

EPICCC News!

EPICCC would like to remind those Members who renew in January, that your 2010 memberships are up for renewal. You will be receiving your renewal form in the mail very soon. If you have any questions about your membership please contact us either by email: info@epicc.org or by phone at 604-813-7979.

We would like to thank all of our members for your continued support. We truly appreciate it. Without the members, EPICCC would not be possible. Have a great year!

Congratulations!



EPICCC would like to recognize, one of our Directors, **Lisa Benini, Benini Consulting Ltd.**, for her recent achievement. We have included a copy of the letter she received...

Dear Lisa A. Benini,

It is with pleasure that I notify you of the approval of your application for certification as a Master Business Continuity Professional (MBCP) by the DRI International's Certification Commission. By this achievement you have proven your knowledge of the business continuity and disaster recovery planning process, your experience in this field, and your commitment to further growth as a professional.

We commend you for your dedication to the profession and the industry.

Your first recertification period begins as of your certification date and concludes on December 31, 2012. You will receive your first invoice for Annual Certification Maintenance fees in December 2010. To maintain your certification, you must earn 80 Continuing Education Credits over each subsequent two-year recertification period. Visit our Website at <http://www.drii.org/DRII/PDFs/recertsched2.pdf> for a list of approved activities and their relative point value toward recertification.

You may now use the recognition letters MBCP after your name and you may continue to do so as long as you maintain your certification in good standing.

Congratulations!

Harley Lemons
Chair, Certification Commission

Way to go Lisa!

What's New!

"Google Launches Google Phone"

By Jim Stanton

Today's buzz is all about the announcement that Google is launching its new Google Phone, called the Nexus One.

While Stephen Jobs and the gang at Apple say they are not threatened by this new entry in to the highly competitive phone market, the mere fact that Apple said they are not worried speaks volumes about their concerns of the shifting market share.

Google's real genius may lie not just in the design of the phone itself but also in the way consumers can purchase the phone and get on the air with it.

Typically, Canadian and American consumers buy a phone from a provider and, in exchange for a subsidy on the device, get tied into multi-year contracts.

Several years ago, Google successfully lobbied U.S. regulators to enact open-access rules, which require wireless carriers to accommodate any devices that consumers want to use on their networks, as long as the technology is compatible.



The Nexus One is expected to be a GSM phone, which means it could theoretically work on T-Mobile and AT&T networks in the United States. In Canada, it could theoretically work on the networks of all the major wireless carriers — Bell, Rogers, Telus and newcomer Wind.

The advantage with Google's approach is that consumers could buy their phone, and then shop around for service plans from different carriers, as is the case in other parts of the world.

At their launch earlier this month, Wind executives said they would welcome the rumoured Google phone onto their network. Wind has adopted the same international approach, where its phones are sold at cost and without a contract.

It is unclear, however, whether the device will work on Advanced Wireless Spectrum, the newly available frequency that Wind and other cell phone companies are beginning to adopt.

According to the leaked pricing plans, U.S. customers who opt to go with a two-year T-Mobile plan and get the phone at a discount would have to pay \$350 US if they cancel their service within 120 days.

In terms of technical specs, the Nexus One will feature the following:

A 3.7-inch AMOLED (Organic Light Emitting Diodes) display life-like color reproduction with high contrast, ultra sharp images

A Snapdragon Processor - Multi-collared trackball, which lights up when different events occur - Light/proximity sensors, as well as compass and accelerometer support GPS - 5-megapixel camera with LED flash, which can also shoot MPEG4 video (plus one-click uploads to YouTube, natch) Stereo Bluetooth with active noise cancellation. The case is thinner than the iPhone

The Nexus One will come packed with Android 2.1, which means it should have equal functionality with the Motorola Droid's feature-set.

It doesn't appear that Google will be able to offer the number of apps that Apple does, nor does it have that "sex appeal" that Apple always manages to get into the marketing of its new products.

All in all though, it will be interesting to see how the business community responds to this new product.

Jim Stanton
Director, EPICC
Stanton and Associates
Stanton.jim1@gmail.com

International Student Essay Competition

Deadline: January 30, 2010

CRSCAD is sponsoring an international student essay competition on the topic of the conference, **Rebuilding Sustainable Communities with the Elderly and Disabled People after Disasters, July 12-15, 2010.**

The 50 winning essays will be published as a CRSCAD monograph and the top 20 winners will be publicly honoured and invited to attend the conference.

For further information please send an e-mail to: crscad@umb.edu.

Coming Soon!



EPICC FORUM & Workshop

2010 - Lessons from the Real World
Wednesday, May 26 2010

**In collaboration with the Justice Institute
of British Columbia**



**JUSTICE INSTITUTE
of BRITISH COLUMBIA**

Check website for registration details

www.epicc.org



**If you can only attend 1 seminar this year,
this is the one to go to!**

AWARD OF EXCELLENCE YOUR INVITATION TO DRI CANADA'S AWARD OF EXCELLENCE PROGRAM

Recognition from your peers, the business world, the media and the public provides a profound sense of accomplishment. These are the hallmarks of DRI CANADA'S Award of Excellence. This is your personal invitation to be part of the competition which culminates with a presentation of the coveted Award of Excellence in Business Continuity at the World Conference on Disaster Management in Toronto June 6-9, 2010.

DRI CANADA'S Annual Award of Excellence is an opportunity to recognize:

- Large Organizations - 500 employees or more

- Small Organizations - fewer than 500 employees
- Public/government – any number of employees

that have successfully established effective Business Continuity Programs incorporating Continuity Management, Disaster Recovery and Crisis Management elements.

Large, small, for profit, not-for-profit, and government or public: whichever category your organization fits into; we hope you take this opportunity to nominate your group and compete for this highly recognized business continuity industry award.

The deadline for nominations by staff members or management is February 26, 2010.

For essential details about the Award of Excellence selection process and application toolkit, please click on: www.dri.ca

Here are some of the winners from previous years:

- **Franklin Templeton Investments - 2007**
- **Desjardins Asset Management - 2007**
- **Ministry of Natural Resources Ontario - 2008**
- **Direct Energy - 2008**
- **MTS Allstream Inc. - 2009**
- **Credit Union Central of Nova Scotia - 2009**

I look forward to your participation and wish all nominees good luck.

Brian Miller
President

Mark your Calendars!

Disaster Forum Conference 2010
May 10, 2010
Banff Centre

www.disasterforum.ca

EPICC's Strategic Plan 2010 - 2015

By Laurie Pearce

Your Board of Directors has been busy! For the past year, the Board has been working on a Strategic Plan to launch EPICC into this decade. The Board used an Appreciative Inquiry (AI) process to work through our goals and objectives. The first thing we did was to interview each other to determine what it was that was working well (the *Discovery*). This was the question that was asked:

“Looking over the past year, tell me about a time when EPICC accomplished something that you thought was really beneficial.”

We were thrilled to find out that we were doing a lot of things well and that 2008/2009 had been a real year of restructuring and moving ahead. Nevertheless, there were lots more things we could be doing. But in what direction did we want to go?

Board members used a visioning process (the *Dream*) as part of the AI process and working in groups asked themselves:

Now imagine that you have returned to EPICC after having been away for 5 years. EPICC is functioning at its best, it is a leader within the country. Take a few minutes individually to think about what this would look like and then share your vision with those at your table – use the flip chart paper

Once Board members had shared their dream, collectively were able to come up with over 20 items that we wanted to see in place. Now we began to identify tasks (the *Design*) and then determine who was going to do what (the *Destiny*). For those of you who are interested in the AI process we would encourage you to explore the Appreciative Inquiry Commons as it is a great website:

<http://appreciativeinquiry.case.edu/>

As a result of following the AI process (the Board met evenings and weekends) a five year strategic plan evolved. The following identifies the Board's priorities for the next two years. The Board intends to become a world leader in representing the interests of business and government to prepare for, deal with, and recover from the effects of a disaster.

Some of the work has already begun: we have already started the process to update our web page to and enhance our membership services. The work to automate membership renewals and conference registration is in progress. We are very excited to be moving ahead with our plans.

Having said that, we do want to hear from you – our members! Please let us know what you think – do you agree with our priorities? What have we left out? What would you like to see us do? In order to meet your needs we need to hear from you. Please e-mail our EA, Lesley Carew, at info@epicc.ca with any suggestions or feedback.

Thanks!

PRIORITIES FOR 2009 TO MARCH 31 2010

EPICC will strive to have the premier website for people to come to for emergency management and business continuity information

1. EPICC will provide supplier member information in thirty words or less with hyperlinks to supplier websites
2. EPICC will provide Forum presentations to members and attending participants



3. EPICC will provide for online registration for:
 - a. membership registration and membership renewals
 - b. registration for EPICC events (e.g., the Forum)
 - c. purchasing EPICC products on line
4. EPICC will provide a monthly EPICCgram with current EP/BCP topics/articles of interest to local communities and businesses

EPICC will strive to establish EPICC as an interactive communication source for business continuity and emergency preparedness topics for members

5. EPICC will strive to create opportunities for EPICC to co sponsor bi monthly breakfast meetings on business continuity and emergency preparedness topics



6. EPICC will provide a “Members Only” section, which will provide information to our membership including:

- Past presentations
- Past minutes
- Speakers Bureau

7. EPICC will have a section on the web page to keep members up to date on upcoming events and past events’ information

EPICC will establish a Speakers Bureau that will promote the benefits of EPICC.

8. EPICC will design a “brand” or consistent format for all presentation backgrounds
9. EPICC will forge a relationship with the media and other public relations agencies in order to become a “Go To” agency.

EPICC will have sufficient paid staff to carry out its core functions

10. EPICC will increase **educational opportunities** for members by:

- organizing and hosting bi-monthly educational Breakfast Meetings (suggested fees to attend \$25)
- hosting Seminars in Victoria and Kamloops
- developing Seminars in other communities

11. EPICC will increase **educational opportunities** for members by

- developing and promoting a framework for home-based businesses and associations
- developing and promoting a framework for franchise members – e.g., White Spot

EPICC will build, sustain and promote a recovery structure in BC to support small and medium businesses recovering from an unpredictable impacting event.

12. enhance partnerships with EMBC and the Justice Institute for financial and promotional support for the Business Support Response Teams
13. use community incidents (e.g., fires) as an opportunity to launch robust BCP planning efforts within the community and enhance on-going training in order to complete the “cycle”

PRIORITIES FOR APRIL 01 2010 TO MARCH 31 2011

EPICC will strive to have the premier website for people to come to for emergency management and business continuity information

1. EPICC will provide “Ask an Expert” free advice to members about emergency management and business continuity information

EPICC will strive to establish EPICC as an interactive communication source for business continuity and emergency preparedness topics for members

2. EPICC will strive to have its website added to as many partner websites as possible as business continuity and emergency preparedness links
3. EPICC will provide links from our website to our members’ page or related links.



EPICC will establish a Speakers Bureau that will promote the benefits of EPICC.

4. EPICC will identify target audiences and create subjects, topics, and key messages for this audience. (e.g. public, downtown business)
5. EPICC will encourage their members to act as ambassadors within own organizations by giving presentations about business continuity topics.

EPICC will have sufficient paid staff to carry out its core functions

EPICC will increase partnerships by:

6. EPICC will develop and promote neighbourhood emergency preparedness programs for businesses e.g., business parks
7. EPICC will conduct meetings with business improvement associations in order to promote emergency preparedness actions

EPICC will build, sustain and promote a recovery structure in BC to support small and medium businesses recovering from an unpredictable impacting event.



8. EPICC will develop tools and strategies for the Business Support Response Teams including templates, brochures, forms, kits, vests, and training materials
9. EPICC will link its tool box with community partners in the following ways:
 - Identify potential groups such as Boards of Trade, Rotary, Chambers of Commerce, Business Improvement Boards
 - provide speakers to local community associations (including emergency managers) to promote the benefits for the Business Support Response Teams
 - develop an information package
 - approach municipal councils and UBCM for support for the concept
 - promote the concept through the media
10. maintain and improve tools and strategies through lessons learned locally, nationally, internationally (using a data base, wikis, EPICC members, and feedback post-event)
11. enhance partnerships with EMBC and the Justice Institute for financial and promotional support for the Business Support Response Teams
12. use community incidents (e.g., fires) as an opportunity to launch robust BCP planning efforts within the community and enhance on-going training in order to complete the “cycle”
13. develop opportunities for members to sponsor the Business Support Response Teams – e.g., Telus, BC Hydro, Terasen Gas to put their logo on Team Kits

If there is anything you would like to see on next year's EPICCgrams, please submit comments to Lesley Carew, Executive Administrator www.epicc.org

EPICC
147 East 14th Street, 2nd Floor
North Vancouver, BC V7L 2N4
Ph: (604) 580-7373 Fax: (604) 985-3733
Email: info@epicc.org Website: www.epicc.org

Board Members

Chair:

Glen Magel, BC Institute of Technology

Vice Chair:

Lisa Benini, Benini Consulting

Treasurer:

Laurie Pearce, Pearces 2 Consulting Corporation

Secretary:

Sylvie Mercier, Read Christofferson Ltd.

Larry Pearce, Pearces 2 Consulting Corporation

John Oakley, Provincial Emergency Program

Susan Hyde, Providence Healthcare

Christine Trefanenko, Terasen Gas

Jim Stanton, Stanton Association

Peter Broznitsky, RCMP IT Security