

August 6 – 8, 2018



# Programme on Technology Vendor Management

*Coordinator*  
Prof Sunil Bakshi



National Institute of Bank Management  
Pune, India

# Programme on Technology Vendor Management

Use of information technology has enabled Indian banks in improving their service delivery by creating technology based alternate delivery channels like ATM, Internet banking, Mobile Banking and Apps, BC agents, etc. Most banking operations today heavily depend on technology. However, due to complexity of IT and ensuring that banks get appropriate expertise banks adopted outsourcing model for information technology.

It has been observed that many cyber security risk have been materialized due to security gaps at third party control environment. The Reserve Bank of India has issued guidelines on implementing and governing use of technology by Indian banks that contain specific guidelines on Outsourcing management in relation with technology. As part of compliance most banks have implemented processes that has enabled them to ensure compliance with guidelines. Though, still there is a need for stronger controls on outsourcing management due increasing compliance requirements (Privacy legislation), changing threat scenario and increasing attacks on vendors, all of which impact the banks.

Bank management being focused on core business functions, sometimes find it complex to manage the outsourced function beyond certain point.

## Objectives

The programme is aimed at helping banks in understanding the underlying dependencies of outsourcing of technology and how banks can ensure proactive management of technology vendors by aligning bank's processes to govern.

## Content

- ❑ Regulatory framework for technology vendor management
- ❑ Risk management and effective outsourcing
- ❑ Outsourcing management and difference between Technology outsourcing and other allied services.
- ❑ Vendor categorization based on relationship and dependencies.
- ❑ Direct and Indirect compliance requirements associated with Outsourcing management RBI Guidelines, Customer service levels, Data loss incidents and privacy related compliance etc.
- ❑ Practices related to different types of technology outsourcing ATM, Software acquisition and development, Infrastructure management, Security outsourcing, Network management etc.
- ❑ Operational monitoring requirements for outsourced services - Change management, Project management, adopting new technology, compliance, incident management and Business continuity.
- ❑ Developing performance measurement metrics for vendor's performance
- ❑ Contracting, SLA and Developing and implementing SLA measurement metrics for outsourced services.
- ❑ Case studies and group discussions on different situations.
- ❑ SSAE 16 compliance and relevance of SOC 1, SOC 2 and SOC 3 audit reports.

## Target group

**Senior managers and top executives from Risk management, Cyber Security, IT and Business operations, Vendor management and internal auditors.**

## Dates

August 6 – 8, 2018

The programme will commence at 9.00 am on August 6, 2018 and conclude by 5.00 pm on August 8, 2018.

The participants are expected to reach NIBM Campus positively by the evening of August 5, 2018 and plan their return journey after 05.00 pm on August 8, 2018.

## Venue

NIBM Campus, Kondhwe Khurd  
Pune, India.

## Accommodation

The programme is fully residential. Participants will be provided well-furnished single room AC accommodation in the Institute's hostel complex on the campus. However, they will not be permitted to bring their family members to stay on the campus. In case any Officer/Executive with physical/medical disability is being nominated, kindly inform us in advance with particulars of disability to facilitate necessary arrangements.

The Institute has facilities for outdoor and indoor games and a large walking/jogging trail for physical fitness besides a yoga centre. Participants are therefore encouraged to bring appropriate clothes/gear.

## Programme Coordinator

Prof Sunil Bakshi  
Visiting Faculty as an Industry Expert  
(Information Technology Area Group)

### Last Date for Receiving Nominations:

July 27, 2018

### Last Date for Availing Early Bird Incentive of 5%:

July 21, 2018

(See fee structure on home page of the website)

### Nominations and Enquiries

Please address your enquiries and nominations to:

Prof Sunil Bakshi  
Programme Coordinator  
National Institute of Bank Management  
NIBM Post Office, Kondhwe Khurd  
Pune 411 048, India

Tel : +91-20-26716000 (EPABX)  
+91-20-26716335 (Direct)  
+91-9867371144 (Mobile)  
Fax : +91-20-26834478  
Email : bakshi@nibmindia.org  
Web : www.nibmindia.org

## Programme Fee (per participant)

US \$ 1200 for foreign participant

(See fee structure on home page of the website for incentive)

	Fee	GST	Fee+GST	TDS
Member Banks :	26400	4752	31152	2640
Non-Member Banks :	31200	5616	36816	3120

The fee includes the cost of tuition, board and lodging facilities, teaching material, etc. (Goods and Services Tax (GST) @ 18% and TDS @ 10%. Kindly send the TDS Certificate on priority to NIBM).

### Mode of Payment for Indian Participants

- The fee may preferably be transferred by RTGS/NEFT/ECS to our A/c No. 20002400021 with Bank of Maharashtra, NIBM Branch, Pune (IFSC Code MAHB0001124). NIBM PAN No. AAATN0040P and GSTIN No. 27AAATN0040P1ZJ.
- National Institute of Bank Management  
NIBM Post Office, Kondhwe Khurd, Pune 411 048, INDIA.

### Mode of Payment for Foreign Participants

#### Mode of Remittance: SWIFT\*

1. Name & Address of our Bankers : Oriental Bank of Commerce  
C-2, Shop No. 4-5, Bramha Estate  
Kondhwe Khurd, Pune 411 048  
Maharashtra, India
2. Name of the Account : National Institute of Bank Management
3. NIBM's Bank Account No. with Oriental Bank of Commerce : Current A/C 11281131004402
4. Bank's Swift Code : ORBCINBBFCP
5. Oriental Bank of Commerce A/c No. with Correspondent Bank : 36152559
6. Preferred currency : USD
7. Correspondent Bank : CITIBANK N.A.
8. Swift code for Citi Bank : CITIUS33

\* The Foreign Bank Charges/ SWIFT charges/Commission is to be borne by the remitter. The fees mentioned in the invoice/brochure is to be paid to NIBM, net of all bank charges.

**\*Payments will be accepted only through electronic mode. Cheques/DDs/Pay Orders will not be accepted.**

- For all electronic remittances, kindly send a confirmatory e-mail at: [accounts@nibmindia.org](mailto:accounts@nibmindia.org) giving details of the remitter and participant, name and dates of programme, etc.

Please see programme fee structure on home page of the website for early bird incentive, incentives for SAARC and other developing countries, mode of remittance, Pune City route map and local conveyance.