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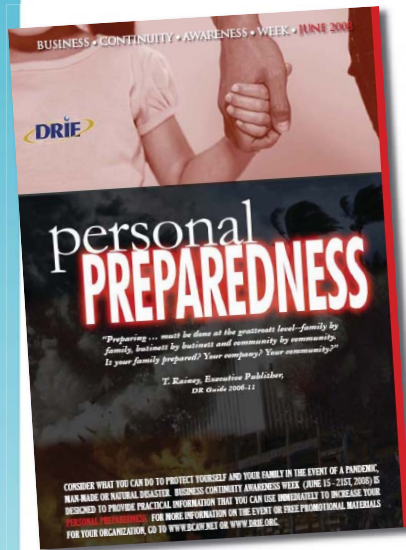
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Business Continuity Awareness Week (BCAW) June 15th to 21st, 2008

Business Continuity Management is the process that guides each organization in preparing to address potential impacts that threaten their value-adding activities or reputation. This includes safeguarding the facilities and resources required to address threats when they arise. Resources include “people”, an organization’s most important asset. Without people all the planning, testing and preparation will be for naught.

Although company wide plans are in place, each individual needs to think about their own preparation.

Putting in place plans to respond to any number of threats will better position individuals to take care of themselves and their family. This will also position them to be available to assist in protecting their livelihood should the threat affect their business. Every individual needs to be fully aware of their company’s overall Business Continuity Management program as well as components of the program that impact them directly.

Every individual should understand their own ...

PERSONAL PREPAREDNESS

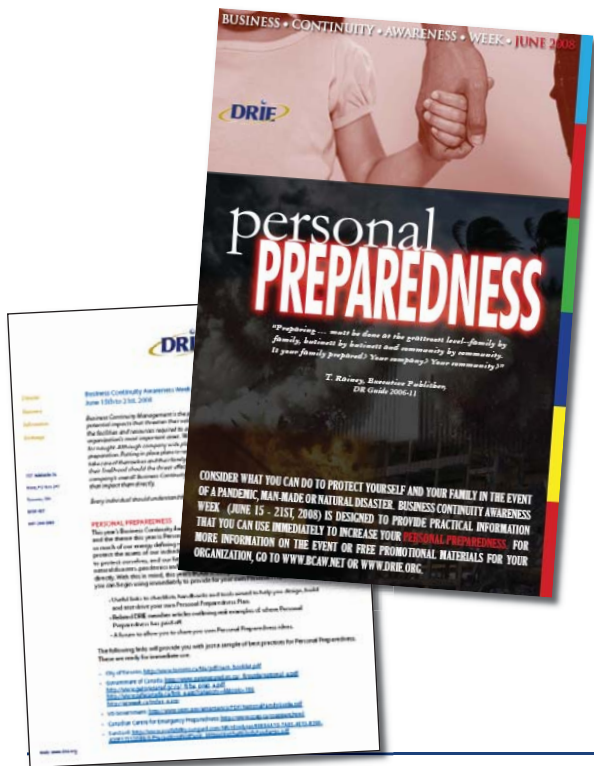
This year’s Business Continuity Awareness Week (BCAW) runs from June 15th until June 21st, 2008 and the theme this year is Personal Preparedness. As Business Continuity professionals we spend so much of our energy defining requirements, designing solutions and putting plans into place to protect the assets of our individual organizations, but we also need to consider what we can do to protect ourselves, and our families in the event of a disaster. This could include responding to natural disasters, pandemics and man made disasters that could affect you and your family members directly. With this in mind, this year’s BCAW is designed to provide you with practical information you can begin using immediately to provide for your own Personal Preparedness including:

- Useful links to checklists, handbooks and tools aimed to help you design, build and test-drive your own Personal Preparedness Plan.
- Related DRIE member articles outlining real examples of where Personal Preparedness has paid off.
- A forum to allow you to share your own Personal Preparedness ideas.



The following links will provide you with just a sample of best practices for Personal Preparedness. These are ready for immediate use.

- City of Toronto: http://www.toronto.ca/bia/pdf/oem_booklet.pdf
- Government of Canada: http://www.getprepared.gc.ca/_fl/guide/national_e.pdf
http://www.getprepared.gc.ca/_fl/be_prep_e.pdf
http://www.safecanada.ca/link_e.asp?category=4&topic=186
http://epweek.ca/index_e.asp
- US Government: <http://www.opm.gov/emergency/PDF/NationalFamilyGuide.pdf>
- Canadian Centre for Emergency Preparedness: <http://www.ccepc.ca/cceppers.html>
- SunGard: http://www.availability.sungard.com/NR/rdonlyres/EEE84A19-7A85-4E13-B299-420F17212DBB/0/PrecautionsNotPanic_MitigatingtheRiskofaPandemic.pdf ■



SunGard to acquire Strohl Systems

SunGard has announced that it has reached a definitive agreement to acquire Strohl Systems Group, Inc. Strohl Systems will become part of SunGard Availability Services. SunGard says that the transaction, the terms of which were not disclosed, is not expected to have a material impact on SunGard's financial results.

Strohl is best known for its full life cycle of business continuity solutions including its continuity planning software, LDRPS; its business impact and risk assessment tool, BIA Professional; its notification solution, NotiFind; and its virtual emergency operations center tool, Incident Manager powered by WebEOC. Strohl Systems is a leader in delivering business continuity planning solutions to community banks and credit unions via its award winning solution, PLANet. In total, Strohl has more than 2,000 customers in 20 countries including nearly 30 percent of the Fortune 500.

As well as this solution suite, SunGard will acquire experienced developers and customer support professionals, and a dedicated software professional services organization and sales force that will continue to support existing customers and prospects.

Going forward, both SunGard's Paragon and Strohl Systems' LDRPS business continuity software packages will continue to be supported.

Brian Turley, chief executive officer of Strohl Systems, commented, "For the past 20 years, Strohl Systems has been solely dedicated to the design, development, distribution and support of business continuity software. We see our heritage as a perfect complement to SunGard's 30 years of helping companies prepare for and recover from disruptions. We seek to offer our customers greater options for even more extensive business continuity services that only SunGard Availability Services can provide."

Eric Berg, group chief executive officer of SunGard Availability Services, said, "The acquisition of Strohl Systems enhances SunGard Availability Services' solutions portfolio. By combining SunGard's and Strohl's proven business continuity expertise, customers will have access to the tools, intellectual capital and services portfolio to tailor integrated solutions to meet their requirements at a competitive price point. With this transaction, SunGard Availability Services' customers gain access to an expanded set of business continuity planning software options. Strohl Systems' customers will now have access to SunGard's wide range of managed IT services, shared recovery and consulting services – for a single source of end-to-end business continuity planning and support."

www.availability.sungard.com





Message from the President

DRIE Toronto update

As Toronto DRIE members receive their issue of the Quarterly Digest, they will also have received a recent e-mail from one of our hard working Board Members, Norman Lamb, who has been instrumental in effecting and implementing change to our web site. We have made a major transition to introduce new member controlled features, functions, information sharing and communications on-line.

Ann Wyganowski, CBCP

DRIE Ottawa member organization, NIVA, assisted our chapter in the editing, re-design and organization of the information we present about DRIE externally, as well as the hook up to the back-end of the same software they now use for their membership management. You can now register on-line for upcoming events, pick up your DRIE Digest from the Members Only area, access job postings, participate in blogs, sign up as a volunteer, find other important links, committee activities and information, keep your contact information up to date, and renew your membership!

Although the end product may look simple, a huge amount of work went into this transition to automate a wide variety of manual processes performed by our volunteers. Many thanks to Norm and the DRIE Ottawa members who got our chapter through the process! We hope that other DRIE Chapters will follow suit with at least the same look and feel on their web sites so we look like a cohesive global organization.

On May 21st DRIE Toronto will make a deputation to the City's Parks and Environment Committee considering strategies on Climate Change Adaptation with respect to the importance of good business continuity programs for all business to manage any form of unexpected disruption.

***The DRIE Greater Toronto Incident Management Exchange (DRIE GTIME).** GTIME hosted a meeting at University of Toronto (thanks to the U. of T. and David Black) to understand the City's Emergency Management Office communications model presented by Warren Leonard in late April. GTIME goals and activities were also presented to the Mayor and the Toronto Emergency Planning Committee on April 4th. We received a letter recognizing the importance of the efforts of our volunteers from Mayor Miller and hope to have other GTA Mayors express their support for this important effort. GTIME hopes to hold a continuity exercise in 2009 with participation from key government and business sectors. The GTIME team will now move ahead with seeking funding and membership to establish a permanent organization. Congratulations to all the hard working volunteers who have helped this to happen!*

***Business Continuity Awareness Week** has been moved this year to coincide with the World Conference on Disaster Management in June. This decision was reached following input from several organizations regarding the confusion regarding the differences between BCP and Emergency Management disciplines. It was felt that it would be best to separate the two awareness weeks and emphasize each, relating it back to the end goal of each process. As a result, Emergency Preparedness Week (just finished in early May) focused on being prepared for emergencies for 72 hours to protect human life and safety, whereas BCAW June 15 – 21 will focus on the importance of encouraging employees to prepare personally for 72 hours to assure their readiness to support the continuity of the business.*

***The World Conference on Disaster Management** is fast approaching with its usual great program of best practices in our industry, just after our June 3rd lunch and symposium on business resilience. We hope to see many DRIE members visit our booth at WCDM 18, and also to attend the **cross-chapter DRIE networking event on Tuesday, June 17th at 4 pm. Please sign up on the web site to join us for a snack and a glass of wine to welcome other DRIE members to our city!** Many of our sponsors are stepping up to the plate to help us with these important networking and educational events which are greatly appreciated. Both DRIE and OAEM will be hosting mentoring sessions at our booths to help those seeking advice in our disciplines.*

DRIE Chapter Presidents meet every six weeks to share information and ideas on what we can do for our members to make DRIE membership worthwhile. As some of you have noticed, we have developed a reciprocal arrangement with the Ontario Association of Emergency Managers that permit you to register at some of their very excellent workshops at the same price as their members, and vice versa. Did you know all DRIE members can attend chapter events hosted by any DRIE chapter? We would like to expand the DRIE network to offer you more opportunities and would welcome more volunteers to participate in doing so – sign up on our new web site.

I am delighted to have been able to participate as your President and contribute to DRIE Toronto with such a great group of people as members. Pitch in and give something back to DRIE like I did – it's rewarding!! ■

DRIE Toronto is proud to THANK our sponsors for their support and commitment to DRIE Toronto. With your support DRIE Toronto has grown.

Thank you!

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Risk on the Rails

By Sean Doherty

Two recent train derailments in the GTA should highlight some risk to business continuity within large urban centres in Canada.

While both incidents are still under investigation, a broken wheel is suspected in the first incident on Feb 18, 2008 in Burlington. 19 of 139 cars derailed around 1:00 a.m., disrupting subsequent commuter traffic between Aldershot and Hamilton. No fatalities or leaking of dangerous goods were reported.

The second derailment happened west of Brampton, another Toronto suburb, on March 5th and involved 19 of 147 cars leaving the tracks at around 2:00 a.m. No dangerous goods were aboard the derailed freight cars, nor were there any fatalities. This also disrupted commuter traffic provided by GO Transit to and from the downtown core.

The impact to business in both of these cases is real, if not measurable. There was lost productivity due to employees getting to work late or not at all, on the affected commuter lines. Granted this is not as stark as if King and Bay were under a toxic fog from a nearby derailment, but the possibility should at least get risk managers concerned.

Some of what happens is luck:

Following the Mississauga Train Derailment of November 10, 1979, which saw 23 of 106 freight cars derail, a Toronto reporter pointed out that, if train 54 had travelled for another 23 minutes, it would have been at Yonge Street, just north of Bloor, and would have probably necessitated the evacuation of approximately a million people, rather than 218,000 residents in Mississauga.

Some of what happens is not luck:

One of the improvements implemented after the Mississauga disaster was the marshalling of shorter freight trains. As you can see by the total number of cars involved in the 2 recent derailments, this lesson from 29 years ago seems to be forgotten.

Track maintenance could be an issue.

Shortly after this picture was taken at Long Branch GO station, a VIA passenger train passed on this track at an estimated 140 kph. A few minutes later, an express GO train travelling on an adjacent track was estimated at 91 kph. I may have randomly photographed the worst section of track in the GTA, but I doubt it. Although I am not qualified to make any assessment on the safety of this section of track, I do not believe it to be optimal. In fairness, CN has since upgraded rail ties west of Port Credit, which is close to this location.



For today's railway, the focus is on financial performance and keeping market analysts and fund managers happy. It may be preferable to take a reactive approach to train derailments rather than spend appropriate amounts of money on preventative maintenance.

According to Transportation Safety Board (TSB) statistics, there were 135 Main Track derailments in Canada in 2006 and 193 in 2005, or about one every 2 to 3 days. A review report of the Railway Safety Act was tabled by Lawrence Cannon, Minister of Transport, Infrastructure and Communities on March 7 in the House of Commons. Ironically, its title is Stronger Ties: A Shared Commitment to Railway Safety.

For Business Continuity Planners in major Canadian cities, the threat of a train derailment involving dangerous goods or commuters should remain in continuity plans for a while longer.

Sean Doherty is a Business Continuity Planner and Mississauga resident. ■

George Brown College *Celebrates* BCP

Recently a small group of pioneers gathered at a downtown Toronto restaurant to celebrate the graduation of the first cohort of students who have completed the new Business Continuity Planning certificate at George Brown College. Amy Gagnon, Andrea Francis, Belinda Fernandes, Eva Alfonso, Mike Pastuszok, Paul Kelland and Ray Springer joined program Chair Munir Noormohamed, Associate Dean Kathleen Abbott and Instructor Des O'Callaghan FBCI for the celebration on May 8th.

The BCP certificate is offered by the college's School of Emergency Management in the overall Continuing Education program. It requires completion of four BCP courses, plus a Crisis Communication course that is shared with the parallel Emergency Management certificate.

The four BCP courses are: Introduction to Business Continuity Management, Analysis and Strategy Development, BCP Plan Development and Business Continuity Program Management. All course content is based on the BCI / DRI body of knowledge and professional standards. The BCP courses are designed to be taken in sequence, with the Crisis Communication course fitting in at the student's convenience once they have the pre-requisite introductory course. Classes are 3 hours in duration, one night per week for 10 weeks. As the program matures, all courses will be available in each of three terms starting in January, April and September.

The group of 7 students who have now completed the program was combined from two other small groups who had taken the introductory course at different times. They then progressed through the other 3 BCP courses together.

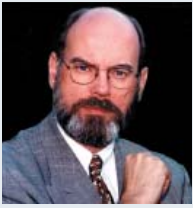


L to R: Munir Noormohamed, Mike Pastuszok, Ray Springer, Paul Kelland, Amy Gagnon, Des O'Callaghan, Belinda Fernandes

Two more classes are currently progressing through the program with more to follow as the demand for quality and cost-effective BCP education grows. George Brown College is open to customizing delivery of the courses for companies who have sufficient numbers to bring the delivery into their own facilities. ■

For more information on this program, anyone interested should contact Munir Noormohamed by telephone at 416-415-5000 x2524, or by e-mail at mnoormoh@georgebrown.ca

Information is also available on the college's web site: <http://www.coned.georgebrown.ca/section/emrg/buscontinuitycert.html>



Exiting the Media Interview – Critical Control Techniques

By Patrick McGee
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I have been doing media training for over 20 years and I've found that the toughest aspect of media interviews that trainees need to master is the exit. If you are being interviewed and you can't end it, then you aren't in control of the interaction and the less the control the more the risk.

NOTE: All interviews should be negotiated to establish the parameters (subject/focus of the interaction that you would use if it were a business meeting? Who is the reporter and what media outlet? When is a mutually agreeable time for the interaction? Where is the best place for the interaction or where does it have to take place? Critical to the exit: How long should the interaction last given the subject/focus and circumstances?). Setting the same parameters as you would for a business meeting is the key to our training methodology. Our participants' strengths are in doing business meetings, not media interviews. Therefore, the control techniques we use in business meetings are critical to control the interaction with media. Negotiating the time limit based on how much we have to say about the subject will help as much with exiting the media interview as it does for exiting a business meeting.

There are two techniques to the exit:

- 1) Ending the discussion
- 2) Preparing and executing the physical disengagement.

I'll elaborate on these more after further exploring the problem.

In one very memorable training session I was working with very senior executive in a large energy company. This person had been trained before a number of times and was experienced at media interviews. In fact he came to my session directly from a media interview. We were practising addressing the media during a serious accident at a plant. This executive was very confident and competent in taking control, making a full and very appropriate statement and managing the questions. What the executive was not able to do – at all – was end the interaction. The questions kept coming until the “reporters” were done. When the deficiency was identified, the executive quickly wanted to fix the problem in the second simulated interview. Everything went very well through to the close of the interaction. The executive said something to the effect that: “Well, that's all I have for you at the moment.” But then he stood and waited. And the questions started up again. In the critique, all he wanted to talk about was why his feet wouldn't move. He wanted to leave but couldn't.

In discussing this very common situation, some people say that they feel it would be rude to leave. Others express fear of being shown walking away accompanied by negative commentary. But many just do not know why they cannot leave.



When we work on this with trainees, we emphasize that there are two parts to the exit. The first is shown in the example of the energy company executive above. He used an appropriate line to close the discussion. We also see this often in press conferences. In fact, we use it in our daily interactions.

The second part is the stimulus that gets us physically moving out of the interaction. It seems as though we need our mouths to say the right thing in order for our feet to move. When the executive in the example above tried again and added the words: “and I’ll brief you again later when we have more information,” his body was starting to turn to make the walk away. The words he used suggested a separation. In a stressful situation it seems that an important cue to physically exiting is a line that calls for physical movement. Another might be any variation of: “I have to get back to....” So, active voice versus passive voice for exit lines works best.

Exiting is a more difficult technique than just closing the discussion. In fact, we’ve seen training participants (and news conference participants) try to close and exit, only to stop and even return to the interview spot, because the reporter asked another question. When participants ask what they should do in this situation, I ask them what they would do in a business meeting they were trying to exit. The answer is often that they would use the “stop” hand signal and a repeat of the close and exit line. Of course! That’s control. As valid with media as it is with our business colleagues.

Another line that is effective in ending the discussion? “Thank you.” I think thank you and its variations work

for many people because it negates the “rude” worry. So, it works on one level but may not get the feet moving. A technique one participant used on me while I was playing an aggressive reporter involved extending his hand to give me a closing handshake. The action of putting his hand out caused me to respond by shaking hands automatically, thus breaking my control and cueing my brain that the interaction was ending. He had no trouble walking away after that, he told me. Brilliant. Doesn’t work for everyone and certainly only in certain circumstances, but he drew on his business skills to take control to effect an exit.

All of the above has been focussed on stand-up scrums or stand-up one-on-one interviews. What about telephone? Well, what lines do you use to end formal phone interactions with business audiences? The same ones will work with telephone media interviews.

What about studio interviews? Problematic. So let’s look at the dynamics of this interview situation. You’re wired with a microphone. You’ve agreed to be there for a certain time. Your brain will resist walking out. (We need to assume here that in the negotiation for the interview, you chose or agreed to this venue for a very good reason.) There would be no need for you to call for an exit if the interview stayed on focus, because you would have enough new information to support your story to keep the focus for the length of time agreed. If the interviewer tries repeatedly to drive the interview off focus, then an improvised exit may be required. I dealt with this in an earlier blog post titled: What do you say if they ask if you’re gay? Essentially, you either fight to stay on focus, or you get out. The lines you could use would sound like a variation of: “I’m not prepared to get into that today so why don’t we end it here. Thanks for having me on.” Then the awkward part, taking off the microphone and walking off the set. The question you need to have answered for yourself before you go into the studio interview is this one: What will be worse if the interview changes focus and you can’t get it back on focus – staying in the interview and risking doing a bad job, or physically exiting and risking looking like you’re fleeing?

Why even think about any of this? Preparation. The best outcomes are reached in business meetings when the appropriate preparation has been done. Very successful sales people think as much about the exit (or close) as they do the pitch – and so should any media interviewee. ■



The Agony Uncle



When you have a problem (BCP-related that is).....
And you don't know where to turn.....
You just wish someone could give you the answer.....
Help is on the way!!

Let the DRIE Digest's own "Agony Uncle" help you

Dear Uncle Ed:

Q. My boss has just asked me to create a new status report that will show the level of preparedness of each of our business continuity plans. We have over 500 plans in our organization and I have no idea how to measure preparedness. He wants percentages and colour coding, Red, Yellow Green. Where should I start?

J-C. G. Montreal, Quebec

A. Get the definition of preparedness from your boss. If/when you agree with it, share it with all your plan owners. Create a checklist of criteria you could use to judge preparedness (or lack of). This could include, for example, the degree of completeness of the plan, the extent of testing, type of testing performed and so forth. Share the checklist with all your plan owners. Make completion of the checklist a required, unit level task, i.e. self-assessment. Get your boss (or, even better, his boss) to establish the cut-off scores to separate Red, Yellow and Green. Communicate these in advance to the business units. Get ready for them to shoot the messenger. When the results of this reporting technique inevitably contradict your intuitive judgment of how prepared your

units are, you had better be prepared to challenge the methodology. To put it another way, when the results are all Green, stand up. Good luck!

Dear Uncle Ed:

Q. Our CEO has decided we need to put an eco-friendly, "green" image forward in our contingency planning by incorporating global warming mitigation strategies into each BCP plan. He has not told us exactly what he has in mind in terms of the things he expects us to add to our plans What can we do to meet this request?

R.T. Vancouver B.C.

A. You are clearly a very sophisticated organization, with very mature BCP practices and a highly advanced overall program! You take natural hazards seriously. I feel confident that you must already have earthquake plans. I can only suggest printing them on green paper.

Let Uncle Ed help you!!

Send your problems to driedigest@sympatico.ca

Attention: The Agony Uncle

He's there for you

WCDM 18 – Some Sessions of Interest to BCP Practitioners

Malcolm Smeaton – [Strategies for Maintaining Business Continuity Planning Momentum](#)

Alvaro Orrantia / Scott Crowley [Why Risk Assessments Should not be Checklists](#)

Edward Goldberg [Creating a Culture for Business Continuity and Disaster Recovery Planning](#)

David Kaye [Managing Risk and Resilience in the Supply Chain](#)

Mike Soegtrop & Vaike Murusalu [Exploring the Upside of Managing Risk for an Organization](#)

Maarten Plasschaert [Integrating Third Parties in BCM](#)

Barney Pelant [Streamlining the Business Impact Analysis Project](#)

John Stagl [Business Continuity - What You Must Know to be Effective in the 21st Century](#)

Michael Anzis [A Different Approach to Risk Assessment and Business Continuity Planning Assumptions](#)

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Working Together

Business Continuity
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Bonjour on behalf of RÉCO-Québec (formerly DRIE-Montréal)

Another quarter has come and gone since our last communication in the 1st quarter of the year and RÉCO-Québec has been very active with its share of activities, conferences and seminars:

- On **March 19th, 2008**, a half-day conference was given by senior staff member from the AON Insurance firm on how to properly conduct a damage assessment. This interactive session allowed participants to better understand what underwriters consider and evaluate after a tragic event has affected physical premises. The event was concluded with our “5 à 7” sponsored by one of our SILVER sponsors.
- On **April 24th, 2008**, the 2nd part of our disaster simulation in Quebec City allowed participants to better understand the roles and responsibilities of the municipal, provincial and federal governments in the event of a major incident. Representatives from fire, health and police services also participated in giving members an idea of their scope of involvement in a disaster. The event was concluded by a cocktail at the reception hall sponsored by RECO-Québec.

Upcoming events include:

- Our 1st bilingual conference hosted by 2 members of the association, followed by another “5 à 7” on Friday, May 23rd, 2008 at the Hyatt Regency in Montréal.
- The 1st RECO-Québec golf tournament has been finalized!!!...And you all can attend! On Saturday, August 2nd, 2008 at the Golf Bois-Francis (<http://www.golfboisfrancs.com>) (1 ½ hours from Montréal), the day will be filled with golf, supper, drinks, prizes...all you have to do is go to our website for more information on the event.

As mentioned, all information on any of our activities, membership, past conferences, and any other related matter, you can visit our website at www.reco-quebec.org or contact me directly through e-mail.

Hope to see you at one of our many events.

A handwritten signature in blue ink that reads "Michael Barbara".

Michael Barbara, MSc., CBCP
President, RÉCO-Québec
michael.barbara@reco-quebec.org



Update from DRIE SWO

Last summer, our director of information (Website) left us to take on an opportunity overseas, so an opening on the board was available. I was happy to hear upon my return that Steve McMichael from RIM stepped up and volunteered his time to serve on the board filling this open position. Welcome Steve to the DRIE-SWO executive team!

Recently, the board of directors has been working hard on development of chapter governing By-Laws to help direct the actions and direction of chapter activities. These have been completed and approved, and are available for review on the DRIE-SWO website. I encourage all members to visit the site and review these by-laws as they have been developed for you, the members. And speaking of the website, our chapter has been working hard with development of a new and improved website, which will be unveiled at our next symposium on May 7th. Come and see what is new and improved, as the site has been developed with the membership in mind as job one. Please visit our website often at www.drie-swo.org.

I'd like to take this opportunity as well to welcome a new corporate sponsor on board. Waterloo Data Fortress joins DRIE-SWO and provides secure and reliable co-location and backup facilities in the Kitchener-Waterloo area. Welcome to Miro Forest and his team at Waterloo Data fortress!

Please feel free to contact myself anytime with any feedback or suggestions for our DRIE-SWO chapter.

Kind Regards:

Mike Ross
DRIE-SWO President ■



May 7th DRIE SWO Symposium a Huge Success

By Des O'Callaghan

I was fortunate recently to be able to attend the semi-annual, full day DRIE SWO symposium hosted by Manulife in Kitchener. Over the years I have attended several SWO events, starting with the very first one on June 15, 1995 in London. Now, as then, SWO attracts high quality speakers and presents relevant and timely content each and every time out. On this occasion I was able to enjoy:

- Sean Doherty – speaking about the derailment threat on the rails, right next door to us all
- Brian Miller – talking about telecommunications issue from his expert viewpoint
- Maribeth Tessier – presenting on a case study at Nortel
- Marylaine Canavan – exploring “The Tangled Web We Weave”
- Steve McMichael – presenting the new look DRIE SWO web site

Not a dull moment throughout and the time flew by, although with ample networking opportunities during the day. It reminded me just how valuable these sessions are. Although a few Torontonians were in attendance, it struck me that collectively we do not take as much advantage of inter-chapter activity as we could. For the sake of an hour or so on the 401, you can literally double the value of your DRIE membership by adding two full days (or 4 half days, depending on where you call home) of top quality BCP education and networking.

Two thumbs up for SWO. We hope to see you in Toronto on June 3rd. ■



Annual General Meeting "Best Practices in BCP"

DRIE Toronto, Tuesday, June 3, 2008
Royal Bank Auditorium, 315 Front Street West

Time	Speaker	Presentation
12:30 to 13:00	Light Lunch Served	
13:00 to 13:05	Joe Ozorio DRIE Toronto Program	Opening Remarks
13:05 to 14:00	Paul D. Saxton, CBCP Certified Executive Consultant and Consulting Services Product Mgr. Business Continuity & Resiliency Svcs Global Technology Services, IBM	This presentation will explore recent industry trends and directions, examine experiences and lessons learned across the BC and DR disciplines and outline a best practices approach to developing and implementing enterprise resilience programs.
14:00 to 14:05	Ann Wyganowski DRIE Toronto President	Annual General Meeting – Call to Order
14:05 to 14:10	Rodney Yip DRIE By-Laws & Regulations	Governance Report
14:10 to 14:15	Norm Lamb DRIE Toronto Membership	Membership Report
14:15 to 14:20	Catherine Tucci DRIE Toronto Treasurer	Financial Report & Elections Report
14:20 to 14:25	Todd Bardes DRIE Toronto Sponsorship	Sponsorship Report
14:25 to 14:30	Frederick Castleman DRIE Toronto Chapters	Chapter Report (International)
14:30 to 14:35	Catherine Tucci DRIE Toronto Program	Program Report
14:35 to 14:50	Ann Wyganowski DRIE Toronto President	Annual General Meeting – Call to a Close
14:50 to 15:00	Member Announcements	WCDM
15:00 to 15:15	Network Break	
15:15 to 15:25	Maurine Dyer Business Continuity Awareness Week	
15:25 to 16:25	Rick Wellman Sr. Business Continuity and Resilience Trainer and Consultant for Sentryx and the Director of the Promotion and Development Group for BRCCI CBRA, CBRM, CDP, CHS5, CERT, CBCP, MBCI, and CRP	"Business Resilience Model" This presentation will focus on how you can build resilience within your existing Business Continuity program.
16:25	Ann Wyganowski DRIE Toronto President	Closing Remarks

DRIE Retrospective

5 Years ago in the Digest...

Volume 12, Issue 2, May 2003:

- SARS was the big story at the time of publication, although it was still early in its eventual cycle. The Front page was devoted to the topic and helped to set the stage for a very special DRIE seminar session on June 3rd.
- Dave Johnson contributed a highly relevant article “SARS and the Virtual Meeting” that had also been published in the Calgary Herald. It focused on a very effective means for interaction that has subsequently become quite a common strategy for continuing some aspects of business.
- Elsewhere in the issue, the DRIE Program Committee issued a call for papers to generate fresh enthusiasm for both seminars and publications.
- The Real Event Log included numerous entries for SARS, but started with the February 1st re-entry disintegration of the space shuttle Columbia that killed all 7 crew members. Other events included several suicide bombings against civilians in Israel and a horrific fire in a Providence Rhode Island club started by a band’s fireworks that killed 96 and injured almost 200 others.

10 Years ago in the Digest...

Volume 7, Issue 2, May 1998:

- The Front page honoured one of DRIE’s founders, Dennis Hamilton (H.FBCI) who was selected as a nominee for Contingency Planning and Management’s (CPM) inaugural Hall of Fame. Dennis was the only non-U.S. practitioner named among the 19 select nominees.
- The issue also featured an article on the massive power failure that gripped Auckland New Zealand for fully 5 weeks, one of the great power crises of all time.
- In another article The Business Continuity Institute reached agreement with BCI Canada on the formation of the first International Chapter, under Jayne Howe’s leadership.
- A fire that started in the downtown Toronto Bell CO resulted in a power outage for the entire King & Bay core area for 5 hours during the business day. Occurring on April 1st, this was no joke.
- Several El Nino-related natural disasters dotted the Real Event Log in this issue. A power failure on March 25th at Toronto’s Pearson airport lasted for 12 hours. Tornadoes rampaging across Mississippi, Alabama and Georgia on April 9th destroyed over 2,000 homes and businesses and killed 43 people.

15 Years ago in the Digest...

Volume 2, Issue 2, May 1993:

- The World Trade Centre bombing on February 26th remained the lead story for the second consecutive issue. In-depth analysis of the event and its impacts filled most of the 4 pages.
- Another article focused on the report prepared by the Canadian Bhopal Aftermath Review/Steering Committee that raised issues for the Canadian Chemical industry in light of the 1984 tragedy in India that had repercussions and implications throughout the industrialized world. ■



Real Event Log

February, March and April 2008

Feb 1	Iraq	Two disabled women used as suicide bombers in Baghdad; 91 killed in twin blasts
Feb 2	Sri Lanka	Bus bombing in Dambulla kills at least 18 pilgrims
Feb 3	Sri Lanka	Suicide bomber kills 11, injures 92 in Colombo's main railway station
Feb 4	Sri Lanka	Tamil rebels kill 12 with a bus bomb in Welioyo on 60th anniversary of independence
Feb 5	US South	78 horrific tornadoes cut swath across 7 states killing at least 55, injuring hundreds
Feb 7	Calgary	Ice blocks falling from an airline washroom crash through the roof of a house
Feb 8	Austria	At least 11 killed, more injured in a fire at a seniors home in Vorarlberg
Feb 9	England	Huge fire at London's Camden Market destroys stalls and damages nearby buildings
Feb 9	India	Avalanches following record snowfall in Kashmir kill 22, leave 15 more missing
Feb 10	Mexico	400,000 without power following earthquake M5.1 in Baja California near Mexicali
Feb 12	Canada	Bell announces retrieval of data on 3.4 million customers stolen a month earlier
Feb 13	Vancouver	Arsonist explosion and fire destroys a restaurant and damages adjoining businesses
Feb 14	Maritimes	Wind and freezing rainstorm leaves thousands without power in numerous areas
Feb 14	Illinois	Former students kills 5 and himself, wounds 16 more at Northern Illinois University
Feb 16	Pakistan	Massive car bombing at a Bhutto PPP election office in the northwest kills 37
Feb 16	Maryland	8 onlookers killed when a car ploughs into a crowd during illegal street race on Rte 210
Feb 17	Denmark	Muslim youths riot in several cities in new cartoon protest, destroy cars, injure police
Feb 17	China	24 killed, 5 injured in an explosion in an illegal iron mine in Hebei province
Feb 18	Afghanistan	At least 38 civilians killed in a suicide car bombing aimed at a Canadian convoy
Feb 18	Ontario	Freight train derails in Burlington, disrupting rush hour commuter traffic
Feb 20	Indonesia	M7.6 earthquake rocks wide area and causes tsunami alerts, later cancelled
Feb 21	Venezuela	Passenger plane crashes in the Andes shortly after take-off, killing all 46 aboard
Feb 22	Pakistan	Roadside bomb kills at least 10, injures more, mostly members of a passing wedding party
Feb 25	Pakistan	Army Surgeon General assassinated in a high-profile suicide bombing in Rawalpindi
Feb 25	Ontario	Hwy 400 closed for hours when a man threatens to explode propane tanks taped to his car
Feb 26	Florida	Power outage, cause unknown, affects millions across 300 miles from the Keys to Daytona
Feb 26	Internet	Ripple effects of Pakistan trying to block You Tube reach 65% of world's Internet users
Feb 27	England	Protestors angry at expansion of Heathrow Airport succeed in scaling Parliament roof
Mar 4	Pakistan	2 suicide bombers kill 4, injure at least 14 in latest attacks at a Lahore naval college
Mar 5	Ontario	Freight train derailment near Georgetown severs Via and GO commuter lines for a day
Mar 6	New York City	Small home-made bomb explosion in Times Square attributed to an anti-war group
Mar 6	Israel	8 students shot to death, 9 wounded by a Palestinian gunman in a Jerusalem seminary
Mar 7	Iraq	At least 68 civilians killed in twin suicide bombings in Baghdad, ending a period of calm

Real Event Log

February, March and April 2008

Mar 10	Iraq	2 more suicide bombings kill 5 US military and the head of an anti-al-Qaeda group
Mar 11	Pakistan	At least 24 killed in suicide bombings of police headquarters and a house in Lahore
Mar 11	Mexico	9 young children killed when one pulls the steering wheel of an SUV, causing it to crash
Mar 12	Quebec	3 killed in warehouse roof collapse in Morin Heights due to weight of snow
Mar 13	Hong Kong	Over 500,000 students sent home from school for 2 weeks due a to a flu outbreak
Mar 16	China	Health officials in Guangzhou confirm chicken deaths at a market were due to H5N1
Mar 17	Eastern US	Security breach at a grocery chain exposes 4 million card numbers, leads to 1,800 frauds
Mar 20	Ontario	Cattle truck turns over on QEW in Mississauga in rush leading to multiple road closures
Mar 22	Hong Kong	Tugboat sinks, settles upside down in harbour, trapping and drowning 18 Ukrainian sailors
Mar 23	Colorado	Salmonella outbreak in Alamosa, linked to water supply system, makes over 200 ill
Mar 26	Toronto	On the 5th anniversary of SARS emergency declaration, survivors remain physically weak
Mar 27	Canada	Study reveals 2,300 Canadian deaths in 2006 from antibiotic-resistant Staph bacteria
Mar 28	London UK	Technical problems in Heathrow's new \$8 billion terminal cause massive flight delays
Mar 30	Zimbabwe	Post-election manoeuvring threatens chaos as President Mugabe tries to cling to power
Apr 1	Indiana	Computer glitch deletes Evansville high school grades, with minimal back-ups in place
Apr 3	S. Korea	100,000 chickens pre-emptively slaughtered following an outbreak of bird flu
Apr 7	France	Olympic torch extinguished several times in Paris en route to China by rioting protesters
Apr 8	Afghanistan	17 road construction workers killed by insurgents in one of several attacks on civilians
Apr 8	Internet	Symantec reveals 711,912 new malicious code threats in '07, compared to 125,243 in '06
Apr 10	China	Officials report 35 arrests in alleged terrorist plot leading up to summer Olympic Games
Apr 10	Afghanistan	Suicide car bomber targeting US convoy kills 8 civilians, injures 22 more near Kandahar
Apr 14	Afghanistan	Taliban militants open fire and kill 11 policemen at a checkpoint in Kandahar
Apr 14	California	New geological study shows virtual certainty of an M6.7 quake within next 30 years
Apr 15	Iraq	2 suicide car bombings in crowded Baghdad markets and office areas kill at least 60
Apr 15	Uganda	Fire in a boarding school near Kampala kills 19 young students and two adults
Apr 18	Illinois	M5.2 earthquake, large for the region, rattles buildings from Milwaukee to Atlanta
Apr 21	Montreal	Riotous celebration following hockey game includes torching of several police cruisers
Apr 23	Afghanistan	A series of suicide bombings in Kandahar leaves at least 13 dead and dozens injured
Apr 25	Toronto	Unannounced TTC strike catches public by surprise after tentative agreement voted down
Apr 28	China	Passenger train jumps tracks at high speed and hits another train in Zibo, killing at least 66
Apr 29	Afghanistan	At least 15 civilians killed, dozens injured in latest suicide bombing in eastern region
Apr 29	Ontario	Huge fire in Bowmanville destroys several historic buildings and businesses
Apr 30	N. Brunswick	Spring flooding on St. John River reaches business and residential areas of Fredericton