Effective Operational Risk Management

28 – 30 June 2027

Kuala Lumpur, Malaysia

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This interactive workshop course is apt for participants working as and with operational risk management personnel in financial and non financial institutions and need to keep pace with developments in the risk discipline amidst growing pressures of regulatory, governance and compliance issues as well as very intensifying digital disruptions to the traditional business models and operational processes. It engages the participants in examining the challenges and issues of operational risk management and drives forth the case for managing operational risks with a proper risk culture and framework is imperative to profitability and above all, survival of the enterprise

Overview

Operational Risks span across not just the financial spaces but also the non financial spaces. This three- day interactive workshop initiates and fortifies business professionals, from both financial and non financial institutions, in the practical issues and challenges in operational risk management.

Today's business entity comes face to face with disruptive forces such as exponential technology (ET),digitization, cloud computing, big data, block chain technology, fintech and escalating cyber security concerns. Peppered with infamous operational "accidents" (including the massive cyber hacks at Equifax, United Airlines' crisis mismanagement, beaching of the "London Whale", LieBor, SocGen Krievel...) and drawing from the evolving demands from regulatory changes and industry best practices including Basel, ISO and COSO, this session provides a timely address to operational risk matters.

Intended to be edu-training, it examines the operational risk management practice with less quan-toxication, more qualitative rationalization and applies a palatable lay and case-based approach to an otherwise heavily technical subject

Upon completion of this course, the participant will

- Have a proper understanding of different operational risk events especially cyber security, reputational and regulatory/compliance risks
- Appreciate the impact operational risks have on financial and non financial institutions
- Develop a practical approach to measuring, assessing and managing operational risk
- Recognize the challenges posed in the process of managing operational risks, particularly in the face of heightening regulatory and industry demands including ISO, COSO, Basel, UCIT and MiFid
- Draw lessons from the various operational mishaps

Who should attend

All individuals who want to improve their value-adding effectiveness to the operational risk management function

- CEOs, head of business units, advisors and business consultants
- Managers from financial institutions like banks, NBFIs, insurance, asset management companies
- Non-finance professionals from sales, marketing, human resources, operations, investor relations, production, legal departments etc to understand the operational risk management discipline

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- Any other professional who is committed to the drive for better (and value add) operational risk management

Methodology

Non-theoretical methodology which includes interactive discussions, case studies, interactive games and assignments to understand the concepts and their applicability

Trainer

All our trainers are carefully chosen by us and possess a rich and vast experience in the financial sector. This course will be conducted by a renowned consultant having more than 35 years of experience in financial markets and training. Until recently, he served for many years as the Regional Director Singapore chapter and Global Board of the Professional Risk Managers International Association.

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Course Content

Module – 1

The expansive scope of Operational Risks

- It's oOPs! - seemingly unforeseen events do happen
- The Operational Risk Scope - evolving business trends and coping with Industrial Revolution 4.0
- Are you future ready - Confronting Disruptive Technologies, Digital Transformation and Exponential Technology (ET)
- Putting Cyber and Data Security on the Risk Agenda
- Ranking Operational Risks - what practitioners perceive
- Black and Grey Swans
- Operational Risk Management - as is practiced
- The Future of Operational Risk Management
- The Making of an Operational Risk Manager

Module – 2

Practical Challenges in Measuring, Assessing and Managing Operational Risks - Drawing Valuable Guidance from Industry and Regulatory circles

- Defining Operational Risk
- Challenges and Issues in Operational Risk Management
- Success Factors in Operational Risk Management
- Expounding Sound Practices in Operational Risk Management
- Third Party Risk Management
- Adopting an enterprise and integrated approach to Operational Risk Management

Module – 3

Familiarization with the Ops Tools

- Implementing an effective Framework with practical Policies, Procedures andProcesses
- Operational Risk Measures - Preventiveand Curative
- Managing the Great Challenge - DataCapture
- Risk and Control Self-Assessment (RCSA),Key Risk Indicators (KRIs) and Internal and External Loss Databases
- Stress Testing and Scenario Analysis
- Having a Control Framework

Module – 4

Confronting the Enemy Within

- People Risk - Everywhere
- How to prevent the next Rogue employee(trader, CEO...)
- Performing KYE (Know Your Employee)
- Addressing Fraud and Abuse and SensingBehavioral Red Flags
- People Retention and Succession Planning

Module – 5

Managing Risks in new product/business launches and other Operational matters

- Expanding the Business - ensuring effective operational and infrastructuresupport
- Addressing risks in the usage of Modeland Technology

Module – 6

Business Continuity, Conduct, Reputation, Regulatory and Legal Risk Matters

- Business Continuity and Conduct Management
- Reputation - Preserving the Invaluable, Intangible Asset
- Why Reputation matters - reflections on UA, LIBOR, Maggi, VW, Wells Fargo
- Managing Social Media
- Molding Culture and Conduct
- Regulatory, Compliance and Legal Risk Issues

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DELEGATES' REGISTRATION FORM

Course Fees

	Single	Group**
Normal fees	SGD 2699	SGD 2599
Early bird price*	SGD 2499	SGD 2399

**Payment 30 days before commencement of course*
***Minimum of 3 participants*

The course fee includes
- 3 days of dedicated expert training
- Lunch and refreshments
- Copies of important course material

Venue Details

- All our training sessions are held in good locations, assuring a high level of comfort and a conducive learning environment.
- Due to variation in a number of participants, final venue details will be mailed 14 days before the course commences.
- Registration : 8:30 am
- Session timings: 9:00 am to 5:00 pm
- **Disclaimer:** Riverstone Training reserves the right to change the venue or postpone the course due to unforeseen circumstances.

Company Information

Company Name : _____
_____
Address : _____
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_____
Contact person : _____
Designation : _____
Email : _____
Phone : _____

Delegate Information

Name (1) : _____
Designation : _____
Email : _____
Phone : _____

Name (2) : _____
Designation : _____
Email : _____
Phone : _____

Payment Terms

- Full payment is required for seat confirmation.
- Make a crossed cheque or bank draft payable to **Riverstone SG Pte Ltd.**
- Mail your payment with this registration form to **Level 20, Tower 2, One Raffles Place, Singapore 048616.**
- Alternatively, you can do a bank transfer to Standard Chartered Bank Account no: 0105663336 (Bank no: 9496); Swiftcode: SCBLSG22.

Cancellation Policy

- If you are unable to attend, a replacement delegate is always welcome.
- Any cancellation must be made in writing to Riverstone Training at least 14 days before the event date. A full refund, less an administration fee of SGD 150, will be given.
- For written cancellations received less than 14 days before the event date, no refunds will be given. However, you will receive a 100% credit voucher that can be applied towards any of our subsequent training courses within six months of the initial registration.

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