

Registration

08:00 - 09:00

Chair's welcome

09:00 - 09:10

Participants

Kurt Neilson - Supplier Oversight Director, AEGON UK

CRO panel: Building an operational resilience framework

09:10 - 09:55

- How organisations are building policies based on assessment of regulation
- Understanding the major risks and Board-level priorities for the upcoming year
- Shaping a set of policies to mitigate against risks within the post-pandemic reality
- Positioning the business to benefit from opportunities as well as safeguard against risk
- Clarifying the major threats to BAU from supplier engagement

Participants

Kurt Neilson - Supplier Oversight Director, AEGON UK

Kevin O'Rourke - Managing Director & Chief Risk Officer (EMEA), Mizuho Bank

Nicola Crawford - CRO, National Bank of Kuwait

Jeremy Arnold - Chief Risk Officer, NatWest Markets

Setting impact tolerances for important business services

09:55 - 10:25

- Defining tolerance based on service usage data
- Aligning impact tolerances with RTOs and risk appetite
- Considering intolerable harm in defining impact tolerances
- Collaborating with third parties in defining impact tolerances

Participants

Chris Thackray - Director of Process, Risk & Resilience, M&G

George Fraser - Operational Resilience SME, HSBC

Colm O'Keefe - Head of Business Resiliency, Barings

Manoj Kulwal - CRO & Co-Founder, RiskSpotlight

Networking break

10:25 - 11:00

Mapping important business services

11:00 - 11:45

- Business benefits of mapping business services
- Mapping services to business components including processes & IT systems
- Mapping services and policies to risk components
- Regulatory expectations on mappings

Participants

Manoj Kulwal - CRO & Co-Founder, RiskSpotlight

Managing operational resilience within technology

11:45 - 12:30

- Understanding the major controls that need to be in place when gaining tech suppliers
- Remaining intuitive and innovative whilst working within the regulatory parameters
- Maintaining operational resilience across business units with different risk appetite
- Measuring maturity of risk and controls around tech and IT
- Managing the concentration risk around the major cloud computing providers
 - Understanding your power of influence over cloud computer providers
- Gaining a handle on the physical risk of cloud computer centres
- Understanding the importance of Escrow arrangements
 - Exploring the high benefit vs low investment
 - Creating awareness and upskilling senior management

Participants

Stefana Brown - Head of Operational Risk, L&G Insurance

Orlando Ruiz - Senior Technical Specialist, Prudential Policy Directorate, Bank of England

David Phan Dinh - Group Head of Operational Risk, Resolution Life

Jason Maude - Chief Technology Advocate, Starling Bank

Andy Boyes - Partner, Wavestone

George Quigley - Director, Foulkon

Lunch

12:30 - 13:30

Why your biggest cyber resiliency risk might be poor processes

13:30 - 14:15

- Clarifying the most common combinations that cause defences to fail
- The likelihood of major incidents affecting reputation and customer goodwill
- Removing human error, oversights, errors and omissions before implementing new tech solutions
- The most common causes of the cyber breaches and the "Swiss cheese" effect
- What creates a "leaky process" and what needs to be done to fix it
- Metrics that focus on intrinsic capabilities for defence and identification
- How metrics can provide an indication of real risk appetite

Participants

Steve Dance - Managing Director, RiskCentric

Board panel: Engaging and overseeing operational resilience responses

14:15 - 15:00

- Board expectations around conveying operational resilience metrics and information
 - Displaying and delivering information in a digestible and actionable manner
- How should the Board engage on Operational Resilience oversight?
- Exploring the acceptable tolerances for risk appetite within operational resilience regulation
- Understanding how organisations are assessing "intolerable harm"
- Gauging how Boards have been responding to the regulation across the sector
- The level of control and oversight the Board should be delivering on third party oversight
 - How the business should be supporting this

Participants

Malcolm McCaig - Independent, Non-Executive Director

Peter Norris - UK COO, AIB

Daniel Dagg - COO, Arbuthnot Latham

Networking break

15:00 - 15:15

SESSIONS

16TH NOVEMBER 2021 - 16/11/2021

Operational Resilience, Outsourcing & 3rd Party Risk

16 - 17 November 2021
America Square Conference Centre
London

Understanding key relationships and business services

15:15 - 16:00

- Strategies for identifying, categorising and handling key relationships
- Exploring which business services are deemed critical and likely to cause significant disruption
 - Knowing which services and relationships can cause loss to the client or market
- Handling services in a bespoke manner whilst also finding efficiencies in resources

Participants

Lee Webb - Group Head of Operational Resilience, Aviva Plc

Andrew Sheen - Partner, The Jade Partnership

Daniel Money - Managing Director, EMEA Resilience, State Street

Networking

16:00 - 17:00

SCHEDULE

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10:00	10:25 - Networking break
11:00	11:00 - Mapping important business services 11:45 - Managing operational resilience within technology
12:00	12:30 - Lunch
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Registration

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Chair's welcome

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Participants

Kurt Neilson - Supplier Oversight Director, AEGON UK

Accountability & attitude: The personal role of Heads of Operational Resilience

09:10 - 09:55

- How the regulation enforces personal responsibility
 - Assessing the major regulatory pieces including SM&CR, CP86 and CSSF 18/698
- Moving away from a compliance mindset to embracing the benefits of operational resilience
 - Utilising the outputs of operational resilience activities to improve the organisation
- The scope of regulatory powers and beyond should an individual be found at fault

Participants

Duncan Scott - Director, Banking and Capital Markets Regulatory, PwC

Tendai Bwanya - Director, Quality Assurance, Risk & Controls, Franklin Templeton

Kurt Neilson - Supplier Oversight Director, AEGON UK

Looking beyond the March 2022 Operational Resilience deadline

09:55 - 10:40

- Exploring the key challenges as you enter the transition period
- Delivering a sustainable approach to resilience
- Managing the portfolio of resilience vulnerabilities and BAU
- Developing resilience 'sophistication'

Participants

Duncan Scott - Director, Banking and Capital Markets Regulatory, PwC

Networking break

10:40 - 11:10

A digital path to third party oversight

11:10 - 11:50

- How the pandemic has led organisations to make digital advancements to TPRM
- Current levels of resource required to deliver risk intelligence
- The role of real-time information, risk metrics and reporting
- Mitigating digital risks from increasingly digitised ways of working within suppliers
- The cost pressures on efforts to increase insourcing

Participants

Danny Griffiths - Partner, Deloitte

Sanjoy Sen - Head of Research & Eminence, Third Party Risk Management, Deloitte

Classifying and monitoring risks

11:50 - 12:35

- Establishing a risk taxonomy to help label, handle, track and solve risks
- Aligning your risk categories with the appropriate responses
- Maintaining sufficient ongoing monitoring of risks through correct categorisation

Participants

Marika Dokter - Senior Policy Officer, ING

Carlos Martin - Executive Director, JP Morgan

Matthew Horrox - Founding Director, Continuity Strategy

Rachael Ward - Senior Operational Risk Manager, FNZ

Lunch

12:35 - 13:40

Aligning operational resilience and business continuity

13:40 - 14:25

- Clarifying the distinction between operational resilience and business continuity to prioritise activities and resources
- How business continuity and operational resilience functions are working together
- What are the benefits of joined up thinking on operational resilience frameworks and business continuity practices?
- What can we leverage from OCIR to enhance business continuity and operational resilience practices?

Participants

Angela Wyatt - Consulting Director, Horizon Seven

Matthew Horrox - Founding Director, Continuity Strategy

Sonia Meer - Operational Business Resilience Governance Lead, Yorkshire Building Society

Exit plans

14:25 - 15:10

- Exit planning for planned exit scenarios to minimise customer disruption
- Building a time-sensitive plan and mitigations to replace critical suppliers in case of immediate cessation
- Testing of exit plans as part of the overall operational resilience and business continuity plans
- Common pitfalls and practical lessons learned

Participants

Angela Wyatt - Consulting Director, Horizon Seven

Networking break

15:10 - 15:25

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The value of integrated data to underpin operational resilience decision making

15:25 - 16:10

- Collating and interpreting data to further understand dependencies and risk impacts
- Building a more holistic picture of tolerances and concentrations
- Creating more information MI to ensure greater levels of assurance
- The potential for sharing data to improve partner's Operational Resilience efforts
- Breaking out of siloes to connect processes and tech and deliver deeper insights
- Opportunities for building scenario-based tools to understand and respond to situations
- Testing and setting taxonomies and tolerances based on informed insights

Participants

George Quigley - Director, Foulkon

Gerard Doyle - UK IB Head of Service Management, Credit Suisse

Will Ellis - Head of Governance & Reporting (Operational Resilience), M&G

Tom Hammond - Director, Operational Resilience, Monzo

Networking

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