

# CPM™ Global Assurance

Integrating Business Continuity, Security, and Emergency Management

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“ Many of life's failures are people who did not realize how close they were to success when they gave up. ”

— Thomas Edison

CPM Global Assurance is a monthly subscription-based newsletter. It addresses the strategic integration of business continuity, security, emergency management, risk management, compliance and auditing to ensure continuity of operations in business and government — all within the context of good corporate governance. To subscribe to this unique resource, please fill out and fax back the subscription coupon on the back page.

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## CPM 2005 WEST Highlights *The Future is Convergence*

Calling for a three-part strategy on how to deal with the growing threat of terrorism worldwide, U.S. Army (Retired) General Barry McCaffrey encouraged the 700+ delegates attending CPM 2005 WEST opening ceremonies to increase their vigilance over the coming months. Speaking at The Mirage in Las Vegas, Nevada for CPM's



11th conference and exposition, McCaffrey told the audience that international law enforcement and transnational cooperation, military deterrence on multiple levels, and rigorous homeland security efforts will help keep America ready to deal with possible terrorist activity. He recommended that before America launches a focused, unilateral military response in response to a terrorist act, the country should first exhaust all possible diplomatic, economic and legal options. He also advocated the need for stronger homeland forces, particularly the National Guard and Coast Guard, as our first lines of defense against an aggressor. And he also came out in support of national identification cards, similar to those being proposed in the United Kingdom, but cautioned that this particular program could take upwards of ten years for implementation.

During the luncheon keynote, Bill Boni, Chief Information Security Officer for Motorola, Inc., told the audience how he has been able to leverage his previous work in the military, law enforcement and intelligence to prepare him for his work at Motorola. Citing the challenges he faces driving the message of infosecurity throughout Motorola, he described three types of people he faces: badges - corporate security people, typically with a military or law enforcement background; bytes - technical types who typically focus on information confidentiality, integrity, and availability; and beans - financial staff who often address risk management issues. Getting these different groups to acknowledge the need for convergence and collaboration is among his biggest challenges.

Among the informative session topics were Public/Private Sector Rules of Engagement, Use of K-9s in Narcotics, Explosives and Stowaway Detection, and Succession Planning; The Elephant in the Conference Room is a People Issue. These were in addition to popular sessions like the Disaster Simulation

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Exercise and the Business Continuity Tutorial. Opening ceremonies for the exhibit area featured a wine-tasting festival that was enjoyed by all the delegates.

Delegates who attended Wednesday's Disaster Simulation Exercise were treated to a fast-paced scenario, organized by Attainium Corp. Over 100 professionals had their skills challenged with an exercise that didn't let up until the last minute. During the day, featured educational sessions included Supply Chain Continuity - Are You Prepared?, Corporate Governance - What C-Levels Need to Know, and America's Leadership in Crisis in the Post-9/11 Era. Case studies included Sarbanes Oxley Fuels Business Continuity at GMAC Commercial Holdings and Challenge in the South: Islamic Insurgency in Southern Thailand. Capping off a busy, information-packed day was CPM's popular Networking Reception, where conference delegates had a chance to enjoy some fabulous food and refreshments, plus exchange ideas and strategies with fellow professionals.

The final day of CPM 2005 WEST started off with a bang with the popular prize raffle, where over a dozen exciting prizes were presented to conference delegates. Educational session highlights included Designing the Successful Exercise, Cyberterrorism: How America Deals With It, and The Case for a Chief Continuity Officer, plus an intriguing case study, Choosing BCP Software: One Organization's Story. But even as the vendors began to close down and pack their booths, CPM WEST still had one more trick up its sleeve. America's Master of Hot Sites, Ted Brown, president of KETCHConsulting, provided the first-of-its-kind Hot Site Extravaganza, featuring sessions addressing key aspects of the hot site experience, such as How to Create a Hot Site RFP, and Human Concerns of Hot Site Operations. Now that CPM 2005 WEST is history, get ready for CPM 2005 EAST, which will take place November 2-4 at the Gaylord Palms Hotel in Orlando, FL. Registration opened June 1 and SUPERSAVER pricing is available. As before, you can take advantage of certification activities with DRI International (DRII), University of Richmond, Business Continuity Institute (BCI), United Security Group (USG), and the International Association of Emergency Managers (IAEM). Visit [www.contingencyplanningexpo.com](http://www.contingencyplanningexpo.com) to register. Once again, CPM thanks all its exhibitors, speakers, and of course all the great delegates who attended CPM 2005 WEST. Next stop - Orlando! ■

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## NIST Publishes World Trade Center Collapse Study

The National Institute of Standards and Technology (Gaithersburg, MD) recently presented an analysis of how the World Trade Center towers collapsed after the terrorist attacks on September 11th, 2001. The study is the most detailed examination of a building failure ever conducted, and featured the probable collapse sequences, which are supported by extensive computer modeling and NIST evidence. <http://wtc.nist.gov>

## DHS Provides New Grants to Protect Transit Systems...

The Department of Homeland Security recently announced \$141.6 million in transit security grants. The Transit Security Grant Program (TSGP) provides for the protection of regional transit systems and the commuting public from terrorism, especially explosives and non-conventional threats. The Department is also awarding \$6.3 million to Amtrak through the Intercity Passenger Rail Security Program (IPRSGP) for security enhancements for intercity passenger rail operations in the Northeast Corridor and at Amtrak's hub in Chicago, Illinois. [www.dhs.gov](http://www.dhs.gov)

## ...and Publishes Interim National Preparedness Goal

DHS also recently published the Interim National Preparedness Goal, which will guide federal departments and agencies, state, territorial, local and tribal officials, the private sector, non-government organizations and the public in determining how to most effectively and efficiently strengthen preparedness for terrorist attacks, major disasters, and other emergencies. The Goal establishes readiness priorities, targets, and metrics. Visit <http://www.ojp.usdoj.gov/odp/assessments/hspd8.htm> for more details.

## NSF Launches Research into Long-Term InfoSec Solutions

The U.S. National Science Foundation (Arlington, VA) has announced a five-year \$19 million program to research and develop long-term solutions to information security threats. The plan creates a new Science and Technology Center that will bring together researchers with a strong background in security research from eight academic institutions along with industrial and government partners. [www.nsf.gov](http://www.nsf.gov)

## Study – Nuclear Waste at U.S. Plants at Risk of Attack

The National Academy of Sciences (Washington, DC) recently said that nuclear waste at 103 U.S. reactors is at risk from a terrorist attack that could trigger an inferno and release large quantities of radioactive material. But a study by the group said it would be hard to stage such an attack, and terrorists had little chance of stealing enough spent nuclear fuel from a plant to produce a radiological – “dirty” – bomb, a concern expressed by Congress, which ordered the report. The study's release coincided with TOP OFF-3, a recent exercise that tested the readiness of officials, companies and citizens in case of a terrorist attack. [www.nationalacademies.org](http://www.nationalacademies.org)

## Study – Southern California Tsunami Scenario

A new University of Southern California (Los Angeles, CA) study found that the potential damage from a tsunami in Southern California could range from \$7 billion to as much as \$42 billion. The report is the first attempt to calculate possible losses from tsunamis, as opposed to earthquakes, in the Southern California area. The study assumed four possible scenarios, of increasing severity. In scenario one, losses were confined to

inundated areas, with no freeway links closed, and no crippling damage to the ports of Los Angeles/Long Beach. The following three scenarios assumed escalating problems, with a worst case being closure of critical freeway links and the ports for one year, forcing the shipment of \$83 billion in exports now going through these facilities elsewhere. The text of the article is at

[http://viterbi.usc.edu:81/pdfs/unstructured/news/2005/2005\\_03\\_28\\_socalTsunami2.pdf](http://viterbi.usc.edu:81/pdfs/unstructured/news/2005/2005_03_28_socalTsunami2.pdf)

## InfraGard Announces Business Continuity Meeting

The New York City Chapter of InfraGard, a professional organization that focuses on homeland security, is holding a one-day conference to brief members on business continuity and disaster recovery issues. The event will be held June 21 at 26 Federal Plaza. For more details and to register, please see <http://www.nym-infragard.us>.

## Aladdin Sees Dramatic Increase in Email Traffic with Outbreak of Win32.Sober.s

Aladdin Knowledge Systems Ltd. (Chicago, IL) recently announced that its Content Security Response Team (CSRT) identified the Win32.Sober.s worm as a medium to high risk for corporate networks worldwide. Win32.Sober.s is a mass-mailing worm that continues to quickly infect computers throughout the U.S. and Germany by disguising itself as a message from the FIFA soccer organization. Spam amounts remain the same but its relative share falls to 60 percent while legitimate emails are just 9 percent. This is a dramatic increase in virus activity, with figures from a few days ago indicating that 65-70 percent of emails were spam, 10-15 percent were viruses, and 20-25 percent were legitimate email. [www.aladdin.com](http://www.aladdin.com)

## Six DKI Professionals Earn Certified Restorer Certification

Disaster Kleenup International, Inc. (Bensenville, IL), a network of independent property damage restoration contractors, recently announced employees from six DKI member companies earned Certified Restorer (CR) certification at the Association of Specialists in Cleaning and Restoration (ASCR) convention held in Palm Springs, CA in March. The new CRs are Jeff Bence of United Services DKI in Griffith, IN; Gerry Burke of Disaster Kleenup Serving Treasure Valley in Nampa, ID; Tony Esla of RestoTech in Signal Hill, CA; John Kray of Compleat Restorations in Ephrata, PA; Kevin Lahey of Four Star Cleaning & Restoration in Fremont, CA and Chris Silliman of First Restoration Services in Fletcher, NC. [www.disasterkleenup.com](http://www.disasterkleenup.com)

## AmeriVault Cites Recent Backup Tape Losses...

AmeriVault Corp. (Waltham, MA), a provider of data protection services, recently issued a position statement in response to several recent, public instances of backup tape loss by several organizations. These instances have compromised personal consumer information and jeopardized the longevity of the affected organizations. Companies can prevent such instances by using disk-to-disk based backup, through which no backup tape exists or changes hands. In addition, solutions like online backup or electronic vaulting offer an additional layer of protection because they utilize government grade encryption to ensure, that in the slim chance such data falls into the wrong hands, the data is inaccessible.

## ...And Launches Sales Agent Program

AmeriVault also launched their new AmeriVault Agency Program which

helps independent sales professionals sell AmeriVault data recovery solutions and services. Motivated professionals can tap into the \$3.5 billion market backup and recovery market, which is growing largely in part to regulations such as Sarbanes-Oxley and HIPAA. [www.amerivault.com](http://www.amerivault.com)

## ATEN Technology Partners with NetBotz

Recently, ATEN Technology, Inc. (Irvine, CA), a provider of KVM (keyboard/video/mouse) and remote connectivity solutions, announced a partnership with NetBotz (Austin, TX), a manufacturer of security and environmental monitoring hardware and software, to integrate ATEN's remote data center management offerings with NetBotz IT infrastructure monitoring and alerting solutions. This combination of NetBotz's proactive monitoring and ATEN's remote remedial response technologies will help IT managers avoid unplanned downtime, improve business continuity, and reduce the time and costs of recovery, particularly for unmanned and/or lights-out sites. [www.netbotz.com](http://www.netbotz.com); [www.aten-usa.com](http://www.aten-usa.com)

## Luminex Joins StorageTek TekAlliance Partner Program

Luminex Software Inc. (Riverside, CA), a developer of mainframe connectivity products, and StorageTek (Louisville, CO), a provider of enterprise information lifecycle management, recently announced that Luminex's Virtual | BLUE™ 3990 control unit has been certified interoperable with StorageTek FlexLine™ online storage systems for native mainframe direct access storage device (DASD) connectivity. As a result, Luminex has become a new member of the StorageTek TekAlliance™ Partner Program. [www.luminex.com](http://www.luminex.com); [www.storageetek.com](http://www.storageetek.com)

## Report – Global Auto-ID Market To Reach \$28.9 Billion by 2010

With globalization, the need for unrestricted movement of people and goods across political boundaries has continued to increase. However, after the 9/11 attacks in the U.S., concerns for security are also becoming paramount. To minimize the potential for potentially dangerous individuals to cross borders, it is desirable to have technology that can effectively, yet unobtrusively, identify these people. Auto-ID technologies address this scenario. According to a soon-to-be-released report, *RGB-315 ID Technologies*, from Business Communications Company, Inc. (Norwalk, CT), the global auto-ID market is estimated to be worth approximately \$13.9 billion in 2005, and is expected to grow at an AAGR (average annual growth rate) of 15.8% to reach approximately \$28.9 billion by 2010. The report costs \$3,950. [www.bccresearch.com](http://www.bccresearch.com)

## Community Alert Network Partners with EnvoyWorldWide

EnvoyWorldWide (Bedford, MA), a provider of enterprise notification services, and Community Alert Network, Inc. (Albany, NY), which developed the world's first telephonic emergency notification service, have announced a strategic partnership that combines their respective expertise to deliver the most robust notification solution for public safety. CAN incorporated EWW's EnvoyXpress API to leverage the features and user experience familiar to CAN users with the scalability of the EnvoyXpress Communications Platform. [www.can-intl.com](http://www.can-intl.com); [www.envoyworldwide.com](http://www.envoyworldwide.com)

## ESS and SAIC Team on Advanced Emergency Exercise Simulations

ESS (Tempe, AZ) and SAIC (San

Diego, CA) recently announced a teaming agreement where ESS will be selling and distributing SAIC's Automated Exercise Assessment System (AEAS) nationwide.

Developed by a team of SAIC scientists and homeland security experts, AEAS is a PC-based simulation that offers training and exercises for the emergency response community. Organizations can use it to work on their Incident Command System (ICS) and Emergency Operations Center (EOC) procedures. The system also has a platform that allows emergency responders to interact with dynamic models in scientifically validated scenarios that are created based on their input. All actions are recorded and

participants receive continuous feedback throughout the exercise. [www.ess-home.com](http://www.ess-home.com); [www.saic.com](http://www.saic.com)

## ITAC Announces Research Study

ITAC (Scottsdale, AZ), the Telework Advisory Group for WorldatWork, has produced a publication, "Exploring Telework as a Business Continuity Strategy: A Guide to Getting Started," to instruct organizations on how to survive disasters. The 100+ page report provides eight detailed steps on how to incorporate telework as part of an organization's business continuity strategy. In addition the report describes technology solutions that enable people to work remotely at anytime, and pro-

vides strategies for federal agencies to survive disaster. The report provides case studies of organizations that have effectively incorporated telework into their continuity plans.

[www.workingfromanywhere.org](http://www.workingfromanywhere.org);  
[www.worldatwork.org](http://www.worldatwork.org)

## ACP Announces New Chapter; Membership Passes 1500

The Association of Contingency Planners (ACP), an organization for professionals in the field of business continuity, recently announced its newest chapter, located in Richmond, VA. The association also announced that its membership nationwide has exceeded 1500. ■

## International News

■ [www.continuitycentral.com](http://www.continuitycentral.com)

### BCI Announces International National Rehearsal Day

The Business Continuity Institute (Reading, UK) has announced a new initiative, known as International National Rehearsal Day, or INReD. The BCI stated that it is planning to lobby all governments and enterprises to use March 19, 2006 as a focal point for business continuity rehearsals. The Institute's vision is to have a world rehearsal, designed to highlight the importance of exercising emergency plans of all kinds. [www.thebci.org](http://www.thebci.org)

### ShaoLin Microsystems Announces New Disaster Recovery Solution

ShaoLin Microsystems (Hong Kong), a provider of enterprise Linux utility computing, recently announced a new release of a disaster recovery solution for Linux: ShaoLin InfiniCluster and ShaoLin Volume Replicator. Designed to maximize application availability and data integrity for ensuring business continuity, ShaoLin InfiniCluster and ShaoLin Volume Replicator together provide the most scalable and enterprise-class fault-tolerant solution with unique features. The system handles availability issues by maintaining system uptime, simplifying server consolidation and effectively managing applications. [www.shaolinmicro.com](http://www.shaolinmicro.com)

### Kenya Launches Business Recovery Facility

A joint venture between ContinuitySA (Pty) Limited and Kenya's Sameer ICT Group has resulted in the launch of

Kenya's first business continuity center / business recovery facility. The two firms formed a new company called Continuity East Africa to operate the facility and to provide business continuity consulting services in the country. The recovery center is located in Nairobi.

### APRA Releases Basel II Views

The Australian Prudential Regulation Authority (APRA) recently released the first of a series of discussion papers on the implementation of the new Basel II capital adequacy regime, known as the Basel II Framework, in Australia. The paper deals with the standardized approach to credit risk and proposes a new prudential standard in this area. A full suite of prudential standards for the Basel II Framework will be released for consultation in coming months. APRA expects to issue a final version in early 2007, which will then be tabled in Parliament, and the new capital adequacy regime will come into force on 1 January 2008. The discussion paper and draft standard are available on the APRA website at:

[http://www.apra.gov.au/ADI/loader.cfm?](http://www.apra.gov.au/ADI/loader.cfm?url=/commonspot/security/getfile.cfm&PageID=8504)

[url=/commonspot/security/getfile.cfm&PageID=8504](http://www.apra.gov.au/ADI/loader.cfm?url=/commonspot/security/getfile.cfm&PageID=8504)

and <http://www.apra.gov.au/Policy/Draft-Prudential-Standards-and-Guidance-Notes-for-Authorised-Deposit-Taking-Institutions.cfm>

### HP Wins \$48.5M EC Contract for Cross-Border Security

Hewlett Packard (Palo Alto, CA and Geneva, Switzerland) recently announced that it has signed a \$48.5 million contract with the European Commission in consortium with the Steria Group SCA (Paris, France) to develop two central information systems, the second generation of the Schengen Information System (SIS II) and the Visa Information System (VIS). The SIS is the world's largest border control and police information system and the

development of SIS II is an important precondition for the lifting of border controls between current members of the Schengen area and the 10 member states that acceded to the European Union in May 2004. The VIS will manage visa requests for entry to European countries of the Schengen area. HP was selected in consortium with Steria as well as two other European companies – Mummert in Germany and Primesphere in Luxembourg – to provide a high-quality technology model designed for the two information systems that offers a good value for taxpayers' money. The existing SIS, currently used by 15 EU countries, was mandated by the Schengen Treaty, an agreement signed in 1985 to end internal border controls, harmonize external border controls and allow free movement of persons in Europe. Its replacement, SIS II, will provide information on wanted persons as well as stolen vehicles, ID documents and banknotes through a database accessed by national police authorities of all participating member states. Once it is fully functional in 2007, SIS II will be more flexible than the current system and will also be able to store photographic images and fingerprints. In addition, the infrastructure of the new system will make it easier to adapt to future EU requirements. VIS is a new centrally deployed, large-scale information system that will allow member state authorities to access all visa requests for entry to Schengen area countries. It is expected that there will be more than 20 million visa requests and more than 45 million requests to check the validity of issued visas made yearly. [www.hp.com](http://www.hp.com).

## DR Funding Falters As Terrorism Fears Fade

Is this happening to you? In various parts of the world, funding for disaster recovery may be on a downward spiral now that the hysteria bubble surrounding September 11 has well and truly burst. With attention waning on the risks of terrorism, IT managers are fighting harder than ever to keep board-level executives focused on the unforeseen disasters that can obliterate company assets. Graham Penn, IDC's Asia Pacific associate vice president for storage, said while building solid infrastructure is very expensive it shouldn't have to come out of the IT manager's budget. "I believe that the IT manager needs to take this issue to the board and say 'you're responsible, it's on your neck'," Penn said. "The money should be found outside the IT budget, because at the end of the day it's a risk avoidance policy for the company." However, Koorong Books (New South Wales, Australia) CIO Rob Bootes says the reality is that disaster recovery is always going to be an IT responsibility that is always going to come out of the IT budget, so start planning. When it comes to disaster recovery, VicSuper (Melbourne, Australia) IT services manager Paul King said it is always a challenge to make sure everything is covered. "I think it's an IT expense but it shouldn't be in isolation from the rest of the business," King said. [www.idc.com](http://www.idc.com)

## Research – Businesses Feel More at Risk

Worldwide business risks increased sharply over the past three months, according to new research from the Economist Intelligence Unit based on a survey of international risk managers. The findings, which are taken from the Economist Intelligence Unit's (London, UK) new Corporate Risk Barometer, indicate that business risk increased most significantly in the U.S., the Middle East and Russia in the first quarter of 2005. The findings show firms believe business risks in the U.S. are increasing much more rapidly than in Europe or Japan. The Risk Barometer survey asks executives to indicate whether risk is increasing or decreasing in a number of major global markets. [www.eiu.com](http://www.eiu.com)

## BSP, MOF Ink Contract On SAP Disaster System

Brunei Shell Petroleum (Seria, Brunei Darussalam) and Information Technology and States Store Department (ITSS), Ministry of Finance (MOF) in Brunei reached an agreement in the IT development cooperation field to house a SAP Disaster Recovery Hot Standby System at MOF's premises. The SAP Disaster Recovery Hot Standby System is part of the companies' continuity plan to protect SAP, a crucial system that monitors all business transactions and operations, from any disasters. <http://www.bsp.com.bn/>

## UK Foreign Office Issues Philippines Terrorism Warning

The UK Foreign Office (London, UK) has revised its travel advice for Philippines. The summary now reads: "We advise against all travel to central, southern and Western Mindanao, and the Sulu archipelago including Basilan, Tawi-Tawi, and Jolo, where military and police operations against terrorist and rebel groups are continuing and where kidnappings and bombings have taken place. There is a high threat from terrorism throughout the Philippines. There continue to be threats against Western interests and there is a danger of collateral damage from terrorist attacks targeted at others. We believe that terrorists are in the final stages of planning an attack. However, attacks could occur at any time, anywhere in the Philippines." <http://www.fco.gov.uk>

## GetData's Data Recovery Product Wins National Software Award

(PRWEB) April 27, 2005 – In Australia, the national Consensus Software Award has been awarded to Recover My Files, developed by GetData Pty Ltd (Loftus, New South Wales, Australia). The product is established in Europe and Japan, and recently cracked the U.S. retail market in stores such as CompUSA, Fry's Electronics and Micro Center outlets. Recover My Files can recover more than 150 files types. [www.getdata.com](http://www.getdata.com)

## Standard Chartered Bank Goes Live with AC PriceMaster

Asset Control (London, UK), a provider of centralized data management solutions to the financial industry, recently announced that Standard Chartered Bank, a leading international bank, has begun using AC PriceMaster, the Asset Control solution for market risk data. From four main offices in London, New York, Singapore and Mumbai, the system manages market data and supports risk analysis for 47 countries in North America, Europe, Asia and Africa. The implementation was completed in six months. AC PriceMaster generates risk factors and curves, and also standardizes and consolidates market data. The data is sourced from multiple vendor feeds and internal price assessments for a range of derivatives, bonds, and foreign exchange instruments. [www.asset-control.com](http://www.asset-control.com)

## Multilingual Internet Presence Critical in Today's Competitive Markets

According to Kwintessential (London, UK), a leading provider of cross cultural communication services, having and marketing a foreign language website is a "must" for companies wishing to go global. The company is offering multilingual website design and search engine marketing as part of its product line. Recent findings from Nielsen/NetRatings suggest that Internet expansion in countries such as the U.S.A, the U.K. and Germany is largely flat. Conversely, Hong Kong, China, France, Russia, Japan and Italy have all seen an annual increase in internet use ranging from between 10%-25%. "Companies wishing to capitalize on foreign markets should factor a multilingual website into their marketing strategy," said Kwintessential's director, Neil Payne. To learn more about the new multilingual website design service visit: <http://www.kwintessential.co.uk/multilingual/website-design.html>  
<http://www.kwintessential.co.uk>

## GLOBAL ASSURANCE PRODUCTS

**Correction:** In the May issue of Global Assurance, Products section, on page 9, the web site for Zandar Technologies was misspelled. The correct web site address is [www.zandar.com](http://www.zandar.com).

### VoiceGard Launches Voice Recovery Solutions

VoiceGard (Cherry Hill, NJ), a provider of voice communications recovery solutions recently introduced their Voice Recovery Plan. The product is available via an interactive web portal that guides organizations in developing a comprehensive recovery plan. VoiceGard uses a voice over IP (VoIP) based network that routes business calls to any predetermined location. The company also provides assistance in developing a telecommunication recovery plan, which is accessible through an interactive web-based portal. <http://www.voicegard.com>

### SurfControl Takes On Network-Wide Spyware

SurfControl (Scotts Valley, CA), a provider of security systems, has announced Enterprise Threat Shield, a new product that thwarts spyware and other malware threats plus helps enforce corporate controls for applications such as instant messaging. Enterprise Threat Shield has four layers of scanning for malicious applications, including WriteWatch, which checks writes to local storage. Other key features include centralized deployment and reporting that dovetails with LDAP and Active Directory, as well as other directory services; Custom Threat Shield, for building custom databases; and the ability to create policies for music and video file management. Enterprise Threat Shield costs \$30 per user per year in deployments of 100 users; the price drops to \$17

per user per year for a 1,000-user installation. [www.surfcontrol.com](http://www.surfcontrol.com)

### Vonage Inks Deal For VoIP Monitored Security Systems

Home security vendor Alarm.com (McLean, VA) and voice over IP (VoIP) provider Vonage Holdings Corp. (Edison, NJ) have completed a joint marketing agreement to offer broadband VoIP subscribers telephony-independent monitored security systems. Customers will be able to subscribe to Vonage through their Alarm.com dealers. Alarm.com is promoting an Alarm.com/Vonage "TomorrowTech" bundle that it claims will save customers enough on telephone service to cover the expense of security monitoring. In addition, the company is offering existing Vonage customers three months of free security monitoring service when they order a security system. [www.alarm.com](http://www.alarm.com); [www.vonage.com](http://www.vonage.com)

### Blue Coat Introduces Anti-Spyware Appliance

Blue Coat Systems (Sunnyvale, CA) has announced a new spyware-blocking appliance for networks of 1,000 users or less. Spyware Interceptor repackages the company's enterprise-level security appliance, removing technology not having to do with spyware defense and adding a graphical user interface for management. The appliance, which takes about 15 minutes to install, incorporates several spyware-fighting technologies, including filtering by category, white- and blacklisting, file type identification, port monitoring, and scanning outbound connections. Now available, appliance pricing starts at \$2,295 for up to 1,000 users, plus a \$695 per year subscription for support and updates. [www.bluecoat.com](http://www.bluecoat.com)

## GLOBAL ASSURANCE PRODUCTS

### **New Safety and Homeland Security Labeling System**

K-Sun Corporation (Somerset, WI), a provider of electronic labeling machines since 1978, has announced its new LABELShop 2010-PC with MaxiLabel® V2 software. The product focuses on the design and printing of safety identification labels and homeland security symbols in-house and on-demand. MaxiLabelV2 Software includes more than 500 ANSI safety symbols for making OSHA-compliant safety labels and small signs. It also contains over 600 general industrial, business, and office symbols for more informative labels. For emergency mapping and training, a special software library is available with over 500 new Homeland Security Symbols, terms, and definitions. [www.ksun.com](http://www.ksun.com)

### **CNT Unveils New Physical Layer Switch**

CNT (Minneapolis, MN), a provider of storage networking solutions, recently announced the UltraNet Connectivity System (UCS) 2900, which supports a variety of network topologies and facilitates improved network availability and reduced operational costs for customers. The UCS 2900 lets customers remotely monitor, test and instantly reconfigure their physical infrastructure. Its automated "electronic patching" capabilities mean that once equipment is connected, the cables will never need to be manually relocated again. The UCS 2900 utilizes a three-stage, circuit switch design that supports a broad range of copper and fiber optic interfaces, including Gigabit Ethernet, FICON, Fibre Channel, ESCON, ATM, SONET as well as legacy network technologies. [www.cnt.com](http://www.cnt.com)

### **Lakeview Technology Launches MIMIX Enhancements**

Lakeview Technology (Oakbrook Terrace, IL), a provider of infrastructure software, recently announced enhancements to its MIMIX® dr1™ no-journaling recovery solution and the launch of its new QuickStart Program. MIMIX dr1 combines key features of disk- and tape-based backups into one solution, and enables small and mid-sized businesses to reach data protection goals and minimize planned downtime. The QuickStart Program, free with all new installations of MIMIX dr1 and qualified trials, provides convenient, quick implementation to get users into production faster with less effort. Both products are now available. [www.lakeviewtech.com](http://www.lakeviewtech.com)

### **Resultor Launches Corporate Compliance Product Suite**

Resultor LLC (San Francisco, CA), a provider of corporate compliance and performance improvement products, recently announced the Resultor Enterprise Compliance™ product suite as the cornerstone for an effective compliance and ethics program. The suite of

products helps organizations promote a culture that encourages a commitment to ethical and legal practices and empowers them to achieve better results and higher shareholder value. Offered as a hosted or installed solution, Resultor Enterprise Compliance™ includes Policy Center™, which promotes ethical conduct through communication, management and acknowledgment of policies; Direct & Confidential®, which encourages anonymous disclosure and discovery of issues; and Case Manager™, which provides comprehensive case management, reporting, oversight and documentation. [www.resultor.com](http://www.resultor.com)

### **Authoria Adds New Capabilities to HR Products**

Authoria, Inc. (Waltham, MA), a provider of Human Capital Management (HCM) solutions, has announced new versions of its Authoria Advisor™ Series, including Performance Advisor™ and Compensation Advisor™ 7.0.3., Manager Advisor™ 1.1.1, and Employee Advisor™ 4.2.2. The Authoria Advisor Series includes performance and compensation management, succession planning, and benefit and policy communication while providing just-in-time knowledge and coaching for managers and employees. [www.authoria.com](http://www.authoria.com)

### **Ontrack Introduces PowerControls™ Version 3.10**

Ontrack Data Recovery (Minneapolis, MN), a provider of data recovery products and services, recently announced availability of Ontrack® PowerControls™ 3.10 software, the newest version of its mailbox recovery tool. This upgraded version helps Microsoft® Exchange administrators save time and deliver better recovery performance with enhanced searching capability and now includes expanded email system support for users of Hewlett-Packard's OpenView Storage Data Protector Backup Format. PowerControls is used by IT professionals to quickly and easily search, copy and restore message-level or individual mailbox items from any previous full backup, un-mounted databases and Information Store files. PowerControls 3.10 is available starting at \$950 for 100 mailboxes. [www.ontrack.com](http://www.ontrack.com)

### **MIR3 Announces New Web Services Interface**

MIR3 (San Diego, CA), a developer of emergency notification systems, recently announced inWebServices, a new Web services interface that is built on open standards including J2EE, XML, and a SOAP 1.2 API to help speed application development. inWebServices can enhance and extend the communication abilities in any application, such as IT monitoring, facilities management, human resources, disaster recovery/business continuity, scheduling software, CRM, or call center, that requires the ability to quickly and

## GLOBAL ASSURANCE PRODUCTS

efficiently notify groups of individuals about an event, disaster, emergency or urgent business issue. inWebServices sends urgent notifications, via text or voice, to and from any device including landline telephone, cell phone, email, pager, Blackberry, SMS, fax and satellite phone. The new system is available now. [www.mir3.com](http://www.mir3.com)

### Vexira Unveils Antivirus Suite for Linux Email, Spam, and Spyware

Central Command (Medina, OH), a provider of antivirus solutions for businesses and educational institutions, recently announced Vexira<sup>®</sup> Antivirus for Mail server with upgraded antivirus, antispam, and spyware protection. This new all-inclusive email security suite increases the total content protection ability of Vexira on Linux-based email servers. It can directly integrate with many email systems or can act as its own SMTP relay server to shield the email server itself from attack. It is specifically developed for high volume and high reliability for email service providers and enterprises that require extended service and security levels along with best-of-breed technology. Vexira is priced per domain, per server for organizations with less than 6,000 total email accounts. Pricing starts at \$299.95 for a single domain, single server license. [www.centralcommand.com](http://www.centralcommand.com)

### Binary Research International Announces Universal Imaging Utility 2.0

Binary Research International (Milwaukee, WI) recently announced the Universal Imaging Utility 2.0 (UIU), a solution for those needing to maintain, upgrade, clone and deploy hundreds or thousands of different computers within an enterprise environment. Loading in a clean hard drive image can be the fastest and best way

to clean up computers compromised by viruses, spyware, bad drivers, bad data, etc. The UIU 2.0 works with leading hard drive cloning and data backup solutions such as Symantec Ghost, Drive Image Pro and the Altiris Migration Suite. UIU is used immediately prior to creating a base image file of a Windows XP or 2000 computer and provides the user with a single executable image that can be deployed, via cloning software, to any Windows XP or 2000 computer, regardless of the manufacturer make, model or configuration. Licensing for UIU 2.0 is per seat and based on the number of computers that receive a UIU image. Pricing starts at \$19.00 per seat for up to 99 computers and decreases to \$8.60 for 5,000 or more licenses.

[www.binaryresearch.net](http://www.binaryresearch.net)

### New Power Solutions from Emerson Network Power

Emerson Network Power (St. Louis, MO) recently introduced the Liebert FPC and FDC, new power distribution systems that add new features to the Liebert Precision Power Center and Liebert Remote Distribution Center, while also repackaging these systems in a standard 19-inch Foundation rack. The Liebert FPC has been enhanced with a top cable exit, more subfeed breakers and four inline panelboards in the 47-inch model. Rear panelboards simplify installation, IR scanning and maintenance. Managing power is easy with status information available from local and remote monitoring. The company also announced its NterpriseIP<sup>™</sup> Solution, designed to offer the ability to implement "six-nines" backup power needed to protect critical VoIP infrastructures from costly failures, all in one plug-and-play solution.

[www.liebert.com](http://www.liebert.com); [www.emersonnetworkpower.com](http://www.emersonnetworkpower.com); [www.GoToEmerson.com](http://www.GoToEmerson.com)



## 3n Issues Hurricane Preparedness Checklist

National Notification Network (3n), based in Glendale, CA, a provider of emergency mass notification systems, recently released a checklist to help organizations update their business continuity plans in preparation for the hurricane season, which officially started June 1.

- 1. Verify contact paths:** Establish a routine "checkpoint" to ensure all employee contact information – home phone, cell phone, pager or email – is completely up to date.
- 2. Conduct regular tests:** Create an emergency notification business card with instructions for administrators and employees on how to use an automated notification system, assuming one is in place. Also, ensure that all employees know what to expect and how to respond to a notification.
- 3. Create instructions in advance:** Pre-record emergency evacuation instructions so that they can be quickly disseminated during a crisis. Prepare post-hurricane instructions, including recovery plans, action time frames, and other vital information.
- 4. Confirm "roll call" capabilities:** Ensure that an automated notification system has tracking capabilities that will confirm employees are safe.
- 5. Use a hosted notification system:** An automated notification system should be geographically dispersed, e.g., not housed in or near your office, and should ensure that emergency communications will be "hurricane proof." ■

[www.3nonline.com](http://www.3nonline.com)

## Ensuring Internet Connectivity

■ By Daren French

As business continuity professionals, you design and implement management processes to ensure that your organization continues to operate at a high performance level even during unforeseen events that threaten to interrupt operations. But does your organization have a similar contingency strategy when its Internet connection goes down?

Many organizations' business continuity models lack a component that addresses what to do when Internet access is lost. At first glance, it might not seem like a major issue: Internet connectivity outage rates have improved as technology has become more robust, and the annual average connection uptime is 99.6 percent for organizations with T1 Internet connections, according to a Comdisco/BellSouth/Oracle vulnerability study.

It's that 0.4 percent, however, that causes problems. This tiny percentage translates into 35 hours of downtime each year, according to the study. And with downtime costing between \$250-500 per hour, this means small and medium-sized business will lose, on average, at least \$10,000 each year because of Internet downtime.

In addition, the report stated that one in four companies experienced a network outage with a median downtime of eight hours. About one-quarter of these outages lasted more than 24 hours. This can result in huge income losses for companies that rely upon Internet connectivity for mission-critical business operations.

### A Backup Solution

Fortunately, a new generation of network continuity solutions is addressing the problem of Internet service connectivity downtime. A growing number of businesses of all sizes are buying backup Internet connection services, often referred to Redundant Internet Service Connectivity (RISC) solutions.

RISC solutions provide a remarkable 99.999 percent (five nines) uptime for T1 networks, making critical downtime events rare. In the event that the primary network connection fails, the RISC service automatically reroutes network traffic to one or more backup Internet connections.

But RISC solutions go beyond basic Internet access redundancy. They also increase network security and facilitate data load sharing between the main network and the redundant backup during normal operations.

To ensure network security, RISC solutions deploy managed security through a stateful firewall (tracks legitimacy of data packets carried by network connections) and thus protect against denial-of-service attacks and other outside-



of-network intrusions, such as worm attacks.

Further, to achieve redundant Internet connectivity, a company must pay for two Internet connections. Even with the increased uptime this provides, this may not be a wise return on investment unless you can use the resources of both connections in non-emergency situations.

RISC solutions employ what is known as best path routing (BPR), which directs network traffic so both connections are used efficiently during non-emergency situations. This leads to increased download and responsiveness speeds and reduced network congestion. BPR does this by performing continuous checks on each Internet connection, seeking the best route for critical network traffic, such as voice over IP, virtual private network (VPN) data, and Internet communications.

### Conclusion

RISC solutions provide tools that allow administrators to manage this bandwidth usage, allocating it to individual end users or software applications as needed for increased bandwidth usage and speed. Automated performance reports can help administrators make these usage decisions. As an added benefit, RISC facilitates data load sharing without employing Border Gateway Protocol (BGP) or Open Shortest Path First (OSPF) protocol, two complex protocols designed for data load sharing and redundancy that are difficult to use on smaller networks. ■

### About the Author

Daren French is with Xroads Networks (Irvine, CA), a provider of network continuity solutions for the SMB and enterprise markets. [www.xroadsnetworks.com](http://www.xroadsnetworks.com)

# Emergency Communications in the Utility Industry

■ By Lorin Bristow

When all is well, public utilities and their services tend to be taken for granted. Customers flip the light switch to read at night, fill glasses of clean water to quench their thirst and turn the heat up to warm their homes on a cold winter's day — all without a second thought as to how it happens or if it will happen again tomorrow. That is, until something goes wrong.

Utilities measure success by the level at which they quietly and efficiently provide uninterrupted service and the speed with which they restore it when inevitable interruptions occur. That's why more and more companies are turning to emergency notification technology (ENT) for expedited communications in times of emergency. This advanced computer software dramatically increases a utility's ability to quickly and accurately notify specific individuals or geographic areas when facing even the slightest hit of a service disruption, much less a crisis.

ENT automates the manual call-out process, sending voice and text messages to hundreds, or even thousands, of people in just a matter of minutes. Because of its speed and precision, utility companies are using the technology in numerous and ever-expanding ways, including launching curtailments, assembling crews, sending out weather warnings and advising local residents of boil water decrees. ENT also lets utility companies share event-specific information with key audiences, such as management, employees, field technicians, customers, law enforcement, public officials and the media, and gather the feedback necessary for response and/or ensuring public safety.

First developed in the 1980s by DCC (Dialogic Communications Corporation) and used in the nuclear power industry, ENT helped nuclear facilities mobilize staff and accelerate response times. Today's users of ENT include public safety and homeland defense agencies and business enterprises.

## How It Works

ENT uses an Incident Command Structure (ICS) for message delivery, collecting feedback and reporting results. It is available either as an on-site system, utilizing standard phone lines for notification, or as an off-site (hosted) solution, providing users secure access to a remote bank of phone lines in a separate location.

Activations, typically launched by phone, PC or the Internet, distribute information to everyone associated with a particular event. The contact information for these individuals is housed within the software's database, to include numbers and addresses for any/all devices (e.g., home

phone, cell phone, pager, PDA, email, etc.) or associated with digital, street-level maps. Voice and text messages are selected from a previously prepared list, or simply recorded or typed on-the-fly, complete with situation details or potentially life-saving instruction.

Depending on the situation, ENT users can assign priority levels. For example, in the event of a service interruption, a utility company may need to assemble a crew and, at the same time, inform customers in a specific area. ENT can contact both at once, but allow users to place a higher priority on the crew assembly so that the outage is immediately repaired. Multiple scenarios may also run simultaneously, allowing ENT to address more than one crisis at a time during escalating events.

Once the scenario launches, ENT becomes the nerve center for communicating with audiences both within and outside the company. Notification can be a one-way "broadcast" message or as a two-way "bi-directional" message that permits responses (e.g., message confirmation, ETA, special needs, etc.).

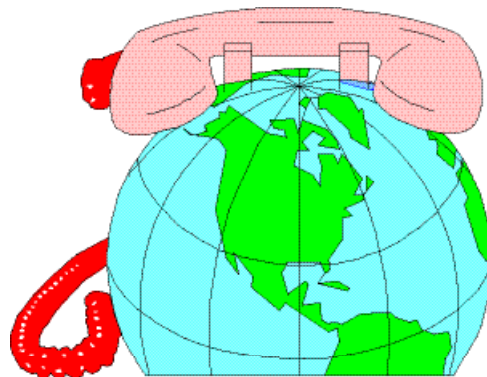
Many utility companies are also using ENT to warn customers to curtail usage during peak demands. ENT allows the utility company to create, in advance, a "group" of its largest power users. A dispatcher can instantly notify these customers to either request that they lower consumption or warn them several days ahead of time about excessive utility usage.

## Conclusion

Utility companies must think fast and act even faster, whether dealing with service interruptions, curtailment, rolling blackouts, weather warnings, disaster response or routine communications. ENT has become an invaluable tool for dealing with service concerns, helping companies maintain steady, uninterrupted operations. ■

## About the Author

Lorin Bristow is vice-president of marketing for DCC (Dialogic Communications Corporation), a provider of emergency notification technology. Contact at [lorin.bristow@dccusa.com](mailto:lorin.bristow@dccusa.com). [www.dccusa.com](http://www.dccusa.com).



# Everybody's Doing ITIL — Or Are they?

■ By Astrid Breuing

*With the global acceptance of the IT Infrastructure Library (ITIL) as the number one framework for Best Practice in IT Service Management, the launch of the first formal standard for ITIL processes – BS15000 – has been both eagerly awaited and hailed as the most important trend in IT Service Management for the coming years. Could this be a model for a future business continuity standard?*

The launch of the first official BS15000 accreditation scheme by the itSMF (IT Service Management Forum) in July 2003 permitted companies to become formally certified against the new standard. However, it appears to have gone largely unnoticed.

Since its origins in the late 1980s, the IT Infrastructure Library has rapidly evolved into the leading framework for Best Practice IT Service Management. It has spread from the UK into Continental Europe, the U.S., and beyond. Despite the praise, ITIL always had one inherent problem. It is a library, a selection of books recommending processes on how to best organize and manage IT service provisioning. It is also a recommendation, and simply describes frameworks which can be interpreted in different ways to suit the needs of the individual company in question. Demand for a formal standard grew, and British Standard BS15000 emerged in response.

First released in 2000, an early adopter scheme was launched to 'road-test' BS15000 and its accompanying publications, such as the self-assessment workbook. The standard was re-released in 2002 in two parts – a Specification and a Code of Practice – with the firm intention to develop it into an ISO standard within the next few years. So what happened next?

Things just went very quiet. Why is it that two years after the publication of this much-anticipated standard, the IT world seems to have lost interest?

## Nothing But ITIL Lip Service?

Recently, many ITSM vendors and service providers have put ITIL on their banners. ITIL training companies have multiplied like rabbits and IT conferences and seminars usually feature ITIL sessions. And BS15000 is still on the agenda as the 'logical next step'.

But with so much attention being paid to ITIL, how can IT professionals tell the good guys from the bad? For starters, there is no such thing as ITIL 'compliance'. As ITIL is only a framework, people will interpret it differently, and despite claiming ITIL compliance, there is no way to prove true ITIL support.

## The Right Tools for the Job

BS15000 compliance is all about having the right processes in place and being able to prove it. No problem, if your IT Service Management solution supports ITIL guidelines.

And of course, plenty of vendors will guarantee their solutions as ITIL compliant. So why are these "solutions" not working?

Integration – or lack of – is the keyword here. Both ITIL and BS15000 demand not only the structure of ITSM into distinct processes, but they also stress in no uncertain terms that these processes are intertwined and viewed as one holistic ITSM system.

Where applications stumble is that although all processes may be accounted for in an offering, in reality they often come as optional bolt-ons. Few companies go through the effort and expense to integrate these components into a central hub. This piecemeal solution doesn't work with BS15000.

## I'm an IT Manager, Get Me Out of Here!

Let's assume you have done your homework, proceeded through the Service Improvement Program (SIP) and successfully implemented the processes. Where is BS15000 acceptance? Many companies find that when they review BS15000 requirements, having the ten ITIL processes in some form is just not enough. BS15000 is a Quality Assurance Certificate and requires written proof that the processes are in place and have been successfully implemented for some time within your organization. Does this mean that BS15000 may be too difficult to achieve for the average organization? ■

## About the Author

Astrid Breuing is a Marketing Executive for Axios Systems, a provider of IT Service Management software solutions.

<http://www.axiossystems.com>

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## June 2005

1-3: **Get Set! Prevent. Prepare. Perform.**  
Edmonton, Alberta, Canada  
Web: [www.disasterforum.ca/intro.htm](http://www.disasterforum.ca/intro.htm)

6-7: **13<sup>th</sup> Annual Terrorism Trends and Forecasts Symposium**  
Billerica, MA  
Web: [www.gerardgroup.com](http://www.gerardgroup.com)

6-9: **Assets Protection Course**  
Brussels, Belgium  
Web: [www.asisonline.org](http://www.asisonline.org)

8: **Suicide Terrorism: The Overlooked WMD**  
Billerica, MA  
Email: [info@gerardgroup.com](mailto:info@gerardgroup.com)

9-10: **Strategy to Reality Seminar, IP3**  
Minneapolis, MN  
Web: [www.ip3seminars.com/u/rcs51016.php](http://www.ip3seminars.com/u/rcs51016.php)

10: **InfraGard Intellectual Property Rights Seminar**  
Middlesex County College, Edison, NJ  
Web: [www.njinfragard.org/calendar.html](http://www.njinfragard.org/calendar.html)

13-14: **Defending Against Terrorism**  
Washington, DC  
Web: [www.asisonline.org](http://www.asisonline.org)

13-14: **National Standard on Disaster/ Emergency Management and Business Continuity (NFPA 1600)**  
San Francisco, CA  
Web: [www.nfpa.org/catalog/product.asp?pid=DEM2](http://www.nfpa.org/catalog/product.asp?pid=DEM2)

13-14: **Peacekeeping & Stability Operations**  
Brussels, Belgium  
Web: [www.smi-online.co.uk/goto/peaceops.asp?emref=Q52EL691557589](http://www.smi-online.co.uk/goto/peaceops.asp?emref=Q52EL691557589)

13-15: **2005 Emergency Communications Summit**  
Arlington, VA  
Web: [www.performanceweb.org](http://www.performanceweb.org)

13-16: **Assets Protection Course – III**  
Chicago, IL  
Web: [www.asisonline.org](http://www.asisonline.org)

14-15: **Strategy to Reality Seminar, IP3**  
Denver, CO  
Web: [www.ip3seminars.com/u/rcs51016.php](http://www.ip3seminars.com/u/rcs51016.php)

14: **Homeland Security – U.S. and Global Import Developments**  
Webinar  
Email: [christie.a.raukar@bakernet.com](mailto:christie.a.raukar@bakernet.com)

15: **InfraGard Special Meeting**  
FBI Headquarters, Newark, NJ  
Web: [www.njinfragard.org/calendar.html](http://www.njinfragard.org/calendar.html)

16: **Disaster Simulation Exercise**  
Chicago, IL  
Web: [www.contingencyplanning.com/events/symposia/#disaster](http://www.contingencyplanning.com/events/symposia/#disaster)

20-21: **National Standard on Disaster/Emergency Management and Business Continuity (NFPA 1600)**  
Schaumburg, IL  
Web: [www.nfpa.org/catalog/product.asp?pid=DEM2](http://www.nfpa.org/catalog/product.asp?pid=DEM2)

21: **InfraGard Members Alliance Conference – Business Continuity**  
New York, NY  
Web: [www.nym-infragard.us](http://www.nym-infragard.us)

22-23: **The Global BioDefense Summit**  
Valley Forge, PA  
Web: [www.globalsecurity.bz/](http://www.globalsecurity.bz/)

27-29: **4<sup>th</sup> Annual Government Symposium on Information Sharing and Homeland Security**  
New Orleans, LA  
Web: [www.federalevents.com](http://www.federalevents.com)

27-30: **Facility Security Design**  
Denver, CO  
Web: [www.asisonline.org](http://www.asisonline.org)

28-29: **Strategy to Reality Seminar, IP3**  
Philadelphia, PA  
Web: [www.ip3seminars.com/u/rcs51016.php](http://www.ip3seminars.com/u/rcs51016.php)

29: **Suicide Terror: The Definitive Overview of the Threat**  
Rye, NY  
Web: [www.securitysolutionsint.com/seminar-suicideregistration.html](http://www.securitysolutionsint.com/seminar-suicideregistration.html)

## July 2005

10-13: **World Conference on Disaster Management**  
Toronto, Canada  
Web: [www.wcdm.org](http://www.wcdm.org)

10-13: **International Symposium on Risk Management and Cyber-Informatics**  
Orlando, FL  
Web: [www.cyberinformatics.org/rmci05/](http://www.cyberinformatics.org/rmci05/)

11: **Capitol Hill BioDefense Showcase**  
Washington, DC  
Web: [www.globalsecurity.bz](http://www.globalsecurity.bz)

18-22: **Business Continuity Training Seminar**  
Toronto, Canada  
Web: [www.sentryx.com](http://www.sentryx.com)

21-22: **Strategy to Reality Seminar, IP3**  
San Francisco, CA  
Web: [www.ip3seminars.com/u/rcs51016.php](http://www.ip3seminars.com/u/rcs51016.php)

27-28: **Black Hat Briefings 2005**  
Las Vegas, NV  
Web: [blackhat.com/html/bh-usa-05/bh-usa-05-schedule.html](http://blackhat.com/html/bh-usa-05/bh-usa-05-schedule.html)

29-31: **Defcon 13**  
Las Vegas, NV  
Web: [www.defcon.org/html/defcon-13/dc13-index.html](http://www.defcon.org/html/defcon-13/dc13-index.html)

## August 2005

1-2: **Securing VoIP and Wireless Communications**  
Chicago, IL  
Web: [www.voip-wifi.net/u/rcs51001.php](http://www.voip-wifi.net/u/rcs51001.php)

8-11: **InfraGard 2005 National Conference**  
Washington, DC  
Web: [www.infragardconferences.com](http://www.infragardconferences.com)

## November 2005

2-4: **CPM 2005 EAST**  
Orlando, FL  
Web: [www.contingencyplanningexpo.com](http://www.contingencyplanningexpo.com)

## December 2005

6-8: **CPM 2005 CANADA**  
Vancouver, BC  
Web: [www.contingencyplanningexpo.com](http://www.contingencyplanningexpo.com)

