

Seminar 07/20/04 #OCC8681-0

Seminar 07/21/04 #OCC8682-0

OCC's Web and Telephone Seminar

## Outsourcing Technology Services: A Management Decision

### Registration Form:

Registrant name \_\_\_\_\_

Title \_\_\_\_\_

Bank/company \_\_\_\_\_

Charter number \_\_\_\_\_

Street address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone number \_\_\_\_\_

Fax number \_\_\_\_\_

E-mail address \_\_\_\_\_

#### Select seminar:

July 20, OCC8681-0

July 21, OCC8682-0

Please check here if you are unable to receive your materials via the Internet. We will ship you a hard copy. (To receive via the Internet, you will need Acrobat Reader, available free at [www.adobe.com](http://www.adobe.com).)

#### Site registration and one set of written materials.

National banks: \$115 each session

Others: \$150 each session

#### Check method of payment:

Check made payable to KRM

American Express

Visa

MasterCard

Discover Card

Card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_

Signature: \_\_\_\_\_

*Registrations after 7/7/04, please add \$8 for expedited handling.*

Total payment: \_\_\_\_\_

### Who should participate?

The topic for this Web and telephone seminar will be of particular interest to bank—

- Chief executive officers
- Chief information officers
- Information security officers
- Directors
- Senior managers
- Risk management officers
- Compliance officers
- Auditors
- Consultants
- Attorneys

### Price:

Participation is \$115 per connection for each national bank listening site and \$150 per connection for each non-national bank listening site.

### Questions for Speakers?

If you would like to submit questions to the speakers in advance, please e-mail your questions to [OCCTeleSeminar@occ.treas.gov](mailto:OCCTeleSeminar@occ.treas.gov).



Comptroller of the Currency  
Administrator of National Banks

A WEB AND TELEPHONE SEMINAR

# Outsourcing Technology Services:

## A Management Decision

**Tuesday, July 20, 2004**  
**2:00 p.m. – 3:30 p.m. EDT**

*and again on*

**Wednesday, July 21, 2004**  
**12:00 p.m. – 1:30 p.m. EDT**

— CONVENIENT —  
— INFORMATIVE —  
— COST EFFECTIVE —

## What is a telephone seminar?

This 90-minute Web and telephone seminar allows an unlimited number of people to listen to OCC experts and to discuss with them their experiences and policy imperatives over individual telephones or with colleagues on speaker-phones. The experts' interaction with you, the listener, will make the program a valuable learning experience and enjoyable to listen to. And you can ask questions from wherever you are.

There is no rush-hour traffic, no parking, no travel time or expenses. You can remain in the office and share information with a large group of colleagues for one price per site. A moderator guides the presentation and the open forum, much like participating in a talk-radio program.



Welcome by  
John D. Hawke, Jr.,  
*Comptroller of the Currency*

## Participants will gain insight into:

- The OCC's expectations for initiating, managing, and monitoring relationships with third-party information technology (IT) service providers.
- The roles of the board and senior management in the oversight of third-party IT service providers.
- The core elements of an effective outsourcing risk management program.
- Outsourcing contract implications as part of the risk management process.
- The impact of the Guidelines to Safeguard Customer Information (as mandated by the Gramm-Leach-Bliley Act of 1999) on outsourcing activities.
- What to expect during your next examination.

## This telephone seminar will feature:

- An overview of regulatory guidance relating to outsourcing technology services.
- A discussion of risk management processes and key elements.
- Due diligence essentials for potential outsourcing relationships.
- Contract considerations for successful outsourcing relationships.
- Risks that should be considered when outsourcing to foreign-based third-party service providers.

## Seminar panel:



Aida Plaza Carter  
*Director*  
*Bank Information Technology Division*



Debbie Fussell  
*National Bank Examiner*  
*Western District*



Robert Wicksell  
*Bank Information Technology Analyst*  
*Bank Information Technology Division*



James Gillespie  
*Assistant Chief Counsel*  
*Law Department*

## How to register:

Those wishing to attend the seminar may register by:

- Filling out the online registration form at [www.occ.treas.gov/bankereducation.htm](http://www.occ.treas.gov/bankereducation.htm).

- Calling 1 (800) 775-7654 between the hours of 7 a.m. and 5 p.m. CDT and providing registration information
- Faxing the form to 1 (800) 676-0734
- Mailing the registration form to KRM Information Services, P.O. Box 1187, Eau Claire, WI 54702-1187

*Registrants receive a special toll-free number and a PIN number for entrance to the telephone seminar. You will receive written materials prior to the call via the Internet or direct mail.*