

19-21 April

### **Description**

The course presents the key aspects to consider when planning and conducting operational and technological risk inspections.

### **Aim and content**

The course aims to: introduce the basic concepts of operational and technological risk management processes to those not familiar with them; identify the main operational and technological risks that financial institutions face; and introduce the key aspects of operational and technological risk inspections by way of practical examples and common findings based on experience.

Content:

#### *Operational Risk*

- Introduction: definition and concepts.
- Internal governance framework, policies and procedures.
- Risk management. Operational risk identification and map. Legal/compliance, fraud, new products, outsourcing, etc.
- Risk appetite, measurement and monitoring.
- Business continuity and contingency.
- Operational losses. Identification, recording and action plans.
- Capital. Calculating requirements and new regulatory developments.
- Reporting and definition of indicators.
- Internal audit.

#### *Technological Risk*

- Introduction: technological risk in the financial system.
- Technological risk management. Three lines of defence model.
- Technology strategy vs. business strategy.
- Organisation. Outsourcing risks. Reporting.
- Budget management.
- Information system architecture. Capacity management.

- Information security.
- Incident and problem management.
- Operations management.
- Project management. Change management.
- Systems availability.
- Data quality.

### **Professional profile of attendees**

Banking supervision inspectors and junior analysts.

### **Organisation, duration and format**

The seminar is organised jointly by the Banco de España and ASBA. It will be held in Spanish and will be run by Banco de España expert trainers.

The seminar will be held virtually, with a total duration of nine hours divided into three morning sessions.

Participation is by invitation only from ASBA.