

Programme on Managing IT Outsourcing and Associated Risks

September 18 – 21, 2017



Coordinators
Prof Sunil Bakshi
Dr Deepankar Roy



**National Institute of
Bank Management
Pune, India**

Programme on Managing IT Outsourcing and Associated Risks

The use of information technology (IT) has enabled Indian banks to improve 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 the complexity of IT and to ensure that the appropriate expertise is available, banks have adopted the outsourcing model for implementation of IT. Here, it has been observed that many cyber-security risks have materialised due to security gaps in the third party control environment. The Reserve Bank of India has issued guidelines on implementing and governing the use of technology by Indian banks and these contain specific guidelines on outsourcing management in relation with technology.

As part of this compliance most banks have implemented processes that have enabled them to ensure compliance with such guidelines. However, there remains a need for stronger controls on outsourcing management due to increasing compliance requirements, including privacy legislation, changing threat scenario and attacks on vendors, all of which impact the banks. Bank management being focused on core business functions may find it complex to manage the outsourced functions beyond a certain point.

Objective

The programme is aimed at helping banks understand the underlying dependencies of outsourcing of technology and how they can ensure proactive management of outsourced services.

Target Group

Senior managers and top executives from risk management, cyber-security, IT and business operations, vendor managers and internal auditors.

Content

- Risk management and effective outsourcing.
- Outsourcing management and difference between technology outsourcing and other allied services.
- 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 a 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.

Dates

September 18 – 21, 2017

The programme will commence at 9.00 am on September 18, 2017 and conclude by 5.00 pm on September 21, 2017. Participants are expected to reach the NIBM campus positively by the evening of September 17, 2017 and plan for their return journey after 5.00 pm on September 21, 2017.

Venue

NIBM Campus, Kondhwe Khurd, Pune, India.

Hostel 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 the appropriate clothes/gears.

Coordinators

Prof Sunil Bakshi

Visiting Faculty as an Industry Expert

Dr Deepankar Roy

Assistant Professor

Information Technology
(Area Group)

Nominations and Enquiries

Please address your enquiries and nominations to:

Prof Sunil Bakshi

Dr Deepankar Roy

Programme Coordinators

National Institute of Bank Management

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Pune 411 048, India

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Web : www.nibmindia.org

Last Date for

Receiving Nominations:

September 8, 2017

Last Date for

Availing Early Bird Incentive of 5%

September 2, 2017

(See Fee Structure on home page of the website)

Programme Fee (per participant)

US \$ 1600 for foreign participant

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

	Fee	CGST	SGST	Fee+ CGST+SGST	TDS
Mem. Banks :	36000	3240	3240	42480	3600
Non-Mem. Banks :	42000	3780	3780	49560	4200

The fee includes the cost of tuition, board and lodging facilities, teaching material, etc. (Central Goods and Services Tax (CGST) @ 9%, State Goods and Services Tax (SGST) @ 9% 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 NIBM 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*

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