



**Daman Dev Sood**  
International Resilience Trainer & Consultant

Course Partner



**CERTIFIED**

# **OPERATIONAL RISK MANAGEMENT AND OPERATIONAL RESILIENCE**

**SPECIALIST COURSE**

(based on RBI guidance issued on 30th April 2024)

Offline Workshop |

| Online Workshop

Highly case studies based, supported with AI interventions

[www.damandevsood.com](http://www.damandevsood.com)

# About the Course

This course is 100% based on RBI's Guidance Note on Operational Risk Management and Operational Resilience (released on 30th April 2024).

**Operational Risk:** the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events.

**Operational Risk Management:** a continual cyclic process which includes risk assessment, risk decision making, and implementation of risk controls, which results in acceptance, mitigation, or avoidance of risk.

**Operational Resilience:** the ability of a bank to deliver critical operations through disruption. (BCBS)

**Operational resilience:** an outcome that benefits from the effective management of operational risk (BCBS, RBI)

Operational Risk Management and Operational Resilience Specialist course will help an organization/ individual in multiple ways like:

- Understanding ORM and OR concepts
- Raising awareness at all levels
- Being compliant to Regulatory requirements

Operational Risk Management and Operational Resilience not only benefit an organisation by strengthening its ability to remain a viable going concern but also support the financial system by ensuring continuous delivery of critical operations during any disruption.

The concepts and this course are equally important and applicable to all industry sectors.





# About the Facilitator

Daman, an acclaimed expert in the Resilience domain, brings a wealth of experience and accolades to the table.

He is a recipient of multiple BCI Awards and other Accolades:

- Continuity & Resilience Contributor - India and South Asia in 2021
- Continuity & Resilience Contributor - Global Winner in 2021
- Continuity & Resilience Contributor – Middle East in 2020 (and also Global Finalist)
- Induction into the esteemed BCI Hall of Fame
- Merit Award Global Winnert in 2012
- BC Manager of the Year - India Winner in 2009
- DRII Lifetime Achievement Award Finalist in 2021, 2022, and 2024.

Daman's expertise extends deep into various subjects, encompassing areas such as Operational Resilience, Organizational Resilience, Business Continuity Management, Risk Management, Crisis Management, and Cybersecurity.

**His NPS Score is AMAZINGLY high at 100%!.**

With over 38 years of industry experience, including more than 18 years dedicated to the Resilience domains, Daman has a comprehensive background as a Practitioner, Trainer, Consultant, Auditor, Assessor, and Author. He has authored nine insightful books in Resilience domain (available internationally).

He holds over 14500 hours of teaching/ training experience and has achieved 17 copyrights in his name.

Daman's extensive professional network includes about 30,000 connections on LinkedIn, where he actively contributes valuable insights and engages with industry professionals. His continuous contributions on LinkedIn demonstrate his commitment to sharing knowledge and fostering meaningful discussions within the Resilience community. He is a LinkedIn Top Voice - Training and Development (HR).

He is a Fellow of BCI, a Fellow of BCS, a Senior Member of IEEE, and an Ambassador of IEEE in India.



Course

# Outcomes

- Understand Operational Risk Management and Operational Resilience concepts (per RBI guidance)
- Understand regulatory regime
- Understand the 'Big Why' (driver) of Operational Resilience
- Move a step towards the 'Big How' (implementation) of Operational Resilience
- Pass the examination and get Certified Operational Risk Management and Operational Resilience Specialist title (conditions apply)
- Get RBI compliance for your company
- Move up the ladder in the Resilience domain
- Enhance competence to move in the Operational Resilience domain
- Bridge the skills gap
- Become RIPER - Re-deployable, Incrementable, Promotable, Employable, Retainable

Who should attend this

## Course

- All individuals in BFSI sector – to ensure regulatory compliance (the RBI Guidance is enforceable to all Commercial Banks, all Primary (Urban) Co-operative Banks/State Co-operative Banks/Central Co-operative Banks, all All-India Financial Institutions (viz., Exim Bank, NABARD, NHB, SIDBI, and NaBFID), and all Non-Banking Financial Companies including Housing Finance Companies).
- All individuals in other sectors to achieve Operational Excellence and attain Organizational Resilience
- Top and middle management
- Auditors, Assessors, Quality Specialists, Regulators
- Those who are preparing to start their professional journey into Resilience domain or in the BFSI sector
- Those involved in programs like Risk Management, BCM, Quality Management, Environment Management, Information Security Management, Physical Security Management, Governance-Risk-Compliance etc.



# Agenda

## Day1:

- Background
- Definitions
- What is Operational Risk
- What is Operational Risk Management
- Three lines of Defence for management of Operational Risk
- Governance and Risk Culture
- Responsibilities of Board of Directors
- Responsibilities of Senior Management
- Risk management environment - Identification and assessment
- Change Management

## Day2:

- Monitoring and Reporting
- Control and Mitigation
- Essential Elements of Operational Resilience
- Drivers to implement Operational Resilience
- Mapping of Interconnections and Interdependencies
- Third-party dependency management

## Day3:

- Business Continuity Planning and Testing
- Incident management
- Information and Communication Technology (ICT) including cyber security
- Disclosure and Reporting
- Lessons Learned Exercise and Adapting
- Continuous improvement through Feedback Systems
- International Scenario
- Recap
- Assessment
- Chapters (23), Exercises (20), Quizzes (8), Worldclass Case Studies (3), Assignment (1)
- Pre and Post course additional reading material
- Life support





## Registration

From tbd	₹	US\$
Upto tbd	₹	US\$
Registration details	India delegates *	Rest of the world delegates

\*plus GST

Click on the link to register now:

**REGISTER  
TODAY**



Got any questions about the course?

Please reach out to Vasanth at [vasanth@udbhata.com](mailto:vasanth@udbhata.com), +91 63057 52085 for any queries or write to [daman@damandevsood.com](mailto:daman@damandevsood.com) for more info.

Course Partner



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