paper and whiteboards.
- Strohl partnered with ESIs Web EOC product to create a virtual EOC tool to include impact assessment, care of employees, recovery and restorations steps, team and task tracking, budget tracking, and lessons learned.
- With the tool, you can log into a specific incident and get a 'remote control' summary (with color status indicators) of the situation. Your summary view is based on your logon ID.
- The boards in the tool provide the following information:
  - You can look at 'Situation' status reports - quick snapshots.
  - You can see a listing of all Significant Events.
  - Impact Assessments - what are the alternate locations, process status, and location status?



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- Recovery and Restoration - what are the things that need to get done?
- Mapping features are available with links to Google Earth Shots and floor plans.
- Chat (IM) capabilities are provided.
- Checklist can be custom built in the tool.
- You can e-mail outbound (no inbound e-mailing) for communication.
- From the HR Logon, you can track employee status, public relations, evacuation status, and public media releases.
- All updates to the system are tracked and available to the Administrator.
- Boards can be custom built and consultant training is available.
- You can build in timetables and run simulations.
- You can scroll through items to get continual updates.
- All reporting is customizable.

Mike Alley thanked Doug, Phil, and Jean for their presentations and reminded all attendees to fill out and submit their evaluation forms. Gift cards were given to the presenters as a Thank You from MCP and the program portion of the meeting was closed at 2:58 PM.