

ANNUAL REPORT 2018

ChicagoFIRST

Nationally Connected. Regionally Focused.
Uniquely Resilient.

Fostering
Industry
Resilience and
Security through
Teamwork



Fostering Industry Resilience and Security through Teamwork

ChicagoFIRST is a nonprofit association that provides critical firms a collaborative forum to address private sector resilience and emergency management planning and response with relevant local, regional, and national public sector agencies.

Full time staff provides situational awareness, working groups, exercises, and roundtable discussions for members to explore best practices; test their cyber, business continuity and physical security emergency response plans; and effectively align and integrate their preparedness and crisis response with the public sector. In these trusted venues, members identify challenges and engage in collaborative solution-based discussions addressing risk management, emergency preparedness, response, and resilience.

Through longstanding relationships with the public sector, ChicagoFIRST takes a leadership role at the local, state, and federal levels, representing resiliency issues of importance to members.

Formed in 2003, private firms constitute ChicagoFIRST membership, govern its operations, fund its activities, and manage its staff. ChicagoFIRST's staff address risk management issues affecting each firm by acting as an extension of each member's team.

A CRISIS IS NO TIME TO EXCHANGE BUSINESS CARDS

ChicagoFIRST IN TRANSITION

In December 2018, the ChicagoFIRST Board of Directors selected Steven Caluris to succeed Michael Carano as Executive Director beginning January 1, 2019. A native Chicagoan, Mr. Caluris brings 33 years of law enforcement, intelligence analysis, technology and management experience to the role.

Steve recently served as Deputy Chief of the Chicago Police Deployment Operations Center, the Crime Prevention Information Center (CPIC) Fusion Center and Crime Control Strategies, which provided him the opportunity to collaborate with local, state and federal government partners, and to provide the private sector with valuable information and guidance that increases the resiliency of our entire community.

Mr. Caluris will co-chair the Chicago Public Private Task Force with the Executive Director of the Chicago Office of Emergency Management and Communications and serve on the Financial Services Sector Coordinating Council Executive Committee in Washington DC.

The ChicagoFIRST Board of Directors is confident that Mr. Caluris, along with Deputy Director Martha Meegan, have the depth of experience and capability to build on our tradition of collaborative planning and critical infrastructure resilience.

Best wishes to Steve for great success in taking ChicagoFIRST to the next level.



Michael A. Wallace
Chairman

LETTER FROM THE EXECUTIVE DIRECTOR

To Our Stakeholders,

The success noted in this annual report reflects the hard work of everyone associated with ChicagoFIRST, and I am delighted to lead this dynamic public-private partnership.

Addressing the evolving threats that inspired ChicagoFIRST's formation requires us to act collaboratively and efficiently. I thank the individuals who chaired or participated in our working groups and projects over the past year because the achievements we seek are made through the experience, best practices, talents, and insights each of you offer.

ChicagoFIRST has bolstered its strategic partnerships regionally and nationally, and I will continue to build on these partnerships while leveraging my experience in law enforcement and intelligence to strengthen our community's resilience against the natural and manmade threats we face.

Thanks to my predecessors, Mike Carano and Brian Tishuk, who left commendable lasting marks on the organization. I look forward to working with our members and partners for continued success in 2019.

Sincerely,



Steven Caluris
Executive Director



HIGHLIGHTS OF PUBLIC SECTOR ENGAGEMENTS

ChicagoFIRST draws on experts from our Public Sector partner agencies to brief the membership on current threats and public private initiatives. Our staff is often called upon by government agencies to represent the private sector in local resiliency planning, exercises and risk assessments.

The **Senior Planner of FEMA Region V** discussed scenarios and lessons learned from the April 2017 Chicago Metropolitan Statistical Area Power Outage Workshop that focused on the impact to the Communications, Energy, Transportation, and Water and Wastewater lifeline sectors following a long-term regional power outage caused by a cyber-attack.

ChicagoFIRST represented private sector critical infrastructure interests at the **Department of Homeland Security's** Executive Education Seminar featuring leaders from local first responder agencies and lifeline sectors.

A representative from the **Chicago Police Department's S.W.A.T. Team** discussed actions the Chicago Police take when responding to an active shooter event in a high-rise building and provided guidance on preparing for active shooter events.

ChicagoFIRST represented the private sector in tabletop and live action exercises with **City, County, State and Federal** agencies simulating airline disasters at Midway Airport. The City of Chicago designed these multi-agency exercises to validate first responder actions, communications, resource request systems, and survivor unification plans.

The newly appointed **18th District Chicago Police Commander** discussed current threats and his public safety goals for the area.

A doctor from the **Chicago Committee on Trauma** provided information on the "Stop the Bleed Campaign", a program to educate the public on how to save lives through proper bleeding control.

The **Meteorologist in Charge of the National Weather Service** in Chicago discussed weather-related natural disasters and trends, local and national outlooks, and new online tools available from NOAA.

The **Vice President of Business Resilience at the FS-ISAC** provided members updates on the Tri-Sector Playbook developed by the Energy, Telecommunications, and Financial Services sectors to jointly respond to wide-spread disasters.



SITUATIONAL AWARENESS

This year, ChicagoFIRST monitored significant Central Business District protest activities related to a wide range of local and national issues; some targeting specific firms or industries. ChicagoFIRST provided members with real-time advisories of any activities that could impact their business by synthesizing public sector intelligence, social media feeds, as well as eyewitness reports received from the membership.



EMERGENCY OPERATIONS CENTER ACTIVATIONS

ChicagoFIRST coordinates private sector representation in Chicago's Emergency Operations Center (EOC) for critical incidents and special events. Private sector EOC liaisons facilitate two-way communication with public sector agencies and private sector entities, while monitoring events in real time at the EOC. The EOC was activated for the Jason Van Dyke verdict, along with the Chicago Marathon and Fourth of July, which DHS designated as National Special Security Events.



THREAT AND HAZARD IDENTIFICATION AND RISK ASSESSMENT

ChicagoFIRST collaborated with the Office of Emergency Management and Communications and Cook County's Department of Homeland Security and Emergency Management to prepare Chicago's Urban Area 2018 Threat and Hazard Identification and Risk Assessment (THIRA) and the Stakeholder Preparedness Review. THIRA, a capability-based planning tool, identifies specific capability targets and required resources to support strategic and operational planning, mitigation activities, and investment decisions in response to a specified hazard. The hazards assessed included scenarios involving severe flooding, complex coordinated attacks, and power outages.

FEDERAL EMERGENCY MANAGEMENT 2018 NATIONAL LEVEL EXERCISE

ChicagoFIRST participated in the planning and execution of FEMA's 2018 National Level Exercise, which simulated a catastrophic hurricane impacting the Mid-Atlantic coast. The exercise provided an opportunity to understand information flow to private sector firms involved in response and recovery operations and lessons learned on the use of tools and coordination meetings from the 2017 hurricane season.



CITY OF CHICAGO BUSINESS RECOVERY ACCESS PROGRAM

Based on the recommendation of the Chicago Public Private Task Force, the City of Chicago adopted the Business Recovery Access Program (BRAP), a private sector credentialing system. ChicagoFIRST, as co-chair of the Task Force, facilitated the effort. BRAP is a perimeter access control solution that facilitates business resumption during the recovery stage of a disaster. The City adopted a general order for BRAP and collaborated with the private sector on procedures and testing. ChicagoFIRST worked with city agencies to produce a training video for City First Responders and the private sector. Planning is underway for a public education rollout on the city-wide evacuation plan and the shelter in place guidance, along with BRAP and its ties to the Facility Information Management System within the CP3 portal.



WORKGROUPS AND ROUNDTABLES

ChicagoFIRST continually explores ways to increase the value of the organization to its members. In addition to industry experts, our workgroups encourage member presentations on emerging topics and regulatory compliance programs that reflect the changing business continuity, physical security, and cyber security landscapes. Business Continuity Workgroup topics this year included Weather Trends and Hazardous Weather Readiness; Lessons Learned from Recent Hurricanes; Thresholds in Business Continuity Planning; and Cloud Data Retention and Disaster Recovery. The Physical Security Workgroup explored Emergency Notification Procedures; Emerging Technologies for Physical Security; and Smart Buildings. Cyber Workgroup themes

included Cloud Access Security Broker Implementations; Identity Management Issues; Remote Access Services and Software; Best Practices for Network Segmentation; and CSIRT Response Plans and Tabletop Exercises. ChicagoFIRST hosted a member roundtable discussion featuring representatives from five Federal and State financial regulators discussing the regulatory landscape for Cloud migrations, Cloud security, and vendor management.

Members receive meeting deliverables that include a summary of the discussion and actionable recommendations to improve their resilience programs. ChicagoFIRST also surveys members on specific topics based on member requests and shares the results within our trusted circle.

PUBLIC / PRIVATE SECTORS GEOMAGNETIC STORM WORKSHOP & TABLETOP EXERCISE

ChicagoFIRST facilitated a tabletop exercise on public and private sector emergency response to a geomagnetic storm affecting the northern region of the U. S. and lower Canada. The Chief Meteorologist of National Weather Service in Chicago provided a briefing on the science behind Geostorms, how the storms are classified, and potential outcomes from storms of various strengths. Representatives from member firms joined federal, state, and local emergency management agencies, including the Chicago Police, Metra, the Department of Homeland Security, and the U.S. Treasury. The exercise focused on the fundamental objectives of crisis management, including: communications; information-sharing; incident management; business continuity plan validation; and asset protection. Participants had the opportunity to collaborate on response to an escalating event consisting of three separate segments; each presenting an increasingly challenging scenario accompanied by a series of discussion questions. Because participants were diversified in background and experience, this exercise presented an opportunity to share strategies, solutions, and experience with each other and gain an understanding of the public-sector response to the various elements of the event. Member firms received an After-Action Report noting observations, discussion outcomes, and recommendations for improvement.





NINETH ANNUAL TELECOMMUTING EXERCISE

Robust telecommuting plans are critical to a firm's business recovery efforts in the wake of a natural or man-made disaster. At ChicagoFIRST's request, the Government Accountability Office conducted a study of internet congestion impact on telecommuting during a widespread disaster. The objective of the ChicagoFIRST sponsored telecommuting exercise is to ensure technical resilience and the ability to continue vital business processes from alternate sites. Members test their plans and remote technical capabilities, and share lessons learned in the process. The 2018 exercise featured a partnership with the Financial Services Information Sharing & Analysis Center (FS-ISAC) and included 1,131 participants. Firms received their employees' post-exercise survey responses with comments and lessons learned specific to their firm's protocols and technology. The results confirm the overall trend towards an increase in telecommuting, with respondents continuing to report no perceptible Internet speed degradation on the day of the exercise compared to other telecommuting days.

While broadband connectivity issues appear to be waning, the telecommuting exercise continues to provide insight into the contingency capabilities of a firm and employees' ability to work off site. Conducting this type of exercise collectively among members provides a benchmark on telecommuting practices nation-wide.

EXECUTIVE THREAT BRIEFINGS

At the request of the Office of the Director of National Intelligence, ChicagoFIRST developed a half-day program on financial services intelligence sharing and analysis for 25 federal intelligence agency executives that included: the role of regional coalitions in intelligence gathering and sharing; how banks gather and process cyber intelligence; cyber information analysis and disaster recovery for derivatives exchanges; synthetic identity creation and the effects of synthetic fraud on financial institutions and the economy; and physical security intelligence analysis and emerging technology in access management systems.

World Chicago engaged the Executive Director to provide a briefing on public private partnerships and intelligence sharing for the Kazakhstan Financial Ministry delegation.

WHOLE COMMUNITY TRAINING SUMMIT

ChicagoFIRST participated in a public private partnership panel discussion at the Whole Community Training Summit, which featured a keynote address by the Executive Director of the Office of Emergency Management and Communication.



OPERATION POWER PLAY 2019

ChicagoFIRST is working on the design team for the Operations Power Play 2019 Statewide Exercise that is designed to test low probability, high impact catastrophic events throughout the State of Illinois. Representatives from over 30 government and private sector entities will test responder safety, EOC management, critical resource management, interoperable communications, and restoration of power to critical infrastructure.

CHICAGOFIRST HOMELAND SECURITY INFORMATION NETWORK PORTAL

ChicagoFIRST was awarded a grant through the Department of Homeland Security and National Institute for Hometown Security to develop a secure portal and workspace for shared communication among critical infrastructure firms and public sector agencies. The portal is hosted on the Homeland Security Information Network (HSIN), which allows vetted and secure access to Law Enforcement Sensitive and For Official Use Only intelligence, emergency operations procedures, a messaging system, and work group areas for physical security, cyber security, business continuity, and regulatory compliance teams. ChicagoFIRST staff vets incoming intelligence products from federal, state, and local government sources and posts information that is relevant for our members' mitigation and response planning.



NEW MEMBERS

ChicagoFIRST welcomed three new members in 2018; **Blue Cross Blue Shield**, **TransUnion** and **Wintrust**. We look forward to their continued participation in meetings and events.

Leadership on the Local, Regional, and National Levels



ChicagoFIRST holds several leadership positions at the local, regional, and national levels. By taking on these responsibilities with various public and private sector councils and committees, the organization positions itself to initiate projects and affect plans and policies beneficial to the membership.

CHICAGO PUBLIC/PRIVATE TASK FORCE (CPPTF)

Since 2010, the Executive Directors of ChicagoFIRST and the City of Chicago Office of Emergency Management and Communications have co-chaired the Chicago Public Private Task Force. Private sector member representatives are from higher education institutions, hotel and entertainment venues, cultural institutions, hospitals, north Michigan Avenue retail operations, the Central Business District community, and property management associations. Public safety and law enforcement agencies constitute the public sector representatives. ChicagoFIRST continues to foster collaboration across all critical infrastructure and key resource sectors; and initiates projects for effective emergency planning, response, and recovery.

CHICAGO ELECTRONIC CRIMES TASK FORCE (CECTF)

The Chicago Office of the United States Secret Service selected ChicagoFIRST to represent the financial sector on the Electronic Crimes Task Force Steering Committee, which develops programs related to cyber security and financial crimes.

REGIONAL PARTNERSHIP COUNCIL (RPC*first*)

ChicagoFIRST founded RPC*first* in 2005 and continues to participate in fostering collaboration among regional coalitions modeled after ChicagoFIRST. This year, ChicagoFIRST's Executive Director accepted the role of Vice Chairperson to help develop strategies and procedures for the coalitions on information sharing and public-sector relationship building to enhance emergency preparedness, response and mitigation measures for widespread emergencies. More information is available at www.rpcfirst.org.



REGIONAL CONSORTIUM COORDINATING COUNCIL (RC3)

ChicagoFIRST serves on the RC3 Committee, which provides a collaborative forum for regional coalitions and public private partnerships nationwide, and a single point of contact for the Department of Homeland Security to interact with these entities. ChicagoFIRST has been on the committee since 2011, after serving as its inaugural chair from 2008 to 2011. More information is available at rtriplec.wordpress.com.

FINANCIAL SERVICES SECTOR COORDINATING COUNCIL (FSSCC)

ChicagoFIRST has been a member of FSSCC since 2004 and has served on its Executive Committee since 2009. The FSSCC is the financial sector component of the national public private partnership and ChicagoFIRST provides input to its policy advocacy and national sector response initiatives. This year's highlights included developing a playbook to escalate, coordinate, and communicate information across the financial services, energy, and communication sectors. The goal is to implement a crisis communication workflow with triggers that leverage the National Council of ISACs, National Cybersecurity and Communications Integration Center (NCCIC) and National Infrastructure Coordinating Center (NICC) during significant national incidents. More information is available at www.fsscc.org.

ChicagoFIRST 2018 MEMBERSHIP

- Aon
- Bank of America
- Blue Cross Blue Shield
- BMO Harris Bank
- BP
- Chicago Board Options Exchange
- Chicago Federal Home Loan Bank
- Chicago Trading Company
- CIBC
- CME Group
- CNA
- Commonwealth Edison
- Enova Financial
- Federal Reserve Bank of Chicago
- Goldman Sachs
- Guggenheim Partners
- Harbor Funds
- Jackson National Asset Management
- Kirkland & Ellis, LLP
- MB Financial
- Mesirow Financial
- Mizuho Securities USA
- Northern Trust
- Options Clearing Corporation
- PPM America
- Synchrony Financial
- TransUnion
- United
- William Blair & Company
- Wintrust Financial



City of Chicago

- Chicago Office of Emergency Management & Communications
- Chicago Office of the Mayor
- Chicago Police Department
- Chicago Police Intelligence Center
- Chicago Fire Department
- Chicago Department of Public Health
- Chicago Transit Authority
- METRA

Regional Government

- Illinois Department of Financial & Professional Regulation
- Illinois Emergency Management Agency
- Illinois State Police
- Statewide Terrorism & Intelligence Center (STIC)
- Cook County Department of Homeland Security and Emergency Management
- DuPage County Office of Homeland Security and Emergency Management
- Lake County Emergency Management Agency
- Will County Emergency Management Agency

Federal Government

- Commodity Futures Trading Commission
- Department of Homeland Security, Region V
- Department of the Treasury
- Federal Bureau of Investigation
- Federal Deposit Insurance Corporation

- Federal Reserve Bank
- Federal Emergency Management Agency, Region V
- National Weather Service Chicago
- Office of the Comptroller of the Currency
- Securities & Exchange Commission
- U.S. Attorney's Office–Northern District of Illinois
- U.S. Secret Service
- U.S. Postal Inspection Service

National Partnerships

- Financial & Banking Information Infrastructure Committee
- Financial Services Sector Coordinating Council
- Regional Consortium Coordinating Council
- Regional Partnership Council (*RPCfirst*)

Private Sector Organizations

- American Red Cross
- Argonne National Laboratory
- Bank Policy Institute/BITS
- Building Owners and Managers Association
- Business Resumption Planners Association
- Financial Services Information Sharing & Analysis Center
- Futures Industry Association
- InfraGard Chicago
- National Futures Association
- Salvation Army
- Securities Industry & Financial



2018 ChicagoFIRST BOARD OF DIRECTORS AND OFFICERS

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Aon

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ChicagoFIRST

A Crisis is No Time to Exchange
Business Cards

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