

MEASURES TO ENHANCE SECURITY OF DIGITAL BANKING PRODUCTS AND SERVICES

This training provides a comprehensive overview of the key strategies and best practices necessary to safeguard digital financial platforms. Aimed at banking professionals, IT security staff, and digital product managers, the training covers a range of critical topics including cyber threat identification, secure authentication methods, regulatory compliance and fraud detection mechanisms

 **NIBAF, PAKISTAN (KARACHI)**



9 AM - 5 PM

COURSE CONTENTS

Introductions and Context of Digital Banking Security & Fraud Risk Management

Governance Controls

- Policy
- Culture
- Tools
- Compliance KPIs
- Customer Awareness / Education

Management Controls

- Digital Fraud
- Risk Management & Customer Complaint Management Processes (monitor, detect prevent, respond & remediate)
- Implementation of Information Security Management System (ISO 27000 family)
- Comprehensive Information Security reviews and rectification for digital products & services
- Regular and spot fraud risk assessments
- Fraud risk intelligence gathering and collaboration across industry players
- Implementation of PCI-DSS
- Implementation of PCI-SSF
- Senior management periodic reporting

Operational Controls-I

- Enablement of Channels & Device Registration
- Transactional Control
- Post-Incident Follow-up

Operational Controls-II

- Monitoring Control
- Encryption/Confidentiality of Customer Information
- Call Center

Operational Controls-III

- Branchless Banking Agents
- Communication & Customer Education
- Other operational controls
- Liability Framework

TARGET AUDIENCE

- Fraud Risk Managers for Digital Banking.
- CISOs / Information Security Managers.
- CIOs / CTOs / Information Technology Managers.
- Product Managers (Internet Banking, Mobile Banking, Credit Cards, Debit Cards, USSD, Branchless Banking).
- Product Strategy Managers.
- Channel Managers.
- Branchless Banking Managers.
- Call Center Managers.
- Compliance Managers.
- Operational Risk Managers.
- Audit & Inspection Managers.

FACILITATOR

Mr. Nawroz Muhammad Ali is a "Certified Digital Financial Practitioner (CDFP)" from Digital Frontier Institute. He has conducted many workshops for commercial bankers and other institutions on Digital Banking. He is a Fellow Chartered Accountant (FCA) from the Institute of Chartered Accountant of Pakistan and is engaged with the banking industry since 1997. He has a diversified banking experience in Commercial and Micro Finance Banks as Internal Auditor, in Compliance Department and also possess a decade long experience at senior position with State Bank of Pakistan (SBP). He is currently working with Banking Mohtasib Pakistan as an Advisor to the Banking Mohtasib.

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