

AGENDA

TECHNOLOGY RISK SUPERVISION

MARCH 30-APRIL 3, 2020

LUSAKA, ZAMBIA



PENSIONS AND
INSURANCE
AUTHORITY

Regulating Pensions and Insurance in Zambia



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Program Funded By:



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MONDAY, MARCH 30

08:00 **Registration**

08:30 – **Welcome and Opening Remarks**

09:15 *Senior Official, Pensions and Insurance Authority*
Shelina Visram, Program Director, Toronto Centre

Group Photo

09:15 – **Session 1: Overview of Technology Risks**

10:15 *Abhilash Bhachech, Program Leader, Toronto Centre*

Background on the significance, origin and impact of technology risks in financial services industries; characteristics of supervisory approaches for assessment of technology risks and international supervisory practices.

10:15 – **BREAK**

10:30

10:30 – **Session 2: IT Governance & Management**

12:30 *Abhilash Bhachech*

Overview of IT Governance; its relevance in context of Board and Senior Management roles in oversight of technology risks; and supervisory approaches in assessment of IT Governance practices.

12:30 – **LUNCH**

13:30

13:30 – **Session 3: Case Study: Failure of IT Governance (Insurance Co)**

14:45 *Abhilash Bhachech*

14:45 – **BREAK**

15:00

15:00 – **Session 4: Information Security**

16:30 *Judy Mack, Program Leader, Toronto Centre*

Broader concepts and coverage of “information” security risks - Availability, Integrity and Confidentiality; and cyber-security threats and vulnerabilities

16:45 **EVALUATION / END OF DAY**

TUESDAY, MARCH 31

08:45 – **Ideas I Will Use**

09:00 *Shelina Visram*

09:00 – **Session 5: Types of Cyber security attacks and steps to avoid them**

10:15 *Judy Mack*

Discussion of common cyber attacks, attack vectors and how to counter these threats and vulnerabilities.

10:15 – **BREAK**

10:30

10:30 – **Session 6: Cyber Risks: An Assessment Approach**

12:30 *Abhilash Bhachech*

Outline of a supervisory assessment approach to identify the cyber risks and risk management practices in regulated entities.

12:30 – **LUNCH**

13:30

13:30 – **Session 7: Case Study: Information Security Breach (Grand Bank)**

14:45 *Abhilash Bhachech*

14:45 – **BREAK**

15:00

15:00 – **Session 8: Classroom Discussion: Major IT Security Breaches and Process Failures**

16:30 *Judy Mack/Abhilash Bhachech*

Includes discussions on RBS WorldPay, Heartland, etc. and some more recent cybersecurity breach incidents

16:45 **EVALUATION / END OF DAY**

WEDNESDAY, APRIL 1

08:45 – **Ideas I Will Use**

09:00 *Shelina Visram*

09:00 – **Session 9: Outsourcing & Third-Party Dependency**

10:15 *Judy Mack*

Presentation on prevalence of outsourcing of technology services in financial services; risks underlying dependencies on third-party service provisions; and current international supervisory experiences.

10:15 – **BREAK**

10:30

10:30 – **Session 10: Case Study: IT Infrastructure Failure (Natwest/RBS)**

12:30 *Abhilash Bhachech*

12:30 – **LUNCH**

13:30

13:30 – **Session 11: Emerging Technology Trends & Risk Exposures**

14:45 *Judy Mack/Abhilash Bhachech*

Emergence of FinTech and associated technology risks in financial services; focus on selected emerging technology trends, risk exposures and supervisory approaches.

14:45 – **BREAK**

15:00

15:00 – **Session 12: Business Continuity Management & Catastrophic Risks**

16:30 *Judy Mack*

Business continuity management practices and catastrophic risks (frequency and severity increased due to climate change).

16:45 **EVALUATION / END OF DAY**

THURSDAY, APRIL 2

08:45 – **Ideas I Will Use**

09:00 *Shelina Visram*

09:00 – **Session 13: Regulation of crypto-assets**

10:15 *Abhilash Bhachech*

Current and emerging international regulatory practices for oversight of generation and distribution of crypto-assets in financial services industries.

10:15 – **BREAK**

10:30

10:30 – **Session 14: Overview of RegTech and SupTech**

12:30 *Judy Mack/Abhilash Bhachech*

Evolution of RegTech and SupTech following the spread of FinTech applications; current scope, emerging SupTech practices and challenges.

12:30 – **LUNCH**

13:30

13:30 – **Session 15: Enhancing Technology Supervision**

14:45 *Abhilash Bhachech*

A wrap-up of lessons learnt in the Technology Risk Supervision program and deploying building blocks for supervision of technology risks.

14:45 – **BREAK**

15:00

15:00 – **Session 16: Case Study: Bangladesh Central Bank Heist**

16:30 *Abhilash Bhachech/Judy Mack*

16:45 **EVALUATION / END OF DAY**

FRIDAY, APRIL 3

08:45 – **Ideas I Will Use**

09:00 *Shelina Visram*

09:00 – **Session 17: Risks Underlying Data Management**

10:15 *Abhilash Bhachech*

10:15 – **BREAK**

10:30

10:30 – **Session 18: Panel Discussion & Participant Q&A**

11:30 *Judy Mack/Abhilash Bhachech*

11:30 – **Final Evaluation, Presentation of Certificate and Closing Ceremony**

12:30

12:30 **FAREWELL LUNCH**