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John A. Troccoe

Emergency Management Consultant

John Troccoe, Emergency Management Consultant, has over thirty years of experience in emergency planning and management, hazard and risk analysis, business continuity and loss mitigation.

Mr. Troccoe recently retired from the Federal Reserve Bank of San Francisco, after thirty years of service, where he held several key positions. He created and managed the Bank's **Office of Emergency Management (OEM)**. The Office of Emergency Management (OEM) was established under District Police Services to enhance the Bank's ability to uniformly and comprehensively respond to and manage a wide range of emergencies (natural and acts of terrorism). The OEM was patterned after State and Local government OEMs and has become a model for the **corporate business sector**.

Highly regarded for his successful disaster response and mitigation programs, he has successfully consulted at the local and national levels on corporate emergency management policies, procedures, issues, plans, and training courses. In addition, Mr. Troccoe has over twenty years experience in developing and managing innovative Business Continuity programs.

Mr. Troccoe is a graduate of the University of San Francisco with a Bachelor of Science degree in Business Administration - finance and economics and MBA in organizational behavior and management planning.

He is a sought after speaker on emergency management and business continuity topics and is currently writing a Guidebook on How to Establish and Manage an Office of Emergency Management Program for Corporations.

He has the expertise to customize solutions to enhance an organization's preparedness capabilities:

- Review and improve existing emergency and safety plans.
- Emergency Management Strategy, Planning, Implementation, and Training.
- Business Continuity Planning.
- Emergency / Crisis Response Programs.
- Building Emergency Plans.
- Anti-Terrorism Planning.
- Pandemic Response Plans.
- Threat Assessments and Security Solutions.
- Incident Command Systems (ICS/SEMS/NIMS).
- Floor Warden Programs and Training.
- Emergency Operation Centers (EOC).
- Emergency Training Drills and Tabletop Exercises (Evacuation and Shelter-in-Place).
- Corporate Emergency Response Teams (CERT/NERT)
- Emergency Response Equipment and Supplies.
- Occupational Safety Programs.
- Workplace Violence Programs.

Topic Title: Business Continuity Planning: *Are you REALLY Ready?*

Learning Objectives:

Understand the types of threats that can disrupt your operations that you need to be prepared for.

Be able to write a successful Business Continuity Plan or review and improve an existing Plan.

Understand the Components of a successful Business Continuity Plan (*using Facilities Management Function as an example*):

Key Functions and Criticality.

Critical Processing Periods.

Interdependencies.

Incident Assessment, Declaration, and Notification Procedures.

Recovery Plans (Responsibilities & Recovery Action Items):

Regional Disaster / Building Outage Scenario.

Floor Outage Scenario.

Infrastructure Outage Scenario.

Other Potential Problems/Application Outage Scenarios.

Staffing Shortage Scenario.

Recovery Team Structure.

Training and Plan Maintenance.

Be able to design a business continuity training program to maximize value and minimize cost.

Also, I am including the FEMA-based BCP Checklist as a handout