

**October 5 - 6, 2021 • Virtual Conference**

15th Annual Event!

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:



**Elsbeth Bowler**  
**Office of the Superintendent of Financial Institutions (OSFI)**



**Amédée Prouvost Chapelle**



**Sameer Lal**  
**RBC**



**Tracey Chinman**  
**Home Trust Company**



**Kendra Holland**  
**connectFirst Credit Union**

... 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!

### **New Featured Session!**

*Keynote: Operational Risk and Resilience*

*Elsbeth Bowler, Managing Director, Operational Risk Division, Office of the Superintendent of Financial Institutions (OSFI)*

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

# Operational Risk Management

October 5 - 6, 2021 • Virtual Conference

## DAY ONE PROGRAM AGENDA: TUESDAY, OCTOBER 5, 2021

10:30 - 10:45 EDT ( 07:30 - 07:45 PDT )

### Welcome and Opening Remarks from the Chair

**Andrew Richardson, Managing Director, Simplified Risk Management**

10:45 - 11:45 EDT ( 07:45 - 08:45 PDT )



#### Keynote

### Operational Risk and Resilience

**Elspeth Bowler, Managing Director, Operational Risk Division, Office of the Superintendent of Financial Institutions (OSFI)**

11:45 - 12:45 EDT ( 08:45 - 09:45 PDT )

### The Evolution of Risk Culture at Scotiabank

**Lisa Dyal, Senior Manager, Enterprise Risk Culture, Scotiabank**

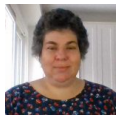
- What is Risk Culture and Why is it Important?
- Evolution of Scotiabank's Risk Culture Program
- Scotiabank's Risk Culture Survey
- Survey Lessons Learnt

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12:45 - 13:30 EDT ( 09:45 - 10:30 PDT ) Break

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13:30 - 14:30 EDT ( 10:30 - 11:30 PDT )



### Embedding Risk Culture in a Medium Sized Financial Services Company

**Tracey Chinman, Vice President, Operational and Non-Financial Risk, Home Trust Company**

- What is risk culture?
- Implementing a risk culture framework
- Monitoring risk culture

14:30 - 15:30 EDT ( 11:30 - 12:30 PDT )



### The Power of Partnership: Optimizing Operational Risk Management by Expecting more from Internal Audit

**Kendra Holland, Chief Credit and Risk Officer, connectFirst Credit Union**



**Rachael Golembuski, Chief Audit Officer, connectFirst Credit Union**

- The management of operational risk is everyone's job; tips for communicating clearly across the Three Lines
- It takes two to tango; the role Internal Audit plays in optimizing operational risk management
- Let's be partners and have a #piñacolAudit
- Cooperation makes it happen; how to share resources so everybody wins
- Telling the story of success through separate yet coordinated view

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## DAY ONE PROGRAM AGENDA: TUESDAY, OCTOBER 5, 2021

15:30 - 16:30 EDT ( 12:30 - 13:30 PDT )



### **Identify and Mitigate Emerging Risk**

**Lekan Akindele, Director, Enterprise Risk Management, American Express Canada**

- Defining your organization's Emerging risks vs Core risks
- Setting the right risk criteria for emerging risk identification
- Engaging key stakeholders and establishing accountability
- Designing the Execution Strategy
- Managing the Emerging Risk Inventory

16:30 EDT ( 13:30 PDT )

### **Closing Remarks from the Chair**

**Andrew Richardson, Managing Director, Simplified Risk Management**

### **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).

# Operational Risk Management

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, OCTOBER 6, 2021

10:30 - 10:45 EDT ( 07:30 - 07:45 PDT )

### Welcome and Opening Remarks from the Chair

**Andrew Richardson, Managing Director, Simplified Risk Management**

10:45 - 11:45 EDT ( 07:45 - 08:45 PDT )



### Risk Governance and Culture

**Amédée Prouvost, Senior Advisor, Chapelle, Board Member, Former Chief Operational Risk Officer, The World Bank**

11:45 - 12:45 EDT ( 08:45 - 09:45 PDT )



### Operation Risk in Financial Industry: Data Loss Protection and Prevention

**Sameer Lal, Associate Director, Operational Risk, RBC**

- What is Data Loss
- How to prevent it -Business needs take precedence- the exemption
- Types of exemptions (Including printing from home in new Covid situation)
- Toxic combination for data leakage
- Controls- Preventive and Detective
- Risk acceptance vs Risk mitigation
- Data Loss Incidents and Impacts
- Continuous monitoring and reviews

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12:45 - 13:30 EDT ( 09:45 - 10:30 PDT )      Break

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13:30 - 14:30 EDT ( 10:30 - 11:30 PDT )

### Implementing ORCM Framework for Insurance Firms

**Michael Binena, Assistant Vice President, Operational Risk and Controls Management, Aviva Canada**

14:30 - 15:30 EDT ( 11:30 - 12:30 PDT )



### Building A Cloud Risk Management Framework in Financial Institutions: The Enterprise View

**Narasimham Nittala, Manager, Operational Risk & Technology, Concentra Bank**

- Core elements of a Cloud Security Risk Management framework (CSRM) in financial institutions.
- Leverage industry leading frameworks: National Institute of Standards and Technology (NIST) and Cloud Security Alliance (CSA) in building a CSRM
- Business Dimensions of CSRM: Technology, Operational, Governance and Financial Dimensions of cloud engagements.
- Bring together the various links between business risk areas, technology controls, and aligning cloud security risk to enterprise risk definitions.

15:30 EDT ( 12:30 PDT )

### Closing Remarks from the Chair

**Andrew Richardson, Managing Director, Simplified Risk Management**

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Register Now!

Call 416.507.4201 or Email: [bkuhlberg@infonex.com](mailto:bkuhlberg@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 September 17
Course for 1 Registrant	CAD \$ 2,599	<b>CAD \$ 1,499</b> Subsequent Delegates: <b>CAD \$ 1,199</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

#### VIRTUAL CONFERENCE:

*Operational Risk Management* will be held as a virtual on-line conference. Details on how to access and participate in the event will be sent to all confirmed delegates prior to run date.

#### SPONSORSHIP, EXHIBITION, AND PROMOTIONAL 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.

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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 September 21, 2021**. 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 **September 21, 2021**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **September 21, 2021** and fail to attend will be liable for the entire registration fee.

**DISCOUNT CODE: 1397-BK**

