

TENTATIVE CONFERENCE PROGRAM

08:15 – 09:00	Registration & Welcome Refreshment
09:00 – 09:30	<p>Opening Keynote: Digitally Remastering the Financial Services Industry</p> <p>Multiple commentators believe traditional financial industry firms are doomed as newer, digital-centric startups rush to usurp their once entrenched value propositions. This session provides CIOs insight into specific newcomer use cases. It illuminates what's new/different and what CIOs can do to lead their firms head on into the disruption.</p> <p>Terick Chiu Vice President Executive Partner, Greater China Team Leader, Gartner</p>
09:30 – 10:00	<p>Keynote 1: Thriving in a World of Digital Disruption: User Experience & Security</p> <p>Successful digital transformation must begin with the customer - a customer who is increasingly savvy and views cybersecurity and user experience as critical factors when choosing to "go digital" with their financial institution. Join this session to learn:</p> <ul style="list-style-type: none"> • What are the Grand Challenges of digital transformation, and how leaders are responding. • How user experience impacts conversions and business outcomes. • Why security is a barrier to digital adoption with your customers. <p>Rich Bolstridge Chief Strategist, Financial Services, Akamai</p>
10:00 – 10:30	<p>Keynote 2: Security vs. Enablement: Mobile Data Access for Today's Financial Services Industry</p> <p>Anytime, anywhere mobile access to financial data is a required capability in today's fast-paced financial services industry, yet security, audit and data breach concerns remain a challenge to all players within this highly data-sensitive market. To stay competitive, financial institutions require seamless mobile access to enable employees while also protecting sensitive customer data.</p> <p>AirWatch by VMware invites attendees to learn about today's mobility challenges within the finance industry and how to implement mobility initiatives throughout your organization to enable employees while also protecting sensitive data. We will also explore strategies and best practices around mobile device, application, email, content and browsing management.</p> <p>Rob Hinson</p>

	Business Development, APAC, AirWatch by VMware
10:30 – 11:00	<p>Keynote 3: Latest Cyber Risks in Financial Services</p> <p>In this section, Bryce Boland, APAC CTO for FireEye, will give an up to date snapshot of the state of cyber security threats in the FSI space. Covering new threats, attackers, scams and plans, this update will include the latest threat intelligence from our investigations and surveillance operations.</p> <p>Bryce Boland CTO, Asia Pacific, FireEye</p>
11:00 – 11:15	Networking Refreshment Break & Showcase Demonstration
11:15 – 11:45	<p>Keynote 4: Security Insights from the Financial Industry</p> <p>Joseph Green Vice President, Systems Engineering, APAC, Palo Alto Networks</p>
11:45 – 12:15	<p>Keynote 5: Enabling FSI Innovation with Cloud</p> <p>As big data grows bigger, companies are turning to cloud for access to new and different sources of data and for better ways to manage their own swelling data stores. In some companies, cloud helps improve the innovation process, enabling better communication and collaboration and ultimately faster development of new products and services. In this session, real life examples of FSI companies that leverage the Cloud to innovate, lower their costs, increase time to results, and generate new revenue sources will be discussed.</p> <p>CF Chui Solutions Architect, Arbor Networks</p>
12:15 – 13:00	<p>Leadership Panel Discussion One: Key Technology Trends and Driving Forces Shaping the Financial Sector in 2016</p> <p>Panel Chair: Dr. Toa Charm, Founder & Co-Chairperson, FinTech Special Interest Group (FTSIG), Hong Kong Computer Society</p> <p>Executive Panelists:</p> <ul style="list-style-type: none"> • Alyssa Tam, Director and Head of Innovation Acceleration, AIA • Edouard Zuber, Chief Digital Officer, AXA Hong Kong • Arthur Wong, General Manager, Head of IT, China Construction Bank Asia • Ralph Chan, Vice President, Strategic Planning & Transformation, Technology & Operations, DBS Bank (Hong Kong) • Helen Attenborough, Chief Information Officer (CIO), Asia Pacific, QBE Insurance

13:00 – 14:00

CIO Networking Luncheon Roundtables

Justin Hammond

Director of System Engineering - Cloud, Asia

Blue Coat | Elastica

(By Invitation Only)

Topic: Cloud Generation Security - Security Implications in the Outsourcing of Workloads in the Cloud Generation

At the end of today's discussion we hope that you have the answers, or know where to get the answers on considerations for Outsourcing and the shift in workload in the Cloud Generation

- How are the banks assured that the information asset (Data) is protected it is stored in the cloud?
- Is there a certain International Certification like the ISO standards that are followed by the outsourcing vendors?
- The impact to Risk and Compliance by the adoption of Enterprise wide SaaS Collaboration and Productivity Applications and
- How do you secure a outsourced network?
- Define the responsibility of the provider? Is this compliant to BSP Regulation?
- Implications to the current security investments strategies, as business investment strategy shifts from infrastructure ownership
- As an evaluator of a third party / outsourced service :
 - Where do I start ?
 - Do I move to the cloud right away? Cloud sourcing?
 - What are the options? managed services / hosted services / MSSP
 - Benefits and Risks of Outsourcing services.

<p>14:00 – 14:45</p>	<p>Leadership Panel Discussion Two: Innovation for a Next Level Customer Experience</p> <p>Panel Chair: Alex Trott, Financial Services Partner (Hong Kong), Accenture</p> <p>Executive Panelists:</p> <ul style="list-style-type: none"> • Beril Shen, Head of Transaction Banking, Home Loan & Channels, Retail Banking, ANZ • David Jacques, Customer Experience Thought Leader; Former SVP, Service Quality Reengineering Head, DBS Bank; Founder, Customer Input Ltd • Shebani Baweja, Head Complaints Management, Retail Banking, Standard Chartered Bank • Jonathan Hsu, Director, Head of SHK Direct & Digital Business, Sun Hung Kai Financial • Nicholas Lee, Head of Emerging Products & Innovation, Visa HK/Macau
<p>14:45 – 15:15</p>	<p>Keynote 6: Know Your Enemy - Tracking advanced threat and understand their threat actor</p> <p>Traditional security detection and prevention solutions have limited view of exposure and attack which most of companies suffer.</p> <p>In order to protect your IT assets effectively, you need to know your enemy and know what's your limitation, so that you can better plan and execute a successful attack detection/prevention framework.</p> <p>Manfred Hung ASOC Specialist, APJ, RSA, The Security Division of EMC</p>
<p>15:15 – 15:35</p>	<p>Keynote 7: Improving the Financial Services Customer Experience: More Than Buying Start-ups</p> <p>Customer experience is an increasingly important concern for a large number of organisations across a wide range of industries, as its metrics correlate strongly with those of customer loyalty, customer advocacy, and financial performance. Customer experience ratings within traditional financial services firms tend to lag significantly behind those in other industries, and therefore it is perhaps not surprising that a growing portion of their customer base is coming under threat by more nimble start-ups. Financial services companies are reacting to the erosion of their customer base by scrambling to innovate and acquire new technologies that make the banking experience more convenient and appealing to customers who are becoming only more sophisticated and discerning.</p> <p>But customer experience is defined by more than individual transactions. It is, rather, the result of all the interactions that a customer has with an organisation,</p>

	<p>across every channel. In order to stay relevant, financial services companies need to adopt a more attentive and proactive approach toward fulfilling customers' needs. They need to manage their overall customer experience holistically.</p> <p>This session presents customer experience management as both a philosophy and a practice for managing the key factors that affect customer experience across the organisation -- including people, policies, product, services and culture. It further aims to provide an overview of different technologies that can help operationalise customer feedback in a closed-loop process geared toward continuous and measurable improvements.</p> <p>David Jacques Customer Experience Thought Leader; Former SVP, Service Quality Reengineering Head, DBS Bank; Founder, Customer input Ltd</p>
15:35 - 15:45	Networking Refreshment Break & Showcase Demonstration
15:45 – 16:30	<p>Leadership Panel Discussion Three: Managing Threats in the Digital Age</p> <p>Panel Chair: Jeremy Pizzala, Partner, Asia Pacific Cyber Security Leader, Ernst & Young</p> <p>Executive Panelists:</p> <ul style="list-style-type: none"> • Micky Lo, Chief Information Risk Officer APAC, Information Risk Management, BNY Mellon • Dirk Engeler, General Manager Cyber Security Services, APAC, Commonwealth Bank Group • Vincent Leung, Director, Group IT Security, FWD Group Management Holdings • Steven Myers, Executive Director, Head of CIB Technology Risk management and Control, Asia, JPMorgan Chase
16:30	Closing Remarks

** This agenda is subject to change without prior notice. **