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IT & BCP Expresso - Keeps You UP to Date

December 2006

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Calendar of Events

March 2007 MHA sponsors the Mock Disaster Exercise at the Spring World DRJ Conference in Orlando Florida. Visit www.drj.com.

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

Happy Holidays!

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.

• A Conversation with Michael Herrera CEO of MHA Consulting

BCP Expresso: Are you seeing a greater focus on BCP in post 9-11 corporate America?

MH - We get asked this question all the time. I would say "yes" and "no". Too many companies don't see an immediate return on investment on BCP so there is limited to no emphasis at all in regards to BCP. We also visit companies where a recovery program has been operational for years, significant dollars have been spent and the ability to recover the business is non-existent. In other companies, other priorities arise, and companies feel they have already invested enough in business continuity projects. Some companies take the approach that disasters won't happen to them. So, my answer would be that BCP is not being universally appreciated by corporate America; some companies are proactive and better prepared than others, others have nothing in place and some don't have a clue as to what is going on within their own organizations.



BCP Expresso: What industries do you see improving with regards to BCP?

Florida.

This Month's BCP Reminders

Have you scheduled your Crisis Team exercise? Have you reevaluated your current BCP maturity level? Is your program roadmap updated for 2007?

If your answer is no, you can't remember or its been more than a year ago, contact MHA Consulting today to see how we can help.

[Disaster Recovery Journal Conference Information](#)

Quick Links...

- **[MHA Consulting](#)**

MH - Healthcare is recognizing the need for real time recovery of their information systems just like the financial industry did in the 1990's when they moved from paper to robust technology platforms. The drawback right now is that hospitals lack management and financial backing to make this happen sooner rather than later. Very soon, this industry will be required to have the recovery capability of today's leading financial institutions as they continue migrating to the Electronic Medical Record (EMR).

BCP Expresso: What is the difference between BCP programs that succeed and those that fail?

MH - Very simply, it comes down to two (2) words, "action" and "innovation". Successful programs are the ones where BCP Managers don't wait for the perfect plan. Instead, they document plans, strategies and exercise their recovery steps (or plans) on a regular basis. They also look to innovative solutions that will meet their needs over time, not necessarily trying to bite off more than they can chew all at once.

BCP Expresso: What will the leading BCP Programs of tomorrow look like?

MH - Tomorrows BCP programs will have a number of characteristics including:

- A multi-disciplinary risk management team
- Proactive enterprise response capability
- Regular and comprehensive training, testing and education
- BCP is part of the corporate culture
- Management deems BCP as a competitive advantage
- Metrics are in place to continually measure the maturity and recovery capability of the program

• **Forecasting Your Recovery Exercises**

Have you forecasted what you are testing over the next 12 to 24 months?

Forecasting your recovery exercises ahead of time is crucial to improving the ability to recover over time. There has to be a method to your madness versus using the shotgun approach. For example, in forecasting technical recovery exercises, we recommend that all computer systems are first tested in standalone mode, then tested in integrated fashion with its primary interdependencies and finally tested as part of a complete business process. Our recovery exercise forecast process takes this into account and plans it out over time.

The tangible and intangible costs of testing (e.g., T&E expense, time away from office, impact to production operations, etc.) require that the BCP Office have a rhyme and reason for exercising its recovery strategies and plans

with the biggest reason being the need to improve its recovery mechanism in a structured, organized manner that has an "end in mind".

• MHA In The News

12/10/2006 MHA Retained By Leading Movie Theatre Chain

12/04/2006 MHA Retained by Henkel USA for Crisis Management Training and Mock Disaster Exercises

11/27/06 MHA Retained to Develop Business Recovery Plans for Regional Hospital in Columbus OH

10/1/2006 MHA retained by Arizona's Leading Manager of Renewable Water Supply to Refresh Its BIA

10/1/2006 MHA Hires Al D'Errico as Director of Operations & Business Development

• Want More Information? Need Training? Need a Speaker? Have a Question?

MHA regularly provides training classes and speaks to groups on the subject of BCP and Information Technology trends.

Contact Al D'Errico at derrico@mha-it.com or 602-821-1486 for immediate support and answers.

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