

May 7-8 - - Barton Creek Resort & Spa - - Austin, Texas

Make plans now to attend the COOP Symposium May 7-8, 2009 in Austin, Texas at the spectacular Barton Creek Resort & Spa.

Quick Facts

[Register Now](#)

When? May 7-8, 2009

Where? Barton Creek Resort & Spa, Austin, TX

Early Bird Price? \$900 per attendee until April 1.

*10% discount to current license holders registering three or more paid attendees at the same time.

*For each myCOOP™ maintenance agreement in place, you get one free admission per company.

Expert Content

- Leading industry speakers
- User case study presentations
- Software workshops
- myCOOP™ product roadmap
- Networking events

[Click for detailed schedule](#)

You won't want to miss this event, the ideal opportunity to network, share experiences and socialize with people who have something in common - COOP Systems.

Register at:

www.coop-systems.com/coopus

For more information contact Vicki Alvord at:

vickialvord@coop-systems.com
or 703.464.8700



Join us in Austin, the Live Music Capital of the World®.

Make plans now to attend the COOP User Symposium May 7-8 in

Austin, Texas at the [Barton Creek Resort & Spa](#), only nine miles from downtown. With sweeping views of the Austin countryside on 4,000 secluded acres, this luxurious hotel resort provides the ultimate relaxing getaway. If you like golf, there are four courses designed by masters of the game - Crenshaw, Palmer and Fazio – including the top two courses in Texas. If you like tennis, you'll be amazed at the facilities. If you like food, there is a wide range of culinary styles to suit all tastes, all with a Texas accent. For entertainment, there are more than 1,900 bands and performing artists living in and around the city, performing at 200 live music venues.

The major focus of the conference will be on sharing ideas and best practices – both in plenary and breakout sessions.

What to Expect

Besides the two days of sessions, COOP Systems will host a welcome reception on Thursday, May 7th with live music and dinner by the pool that evening. Feel free to extend your stay to further explore the area or play golf. If you arrive before 6 PM on Wednesday, enjoy a trip to Driftwood to [The Salt Lick](#) for legendary Texas barbecue.

Lower Cost

The symposium cost includes all meals and session costs for the two days, plus two nights hotel stay. Remember that for each myCOOP™ maintenance agreement in place, you get one free admission per company.

For more information, or to register now, click here: [Register now](#). Please mark your calendar now for the conference dates of May 7 – 8, 2009.



| DAY 1 -- May 7, 2009 | |
|----------------------|--|
| 8:00 AM – 9:00 AM | Registration and breakfast |
| 9:00 AM – 9:30 AM | Business Case for BCM Software Chris Alvord, CEO COOP Systems |
| 9:30 AM – 10:30 AM | Integrating IBM BCRS with Tivoli and myCOOP™ Rich Cocchiara, IBM Distinguished Engineer & CTO, BCRS R&D |
| 10:30 – 11:00 AM | Break |
| 11:00 AM – 12:00 PM | myCOOP™ Product Roadmap Colin Elster, CTO, COOP Systems |
| 12:00 PM – 1:00 PM | Lessons Learned from Pandemic Planning in Southeast Asia Jim Nelson, CEO, Business Continuity Services |
| 1:00 PM – 2:00 PM | Lunch |
| 2:00 PM – 3:30 PM | COOP Expert Workshop 1 - Incident Command Dashboards Greg Snyder, Senior Systems Engineer |
| 3:30 PM – 4:00 PM | Break |
| 4:00 PM – 5:30 PM | COOP Expert Workshop 2 - Advanced BIA Techniques Jason Benson, Systems Engineer |
| 5:30 PM – 6:30 PM | Break |
| 6:30 PM - closing | Poolside Cocktails, Dinner and Live Music |

9:00 AM Opening Remarks

Presented by: Chris Alvord, CEO COOP Systems

Topic: Business Case for BCM Software

Chris Alvord has been a senior executive in consulting and technology businesses for 20+ years. In business continuity, he has designed an industry-leading software package, led numerous large-scale projects and published numerous articles.

The topic discusses the fact that organizations are increasingly concerned with their enterprise risk exposure of all types, including operational risk factors like information technology, people, processes, business relationships, physical assets, sales, marketing, supply chain, business interruption, health & safety, and fraud. Business Continuity Management (BCM) software can be a key contributor to the mitigation of operational risk. There are at least ten aspects of a BCM program that can not be managed well without a comprehensive, integrated package. This presentation discusses these needs.

10:00 AM Keynote - - Rich Cocchiara, IBM

Presented by: Rich Cocchiara, IBM Distinguished Engineer & CTO, BCRS R&D

Topic: Integrating IBM BCRS with Tivoli and myCOOP™

Richard is an IBM Distinguished Engineer and the Chief Technology Officer for Business Continuity and Resiliency Services in IBM Global Services, specializing in helping customers drive higher business resiliency in order to realize increased business availability. He has over 25 years of I/S experience and has performed consulting engagements to many fortune 500 companies, particularly in the finance and securities industry. With 40 years of global experience in the business continuity arena and more than 150 business resilience delivery centers worldwide, IBM has deep industry-specific knowledge and unmatched services that help companies avoid disruption and keep their operations online.

His topic will discuss IBM future directions in integrating IBM Business Continuity & Resiliency Services with Tivoli and myCOOP™ technologies. Analysts (e.g., Gartner, IDC, etc.) agree that Tivoli is the leading systems management product in the world, with #1 or #2 ratings in IT Operations Management, Performance & Availability, Event Automation, Configuration Management, Job Scheduling, Network Management, IP Fault and Event Management, Server Provisioning, Archive and Hierarchical Storage Management, DBMS Management, Identity and Access Management, and Enterprise Asset Management.

11:00 AM myCOOP™ Product Roadmap - - Colin Elster, CIO

Presented by: Colin Elster, CTO, COOP Systems

Topic: myCOOP™ Product Roadmap - - Tactical and Strategic Directions for myCOOP™

Colin Elster leads the software development direction for COOP Systems. He manages both tactical and strategic planning and continuous dialog with clients on coming enhancements and other changes that takes the following two forms:

- Quarterly point releases for myCOOP™ are scheduled for the rest of 2009, with the 6.1 delivery done at the end of January 2009. Web sessions with customers reviewed the new features.
- Quarterly consultation with the COOP Advisory Council discusses myCOOP™ product direction. Participating members include ANZ, Cox Enterprises, BCBS Florida, IBM, Western Union, Hartford Insurance, IBM India, World Bank, Arizona Public Service, and Union Bank.

Colin will discuss some of the long-term, strategic and architectural enhancement plans for myCOOP™. Included topics will be Excel Integration, Improved Reporting, Process Dependency Mapping, Workflow and System Administration Enhancements.

12:00 PM Keynote - - Jim Nelson, ICOR

Presented by: Jim Nelson, CEO, ICOR and Business Continuity Services

Topic: Lessons Learned from Pandemic Planning in Southeast Asia

James Nelson, M.S., MBCP, CDCS, and CORP is the President of Business Continuity Services, Inc., a consulting firm specializing in all facets of BCP consulting. He is also founder and Chairman of the International Consortium for Organizational Resilience (ICOR), an international non-profit education and credentialing organization. Jim has been one of the best known instructors throughout the world for many years.

This presentation takes a different view on pandemic planning issues, with a global perspective from the part of the world most vulnerable to the Avian Flu. Providing an overview of the current efforts in Financial Sector Pandemic Preparedness Planning in Thailand, Jim will review how Asian practices will affect the potential for an outbreak in the US.

Jim conducted the Pandemic Preparedness Training to the 20 largest banks in Thailand as part of a coordinated effort between the Central Bank of Thailand, the Thai Bankers Association, Kenan Institute Asia, the Influenza Foundation of Thailand, USAID and ICOR.

2:00 PM Expert Workshop 1 - - Greg Snyder, COOP Systems

Presented by: Greg Snyder, Senior Systems Engineer, COOP Systems

Topic: Incident Command Dashboards

Greg Snyder is a Senior Systems Administrator of COOP Systems. In this capacity, he has led engagements at numerous large clients, including IBM India, Cox Enterprises, ANZ, Merrill Lynch, Western Union, Union Bank, Hartford Insurance and BCBS Florida.

Greg will show how myCOOP™ dashboards are the preferred method to quickly pull together and display numerous sources of real-time information from many parts of a BCM program at one URL. This will be a hands-on session where example dashboards are quickly created for two user types:

- Senior management - - status of various elements of the BCM program from across the enterprise, displayed in graphical and tabular formats.
- Emergency management - - status of tests or actual events, including real-time assignments, structured to support headquarters and team views.

The results can take many forms. Dashboards can be created for any group of users in minutes without programming. Multiple tabs can be placed at a URL. Multiple sources of data can be placed on a tab. Real-time graphics can be linked to tables. Lists can be made viewable by PDAs.

4:00 PM Expert Workshop 2 - - Jason Benson, COOP Systems**Presented by: Jason Benson, Systems Engineer, COOP Systems****Topic: Advanced BIA Techniques**

Jason is a Systems Administrator at COOP Systems and has worked at projects for clients like Hartford Insurance, Defense Logistics Agency, Union Bank, Arizona Public Service, and IBM US. Especially in an era of budget cuts, the BIA has renewed importance for organizations looking for rigorous, efficient methods to define essential business functions. Old methods of interviews and spreadsheets are slow and expensive. This factor often results in less frequency, with changes in the business not captured in a timely way. Reporting delays cause management misunderstandings. The goal is a focused, efficient BIA process transparent to management. This session will focus on myCOOP™ tools to get you there.

- Inherit your existing process or use our standard offers.
- Manipulate BIA results without the need for a database manager
- Distribute and collect surveys with e-mailed links.
- Survey responses automatically stored and grouped on site once completed
- Collect results into a SQL table in real time.
- Roll up results for local, regional, and head office with our list sync capabilities
- Create a management dashboard for BIA status.
- Automate the reporting process with automated links to Excel.
- Automate the immediate synchronization of BIA information into plans.

These advanced methods have been proven by COOP Systems' clients worldwide.

| Day 2 - - May 8, 2009 | |
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| 8:00 AM – 9:00 AM | Breakfast |
| 9:00 AM – 10:00 AM | Nick Benvenuto, Protiviti, Inc. Regulatory Environment, Legal Liability and BCM |
| 10:00 AM – 11:00 AM | Ming Yao, Cox Enterprises Case Study and Lessons Learned |
| 11:00 AM – 11:30 AM | Break |
| 11:30 AM – 12:30 PM | Damian Walch, Director, Deloitte Expanding BCP to Enterprise Risk Management (ERM) |
| 12:30 PM – 1:30 PM | Lunch |
| 1:30 PM – 2:30 PM | Tara Mitchell, Western Union Case Study and Lessons Learned |
| 2:30 PM – 4:00 PM | COOP Expert Workshop - - Structured Workflow Deployment Roddy Harris, Customer Service Manager |
| 4:00 PM – 4:30 PM | Closing Remarks |
| <p>9:00 AM Keynote - - Nick Benvenuto, Protiviti, Inc.</p> <p>Presented by: Nicholas Benvenuto, Managing Director, Protiviti, Inc.</p> <p>Topic: Regulatory Environment, Legal Liability and BCM</p> <p>Nick is a founding Managing Director and member of Protiviti's CIO Solutions Leadership Council, responsible for Technology Risk Consulting services globally for Business Continuity, Project Risk, Outsource Risk and Financial Services. Nick's 30 years of experience includes directing technology audit functions at Chase Manhattan Bank, Prudential Insurance and Credit Suisse as well as leadership positions at a number of public accounting firms in technology risk. His practice has included technology development and implementation, project management, external technology auditing, business continuity, and regulatory controls focused primarily in the Capital Markets, Banking, Insurance, Asset Management and Financial Products industries.</p> <p>Since inception in May 2002, Protiviti has become a leading expert globally in internal audit and risk management, as well as thought leader in areas that include the complexities and challenges of escalating regulations. Protiviti's expertise has been recognized by Forrester Research as a leader in risk consulting services (2007) and enterprise risk management consulting (2005). Protiviti serves clients worldwide in the Americas, Asia-Pacific, Europe and Middle East from more than 60 offices.</p> | |
| <p>10:00 AM Case Study - - Ming Yao, Cox Enterprises</p> <p>Presented by: Ming Yao, Director Corporate Security, Cox Enterprises, Inc.</p> <p>Topic: Cox Enterprises Case Study and Lessons Learned</p> <p>Ming Yao is currently the Director of Corporate Security for Cox Enterprises, Inc., assisting with strategic planning for Corporate Security, emergency planning, business continuity, and other security-related issues. He also served 24 years in the U.S. Secret Service with numerous diverse assignments, including Los Angeles, Bangkok, Thailand, training division, presidential protection division, and finishing his career as a deputy assistant director. Ming graduated from Cal State Long Beach in 1979 with a BS degree in Criminal Justice. He is also a graduate of the Industrial College of the Armed Forces (ICAF), National Defense University, graduating in June 2003 with an M.S. in national resource strategy.</p> <p>Cox is one of the nation's leading media companies and providers of automotive services, with 2007 revenues of \$15 billion and 83,000 employees. Major operating subsidiaries include Cox Radio, Cox Newspapers, Cox Television, Cox Communications, Manheim auto auctions.</p> | |

11:30 AM Keynote - - Damian Walch, Deloitte**Presented by: Damian Walch, Director, Deloitte Touche Tohmatsu****Topic: Expanding Business Continuity (BC) to Enterprise Risk Management (ERM)**

"Deloitte" is the brand under which tens of thousands of dedicated professionals in independent firms worldwide collaborate to provide audit, consulting, financial advisory, risk management, and tax support.

As a Director of Deloitte, Damian Walch has responsibility for delivering disaster recovery, business continuity, information security and risk-related services. He has more than 18 years of experience in the field of information systems, with specialized experience in development and deployment of disaster recovery, high availability, information security governance programs, enterprise risk management programs as well as regulatory compliance. He has worked with clients in the financial services, healthcare, manufacturing, retail, technology, telecommunications, publishing and media industries. Consulting Magazine recognized him as one of the Top 25 Most Influential Consultants of 2003.

Damian's session discusses how the economic climate has taken its toll on many corporate Business Continuity (BC) programs. At this time it is important for all BC professionals to expand their skills and capabilities. Expanding the components of your program can be beneficial to your company and to your own career. This presentation will describe the concepts of Enterprise Risk Management and ideas on how to expand BC to ERM.

1:30 PM Case Study - - Tara Mitchell, Western Union**Presented by: Tara Mitchell, Senior Analyst, Western Union****Topic: Western Union Case Study and Lessons Learned**

Tara Mitchell is the Senior Business Continuity Analyst for Western Union, where she supports the coordination of the company's business continuity planning efforts. Prior to joining Western Union, Tara was an analyst at Janus Capital Group within the Risk Management and Compliance departments. At Janus, Tara assisted with the establishment of the corporate business continuity program.

Tara holds a bachelor's degree in business management from McNeese State University and a master's degree in business administration from Regis University. She also serves on the Colorado Rocky Mountain Associated Contingency Planners (CRMC-ACP) board as the membership director.

Known today as an innovator in financial services, The Western Union Company has become an industry leader in global money transfer with over 365,000 agent locations in more than 200 countries and territories. Western Union offers money order, money transfer, payment and prepaid services, continuing a long history of connecting people around the corner and around the globe with financial services that are fast, reliable and convenient.

2:30 PM Expert Workshop 3 - - Roddy Harris, COOP Systems**Presented by: Roddy Harris, Customer Service Manager, COOP Systems****Topic: Structured Workflow Deployment**

Roddy Harris manages COOP Systems Customer Service department for all COOP Systems clients, including the coordination of instruction for all new releases. She will discuss how new 3-level structured workflows in myCOOP™ can streamline the cost and time required to coordinate common business processes, e.g., document review or project approval. Site users can use workflows with customizable forms accessible from the document or item in a list or library, with tight integration to Microsoft Office.

- Start a workflow on a document or item.
- View the list of workflows that are available for a document or item.
- View, edit, or reassign a workflow task.
- Complete a workflow task.

This structured workflow is available in myCOOP™ 6.1 for immediate use with no custom programming.