

April 28 - 29, 2020 • Vancouver, British Columbia

Bringing Together Experts in Cyber Risk and Operational Risk Management!

# Operational Risk Management

*Explore Vulnerabilities and the Latest Best Practices for ORM!*

## YOUR FACULTY

CONFIRMED PARTICIPANTS INCLUDE:



**Saad Ali**  
CIBC

**Franco Obani**  
Riskope

**Yvette Wu**  
Vancity



**Sarah Reppchen**  
Deloitte



**Mumtaz Chaudhary**  
Pragilis Solutions Inc.

... and more

### Go Beyond a One-Size Fits all Approach

- Exceed regulatory expectations for the management of operational risk
- Clarify OSFI's expectations for the management of operational risk
- Engage the first line of defence
- Hear strategies for building and modifying your ORM framework
- Address when to employ which operational risk assessment tool
- Explore root causes of operational risk events
- Introduce business process mapping to your toolkit
- Develop a risk culture framework
- Identify controls of digital transformations
- Peer-approved options for approaching a RCSA
- Get ahead of the curve on the moving target of cyber
- Embrace the new rules for capital modeling

**Plus!** Discuss what the future holds for cybersecurity and operational risk in business!



**REGISTER TODAY!** Call Bill Kuhlberg 416.507.4201 or  
Email: [bkuhlberg@infonex.com](mailto:bkuhlberg@infonex.com)

# Operational Risk Management

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## DAY ONE PROGRAM AGENDA: TUESDAY, APRIL 28, 2020

08:00 - 09:00 Registration and Continental Breakfast

09:00 - 09:10 **Welcome and Opening Remarks from the Chair**

09:10 - 10:00

### **Operational Risk Management: Adding Value to the Business**

**Rex Alex, Assistant Vice President, Operational Risk, Canadian Western Bank**

- Need for Operational Risk Management Framework
- How Operational Risks relate to Credit and Market Risks
- Key tools used for effective implementation of Operational Risk Management Framework
- Overcoming resistance and positioning as a value enabler
- Examples when operational controls fails

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10:00 - 10:15 Break

10:15 - 11:15

### **How Marketing and Branding Activities Can Effectively Bring Your Organization's ERM Framework to Life**

**Yvette Wu, Director, Enterprise Risk Management, Vancity**

- Tips on describing 3 lines of defence
- How to build risk appetite statements that are used across the organization
- How to describe your organization's risk profile in a digestible way

11:15 - 12:15



### **Elements of a Robust Governance Framework**

**Saad Ali, Director, Governance, Controls & Operational Risk, CIBC**

- Critical elements of a Governance Framework
- Regulatory requirements for Corporate Governance (including OSFI and SOX)
- How business changes impact the risk assessments
- Reviewing industry events for risk incidents and assessing impact on the business
- Creating a Risk Profile for each Line of Business to identify areas requiring enhancements

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12:15 - 13:15 Luncheon

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## DAY ONE PROGRAM AGENDA: TUESDAY, APRIL 28, 2020

13:15 - 14:15

### **Real-Life of Quantitative Convergent ERM to Solve Real Life Problems**

**Franco Obani, President, Riskope**

- A real life case history. Multi country, multi-operations, diversified products.
- Why a convergent quantitative ERM was necessary.
- How such an endeavor is setup
- How it was successfully implemented, including interdependencies
- How results are displayed and used to enhance decision-making

14:15 - 15:15

### **Operational Risk Managers: Best (and Worst) Practices Workshop**

**Norman Baldwin, Partner, GRC Vista Risk Consulting**

- What OR managers are supposed to do
- Being effective on a limited budget
- (Mis)identifying hazards, and (mis)calculating risk
- Risks that affect you most
- Measuring operational risk culture

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15:15 - 15:30 Break

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15:30 - 16:30



### **Strengthening Cyber Risk Programs in Regulated and Non-Regulated Environments**

**Richard Cartwright, Senior Program Management Consultant, MZP Solutions**

- What is a GRC Cyber Risk and Cybersecurity Program (and what are global industry best practices critical to the success of the program)
- Why and how do we make targeted improvements to Cyber Risk programs
- How do we assess and manage cyber threats, vulnerabilities and risks based on risk profiles and the value at risk
- How do we demonstrate success of a strengthened cyber risk and cybersecurity program through the use of KPIs and KRIs
- How do we ensure that operational risk management, enterprise risk management and enterprise cybersecurity programs are well aligned

16:30

**End of Day One**

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, APRIL 29, 2020

08:00 - 09:00 Registration and Continental Breakfast

09:00 - 09:10 **Welcome and Opening Remarks from the Chair**

09:10 - 10:00



### **Facing Uncertainty with Business Continuity Management**

***Eslam Eldakrory, Director, Operational Risk Management & Business Continuity Management, Home Trust Company***

- Understanding Business Continuity Planning
- Why Is Business Continuity Planning Important?
- How To Create A Successful Business Continuity Plan?
- Responding To A Disruption Scenario.
- Importance Of Effective Communication During A Crisis Situation.
- Maintaining Your Business Continuity Plan

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10:00 - 10:15 Break

10:15 - 11:15



### **The Emergent Non-Financial Risk Environment: Perspective Towards 2030**

***Tanna Brodbar, Vice President, Operational Risk Management, Great-West Lifeco***

- How the non-financial risk profile is evolving
- The coalescence of non-financial risks and how to manage it
- How the demands of the emergent risk environment may impact the lines of defence model
- The organizational conditions that must be put in place now to be ready for managing risk in the future

11:15 - 12:15

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12:15 - 13:15 Luncheon

13:15 - 14:15



### **Costs and Response Strategies for Cybersecurity Incidents**

***Michael Leung, Founder & Management Consultant, Canadian Cybersecurity Inc.***

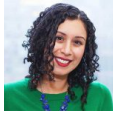
- Hear about the latest cyber-attack statistics on Canadian businesses
- See the breakdown of activities and the cost of a data breach for Canadian businesses
- Leverage your ERM categories to define your organization's potential impact of a cyber incident
- Learn about the phases of an incident response, and strategies on responding to major breaches
- Hear about some caveats to cybersecurity insurance

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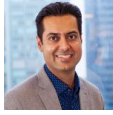
## DAY TWO PROGRAM AGENDA: WEDNESDAY, APRIL 29, 2020

14:15 - 15:15



### **The Risks of Ignoring People When Leading Change**

**Mumtaz Chaudhary, Executive Director & Co-Founder, Pragilis Solutions Inc.**



**Shaheen Chaudhary, Executive Director & Co-Founder, Pragilis Solutions Inc.**

- The key trends driving change in the next decade
- Why chief risk officers must also be chief change officers
- The top 3 organizational change risks (and how to overcome them)
- Why change is hard for most people
- Strategies for leading successful change initiatives

15:15 - 15:30 Break

15:30 - 16:30



### **Operational Risk: What the Future Looks Like**

**Sarah Reppchen, Cluster Leader Financial Services Western Canada, Risk Advisory, Deloitte**

- Global and Local Trends: Emerging Risk areas to be looking out for
- Technology: How to leverage new technology and analytics to identify & mitigate risk and reduce costs of compliance
- Data Intelligence: How to predict risk and leverage internal and external data

16:30

**End of Day Two**

### **SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

Increase your visibility with senior business strategy, technology, analytics, and business intelligence professionals at *Operational Risk Management*. A limited number of sponsorship options are available.

For more information or to check availability, contact our sponsorship department by telephone at 416.507.4202, or by email at [sponsorship@infonex.com](mailto:sponsorship@infonex.com).

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## REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

Full Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Ext \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Email address \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Company's main line of business \_\_\_\_\_ Number of Employees \_\_\_\_\_

### 2 SELECT YOUR PREFERRED PAYMENT METHOD

Prices subject to GST / HST	Full Price	Register by April 10
Course for Groups of 3 +	\$ 2,399 each	<b>\$ 2,199 each</b>
Course for Groups of 2	\$ 2,499 each	<b>\$ 2,299 each</b>
Course for 1 Registrant	\$ 2,599	<b>\$ 2,399</b>

\* Groups must register together at the same time to be eligible for group savings.



**Method of Payment:**  VISA  MasterCard  Cheque enclosed, payable to INFONEX Inc.

Cardholders Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ / \_\_\_\_\_

CVV / CSC: \_\_\_\_\_ Signature: \_\_\_\_\_

Please check box if you are GST / HST exempt Exemption # \_\_\_\_\_

### 3 SEND US YOUR REGISTRATION

GST / HST No. R134050012

**EMAIL:** bkuhlberg@infonex.com

**TELEPHONE:** 416.507.4201 (Bill Kuhlberg) **MAIL:** INFONEX INC.  
330 Bay Street, Suite 1500  
Toronto, ON M5H 2S8

#### LOCATION:

*Operational Risk Management* will be held at a convenient location in Vancouver, British Columbia. Detailed venue information will be forthcoming as it becomes available.

#### YOUR REGISTRATION INCLUDES:

Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

#### SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:

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#### CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and email to [register@infonex.com](mailto:register@infonex.com) or fax to 1.800.558.6520 **no later than April 14, 2020**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue.

Registrants who cancel after **April 14, 2020**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **April 14, 2020** and fail to attend will be liable for the entire registration fee.

**DISCOUNT CODE: 1360-BK**

