

Business and Government Continuity Services Inc.

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Dear Executive:

Before the next disaster, pandemic or another terrorist attack, why not **take advantage of a cost effective option** to help **initiate or improve** continuity of operations and business recovery planning.

As you know, fires, horrendous hurricanes, tornados/storms, floods, earthquakes, tsunamis, power failures and terrorist attacks affecting millions of people and thousands of businesses emphasize the need for improved emergency response and business continuity and recovery capabilities. One lesson from these disasters is that although organizations may have some plans, they may be vulnerable to additional risks. We need to go beyond traditional Disaster Recovery and Business Continuity to address new requirements and strategies.

It is wise to be as prepared as possible for all contingencies. The bottom line, when disasters aren't prevented or operations quickly recovered, is normally disruption of critical services, lost business, personal tragedies, increased costs and oversight, unfavorable publicity and liability.

- Contractor fire costs organization \$138,000,000
- Corporate transformer explosion/power failure requires 1200 employees to be sent home
- Microwave popcorn fumes in computer center cost \$830,000
- Squirrel causes major power failure in city; snake causes major university power failure
- Separate cable cuts paralyze two large airlines costing millions and resulting in a lawsuit

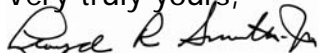
Our training seminar, "**Business Continuity from A to Z**"_helps management and staff discover how to develop or **improve** emergency response and continuity plans to include **all critical operations, functions and systems** utilizing industry accepted practices. **This training allows you to complete or improve disaster recovery and continuity of operations plans quickly and with significantly reduced costs.**

Benefits are executive commitment, staff motivation and the "know how" based on best practices to **develop or improve plans** in a shorter period. This unique course is for **those who will be contributing** to organization emergency response and business/government recovery plans as well as **those who will serve on response and recovery teams**. Management staff and team members who attend are provided a detailed seminar notebook.

In these increasing vulnerable times, we can help your staff and personnel **know what to do to be able to develop or improve emergency response, continuity of operations and business recovery capabilities.**

BGCS also provides additional services summarized below to help you be successful in your emergency response and business continuity endeavors. Thank you for your consideration.

Very truly yours,



Lloyd R. Smith, Jr. MBCP

Comprehensive Business/Government Continuity of Operations Seminar Topics

- Compelling Case for Business/Mission Continuity & Recovery Planning
- Critical Functions & Significant Responsibilities
- Executive Liabilities & Recovery Considerations
- Business & Mission Continuity Planning Issues
- Quality Benefits
- Implementing Business/Mission Recovery Planning Steps
- Obtaining Approval and Gaining Support
- Selecting Recovery Teams
- Types of Recovery Teams, Duties & Functions
- Project Management & Contingency Planning
- Personal & Home Disaster Recovery Planning
- HR/Personnel and Workplace Violence Recommendations
- Character Emphasis-Disaster & Workplace Violence Deterrent & Increased Productivity
- Development of Worst Case, Realistic Disaster Scenario
- Progressing From IT and Computer Center DR to total Business/Mission Recovery Plans
- Plan Structure and Formats
- Planning Software Benefits and Issues. Internal software, a cost saving option
- Identifying Vital Records
- Verifying/Implementing Safe Offsite Vital Records Storage
- Insuring Security of Data & Vital Records
- Risk and Vulnerability Assessment
- Risk Assessment Demonstration Exercise
- Improving Emergency Response and Business Recovery Capabilities through Lessons Learned:
 - o Disaster Recovery from 138 Million Dollar, 22 Alarm, 40-Hour Fire,
 - o Hurricanes, Tornados, Fires, Floods, Earthquakes, and Tsunamis
 - o Terrorist Attacks
- Critical System Sustainability
- Security & Disaster Prevention
- Emergency Operations Centers
- Emergency Response,
- How to Effectively Notify all Personnel
- Notification Exercise
- Critical Personnel Access to Disaster Area
- Developing Business/Mission Impact Analyses (BIA/MIA)
- Defining Critical Functions/Systems
- Business/Mission Impact Analysis Working Session.
- Determining Recovery Strategies--Examples of Recovery Strategies & Alternatives
- Communication System Vulnerabilities & Backup
- Plan Testing & Exercising
- Personnel Training & Cross Training
- Protecting Facilities
- Leased & Owned Facility Recovery Plans

- Facility, Utility & Infrastructure Vulnerabilities, Issues and Recovery Planning
- Owners & Tenants Need to Ensure Emergency Response & Recovery Plans
- Lessons Learned From Terrorist Attacks
- Sabotage & Terrorism Avoidance & Security Improvements
- Chemical & Biological Attack Recognition & Response
- Preparing for Operations During Pandemic Conditions
- Business & Government Recovery Planning **Success Factors**
- Future** Continuity of Operations **Trends And Requirements**
- Questions & Answers

SEMINAR INSTRUCTOR BIOGRAPHY

Lloyd R. Smith, Jr., a retired Air Force Colonel has 25 years experience in Information Systems and 22 years in Disaster Recovery. As Director of Information Systems for the Oklahoma City Air Logistics Center for five years, he and the Information Systems Staff were responsible for a disaster recovery operation when a 40 hour, 22 alarm fire threatened three critical operations centers and did \$138 million dollars in damage to the air logistics, maintenance and repair facility and seriously disrupted critical government operations. Lloyd also provided disaster recovery assistance to a client, on site after the Oklahoma City Federal Building Bombing. He was involved in the devastating F5 tornado in Oklahoma City and assisted an international corporation with hundreds of people at ground zero in their human and emergency response immediately following the terrorist attack on the United States.

Colonel Smith is a graduate of the U. S. Naval Academy, Annapolis, MD and has a Masters Degree from the University of Oklahoma. Certified as a Master Business Continuity Professional (MBCP), he is an internationally recognized speaker and instructor and has become a leading advocate for corporate and government agency disaster prevention and recovery planning. He founded Business & Government Continuity Services, which provides business and government disaster recovery awareness and consulting services to include risk/vulnerability assessments, business impact analyses, disaster recovery plan development, testing, personnel/team training, recovery plan **mentoring and auditing**.

Lloyd has been active in developing business continuity policies and standards while serving on the Disaster Recovery Institute Certification Commission and the Disaster Recovery Institute International Board of Directors for eight years. He has served as an instructor for 15 years, has taught over 150 Disaster Recovery Institute International Courses. He also has served as an adjunct professor teaching business and government continuity at the University of North Texas in Denton.

BGCS Presentations, Seminars, Courses Taught or Clients

George Washington University, Washington, D.C.
Merrill Lynch, World Financial Center, Manhattan
Wells Fargo, Minneapolis
Pitney Bowes, Stamford, Connecticut
Household International Business Recovery Planners Conf., Chicago
Oklahoma Bankers Association Conference & Operations School
American Bankers Association Skylink, Washington, D.C
Midland Financial Group/Mortgage & MidFirst Bank, Okla. City.
UMB Banks, Kansas City & St. Louis
First National Bank of Commerce, New Orleans.
First Data Resources, Omaha
Invesco Financial Group, Denver
Alaska Airlines, Seattle
American Airlines, Tulsa OK.
United Airlines Data Center Staff, Denver
Federal Aviation Administration
American President Lines, Disaster Recovery Test, Oakland, CA.
Marriott Corporation Disaster Recovery Test, Frederick, MD.
Tandem Executive Institute, Santa Cruz, CA.
McGraw Hill Corporate Data Center, Hightstown, NJ.
HQ USAF Information Systems (Pentagon)
US Dept. of Energy Security Conference
Navy Computer Security Conf., Jacksonville, FL.
AMEX(American Express) Life Assurance Co. San Rafael, CA.
USAA Insurance, San Antonio, TX.
Union Standard Insurance Co., Irving, TX.
Employers Mutual Assurance, Des Moines
Farm Bureau Insurance Convention, San Antonio, TX.
Lumbermen's Insurance Group, Indianapolis, IN.
National EDP Auditors Assoc. Convention
Institute of Internal Auditors, Palm Beach County EOC
Ameritech Government Business Recovery Conf.
US West Corporate & Information Services
Bell South Information Systems, Atlanta.
Southwestern Bell, Okla City.
Communications Management Association, Oklahoma City
AT&T Data Center, Aurora, CO.
Disaster Avoidance Conference, Washington D.C.
Information Security Institute Conference, Crystal City
Boehringer Mannheim Diagnostics & Biomedical Group
University of Oklahoma Health Sciences Center, Okla. City.
USAF Medical Information Systems Symposium
US Coast Guard ADP Security Conf. Annapolis, MD.
US Coast Guard, Governors Island, NY, Long Beach & Alameda, CA.
Data Processing Management Association, Knoxville, TN.
Oklahoma Gas & Electric Co., Oklahoma City
Colorado Springs Utilities Board
Computer Virus & Security Conf., World Trade Center, Manhattan
American Floral Services (AFS), Oklahoma City
Defense Information Systems Agency Continuity Planners, Slidell, LA.
U.S. Bureau of Reclamation, Denver Federal Center.
International Disaster Recovery Symposiums, Atlanta.
GSA Gulf States Security Seminar, New Orleans.
US Dept. of Agriculture, National Finance Center,.
City Manager's Staff, City of Oklahoma City
NASA John C. Stennis, Space Center, MS.
Corporate Contingency Planning Seminars, Palm Springs & San Diego
State of Oregon DCBS, Salem, Oregon
State Governments of Oklahoma, and Minnesota
Texas Instruments & North Texas Assn. of Contingency Planners
National Computer Security Conf., Washington D.C.
US Army Information Systems Command, St. Louis.
Department of Defense Megacenters Denver & Huntsville, AL..
AT&T (Lucent Technologies) Manufacturing Plant, Okla City.
Charles Machine Works ("Ditch Witch" manufacturer)
Weyerhaeuser Recovery Services Subscriber's Conference, Seattle
Computer Security Institute Annual Conference, Miami Beach
Internal Revenue Service Mission Recovery Conf., Chicago
Veterans Affairs Benefits Center, Chicago
HQs Defense Finance & Accounting, Crystal City, VA.
University of Oklahoma, Norman, OK.
Drake University, Des Moines, IA.
Disaster Recovery Institute, University of Texas, Arlington
State Regents For Higher Ed., Guaranteed Student Loan Program
U.S. Dept. of Commerce, MASC, Boulder Laboratories, CO.
IBM Business Recovery Services Conference, Phoenix
Sungard Users Conference, Florida
Chicago Business Resumption Planners Association
Nebraska Emergency Managers & Contingency Planners Assoc.
Cities of Scottsdale, Arizona & Carrollton, Texas
National Association of State Treasurers, Clear Point, AL.
Worldwide Disaster Management Conference, Hamilton Ontario
Survive International Conference, Birmingham, England
Business Continuity Mgmt World Conf, Kuala Lumpur, Malaysia
Pinnacle Training Academy, Hong Kong
Social Security Administration, Baltimore

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BGCS has been in business for 18 years and lists numerous corporations and government agencies as clients. BGCS was on site at the Oklahoma City Bombing aiding a government client in business recovery and provided on-site assistance to a large international corporation of 38,000 personnel who had several hundred employees at the WTC "ground zero". The BGCS principal consultant also directed the disaster recovery operation of three large data/operations centers following the largest fire in Air force history. BGCS provides Corporate America and government agencies unique presentations and seminars/courses on business recovery, disaster prevention, operational sustainability, security enhancement and sabotage/terrorism avoidance. BGCS condensed, on site, quick courses provide valuable training and details for corporate and government agency executive management and staff in **how to develop or improve** business recovery or continuity of operations plans.

BGCS provides the following services:

1. Provide "Business/Government Continuity from A to Z" training for your executive management and staff. This is especially good for those who contribute to improving your business recovery plans, those who will be serving on business recovery teams and those who provide support services. This is also recommended for those who already have plans to maintain commitment and to provide new ideas for improvements. This "Flagship" course is ideal to assist you as you start the business/government continuity process or progress from Information Services Recovery to total Business/Government Recovery Planning. The course also contains many recommendations and principles to **improve your plans** and to **enhance the security**, sustainability and survivability of your organization to include sabotage and terrorism avoidance.
2. Develop Risk Analyses and Business Impact Analyses and other business continuity planning modules for your organization or audit Business Recovery Plans or modules, once they are completed. BGCS can also host a BIA work session with key functional management that will significantly shorten the BIA time frame.
3. BGCS also offers a quick risk analysis option for your organization. One or two certified consultants will tour your facilities or property with your representatives, point out the risks, recommend controls or solutions if appropriate and take digital photos. Your staff is then given a CD with the digital photos and BGCS will provide a shell document for your staff to develop the risk analysis report. (If requested, a cassette tape covering risks and recommendations will also be provided.) BGCS will then review or audit the draft report before it is finalized. BGCS can also include in the "Business Continuity from A to Z" Seminar, examples and findings from this quick Risk Analysis. This condensed Risk Analysis can be done in minimum time and at greatly reduced cost.
4. Address the Human Resource aspects of disasters. BGCS provides recommendations and disaster lessons learned for organizations regarding our most important asset, our personnel. We can train organizational personnel on how to develop their own personal and home disaster recovery plans. This shows your staff that the organization cares and truly believes that personnel are the most important resource. A major organizational benefit is that more of your staff will be available after the disaster to support a recovery.
5. Executive and Conference Disaster Prevention and Business Continuity Presentations.
6. Security and Sabotage Terrorism Avoidance Presentations.
7. Provide training on Character and Integrity in the Workplace as a disaster deterrent and to improve organizational productivity.
8. **Train and then assist or mentor** your organization as they develop Business Continuity Plans.
9. **Audit your plans** upon completion.
10. Develop a test or exercise to train personnel and assess the effectiveness of Business/Mission Recovery Plans with the goal of determining improvements for your business continuity and recovery capabilities. Experts in the business continuity profession agree that plans that are not regularly tested or exercised are usually ineffective.

Business/Government Continuity, Emergency Response, Security and Safety Awareness Training and Conference Presentations

BGCS offers training seminars, conference, association, executive management and staff presentations for organizations based on our best practice leadership, personal on site experiences with disasters and the lessons learned.

Benefits include compelling reasons and practical applications to promote and facilitate improved Emergency Response and Business Continuity Planning.

These motivational and highly effective training options for your personnel and conference attendees heighten awareness, support improved emergency response and continuity planning and may also qualify for annual safety and security training.

Training Seminars:

- “Business/Government Continuity of Operations from A to Z”**
 - **A fast paced course on why and how to do continuity planning with numerous examples and applications (Our one day Flagship Course)**
- “Business/Government Continuity from A to Z Master-Class”**
 - **Our international two day expanded seminar which adds facility recovery, security, sabotage/terrorism avoidance, exercises, additional details and principles for improved continuity planning**
- “Total Continuity of Operations: Network Intrusion Detection & Defense”**

(These executive management, staff and conference presentations are offered in 1-3 hour versions)

- “The Compelling Case for Business/Government Continuity Planning”**
- “The Urgent Requirement to Improve Business/Govt. Continuity Plans”**
- “Improving BC & ER Plans with Lessons Learned from Major Disasters”**
- “Disaster Lessons Learned: Get Ready for “Mega” Disasters”**
- “Progressing from IT Disaster Recovery to Business Continuity Plans”**
- “Home and Personal Disaster Recovery Planning for Key Staff & Employees”**
- “ Sabotage/Terrorism Threats, Avoidance Principles and Recovery”**
- “Horrendous Disasters and Terrorist Threats: Get Ready for the Big Ones”**
- “Planning Actions to Prepare for Operations During Pandemics and Elevated Terrorist Conditions”**
- “Character in the Workplace to Improve Services, Relationships and to Minimize Disasters and Workplace Violence”**
- “Disaster Recovery Plans for Now and Forever”**

These presentations are an effective method to enhance organizational sustainability and survivability and to make continuity planning part of your corporate or government agency culture.