



acp

**Colorado Rocky Mountain Chapter
of the Association of Contingency Planners**

Shaky Ground Newsletter

<http://crmc-acp.org>

The CRMC ACP Web Site

March 2009

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This Month's Program Meeting

Date: Friday March 20, 2009

SPEAKER: Chad Ray CDEM

Region Field Manager
Division of Emergency Management
Colorado Department of Local Affairs
719-544-6563
chad.ray@state.co.us

TOPIC: "A Season of extreme blizzards - The Colorado Experience"

Was presented at the 23rd Annual Storms Awareness conference in Maryland April 21, 2008.

The 2007 winter season proved very challenging in Colorado with back-to-back-to-back blizzards.

This session will review some of the many challenges faced and some important lessons learned in responding to nature's fury.

Location: First Data Corporation
6200 S. Quebec St.
Greenwood Village, CO 80111

First Data is located on the corner of S. Quebec St. and E. Caley Ave. Attendees will need to sign in at the front desk security located just inside the main entry doors at the round-about.

Registration & Networking will begin at 1:00pm and the meeting will begin at 1:30 pm.

So mark your calendars.

Mission Statement

ACP is the premier organization for contingency planners, business continuity professionals and emergency managers. ACP provides members an excellent information exchange experience as well as opportunities to set trends in the emergency response and disaster recovery fields. ACP members have the opportunity to grow professionally by developing and strengthening relationships with ACP's public and private sector partners

CRMA ACP Silver Sponsors

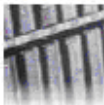


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Interesting Links

Interesting Links provided by our very own Rush Fay

Flu Tracker Website – Is dedicated to the public health of the world's citizens by advancing policies, protocols, innovations, and practices that improve the health of vulnerable populations.

<http://www.flutrackers.com/forum/>

H5N1 Mistake - Vaccine maker's snafu sparks pandemic scare

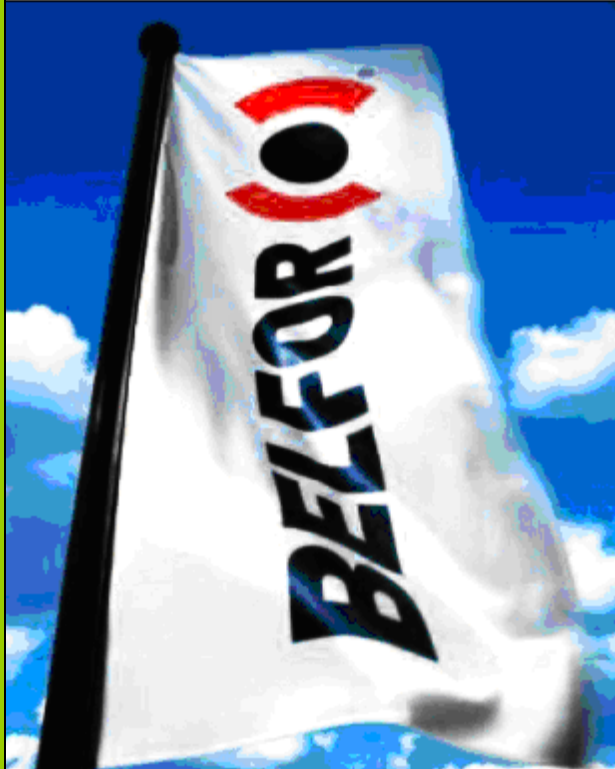
<http://worldnetdaily.com/index.php?fa=PAGE.view&pageId=91040>

[Links Provide by DisasterPrepped.com](http://www.disasterprepped.com)

You are invited to view articles at DisasterPrepped.com, two areas of interest are www.disasterprepped.com/rescue.php and www.disasterprepped.com/floods.php which focus on tools & equipment that might help you prepare for potential emergencies

CRMC ACP Gold Sponsor

**In the midst of chaos, we have what
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Feature Article

Aussie research targets bird flu vaccine

Danny Rose, Medical Writer

March 4, 2009

Australian scientists have found a way to boost the power of conventional flu vaccines, raising the hope they could also prove effective against bird flu.

Researchers at the University of Melbourne found that by adding an immunity-related compound to conventional vaccines, it could encourage the body to produce and keep high levels of "killer T-Cells" in the blood.

"These are the 'hit-men' of the immune system," said Associate Professor Stephen Turner of the university's Department of Microbiology and Immunology.

"They can recognize cells that are infected with the virus and get rid of them, and the components they recognize are shared between all influenza viruses - that's the key."

Conventional influenza vaccines are poor at inducing T-Cell production.

Instead they work by generating unique antibodies that attach themselves to virus cells, neutralizing them.

This means that every winter, as the flu virus mutates, new vaccines must be made with updated antibodies.

Dr Turner said a flu vaccine that causes the body to produce T-Cells would be more effective in more cases, and would reduce the need for annual vaccine updates.

The use of these boosted flu vaccines across the population could also provide a vital first-line defense against any outbreak of a new virulent influenza virus, such as bird flu.

"It provides a much more broad protection against all strains of the flu, including pandemic flu," Dr Turner said.

"What we thought we could do is vaccinate against bird flu by vaccinating for this T-Cell immunity."

There have been 409 cases of bird flu in humans globally since 2003, leading to 256 deaths, according to latest World Health Organization (WHO) figures.

Currently it is transmitted solely from infected birds to humans. But there's concern the virus will mutate to allow easy human-to-human transmission.

"The longer that the virus persists there's an increased chance it will acquire the capacity to transmit from human to human, and that's when we'll have a pandemic emerge," Dr Turner said.

The research is expected to be translated into improved influenza vaccines within five years.

The work was undertaken in partnership with the WHO Centre for Influenza Surveillance and Research, and Dr Turner's findings are published in the Proceedings of the National Academy of Sciences.

Another Feature Article

Disaster Recovery Planning and Network Services

Carrie Higbie
02 Mar 2009

While ensuring access to critical business data often drives disaster recovery (DR) planning, including network services in your DR plan can ensure business continuity. In this FAQ, Carrie Higbie, global director for data center solutions at the Siemon Company, discusses the role of network services in DR planning.

How can network services be built into your (DR) plan?

That's one thing that people often overlook. They think about switches and their local environment, but they don't think about what happens outside. They might have two carriers, but if both of those carriers are terrestrial, they might not have any network services at all. So depending on the disaster, they might need to look for an extraterrestrial or satellite type of connection for critical applications.

How are network services, such as DNS and DHCP, affected in a disaster?

Depending on how you're set up and what tier-level data center and type of redundancy you have, somebody might have to physically go in and change those pools of addresses. This may affect how you access your databases and some of your other applications. In some cases, depending on your level of redundancy, you might have a primary connection and then a secondary connection set up, or even a secondary profile set up so that people can get to those applications when there is a disaster.

What is wide area network (WAN) optimization, and how does it improve disaster recovery processes?

If you think of everything that might go over a WAN, when in a disaster and moving to a slower backup link, you want to make sure that only the applications that need to go over that link do, so that the ones you really need to get to become so slow that they're unusable.

So when you think about WAN optimization, you want to look at the bandwidth that's being used in the network, you want to look at the bandwidth that actually goes over those wide area links, and make sure that's optimized so you're using the smallest amount of the bandwidth possible. So when you do have spikes and surges moving from one connection to another with the bandwidth and change management, all of the connections do happen.

Can network services improve communication during a disaster?

They absolutely can, especially when you look at trying to get in touch with other employees to figure out where people are and if they can still do their job. Certainly when you pull in your disaster recovery, audit and security teams, if you've got some of those network services, especially the ones where you've got a good redundant path and people can communicate, that's an excellent way to get the word out to people that there has been a problem, things are down and that you're working on a resolution to keep your business sustainable.

(.Continued)

Another Feature Article (Continued)

Disaster Recovery Planning and Network Services

Are there any best practices for DR testing with regard to network services?

You'd be surprised by how many people have a test plan and they've never actually dropped the server down and physically tested failover to make sure that the services still work. This really should be done quarterly at best and in the worst case, every six months. Every time you change a carrier, you should schedule sometime to plug your primary connections, make sure that everything fails over to secondary connections and it still works. That should really be part of the disaster recovery team's planning.

What other steps would you recommend taking in a disaster situation?

For instance, if you know a hurricane is coming, one of the best things to do is to go out and communicate to your employees to turn off all equipment that isn't necessary. Unplug it from the wall and make sure that it's not going to come up. You're typically going to be coming up on UPSes, generators and secondary circuits, and if you've got secondary DHCP and DNS pools, you may not have enough addresses for it to go out and find every telephone, desktop and laptop. So anything that's not critical to those specific applications should be turned off, things like hardening your data center, making sure that if you do have a data center with windows that they're covered up. Other disasters like fires are obviously a little harder to plan for, but the biggest thing in any disaster is communication. People freak out when they don't know what's going on. So the more you can do to help them understand, by ensuring that you have a good help desk, a good command center where people have one number to call so that communication goes out to everybody, is going to be key.

Carrie Higbie has been involved in the computing and networking industries for over 28 years. She currently works with The Siemon Company as the global director for data center solutions and services in support of end-users and active electronics manufacturers.

Education

Seminars, conferences, classes and workshops are excellent ways to increase knowledge in the field of contingency planning.

Visit the CRMC-ACP Web Site for the latest list

<http://www.crmc-acp.org/education.htm>

The **Institute for Business Continuity Training** is running a 4-day comprehensive BCP course in Denver June 23-26.

IBCT is an "ACP Partner" and will be providing a 40% discount on courses to ACP members. For more information and registration go to their website at

<http://www.IBCT.com>.

Tips & Tricks

Making the Assumption Your Vendors Will Help You in Time of Crisis

Tom Abruzzo, a BCM practice consulting leader and President of TAMP Systems, warns about the dangers firms face if they don't thoroughly scrutinize their supply chain to make certain they have a usable BCP in place.

Going hand-in-hand with a lack of scrutiny, he says, is the assumption your key vendors will help you in time of disaster to replenish mission critical tools or services needed to run your IT and business operations. The good relationship you have in ordinary times may create a false sense of security that your needs will be met during a crisis, and this resulting supply chain risk goes unplanned for.

Consider several cases in point: Will your heating and cooling service provider be able to repair your air conditioning system or provide emergency fuel if you need it in a disaster situation? How long will it take your IT vendors/partners to assist you during a crisis? Will your software vendors provide you with the software keys required to run their software on alternate computers when you need to do so?

His Recommendation:

Get your key vendors and partners to commit and confirm they will supply you what you need, i.e., the fuel, IT resources, software keys, whatever is crucial to your IT and business operations. Do you have evidence of these service level agreements documented? The continuation of most businesses is too important to make this assumption and allow your suppliers such latitude.

If you have any questions, feel free to contact Tom directly at 516-623-2038 or tabruzzo@tampsystems.com.

Employment

As a service to both individuals and employers within the contingency planning community, CRMC-ACP will post descriptions for jobs available regionally.

Employers: To submit a listing, please send an email to the Webmaster and attach your job description in Word format, as you would like it to be seen. Postings will remain on the site for 30 days unless renewed.

Position	Company & Location	Date Posted
Manager of Corporate Security / Emergency Preparedness	Client to BC Management, Pasadena/Pomona, CA	2/9/2009
Staff Disaster Recovery Professional	Risk Management Qwest Communications Denver, CO	2/18/2009

Please visit the CRMS ACP Web site in the Members Area for new listings.

Event Reminders

"Are You Ready?" **For the aging population**

WHAT WOULD YOU DO IF A DISASTER HIT CLOSE TO HOME??

Who: This training is open to anyone.

When: April 9, 2009, 9:30am to 11:30am

Where: Zion Senior Center, 5151 E 33 Avenue, Denver CO 80207

Or

When: Saturday, April 18, 2009, 10:00am to 12:00am

Where: Park Mayfair, 955 Eudora Street (first floor party room), Denver, CO

How much: NO COST/FREE

Sponsored by: *Mayor's Office of Emergency Management and Homeland Security (OEM/HS); Zion Senior Center*

For more information visit their website at: <http://www.denvergov.org/oem>

For those of you attending the upcoming **Disaster Recovery Journal Spring World 2009** in Orlando, Burton Asset Management would like to inform you that they will be hosting an off-site event during the Continuity Insights Conference. This conference is being held April 27th-29th with an informal cock-tail party being held April 27th from 7:00-10:00 p.m. This will be a non-sales meeting for CEO's and decision makers to come together and discuss the current state of Business Continuity and Disaster Recovery. If you have questions please contact them at danny@thinkbam.com.