

[<Back](#) [Print](#)

IT & BCP Expresso - Keeps You UP to Date

May 2007

In This Issue

[Calendar of Events](#)

[Is Your BCP Process
Ready for an Audit?](#)

[Leading a Team in a
Crisis](#)

[MHA In The News](#)

[Want More
Information? Need BCP
Services? Need a
Speaker? Have a
Question?](#)

Calendar of Events

June 2007 Michael Herrera speaks at the Arizona Emergency Services Association (AESA) conference held June 6-7 in Phoenix, Arizona.

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

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.

• Is Your BCP Process Ready for an Audit?

A recent Harvard Business Review article (see April 2007) discussed Process Audits using a tool called the Process and Enterprise Maturity Model (PEMM). I found the model to be applicable to BCP programs whether they are in their infancy or at a high level of maturity. For those of us who want our **BCP Process** to become more mature - in other words, the process is capable of delivering higher performance over time. To make that happen, companies must have two kinds of characteristics: **process enablers**, which pertain to individual processes and **enterprise capabilities** which apply to entire organizations.



Five Process Enablers

1. **Design** - The comprehensiveness of the specification of how the process is to be executed.
2. **Personnel** - The people who execute the process, particularly in their skills and knowledge.
3. **Owner** - A senior executive who has responsibility for the process and results.

Florida.

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

This Month's BCP Reminders

Have you performed a Building Evacuation Drill? Have you held a call out exercise to validate contact information? Is it time to update your BIA and or Risk & Threat Assessment?

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...

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4. **Infrastructure** - Information and management systems that support the process.
5. **Metrics** - The measures the company uses to track performance.

Four Enterprise Capabilities

1. **Leadership:** Senior executives who support the creation of the processes.
2. **Culture:** The values of customer focus, teamwork, personal accountability, and a willingness to change.
3. **Expertise:** Skills in, and methodology, for process redesign.
4. **Governance:** Mechanisms for managing complex projects and change initiatives.

It is important to note that this maturity model is focused on the process itself, not on whether or not your program can recover the business.

• **Leading a Team in a Crisis**

Leading a team during a crisis is much different than leading a team when the sky is blue and the birds are chirping. Your leadership style in a crisis will be quickly mimicked by your fellow team members. You must instill confidence amongst fellow team members in your ability to guide them through an event. Crisis Management Team Leaders do not have to change their management styles but understand a well defined protocol will lead to consistently effective and efficient crisis management operations. Components of a solid protocol include:

1. **Standardized Briefings and Reporting** - Consistently following a standard method to brief and update the team ensures dissemination of information is consistent throughout the event.
2. **Decision Making** - A standardized thought process is used to make the best possible decisions versus "off the cuff" conclusions.
3. **Information Sharing** -Team wide communication is facilitated to ensure all team members share input.
4. **Looking Ahead** - The team anticipates issues that may transpire based on their decisions.
5. **Focus** - Keeping the team focused on the most critical issues at hand.
6. **Humor** - Using humor at the appropriate times to break the ice and keep the team loose.

I have played competitive golf for over 25 years and during times of tournament pressure I stay focused on the protocol of my pre-shot routine to ensure the best possible shot will result. Crisis Management Team Leaders need to practice like they will play in a real event, take mock

disaster exercises seriously and develop a consistent protocol that will ensure the best possible result for their team and business.

- **MHA In The News**

3/23/2007: MHA Facilitates Mock Disaster Exercise for 200 Planners at the Spring World DRJ Conference

03/15/2007 : MHA Retained By Health Alliance in Urbana Illinois

03/1/2007: MHA Retained by Arizona's 8th Largest City

- **Want More Information? Need BCP Services? Need a Speaker? Have a Question?**

:: herrera@mha-it.com

For additional information, contact MHA Consulting at info@mha-it.com.

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MHA Consulting, Inc. | 23425 N. 39th Drive | Suite 104, PMB 96 | Glendale | AZ | 85310