



ASSOCIATION OF CONTINUITY PROFESSIONALS

## Central Arizona Chapter Meeting Minutes

### April 8, 2021 9:00 AM – Zoom Meeting

AGENDA	ATTENDEES
<ol style="list-style-type: none"> <li>1. Call to Order.....President</li> <li>2. Welcome/Announcements.....President</li> <li>3. Program..... Speaker</li> <li>4. Wrap Up ..... Board</li> <li>5. Meeting Close ..... Board</li> </ol>	<p><b>BOARD MEMBERS:</b>            President – Joanne Storbeck            President Elect – James Knox            Treasurer - Susan Czarnowski            Secretary - John Padilla            Membership Director – Magaly Mancillas            Program Director – Beth Bendos            Information Director - OPEN            Web Director - Monique Hafler            Public Relations Director - OPEN            Past President – Steve Westwood</p> <p>Not Present:            None</p> <p><b>NEXT MEETING:</b> May 5, 2022</p>

	AGENDA ITEM	DISCUSSION THREADS
1	Call to Order	Chapter President Joanne Storbeck called the meeting to order at 9:09 am.
2	Local Sponsors	<ul style="list-style-type: none"> <li>MHA Consulting</li> <li>BC in the Cloud</li> </ul>
3	Networking	Thanks to Bridget Guerrero from Go Daddy for speaking today. Chapter President Joanne Storbeck facilitated a networking session prior to the start of the meeting. Topics included return to the office, how has your company been impacted by the Russia – Ukraine conflict, and what are your current priorities.
4	Welcome/ Announcements	<p>After the presentation Chapter President Joanne Storbeck reviewed the ways to connect with ACP and reminded the group that Central Arizona Chapter information is available at all of them.</p> <ul style="list-style-type: none"> <li>ACP website, <a href="http://www.az-acp-international.com">www.az-acp-international.com</a></li> <li>National ACP website, <a href="http://www.acp-international.com">www.acp-international.com</a></li> <li>LinkedIn, Arizona <a href="#">ACP Chapter Group</a></li> <li>and the newsletter.</li> </ul> <p>Meeting Attendance:    Guests <b>0</b> / Chapter Members <b>19</b> / Other Chapter Members <b>0</b> / Total <b>19</b></p>



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		<p><b>Job Opportunities:</b> Posted to the Central Arizona Chapter website.</p> <p><b>Other Announcements:</b> None</p> <p><b>Business Updates:</b> None</p>
3	<p><b>SPEAKER:</b> Bridget Guerrero, Senior Manager for Global Security Operations &amp; Resilience at GoDaddy</p> <p><b>TOPIC:</b> How to implement a Resilience Program while avoiding imposter syndrome</p>	<p><b>Topic Overview:</b> The topic for our April meeting was an interesting one. In many industries and sectors the term Business Continuity is giving way to Resilience. But what does that really mean? This more strategic discipline can be a daunting concept; influenced by one’s background and how long they have been in BCM and/or IT DR related fields; not to mention the specifics of their own organization.</p> <p>Bridget Guerrero Senior Manager for Global Security Operations &amp; Resilience from GoDaddy led a discussion about ‘How to implement a Resilience Program while avoiding imposter syndrome. Bridget is well positioned to speak on this topic from a couple perspectives: 1) she is relatively new to the BCM discipline; 2) she is currently leading her organization through this transition.</p> <p><b>Summary:</b> Bridget review the results of the survey sent to chapter members prior to the meeting. The results showed that the majority of the respondents have over 10 years of experience, most work in business continuity, and are already operating in a resilience program.</p> <p>The How to implement a Resilience Program while avoiding imposter syndrome presentation covered six areas. Business Continuity vs. Resilience was the first. The discussion included the definitions of both Business Continuity (ISO 22300:2018) and Resilience (ISO 22316:2017) as well as the difference between Organizational Resilience and Operational Resilience and the evolution of resilience. Finding your “why” to obtain organizational buy in was the next area. Examples included the 2020 Cedar Rapids derecho impacts such as the loss of power and telecommunications for weeks. The COVID-19 shift to at-home operations for call centers, and the war in Ukraine. This led to Patience is a Virtue where she discussed Observation - identifying ways your team can provide value and being prepared to deliver; Preparation – promoting what you can deliver with the resources that you have, and Respond – perform and be agile. Avoiding Common Mistakes followed. These can be avoided by identifying strategic objectives first, then key positions. Be careful about moving too fast. What to do when a partner goes radio silent and are you doing all the work or leading and coordinating? Lastly she discussed Imposter Syndrome. If you tend to doubt your own skills and accomplishments, despite what others think, you may have imposter syndrome. While it's not an actual mental health condition, this term describes someone who feels they aren't as capable as others think and fears they'll be exposed as a fraud. High achievers you admire share the same thoughts. The kicker is that the more you know, the stricter your definition of an expert becomes. You can kick the Imposter Syndrome by knowing the signs, letting go of perfection, talking with a mentor or manager, knowing that you are not alone, being kind to yourself, distinguishing humility from fear, embracing the feeling, tracking your success, and saying “yes” to opportunities. Bridget thanked the chapter for the opportunity to present the information and looks forward to discussing any of these items with the group in the future.</p>



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<p>3 <b>Board Reports</b></p>	<p><b><u>Board Reports</u></b></p> <ul style="list-style-type: none"> <li>• <i>President: Joanne Storbeck</i> <ul style="list-style-type: none"> <li>➤ Interface Phoenix will be held at the Kierland Weston Hotel on July 15, 2022</li> </ul> </li> <li>• <i>President-Elect: James Knox</i> <ul style="list-style-type: none"> <li>➤ No report</li> </ul> </li> <li>• <i>Treasurer: Susan Czarnowski</i> <ul style="list-style-type: none"> <li>➤ No report</li> </ul> </li> <li>• <i>Secretary: John Padilla</i> <ul style="list-style-type: none"> <li>➤ No report</li> </ul> </li> <li>• <i>Membership Director: Magaly Mancillas</i> <ul style="list-style-type: none"> <li>➤ No report</li> </ul> </li> <li>• <i>Program Director: Beth Bendos</i> <ul style="list-style-type: none"> <li>➤ The next meeting will be in June with Cheyene Marling presenting about Skills in demand within Business Continuity / Resiliency Planning along with tips to build a personal brand / strategic career planning. Andrew Witts is tentative for the August Chapter Meeting. The September meeting will be held in conjunction with the DRJ Fall Conference and will be open to any ACP member attending the conference. We will need to get the information to ACP National so other members can plan to attend after the conference.</li> <li>➤ There has been interest in meeting to discuss technology vendor issue. This will be a virtual ad hoc meeting to discuss Business Continuity tools on May 5, 2022 at 9:00 am.</li> </ul> </li> <li>• <i>Information Director: OPEN</i> <ul style="list-style-type: none"> <li>➤ No report</li> </ul> </li> <li>• <i>Web Director: Monique Hafler</i> <ul style="list-style-type: none"> <li>➤ No report</li> </ul> </li> <li>• <i>Public Relations Director: OPEN</i> <ul style="list-style-type: none"> <li>➤ No report</li> </ul> </li> </ul>



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		<ul style="list-style-type: none"> <li>• <i>Past President: Steve Westwood</i> <ul style="list-style-type: none"> <li>➢ Steve Westwood briefed the chapter about the ACP President’s Council Meeting. ACP National is facing a financial struggle, membership retention and development issues, as well as what services to be provided to the membership. ACP membership is down substantially with approximately 800 current members. ACP National has developed a 30-60-90 day action plan to address these issues. Management HQ who had been contracted to provide program management services will be replaced with a less expensive company. Along with the financial plan re-branding and updated communications will also be addressed. There has been interest by new sponsors in providing support to ACP National. Quarterly articles will be written by Regina Phelps. Two of the ACP National Board have departed and their positions are open. Contact Steve Westwood if you are interested in any of the positions. The board wants to know what is relevant to the membership and will hold future meetings. The ACP National Board will be at the DRJ Fall Conference.</li> </ul> </li> </ul>
4	Wrap Up	<p>Next Chapter Meeting  Date: May 5, 2022  Location: Zoom call  Topic: Business Continuity tools  Speaker: TBD</p>
5	Meeting Close	Meeting adjourned at 10:30 am.
6	Action Items	None

Arizona ACP Website: [www.az.acp-international.com](http://www.az.acp-international.com)