



Technology vendor management (TVM) in Banks

Duration – 8 hours

Objectives:

To help banking professionals understand the underlying dependencies of outsourcing of technology and how banks can ensure proactive management of technology vendors by aligning bank's processes to govern.

Course Content:

- Need for TVM
- Regulatory framework for TVM
- Risk management and effective outsourcing
- Vendor categorization based on relationship and dependencies.
- Designing and implementing SLA
- Vendor performance monitoring
- Guidelines, Customer service levels, Data loss incidents and privacy related compliance etc.
- SSAE 16 compliance and relevance of SOC 1, SOC 2 and SOC 3 audit reports

Audience: IT Managers, IT Operations Manager, IT Auditors