FROM DISASTER TO SUCCESS: LEVERAGING COLLABORATION TO GETTING IN BOARDROOM DISCUSSIONS

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Gwendoline Poyner

- Worked for BCBSND over 28 years
- Master Certificate in Government Contracting
- Certified Business Resilience Manager and Certified Business Resilience IT Professional
- Revamped and Matured the Business Continuity and Disaster Recovery Program for BCBSND
- Established The Emergency Response Program for BCBSND
- Chair of the Business Continuity Advisory Board (BCAB)
- 2nd in Command for Pandemic Response
- Minimum Viable System Program Task Group

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Ask

Background

Hurdles

Outcomes

Take Aways

How Did You Get a Seat at the Adults Table?

AGENDA

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Ask

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ASK

Find	Find a New Alternate Processing Site
Decommission	Decommission the old Alternate Processing Site
Move	Move to the New Alternate Processing Site
Perform	Perform a Fully Functional Disaster Recovery Test
Incorporate	Incorporate 5 different companies with different wants and views in the 2016 DR Test
Include	Include Business Users in the 2016 DR Test
Site	New Site Functional in 6 months (March 2015 – August 2015)
Revamp	Revamp the Business Continuity and Disaster Recovery Program

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BACKGROUND

Remember that One Time?

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Background

Five Companies	•One wants High Availability •One wants Lowest Cost possible
Fully Functional Test has never been performed	•Checking the Box
Board wants to meet Compliance, Contractual and Regulations	•Risks are their Main Concerns
Received Corrective Action Plans	•One Correction Can Sometimes be One Too Many
Current Alternate Processing Site does not meet basic needs	•Didn't Evolve with Changes/Improvements
No one asked the C – Suite what was critical for the Business	•Assumed We Knew Best
It worked in the past, why change now?	•I Already Have an Established Process that Works

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HURDLES

What Hurdles do you face?

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Hurdles

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Hurdles

- Change is hard
- Unknown
- What if we fail?
- There should be no deviations from current state
- Us against them
- No one can work together mindset
- You moved my cheese!
- Snagit is Critical!
- Why do they get to go first?
- We couldn’t find the Keys!

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Hurdles

- What are some of your Hurdles?

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OUTCOMES

We’re All In This Together

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Outcomes

- A successful Fully Functional Disaster Recovery Test
- Collaboration between Departments and Companies
- Empowerment to think outside of the box
- It is ok to Fail
- Interest in the Program
- Excitement for next Disaster Recovery Test
- Involvement and Collaboration from IT, Business Areas, Senior Leadership
- Respect for the work and contribution for each other
- Establishment of Mentor and Mentee
- Improved Working Relationships

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Outcomes

- What Successful Outcomes Have You Had When Collaborating?

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TAKE AWAYS

I Am Only as Successful as Those Around Me

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Take Aways

Listen Don’t Talk

What does the Stakeholders want?

What does the Business Areas want?

What does the Executive Leadership want?

What are you trying to Solve?

Know the End Game and Tell Everyone

What are their Roles and Responsibilities

What are the Expectations

Be Open and Honest

Ask for Feedback, Suggestions, Comments, Concerns

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Take Aways

Be Respectful

Utilize Outlook Scheduler to schedule meetings

- Don’t book a time that your Key Stakeholders are already doubled booked
- Don’t book a time that is outside of normal work hours
- Don’t Schedule a Meeting at the Beginning or End of a Workday

Be Conscious of Holiday’s/Events

Get to Know who your Players Are

What makes them tick

What are their Strengths and Weaknesses

Never, Never Throw Someone Under the Bus

Take Responsibility

Know Your Limits

Ask for Help

Look to those who Know

Seek Guidance

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Take Aways

Recognize	Celebrate	Have Fun	Learn	Be	Produce
Recognize Everyone's Efforts • Relay them to their Supervisors and Executive Leadership	Celebrate Success and Failures	Sometimes a Laugh is Needed	Learn from the Failures	Be Available • Work Through Concerns • Don't ignore Tension/Frustrations	Produce Post Mortemum Reports • Have Action Items • Share them with the Executive Leadership and Everyone

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HOW DID YOU GET A SEAT AT THE ADULT TABLE?

I’m a Big Kid Now!

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Getting the Seat at the Adults Table

Who's Your Champion?

Share Information/Reports

Ask Them

What's Missing?

What Do They Not Know?

Find Out What They Want

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Questions

Thank you!