

3rd May 2012

Hong Kong Convention and Exhibition Center, Room S421

A Forum Designed for Operations, Risk, Compliance and Information Technology Professionals

This forum, through the group of leading speakers and panelists, will address the changing needs of the industry and provides valuable insight into the present and future solutions.

“Technological Innovation and Operational Excellence: Drivers for Transformation and Growth”

FATCA

Why It Is an Urgent Task and How It Impacts Technology and Operations

RMB OPERATIONS

How To Set Up an Effective Operation Model for Offshore RMB

MOBILE BANKING

How to Maximize the Capabilities of Mobile Devices to Enhance Customer Experience

OPERATIONAL RISK

Operational Risk Management in Operations and Technology

BASEL III

Practical Guide Towards Compliance

TOP PRIORITIES

COO and CIO Dialogue

ANALYTICS

How to Turn Big Data into Profits

RETAIL PAYMENT

HKMA on Retail Payment and Instruments

CPT

6 Hours

Bringing Together **15** Senior Bankers and Regulator.....

- **Mark Boyne**, COO Hong Kong and Global Banking and Markets Asia-Pacific, HSBC
- **Keith Cheung**, Head of Country Technology, Hong Kong, Citibank
- **Edward Huang**, Head of Decision Science, NEA, Standard Chartered Bank
- **Angelica Kwan**, Partner, US Tax, PricewaterhouseCoopers Limited
- **Michael K. M. Leung**, Senior Vice President & CIO, China Construction Bank(Asia)
- **Shu-Pui Li**, Head (Financial Infrastructure Development Division), Hong Kong Monetary Authority
- **C Y Ling**, Corporate Advisor, CITIC Bank International Limited
- **Edmund Poon**, Executive Vice President, Operations & Technology Group, CITIC Bank International Limited
- **Lisa O'Connor**, Initiative Director, RMB Internationalisation, SWIFT
- **Dominic Wu**, Managing Director, Senior Risk Manager, Financial Markets and Treasury Services, BNY Mellon
- **Martin Yates**, Solutions Architecture Director, Dell Global BV (Singapore) *and more....*

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(Speakers listed in alphabetical order by last name above)



Should you require any further information, please contact:

(852) 2153 7877 / (852) 2153 7865 or email: ITOPSforum@hkib.org

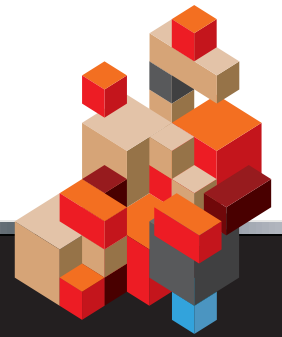
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FEE:

	Morning Session Only	Afternoon Session Only	Full Day
Standard Fee / Non-members	HK\$ 800	HK\$ 800	HK\$ 1600
HKIB Corporate/Ordinary Members	HK\$ 500	HK\$ 500	HK\$ 800
AHKIB/CFMP Members	HK\$ 400	HK\$ 400	HK\$ 700

Event Manager:

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9:00-9:05am

Welcome Remarks

Patrick Fung, Chairman and Chief Executive, Wing Hang Bank Limited
Chairman, Executive Committee of the Hong Kong Institute of Bankers

9:05-10:00am

Opening Panel Discussion: ICT Trends and Priorities for the Banking Industry

Panelists:

- Mark Boyne, COO Hong Kong and Global Banking and Markets Asia-Pacific, HSBC
- Keith Cheung, Head of Country Technology, Hong Kong, Citibank
- Michael K. M. Leung, Senior Vice President & CIO, China Construction Bank (Asia)
- Edmund Poon, Executive Vice President, Operations & Technology Group, CITIC Bank International Limited
- Benny Yim, Chief Data Quality Analyst, Bank of China (Hong Kong) Limited

Moderator: Chan Chee Sing, Computerworld

10:00 - 10:35am

Enhancing Customer Experience - The Mobile Banking Case Study

C K Chan, Head of Channel Systems, Software Development Asia Pacific, HSBC

10:35 - 11:00am

Coffee Break

11:00 - 11:30am

Big Data in Retail Banking - Leverage Analytics to Meet Customer Needs & Drive Business Values

Edward Huang, Head of Decision Science, NEA, Standard Chartered Bank

11:30 - 11:55am

Enhancing Competitiveness Through a Pragmatic Adoption of Cloud and Cloud Computing

Martin Yates, Solutions Architecture Director, Dell Global BV (Singapore)

11:55 -12:35am

Panel Discussion: Effective Management of Technology, People and Process

Panelists:

- Yvonne Che, Dah Sing Bank
- C Y Ling, Corporate Advisor, CITIC Bank International Limited
- Benny Yim, Chief Data Quality Analyst, Bank of China (Hong Kong) Limited

END OF MORNING SESSION (Noted: Lunch Not Provided)

2:00-2:30pm

Innovative Retail Payment and Instruments

Shu-Pui Li, Head (Financial Infrastructure Development Division), Hong Kong Monetary Authority

2:30 - 3:05pm

From Basel II to Basel III - The Practical and Technical Challenges

Edwin Yuen, Chief Analytics Officer, Bank of China

3:05 - 3:25pm

Coffee Break

3:25 - 4:00pm

Applying the Best Practice of Operational Risk Management in Operations and Technology

Dominic Wu, Managing Director, Senior Risk Manager, Financial Markets and Treasury Services, BNY Mellon

4:00 - 4:25pm

Operational Efficiency for Offshore RMB

Lisa O'Connor, Initiative Director, RMB Internationalisation, SWIFT

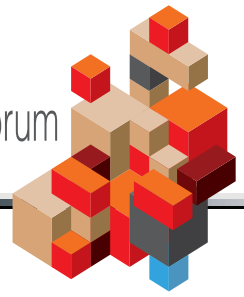
4:25 - 5:10pm

FATCA - How it Impacts Technology & Operations

Angelica Kwan, Partner, US Tax, PricewaterhouseCoopers Limited

Tim Clough, Partner, Risk and Control Solutions Practice, PricewaterhouseCoopers Limited

END OF AFTERNOON SESSION



REGISTRATION FORM

3rd May 2012

Hong Kong Convention and Exhibition Center

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