Anticipatory Science " What IF Scenario Spinning" Art

Why: Expand awareness of secondary and subsequent impacts from natural hazards.

When: ==Year 2015 AD==

What: Recollections and reflections on livelihood and lifestyle

Who: Survivors of the Seattle Fault 7.0 Earthquake in 2005

Where: Varies by experience and location of " scenario spinner!"

How: Use ==IF ONLY== statements to describe both your distilled insights

about **NOT** being better prepared to survive or thrive this historical event.

FastCompany.com Learning Lessons
URL: www.fastcompany.com/online/resources/learnlesson.html

themes > learning > learning lessons

'You Can't Create a Leader in a Classroom'

Professor ==Henry Mintzberg== is one of the world's most influential teachers of business strategy.
Now he's developing a new lesson plan: to change the very essence
of ==business education== itself. *Jennifer Reingold*

Be a Virtual Leader

How well do you communicate vision? Empower your people?
Drive efficient and innovative results? Find out by taking **Leadership in Action**,
an online business simulation designed to test your strengths
and weaknesses as a team captain. *Fast Company*

Facilitating Fast Learning

Interactivity, **simulation**, and entertainment are the ==*keys to enabling fast learners!*== **...**

It's funny -- and more than a little alarming -- to think about the places in which most executive learning takes place. At the majority of schools, students (learners) are taught in big lecture halls.

In business, workers are generally herded into cavernous hotel ballrooms.
Neither facilitates what are, in my view, the essential prerequisites
for enabling fast education: ==interactivity, **simulation**, and entertainment==.
URL: www.fastcompany.com/learning/braintrust/jrayport.html

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Leadership Learning Collaboratory (LLC) via Virtual Team Tactics (VTT)

- www.netage.com —> **www.virtualteams.com**

- High Touch / Low Tech

- Implementation Issues Tracking Process

1. Telework & distance learning environments

2. Change management & collaboration

3. Leadership and "followership" both needed

4. Common purpose / objectives & outcomes

5. Group dynamics / tasks vs. relationships

6. Trust factors and agendas

7. Cultural issues & anonymity

8. Conflict resolution process & skills

9. Time zone synchronization –
   Real-time vs. Asynchronous communication

10. Biorhythms & computer-human interface (CHI) considerations!

- Top Issues & Recommendations:

Situation:	Solution:
Trust (work on early and often)	• Requirements (Clear roles & responsibilities, acceptance)
	• Discuss the people processes, "checking in/out" – "How are we doing?"
Focus (Purpose, Charter)	• Task vs. team distinctions
	• Appropriate application of technology – match the medium to the task
Dissolution (End Game)	• Sharing distilled insights, "lessons learned"
	• Validate understanding

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Operational Continuity Situation Management Skills
for Human Resource & Information Assurance Professionals
Leaders choose, creates, convince and cause . . .

SHRM-OD Framing: Ziff-Davis Media **CIO Insight Article** - Research "lessons re-learned"
Books: Warren Bennis Series - **Absolutes of Leadership** by Phil Crosby
Winning Decisions by J. Edward Russo & Paul J.H. Schoemaker (New)

A: AVOID Career Limiting Moves (CLM) & Decision Traps
AVOID "Analysis-Paralysis plus "Ends-Means" Inversion

B: Business Impact Assessment [Build vs. Buy Basics]
[B-1] Scope of outage – Function & Facility
[B-2] Disruption duration – 3 Minutes, 3 Hours, 3 Days, 30 Days, 3 Months
[B-3] Time Critical Windows – Client-based workflow analysis of deliverables (In/Out)
C: C-Level Concerns & Critical Resumption Assumptions (CRA)
[C-1] Compliance Categories (Self-Audits)
[C-2] Competency Measures (MBC Tools)
[C-3] Critical Success Factors (CSF)
[C-4] Crisis Communications Checklist

D: Downstream Liability for Digital Disruptions & Denial of Services
[D-1] Define TARGETS of Opportunity (Vulnerabilities)
[D-2] Discuss motives (Behavior-based drivers & end-game)
[D-3] Determine methods (Think like a thief / CyberAbuser)
E: Exposure & Event /Incident Management
[E-1] PREsponse / Proactive & Preventive Practices
[E-2] Response / Reactive = Detect & Correct Defects
[E-3] Effective Emergency Action Plans pre-defined
[E-4] Exercise Scenarios / Simulations with external resources

F: Financial & "FUD Factors"
[F-1] UMN-MISRC Study (1970s) MTBU = Mean-Time to Belly-Up
[F-2] Goodwill / Reputation Protection
[F-3] Fear – Uncertainty & Doubt Reduction
G: Global "*Gotcha Games*" & "*Core Wars*" Evolution
[G-1] Acceptable Use Policies vs. Practices
[G-2] Anonymous Perpetrators & Unknown Victims
[G-3] Targeted CyberAbuse Victims

H: Hassle Elimination Learning Process (HELP) – Collect Challenge Questions
I: Information Assurance Programs
[I-1] Physical Protection
[I-2] Personal Privacy
[I-3] Information Security
[I-4] Inter-Regional Collaboration (ACCTTS-VICnet)

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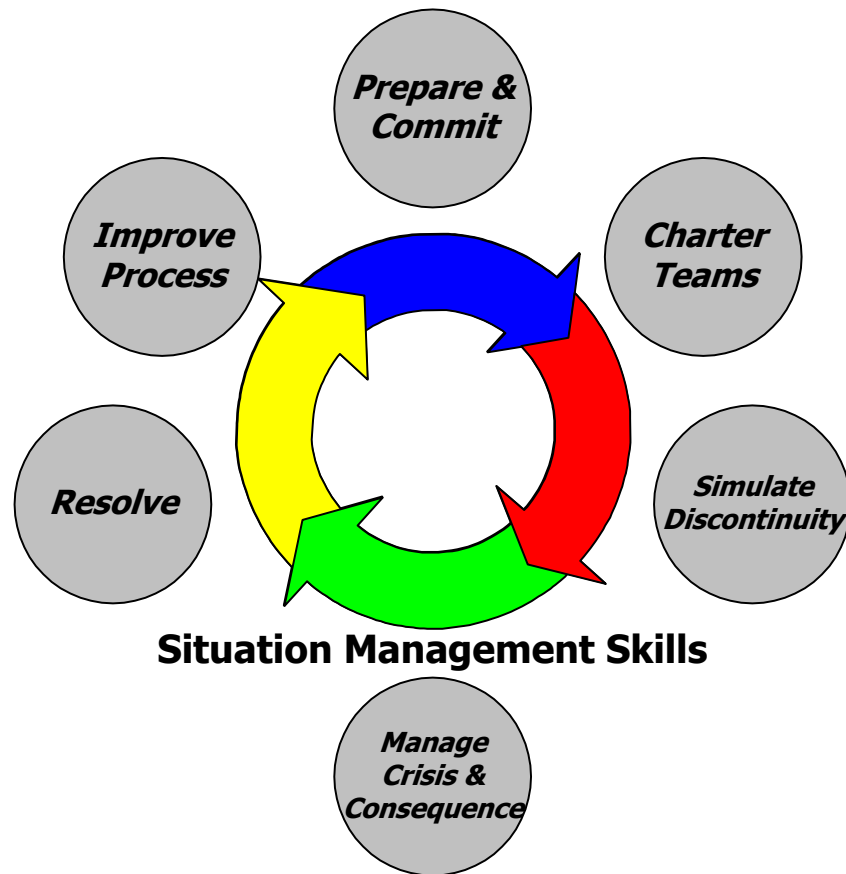**Tel:** 952-888-1108
Email: bob@acctts.com

TRUST SURVEY *by Charlotte M. Roberts*

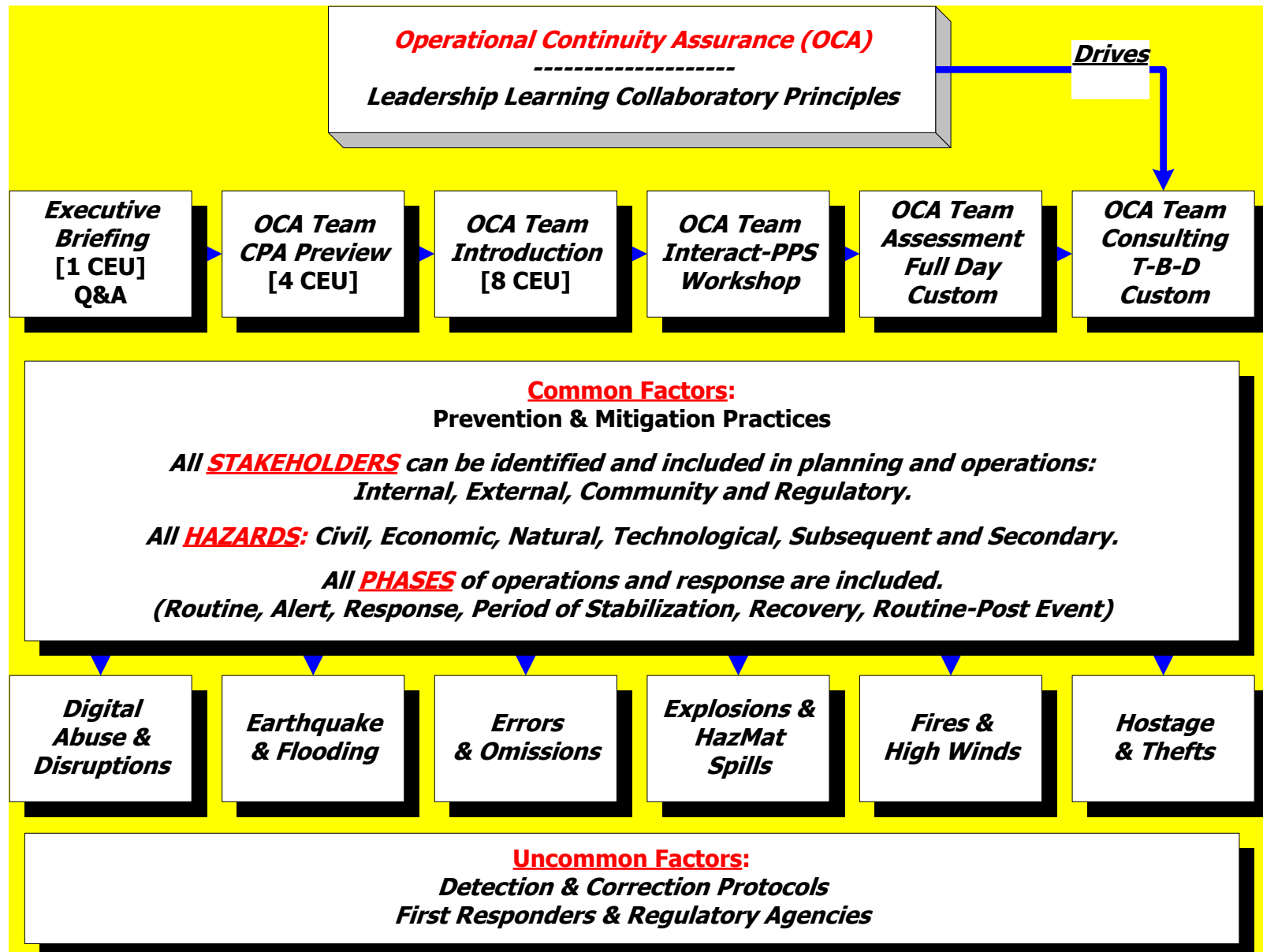**Your Name** _____ **Team Member**

_____

Place a (+) if this person meets each criteria listed below or put a (-) if they do not.

1. _____ I have a good idea how my <u>team member</u> will act: he/she is consistent.
2. _____ I believe my <u>team member</u> is dependable;
          he/she keeps agreements, commitments and promises.
3. _____ I feel my <u>team member</u> would not intentionally hurt me in any way;
          he/she demonstrates caring for others.
4. _____ I have faith that my <u>team member</u> will act in my best interest even if I am not present;
          we share common values and goals.
5. _____ I know my <u>team member</u> can do the work we have identified;
          he/she does high quality work.
6. _____ I think my <u>team member</u>'s words are true; he/she is honest.
7. _____ I hear my <u>team member</u>'s words as authentic; he/she says what he/she means.
8. _____ I know my <u>team member</u> will admit mistakes and fears; he/she is open.
9. _____ I can share my crazy ideas and deep feelings with my <u>team member</u>;
          he/she is nonjudgmental.
10. _____ I am conformable with the investment (social, emotional, psychological, etc.)
          I have made in this relationship; my <u>team member</u> respects the relationship.
11. _____ I am not afraid of uncertainty in the future; my <u>team member</u>
          and I can figure out most anything.
12. _____ I don't mind asking my <u>team member</u> for help in understanding a new process,
          a new equation, etc.; he/she is a good coach.
13. _____ I openly receive feedback from my <u>team member</u>;
          his/her **feedback** is specific, direct and non-punishing.
14. _____ I am willing to suspend my position to understand my <u>team member</u>'s point of view;
          he/she can make a valuable contribution.
15. _____ I know my <u>team member</u> suspends his/her position to understand me ;
          he/she believes I can make a valuable contribution.
16. _____ I can freely disagree with my <u>team member</u>;
          he/she is equally committed to uncovering the **truth** and the best solution.
17. _____ I listen to criticism from my <u>team member</u>; he/she accepts me as I am
          and does not demand that I play a particular role.
18. _____ I feel confirmed by my <u>team member</u>;
          he/she accepts me as I am and does not demand that I play a particular role.
19. _____ I enjoy a free-flowing dialogue with my <u>team member</u>;
          we blend our thoughts well together for better **understanding**.
20. _____ I have fun with my <u>team member</u>; he/she shares a common spirit.
21. _____ My fellow <u>team member</u> has told me that I can **trust** him/her.
[___]   <u>Other</u> (please describe your criteria on reverse side)

Operational Continuity Assurance (OCA)
Architecture Overview

Prepare & Commit

Improve Process

Charter Teams

Resolve

Simulate Discontinuity

Situation Management Skills

Manage Crisis & Consequence

LLC_Scenario-Spinning_Virtual-Team-Tactics.doc

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Operational Continuity Assurance (OCA)

Leadership Learning Collaboratory Principles

Drives

Executive Briefing [1 CEU] Q&A	OCA Team CPA Preview [4 CEU]	OCA Team Introduction [8 CEU]	OCA Team Interact-PPS Workshop	OCA Team Assessment Full Day Custom	OCA Team Consulting T-B-D Custom

Common Factors:
Prevention & Mitigation Practices

All **STAKEHOLDERS** can be identified and included in planning and operations:
Internal, External, Community and Regulatory.

All **HAZARDS**: Civil, Economic, Natural, Technological, Subsequent and Secondary.

All **PHASES** of operations and response are included.
(Routine, Alert, Response, Period of Stabilization, Recovery, Routine-Post Event)

Digital Abuse & Disruptions	Earthquake & Flooding	Errors & Omissions	Explosions & HazMat Spills	Fires & High Winds	Hostage & Thefts

Uncommon Factors:
Detection & Correction Protocols
First Responders & Regulatory Agencies

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OCA - Information Protection Program (IPP)
Knowledge Management Organizational Learning (KMOL)

❑ Why implicitly <u>TRUST</u> insiders (In-laws) while fearing outsiders (Outlaws)?

❑ *Why expect your quick-response teams to perform effectively during crisis situations with methods they're NOT already using everyday?*

❑ *Are public sector first responders considered more effective than your own quick-response teams?*

	WHO	WHAT	WHEN	WHERE	WHY
ALL Stakeholders:					
	Co-Workers	Life & Livelihood Asset Protection	Orientation / Ongoing OCA Event-Driven	ILT / eLearning v-Learning	Reinforce Ethics Codes & TRUST Factors
	Coaches [Tutors & Mentors]	Hardware / Software Peopleware / Process & Intellectual Property	Before / During / After **CIP:** Continuous Improvement Process		
	Community / Culture	Situational Awareness	Response Activity Matrix (RAM) Diagram		USAA – Washington Mutual Benchmarks
	Clients / Customers	Monitoring Behavior Changes (Metrics?)			Competitive Advantage
ALL Hazards:					
ALL Phases:					

Source: ADI-C4_Framing-Stories.doc

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Collaboration, a Human versus IT Issue

AMR Research

- Teamwork
- Partnership
- Group Effort
- Association
- Alliance
- Relationship
- Co-operation

- Share Data
- Share Information
- Share Strategies
- Share Measurements
- Share Risk
- Share Reward

→ To Give to Get ??

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Proficiency Inc. - News and Events - Press Release - November 27, 2000
... shared and communicated. According to Tom Cook of AMR Research,
"*Collaboration is necessary to survive in today's economy.* No longer ...
www.proficiency.com/news/press_releases/pr_112700.html

www.kdnuggets.com/news/2001/n16/n16.txt
... Mining (OLE DB-DM) and **XML for Analysis standards** developed
by **Microsoft in collaboration** ... For more information visit
www.spss.com/embed/ and www.azerity.com

LLC: Leadership Learning COLLABORATORY

LLC-VICnet (c) *THINK globally & InterACT regionally"*

*** *A Human vs IT Issue* ***
www.humanfirewall.org/issues.htm

Teamwork . . . . Share **DATA**

Partnership . . . Share **INFORMATION**

Group Effort . . . Share **STRATEGIES**

Association . . . Share **MEASUREMENTS**

Alliance . . . . Share **RISK**

Relationship . . . Share **REWARD**

Collaboration ->-> To **GIVE** *to* **GET** *??*

Result: *Holistic Community Wellness*

www.healthkey.org/projects.htm

IWS: www.iwar.org.uk/infragard

MnIPS: www.mnips.org

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Relationship	Profile	Motive	Opportunity (Means)	Methods	Frequency [H-M-L]	Impacts [H-M-L]	Effective Safeguards	Proven Practices	Mandated Controls
Insiders: (In-laws?)	*Clueless User*	None	Access & Authorization	Error & Omissions	High	Low-Med			
	Contractor	Varies	Weak Controls	Exploits Lax Controls	Unknown	Med-High			
	Disgruntled Stakeholder	Get Even	Insider Insights	Exploits Lax Controls	Low-Med	High			
	Gamers (MUDD)	Have Fun	After Hours Diversions	Compromises Controls	Low	Med-High			
Outsiders: (Outlaws?)	*Script Kiddie*	Intellectual Curiosity	Spare Time Lax Parents	Freeware	High	Low-Med			
	Hacktivist	Political Causes	See Below	Various	Unknown	Med-High			
	Coder / Pro (Core Wars)	Peer Recognition	Lax Software Quality	Discovers Loopholes	Low	High (Day Zero)			
	Comp Intel & Economic Espionage	Economic Gain			Medium	High			
	State-Sponsored Netspionage	Economic & Political Gains			Unknown (**See Survey**)	High			

IE Only Ref: http://my.octopus.com/view.oce?v=6B3937A27CD749E39C510BCF93ED8934 *[ACCTTS-SIRT Selection Support PKM]*

MISD 692Text: http://www.metases.com/aNd.htm#ecom **&** http://www.metases.com/gloss.htm *[Glossary of Terns]*

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Operational Risk Factors:	Type Digital Disruption	Outage Impacts? [H-M-L]	Outage Scope?	Time-Critical Window?	Outage Duration?	Protection Policy Pre-Reqs	Defined SIRT Roles	Key Resp. & Resources	Desired Results Metrics?
	Anti-Social Engineering								
	Deletion (Accidental)								
	Denial of Service								
	Destruction (Intentional)								
	Errors & Omissions								
	Unauthorized Access								
	Unauthorized Disclosure								
	Unauthorized Duplication								
	Unauthorized Modification								
	Network Abuse or Misuse								

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