

## Chicago Agenda

7:00 a.m. to 8:00 a.m. Registration and Breakfast

8:00 a.m. to 8:50 a.m. General Session #1

### **Implementing the Essential Components of a Business Resilience Program**

Damian Walch, Managing Director, Deloitte

Business resilience is the coordination of activities to help an organization understand the risk of a significant business disruption and how to mitigate those risks. Mitigation is achieved through designing a response process, developing playbooks, educating people about their roles and ultimately simulating a potential scenario. This session will provide the audience with the language and methods to understand and mitigate those risks. The presenter will provide guidance on how management and executives typically think about resilience. He will discuss some techniques to build a resilience program that is practical, pragmatic and sustainable.

8:50 a.m. to 9:00 a.m. Break

9:00 a.m. to 9:50 a.m. General Session #2

### **Five Ways to Increase Preparedness in your Organization with Minimal Budget, Time and Resources**

Cynthia L. Berry, MBA CBCP, Global Information Security & Risk Management, DeVry Education Group

Whether it is a major business interruption, natural disaster, civil unrest, or even budget cuts, crisis creates opportunity unlike anything else. Oftentimes, we are only one major crisis away from closing our doors for the day, week, month or indefinitely. Don't let a disaster, lack of funding or even lack of top down support hold you back. In this presentation, I will show you five key strategies to do more with less, gain executive buy-in and even change your organization's preparedness culture from reactive to proactive. And you don't have to have a huge budget, a formal Business Continuity program or a team to do this.

9:50 a.m. to 10:00 a.m. Break

10:00 a.m. to 10:50 a.m. Breakout #1

### ***Building the Case for Business Resiliency: Gaining Management Support (or other topic TBD)***

University of Chicago's Graham School

10:00 a.m. to 10:50 a.m. Breakout #2

### **Organizational Resilience is not a Plan – it is a Strategy**

Lynnda Nelson, President, The International Consortium for Organizational Resilience

Organizational resilience is one the most important concerns of organizations today. Being able to identify and adapt to changing circumstances resulting from emerging threats and opportunities will separate the survivors from those organizations relegated to history. Case studies of organizational failures have shown that resilience relies upon a range of processes and organizational characteristics, many of these have not been actively considered by organizations.

10:50 a.m. to 11:00 a.m. Break

11:00 a.m. to 12:00 p.m. Breakout #3

***Social Media and Managing Crisis Communication***

Ted Brown, President, KETCHConsulting

Social media has become a major channel for businesses, but ultimately it is harder to control the message on social than on other media. The session will look at the different procedures and philosophies with using social media when handling internal and external incidents.

11:00 a.m. to 12:00 p.m. Breakout #4

***Personal Preparedness***

*BMO US Business Continuity Office, Chris Sarcletti, MBCP, AFBCI, and Lauren Schuster, BMO Life Safety Coordinator*

Time spent on upfront planning and in the moment situational awareness are the tools that will best serve you when responding to an incident. The best way to respond to an event is to prevent an incident from happening in the first place. The session will focus on personal preparedness planning pertaining to Event Management and Life Safety.

12:00 p.m. to 1:30 p.m. Lunch
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1:30 p.m. to 2:20 p.m. General Session #3

***The Cyber Threat Landscape and Operational Risk***

Brian Tishuk, General Counsel, Financial Services ISAC

Some of the highly publicized cyber-attacks illustrate that adversaries not only seek to defraud, but also to disrupt operations. This session will discuss the cyber threats firms face and provide options to enhance the resilience of firms in light of them. Preparedness planning for cyber incidents should be a component of business continuity planning. The Administration's perspective on cybersecurity will also be discussed.

2:20 p.m. to 2:30 p.m. Break
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2:30 p.m. to 3:20 p.m. Breakout #5

***Understanding the Crisis/Incident Timeline – What Happens Between the Point of Interruption and Business Resumption?***

*Natalie Jones, Business Continuity Program Specialist II, Ameren Services*

Following a business interruption, whether due to a specific incident or large-scale crisis, there are critical actions that must take place and critical players with responsibilities that must be in position to move through business recovery to get back to normal, or a new normal. Getting a clear understanding of these critical actions and responsibilities to restore your business after a significant interruption is key to your continued success and sustainability. Join this session to learn what's required to successfully move your critical business operations from the point of interruption to business resumption in an effective and orderly manner.

2:30 p.m. to 3:20 p.m. Breakout #6

