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IT & BCP Expresso - Keeps You UP to Date

August 2007

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Calendar of Events

August 2007 Michael Herrera speaks at the Arizona Technology Council Roundtable on Disaster Recovery.

September 2007 Michael Herrera speaks at the Florida Institute for CPA's conferences held in Florida.

September 2007 Michael Herrera teaches at the Fall World DRJ Conference in San Diego CA.

Michael,

MHA Consulting is always looking for ways to improve its partnership with its clients. We hope that you find this newsletter insightful as well as a tool to improve your business. Contact us anytime at 602-708-1718 or via email at herrera@mha-it.com. Enjoy the newsletter.

• **The BE, KNOW and DO of Crisis Management & Leadership by Michael Herrera**

As a member of a Crisis Management Team, you are a steward of the core assets of the organization. Core assets include, but are not limited to: people, brand image, finances, shareholder value, business operations, etc.

During a crisis, management and leadership is crucial to a successful outcome. Management is best defined as the short-term tactical aspect of dealing with an event while leadership is the long term strategic component. We find most teams can handle the management aspect, but need help in developing the leadership component.

Additionally, in responding to an event, a Crisis Management Team must also consider the triad of **BE, KNOW** and **DO**:

BE involves being Caring and Compassionate, displaying a high level of Character at all times and having Emotional



October 2007 Michael Herrera speaks at the Discover Card BCP summit in Chicago Illinois.

Michael Herrera & Barry Pruitt BCP Instructional DVD's

Best Practices & the BIA

Fast Practice to Build Your BCPs

Managing Projects in a BCP Environment

Risk, Assess, Mitigate & Protect

MHA Videos on BCP Media

Quick Links...

- **MHA Consulting**

Self-Regulation.

KNOW involves having the right short and long term vision, knowing our stakeholders and their expectations and lastly, understanding under what context (e.g, natural disaster, one or many companies affected, etc.) the event has occurred.

DO involves timely communications to our stakeholders in concert with a style of leadership that fosters team work, gains consensus & buy-in, and has the ability to prioritize and make executive decisions in a timely manner.

• **Disclosing the State of Your Recovery Program**

A recent article in a well-known Disaster Recovery magazine addressed how to respond to inquiries about the current state and capabilities of your BCP program. I divide inquiries into two categories; inquiries from those companies doing a cursory check that a BCP program exists at your company and those inquiries where your organization has been deemed a "critical supplier".

FOR INQUIRIES IN THE CURSORY CHECK CATEGORY:

We suggest that you have a 1 page summary of your program highlighting its capabilities. This statement of capabilities could be located on your corporate website for easy reference.

FOR THE CRITICAL SUPPLIER CATEGORY: If the inquirer has a knowledgeable BCP Office, they are going to want to determine your true capabilities. As a consultant to critical infrastructure organizations, I guarantee you we make sure we get full disclosure from vendors. We make sure no "vaporware" exists and that the program is executable; requesting the appropriate documents (e.g., plans, exercise results, etc.) and interviews. Be prepared for these inquirers to review plans, strategies, and request participation in your recovery exercises. A comprehensive BCP fact guide that highlights program components will save you lots of time. As the song goes, "If you wanna be with me, you better have a BCP program".

As I have long stated, a proven BCP program is a competitive advantage in today's marketplace.

• **MHA In The News**

06/13/2007: MHA Retained by Large Insurance Company to Facilitate Mock Disaster

06/12/2007 : MHA's Contract with Az's 8th Largest City Expanded to Include BCP Testing and Maintenance

06/04/2007 Michael Herrera speaks to Az Emergency

Managers on state of corporate America BCP readiness

- **SPECIAL OFFER - BCP Current State Assessment Service**

As a value add to its existing and prospective customers, MHA is offering its Current State Assessment (CSA) service at a discount. This assessment includes 1.5 days of consulting time to evaluate your enterprise recovery program, determine its current maturity level and document a management report with findings/recommendations, and roadmap for action. This valuable service provides you with the tool to measure your maturity on an ongoing basis. Turn ideas into action, contact us today!

:: herrera@mha-it.com

Our Price: Call Us Today

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