

Operational Risk Management – Key Techniques

Full day workshop



Helping participants to use Operational Risk Management methods in practice

Objective

Enhancing the knowledge of attendees as to the nature, scope and main methods of Operational Risk within a financial institution

Who should attend?

- Risk management professionals
- Auditors and Internal Control Officers
- Compliance Staff
- Operations Managers, Heads of Business & Functional Groups
- All middle management & individuals requiring an understanding of Operational Risk

Key benefits of attending

All organisations regardless of size face Operational Risk. While risks cannot be altogether avoided, their impact can be lessened if properly managed. Operational Risk should be considered a core risk faced by all organisations and should be given the same priority as other types of risks. If not handled effectively, organisations can suffer actual losses, damaged reputations, financial sanctions, and costly disruption to the business. Operational Risks are increasing as a result of new products and services, ever more stringent regulatory compliance requirements, increased outsourcing needs and new technology. These and many other factors can dramatically affect an organisation's overall risk profile.

This one-day workshop provides insights and practical tools to increase participants' understanding of managing Operational Risk. Learning is achieved via theory and approach examples. Additionally, insight will be achieved by attendees through the use of real world examples from practicing professionals at PwC. This course incorporates Q&A sessions and participants are encouraged to ask questions and interact with the trainer and other delegates. By the end of the course, attendees should have an understanding of the framework and knowledge required for using in practice the key techniques and tools of Operational Risk Management. Participants will receive comprehensive course notes and materials for future reference.

Workshop objectives

- Acquaint with modern risk management concepts outside of Basel approach
- Understand Operational Risk nature, its uniqueness and boundaries with other risk types
- Understand key elements of effective risk management framework and activities in managing operational risk
- Get to know key OpRisk identification techniques. Learn how to conduct (RCSA) exercise
- Study how to develop and use key risk indicators (KRI's) in practice
- Understand Scenario Analysis (SA) purpose, applicability and limitations. Learn key practical steps in the scenario development process
- Be aware of the common challenges and pitfalls of RCSA, KRI's and SA implementation
- Acquaint with Basel II/III OpRisk measurement approaches, limitations and coming changes
- Get to know some of OpRisk hot issues and discuss them within the group

About the workshop leader*



Julia Leong

Partner

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Julia is a risk advisory practitioner with over 15 years of experience advising financial institutions on risks arising from business and regulatory changes and how to manage them holistically. She has worked with various management teams across the three lines of defences, helping them with business and regulatory transformations, remediation and provision of assurance and using various risk management and control frameworks and tools to manage their risks front to back. Julia leads the Financial Services Operational Risk and Internal Audit practice in PwC.



Anton Savoshchyk

Senior Manager

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Anton has over 9 years of Operational Risk Management experience across banking and consulting sector. Anton used to be the Country Head of Operational/Information Risk Management, served leading banking groups mainly in Europe and has a strong practical knowledge of all elements of OpRisk Management. He successfully delivered comprehensive training programmes to risk and non-risk professionals on Operational Risk, Business Continuity Management and related subjects.

Workshop agenda

- **PART I – Understanding of Operational Risk**
 - Modern risk management concepts
 - Operational Risk Drivers and Contributory factors
 - The boundaries with Credit, Market and Liquidity risk
 - Effective Operational Risk Management framework
- **PART II – Managing Operational Risk, main tools and techniques**
 - Operational Risk identification
 - Risk & Control Matrices
 - Risk response
 - Real-life Risk and control self-assessment process
 - Key Risk Indicators – technical aspects
 - Practical application of Scenario Analysis
 - Basel II/III measurement approaches today and tomorrow
- **PART III – Hot issues around**
 - Operational Risk Appetite – Expected Benefits and Key Challenges
 - BigData analytics supporting OpRisk Management – possible approach
 - Key challenges and the future of OpRisk

Registration fee (all fees include 7% GST)

PwC Clients & Alumni: S\$650 .00

Public: S\$750.00

How to register

Register your interest by contacting us via email at academy.sg@sg.pwc.com, or call Ms Siti or Maimunah at (65) 6236 3957/3.

A complete calendar of training courses can also be found on our website www.pwc.com/sg/academy

* Trainer's involvement in the workshop is subject to availability and PwC reserves the right to appoint the most appropriate trainer.

Registration Form

Operational Risk Management – Key Techniques

Fees: PwC clients/alumni - S\$650 • Public - S\$750

Please register the following person/s for the workshop on:

☐ 18 August 2015 (9am – 5 pm)

1. Name: Mr/Ms/Mdm Designation:

Email: Contact No:

2. Name: Mr/Ms/Mdm Designation:

Email: Contact No:

Contact Person

Name: Mr/Ms/Mdm Designation:

Company: Address:

Email: Contact No.: Fax:

Enclosed is cheque for S\$..... (Cheque no.) made payable to

“PricewaterhouseCoopers LLP”.

☐ I agree (i) that the information provided above is accurate and complete, (ii) to the collection, use and disclosure of my personal information above for the purpose of facilitating my registration and attendance for this event and (iii) I have read the Data Protection Policy on [http://www.pwc.com/sg/en/home/data-protection-policy.jhtml] and consent to the processing of personal data in accordance with such Data Protection Policy.

Registration and Payment

Registrations can be done by telefax at (65) 6236 3300 but will only be confirmed upon receipt of payment and registration form. Please mail the registration form and payment to **PricewaterhouseCoopers LLP at 8 Cross Street #17-00 PWC Building Singapore 048424 (Attn: M&C Dept)**.

For registration enquiries, please call Ms Siti or Maimunah at (65) 6236 3957/3 or email us at academy.sg@sg.pwc.com.

In-Company Training

This workshop can be presented on-site at your organisation as an in-house programme.

Please call Anton Savoshchyk (65) 6236 4344 for more information or email at anton.savoshchyk@sg.pwc.com

Note:

- Fees includes 7% GST, refreshment, lunch and seminar kit.
- The venue will be at a dedicated PwC Training Room in the PwC Building (located above Telok Ayer MRT Station) or at a venue conveniently located above/close to an MRT.
- Cancellation Policy: If you are unable to attend, a replacement is welcome. For cancellation received in writing at least seven (7) days before the seminar, a full refund will be made. No refund (or full rate will be charged) if a cancellation occurs less than 7 days before the seminar date. Notice of cancellation must be made in writing to us.
- Certificate of Attendance will be awarded on successful completion of the workshop.
- The organiser reserves the right to change the venue, date and programme due to circumstances outside our control.

Tax deduction

Companies can claim 400% tax deductions or 60% cash payout of total registration fees under the Productivity and Innovation Credit (PIC) Scheme. Terms and Conditions apply. For more information, please visit the IRAS website at www.iras.gov.sg/irashome/picredit