CERTIFIED OPERATIONAL RISK MANAGEMENT AND OPERATIONAL RESILIENCE

FOR FINANCIAL INSTITUTIONS

CPD CERTIFIED
The CPD Certification Service

Course Certification No. 63267
FIK Membership No. 020596

25th (Mon), 26th (Tue) & 27th (Wed) August, 2025
ParkRoyal Collection, Kuala Lumpur

3 DAYS
CPD UK CERTIFICATION
COURSE: 24 CPD POINTS

Presented by Subject Matter Expert - Prof. Daman Dev Sood

- **Daman Dev Sood** is a Professor of Practice, certified international and corporate Trainer, Consultant and Practitioner in Resilience domain with over 39 years in the industry, over 18 years in Resilience domains.
- Worked as Program Director – Operational Resilience at EY and provided services to HSBC, UK for their Operational Resilience Program in 2024 (a major transformation program).
- Experienced in Operational Resilience, Organisational Resilience, Business Continuity Management, Crisis Management/ Communication, Risk Management, and Cybersecurity.
- Over 35 successful Business Continuity Management interventions
- Served multiple companies, countries, and industries
- Authoured, My Experiments with Third Party Risk Management (A Practical Guide)

HRDcorp TP No. : 10001561288

HRDcorp 100% Claimable Course (Register by 18th July)

Limited to 20 participants only

Organised by

FiK INTERNATIONAL
Est. 1998
We learn more together than alone

HRDF No: 1198525M

HRD CORP
HUMAN RESOURCE DEVELOPMENT CORPORATION

Presenting Partner

Daman Dev Sood

Tel: 017 2425422
012 2188895
matt@fikintl.com
vanan@fikintl.com
www.fikintl.com

ABOUT YOUR WORKSHOP LEADER - DAMAN DEV SOOD

DAMAN DEV SOOD

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 and other awards:

- 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 - 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, Third Party Risk Management, Organizational Resilience, Business Continuity Management, Risk Management, Crisis Management, and Cybersecurity.

Prof. Daman has extensive experience in the Financial Sector including providing services to HSBC UK, Reserve Bank of India, Emirates Investment Bank, Emirates Investment Authority, Al Hilal Bank, Al Ahli Bank, Bank Negara Indonesia (BNI), Bajaj Allianz, General Insurance Company, Yes Bank, SBI Life Insurance Company, Reliance Nippon Life Insurance Company, Max Life Insurance Company, HSBC India, HDFC Life Insurance Company, Punjab National Bank, Unit Trust of India, Punjab & Sindh Bank, Oriental Bank of Commerce etc.

The recent work with HSBC UK (on behalf of EY India) was supporting Embedding portion in the Operational Resilience Program which was a regulatory mandate and a Large Transformation Program. His role was to design, develop, and deliver various training programs catering to different audience level in HSBC UK. The role involved regular interaction with the group committees. He also designed surveys to check the effectiveness of the program. His NPS Score is AMAZINGLY high at 100%!

With over 39 years of industry experience, including more than 19 years dedicated to the Resilience domains, Daman has a comprehensive background as a Practitioner, Trainer, Consultant, Auditor, Assessor, Speaker, and Author. He has authored ten insightful books in Resilience domain (available internationally). He holds over 15500 hours of teaching/ training experience and holds 18 copyrights in his name. He is a Fellow of BCI, ex- Fellow of BCS, a Senior Member of IEEE, and an Ambassador of IEEE in India.

- WHY YOU MUST ATTEND -
GLOBALLY OPERATIONAL RISK MANAGEMENT AND OPERATIONAL RESILIENCE TAKES CENTRE STAGE.

UNITED KINGDOM:
The UK's focus on operational resilience has intensified significantly since 2021, with three principal regulatory bodies leading the charge. **The Bank of England (BoE), the Financial Conduct Authority (FCA), and the Prudential Regulation Authority (PRA) jointly** published landmark policy statements that have reshaped the operational resilience requirements for financial institutions. UK financial institutions face a definitive **March 31, 2025** deadline to fully implement operational resilience frameworks that can withstand significant disruptions.

AUSTRALIA:
The Australian Prudential Regulation Authority (APRA) issued guidelines emphasizing the importance of operational resilience, with implementation timelines spanning from 2023 to 2025.Australian banks, insurers and superannuation funds will be required to meet the APRA's new consolidated **CPS 230 Standards for Operational Risk Management**. Those classified as "significant" financial institutions have until J**uly 2025** to comply.

INDIA:
On 30 April, 2024, the **Reserve Bank of India (RBI)** prepared and released a guidance note on Operational Risk Management and Operational Resilience based on core principles of Basel Committee on Banking Supervision (BCBS)

SINGAPORE:
The Monetary Authority of Singapore (MAS) has been proactive, issuing revised guidelines that encompass operational resilience. Financial institutions were required to have a compliance plan by June 2023 and complete their first audit by June 2024.

PHILIPPINES:
The Bangko Sentral ng Pilipinas (BSP), Central Bank of The Philippines has issued BSP Circular No. 1204 Series of 2024 dated 28th October which will amend sections of Manuals of Regulations for Banks and Non-Banks Financial Institutions to include the new rules alongside existing guidelines on Operational Risk Management.

HONG KONG:
T**he Hong Kong Monetary Authority (HKMA)** released the Supervisory Policy Manual (SPM) OR-2 on operational resilience. Authorized institutions were expected to develop their operational resilience frameworks by May 31, 2023. Guided by the Supervisory Policy Manual module OR-2, all banks expected to achieve full resilience by **May 31, 2026.**

MALAYSIA:

Bank Negara Malaysia (BNM) issued the Business Continuity Management (BCM) Policy Document to be effective from December, 2023. This policy aims to bolster the operational resilience of financial institutions (FIs) in Malaysia by ensuring the continuity of critical business functions during disruptions.
BNM's BCM policy underscores the importance of operational resilience, especially in light of increasing operational disruptions and cyber threats. The policy encourages FIs to align with BCM standards, ensure operational resilience, and foster a culture of preparedness for operational disruptions and adaptability within the financial sector, thereby safeguarding the stability of the financial system and maintaining public trust.

ABOUT THE COURSE

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 for Financial Institutions has been specially designed and developed for financial industry to help organizations/ individuals 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. This helps in strengthening resilience levels of the company, society, and the country. The concepts and this course are equally important and applicable to all industry sectors.

COURSE OUTCOMES

- Understand Operational Risk Management and Operational Resilience concepts
- Understand regulatory regime
- Understand the 'Big Why' (driver) of Operational Resilience
- Move a step towards the 'Big How' (implementation) of Operational Resilience
- Pass the assessment and get Certified Operational Risk Management and Operational Resilience Specialist title (conditions apply)
- 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

3-Day Agenda

DAY 1:
- Background / Definitions
- What is Operational Risk
- What is Operational Risk Management
- Three lines of Defense 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

DAY 2:
- 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

DAY 3:
- 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), World-class Case Studies (3), Assignment (1)
- Pre and Post course additional reading material

WHO SHOULD ATTEND

- Chief Risk Officer (CROs)
- Heads of Operational Risk
- Operational Resilience Team
- Risk Management Team
- Compliance & Regulatory
- Business Continuity Management Team
- Crisis Management Team
- IT Risk & Cybersecurity Head

WORKSHOP TIMING FOR ALL 3 DAYS

08:00 AM Registration
08:30 AM Presentation commences
10:00 AM Morning refreshments (15 min)
12:45 PM Networking Luncheon
01:45 PM Presentation Resumes
04:45 PM End of session

TEACHING METHODOLOGY

- Discussions
- Practical Exercises & Case Study
- Interactive Lectures

Highly Case Study based,
supported with AI interventions

ASSESSMENT

At the end of day three, 30 multiple choice questions to be completed by participants within 40 minutes. These questions are based on the course material delivered by our speaker during this 3-day course.
Note: Assessment questions and course materials have been submitted and approved by CPD UK.
Passing mark: 70%

Assessment Process for our "Certified / Certification" term stated in our title. Please note that no international certification body is engaged to endorse, register, or certify this event.
This event is registered with CPD UK for CPD points. They have approved 24 CPD points for this course (No. 63267).
The assessment and certification will be jointly conducted by FIK International and Daman Dev Sood International Resilience Trainer & Consultant. Our speaker, Mr Daman and FIK International staff will be present during the entire 40 minutes while the assessment is in progress.

About **CPD UK** - Established in UK in 1996, The CPD Certification Service has over 27 years' experience providing CPD accreditation. With members in over 100 countries, our CPD providers benefit from the ability to promote themselves as part of an international community where quality is both recognised and assured.

REGISTRATION CONTRACT

Please complete this form immediately and email it to vanan@fikintl.com or matt@fikintl.com

A. Delegate's details

1. Name : ______________________

Position : ______________________

Email : ______________________

2. Name : ______________________

Position : ______________________

Email : ______________________

3. Name : ______________________

Position : ______________________

Email : ______________________

4. Name ______________________

Position ______________________

Email ______________________

5. Name ______________________

Position ______________________

email ______________________

Organisation : ______________________

Address : ______________________

Town : ______________________

State : ______________ Postcode : ______________

Nature of Business : ______________________

Tel: ______________ Fax: ______________

B. The Invoice/quotation should be directed to Mr/Ms (Dept):

Name : ______________________

Dept : ______________________

Tel: ______________ Fax: ______________

Email : ______________________

C. Authorising Manager's details

Name : ______________________

Position : ______________________

Email: ______________________

Signature : ______________________

Tel : ______________ Date : ______________

This booking is invalid without a signature

REGISTER NOW

Contact Matt or Vanan

FIK Research Centre Sdn Bhd

23-1, Jalan 2/76C, Desa Pandan,

55100 Kuala Lumpur, MALAYSIA

012 2188895 / 017 2425422

matt@fikintl.com or vanan@fikintl.com

www.fikintl.com

3-Day Fee (Per Delegate)

- ☐ **RM5250** per delegate (booked before, 18th July, 2025)
- ☐ **RM5750** per delegate (booked after, 18th July, 2025)
- ☐ **RM5050** per delegate for group registration of **3** and above

Fee includes documentation, refreshment & lunch.

HRDCORP TP No. : 10001561288

METHOD OF PAYMENT :

1. Employer claiming grant from HRDCorp* to adhere to the procedures and comply with the requirements set by HRDCorp.

2. Direct payment from employer - Payment is required within **5 working days** from the invoice date.
   a) Cheque : Made payable to **FIK Research Centre Sdn Bhd**
   b) Bank : Maybank, Desa Pandan Branch, Kuala Lumpur
   Account Number : **514543136325**
   (Quoting your Company Name and **our invoice no** as reference)

CANCELLATIONS & SUBSTITUTIONS : Upon registration for this event, any cancellations of registration must be made in writing. If the cancellation is received before 18th July, 2025, 50% of the fee must be paid. Regrettably, full fee must be paid for any cancellation after 18th July, 2025. However, a complete set of documentation will be sent to you. Substitutions are welcomed at anytime.

NOTE : It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. FIK International should not be held liable for any costs arising from this change without prejudice.

***HRDCorp REGISTERED EMPLOYERS**:
- any cancellation as stated above, the employer will pay the cancellation fee
- If the grant approved is lesser than our course fee, we will issue an invoice for the difference in amount to your organization for payment.
- If for any reason HRDCORP delays, cancels or withdraws the grant (e.g. non or partial attendance by the participant; error claim submission), we will issue an invoice to claim the full course fee from your organization.

INTERNAL USE

FIK INTERNATIONAL

Singapore Mumbai Shanghai Hong Kong Jakarta Brunei Bangkok Manila Kuala Lumpur