

Operational Risk Management: Concepts and Methods

Course Description

The importance of operational risk management can hardly be overstated. Cases of mismanaging operational risk and the dire consequences from doing so have become all too famous through the financial press.

The objective of this course is to provide participants with a solid understanding of operational risk and how to manage it. The course looks at operational risk from different perspectives and analyses the possibilities for managing it in each situation. The course focuses particularly on risks associated with people, processes, technology and external events. At least a basic understanding of risk management is assumed (cf., the 100-level course *Risk Management: Concepts and Methods*).

Learning Objectives

By the end of the course, participants will have a good understanding of:

- what operational risk is
- what Basel II says about operational risk
- why operational risk management is essential
- how to identify and manage the most common types of operational risk
- ways of reducing and managing operational risk
- how to analyse operational procedures relative to risk
- how to evaluate and manage IT risk
- how personal and ethical issues impact operational risk

Target Audience

Risk managers; other professionals in the financial services sector, who need to understand operational risk

Duration

2 days for up to 12 participants