

Business and Government Continuity Services Inc.

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Dear Executive:

We can help you develop effective plans to see you through disasters, crises and emergencies.

We provide **cost effective options** to **quickly initiate** or **improve** business continuity and disaster recovery plans to better prepare you for future disasters, pandemics or terrorist attacks

It is wise to be as prepared as possible for all contingencies.

Avoid or mitigate impacts to the bottom line when disasters aren't prevented or operations quickly recovered:

- disruption of critical services
- lost business
- personal/employee/customer tragedies
- increased costs and oversight
- unfavorable publicity and liability

Our expanded and updated world class training seminar, "**Business, Government & Community Continuity from A to Z**"_helps management and staff discover how to internally **develop** or **improve** emergency response and continuity plans to include **critical operations, functions and systems**.

Benefits of this in house training approach are:

- Executive commitment and staff motivation
- The "know how" to **do your own plans internally** utilizing best practices
- Fulfill "**duty of care/prudent man**" responsibilities with **improved** disaster recovery and continuity of operations capabilities **in less time at significantly reduced costs**.
- Includes business, government & community continuity required for success

This one of a kind, comprehensive and leading edge course is for those:

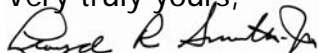
- responsible for or contributing to emergency response and disaster recovery plans
- who serve on disaster and emergency response teams
- serving on functional and services recovery teams.

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

Please review the wide range of services summarized below to help you **be successful in your emergency response and business continuity endeavors**.

We are grateful for your consideration.

Very truly yours,



Lloyd R. Smith, Jr. MBCP

“Business, Government & Community Continuity from A to Z” Seminar Topics:

Continuity Plan Considerations & Project Management

- Compelling Case for Government & Business Continuity Planning
- Critical Functions & Significant Responsibilities
- Executive Liabilities & Recovery Considerations
- Government & Business Continuity Planning Issues
- Quality Benefits
- Implementing Continuity/Disaster Recovery Planning Steps
- Obtaining Approval and Gaining Support
- Selecting Recovery Teams
- Types of Recovery Teams, Duties & Functions
- HR/Personnel and Workplace Violence Recommendations
- Character Emphasis-Disaster & Workplace Violence Deterrent & Increased Productivity
- Project Management & Contingency Planning
- Development of Worst Case, Realistic Disaster Scenario
- Progressing From IT and Computer Center DR to total Business/Mission Recovery Plans
- Plan Structure and Formats
- Continuity Planning Software Benefits and Issues.
- A Cost Saving Software Option

Vital Records

- Identifying Vital Records
- Verifying/Implementing Safe Offsite Vital Records Storage & Transfer
- Insuring Security of Data & Vital Records

Risk Assessments

- Risk and Vulnerability Assessments
- Risk Assessment Demonstration Exercise
- Improving Emergency Response and Disaster Recovery Capabilities through Lessons Learned:
 - Disaster Recovery from 138 Million Dollar, 22 Alarm, 40-Hour Fire,
 - Storms, Tornados, Fires, Floods, Earthquakes & Terrorist Attacks
- Critical System Sustainability
- Security & Disaster Prevention

Emergency Response Planning

- Emergency Operations Centers
- Emergency Response,
- How to Effectively Notify all Personnel
- Notification Exercise
- Critical Personnel Access to Disaster Area

Business Impact Analyses

- Developing Business/Mission Impact Analyses (BIA/MIA)
- Defining Critical Functions/Systems
- Interdependencies
- Importance of Vendor Recovery Capabilities
- Business/Mission Impact Analysis Workshop.

Strategy Determination

- Determining Recovery Strategies
- Examples of Recovery Strategies & Alternatives
- Communication Vulnerabilities & Backup Strategies

Testing & Exercising

- Plan Testing & Exercising
- Personnel Training & Cross Training

Facility/Infrastructure Recovery

- Importance of Facility Recovery Plans
- Facility, Utility & Infrastructure Vulnerabilities, Issues and Recovery Planning
- Owners & Tenants Need to Ensure Emergency Response & Recovery Plans
- Beware of "Weak Links"
- New Evacuation and Shelter in Place Considerations
- Protecting Facilities

Preparing for Operations During Pandemic Conditions

- Considerations
- Options and Strategies
- Personnel Issues

Personal & Home Disaster Recovery Planning

- Reuniting families after a disaster
- Communication with loved ones during disasters
- Shelter in place considerations for home
- How to evacuate and what to take
- Home emergency food, medications, first aid supplies and tools
- Options to cope with power failures

Sabotage & Terrorism Avoidance & Security Improvements

- Lessons Learned From Terrorist Attacks
- Terrorism Avoidance Risk Assessments
- Protecting Critical Infrastructure
- Anti-terrorism Measures
- Chemical & Biological Attack Recognition & Response
- Bomb Threat Procedures & Concerns

- Bomb Threat Exercise

Plan Maintenance, Success Factors & Future Trends

- Keeping Plans Current
- Auditing Continuity Plans
- Government & Business Recovery Planning Success Factors
- Future Continuity Trends And Requirements
- Community Continuity to Prevent Panic & Anarchy

PRINCIPAL CONSULTANT & SEMINAR INSTRUCTOR BIOGRAPHY

Lloyd R. Smith, Jr., a retired Air Force Colonel has 25 years experience in Information Systems and 21 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 logistics, maintenance and manufacturing facility and seriously disrupted critical government operations. Lloyd also provided disaster recovery assistance to a government 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, a graduate of the U. S. Naval Academy, Annapolis, MD 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 17 years, has taught over 170 Disaster Recovery Institute International Courses and served as an adjunct professor teaching business and government continuity at the University of North Texas. Colonel Smith is a member of InfraGard, a partnership with the FBI, government, business & private sectors to protect America's critical infrastructure.

Lloyd has trained: **NY Stock Exchange, Merrill Lynch, FEMA, NASA, FAA, US Coast Guard, DOD Accounting & Finance, Social Security Administration, Securities Exchange Commission, AT&T, Alaska Airlines, UMB Banks, Insurance Companies, Universities, large & small corporations, and City and State Governments** For a more comprehensive list, go to www.BusinessContinuity.Info

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BGCS has been in business for 20 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. There are three versions of this course to assist organizations as they 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 existing 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. 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 staff will be available after the disaster to support a recovery.
4. Executive and Conference Disaster Prevention and Business Continuity Presentations.
5. Security and Sabotage Terrorism Avoidance Presentations.
6. Training on Character and Integrity in the Workplace as a disaster deterrent and to improve organizational productivity.
7. **Train and then assist or mentor** your organization as they develop Business Continuity Plans.
8. Provide a **Gap Analysis** to assist in determining status of current and required capabilities. **Audit Emergency Response and Business Continuity Plans** upon completion.
9. Develop a test/exercise to train personnel and assess the effectiveness of Business Recovery Plans with the goal of determining improvements for business continuity and recovery capabilities. Experts in the business continuity profession agree that plans that are not regularly tested or exercised are usually ineffective.

BGCS is available to assist clients in Emergency Response and Business Continuity improvements, awareness and training, plan auditing and plan testing/exercising. Continuity Plan development, mentoring or assistance is available utilizing appropriate cost effective options:

- Fixed Fee for developing/improving various Business Continuity Modules
- Full time assistance for an agreed to period
- Partial assistance to mentor organizations through one or more emergency response or business continuity processes
- Retainer arrangement
- Hourly fee arrangement

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 original one and two day Flagship Courses based on client requirements)**
- ❑ **“Business, Government & Community Continuity from A to Z”**
 - **Our international three day expanded seminar which adds facility recovery, security, sabotage/terrorism avoidance, *critical infrastructure protection*, personal family recovery, exercises and additional details and principles for improved continuity planning.**
- ❑ **“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”**
- ❑ **“Total Continuity Requirements: 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 Past, Present and Future”**

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.