



PARTNERS IN BUSINESS - OUR APPROACH IS SIMPLE...PARTNERSHIP IN BUSINESS, QUALITY IN PRODUCT AND INTEGRITY IN PEOPLE

Technology Guidance Program

Did you know?

For the past ten years or so, RLR has had a program that we call our Technology Guidance Program.

This program was initiated to assist our clients with understanding the latest regulatory guidance updates that are periodically released. We review the guidance in detail and structure an easy to understand Toolkit that summarizes what the guidance says, what the impact on the bank will likely be, and defines what actions the bank needs to take, including risk mitigation activities, to adhere to the new guidance.

Our Toolkits may continue with discussing Contracts, On-going Oversight, Contingency, Event Planning, and Emerging Risks. This is a general format we distribute for most every new guidance that is published. Our summaries are available within 30 days of the published guidance.

Our Tech guidance program is offered to our clients on an annual subscription basis. Cost of the annual subscription is \$1,500, payable in January of each year.

For more information or to enroll in the program, please contact us at info@rlrmt.com



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CYBERSECURITY FOR BANKS

Recently in a WIB webinar, RLR discussed the almost 43 million detected cybersecurity incidents during the past year, a 48 percent increase over 2013. Regulators are gearing up and conducting cybersecurity assessments of institutions that will be performed during the regularly scheduled examination. This assessment is part of a Federal Financial Institutions Examination Council (FFIEC) initiative to determine a financial institutions maturity level for managing and mitigating cyber threats. Contact us at info@rlrmgmt.com if you need to prepare your bank. Below are the 10 questions that your CEO and board need to be asking (and demanding answers)!



10 QUESTIONS FOR EXECUTIVES AND THEIR BOARDS

1. Is cyber risk part of our current risk management framework?
2. Do we follow the NIST Cybersecurity Framework?
3. Do we know the cyber risks that our vendors and third-party service providers expose us to, and do we know the rigor of their cybersecurity controls?
4. Do we have cyber risk insurance? And if we do, what does it cover and exclude? Is our coverage adequate based on our cyber risk exposure? While the cyber insurance market is relatively new, it is growing.
5. Do we engage in basic cyber hygiene?
6. Do we share incident information with industry groups? If so, when and how does this occur?
7. Do we have a cyber-incident playbook and who is the point person for managing response and recovery?
8. What roles do senior leaders and the board play in managing and overseeing the cyber incident response?
9. When and how do we engage with law enforcement after a breach?
10. After a cyber-incident, when and how do we inform our customers, investors, and the general public?



Regulatory Hot Topics

**FIL 9-2015 - FFIEC BCP Examination Handbook Appendix J
Strengthening the Resilience of Outsourced Technology Services
Dated February 23, 2015_Effective for all FFIEC Supervised
Institutions**

The Federal Financial Institutions Examination Council (FFIEC) has issued an appendix to the Business Continuity Planning (BCP) booklet of the *FFIEC Information Technology Examination Handbook* entitled "Strengthening the Resilience of Outsourced Technology Services." The booklet is part of the IT Examination Handbook series and provides guidance to assist examiners in evaluating the risk management processes of financial institutions and service providers to ensure the availability of critical financial services.

Appendix J discusses the following four key elements of BCP that an FI should address to ensure that their technology service providers (TSPs) are providing resilient technology services:

- Third-Party Management
- Third-Party Capacity
- Testing with Third-Party TSPs
- Cyber Resilience

Consultant Spotlight

Lynsey Bloch

Lynsey has over 15 years' experience in the retail banking industry. Her experience encompasses all aspects of bank operations including both front and back office functions, internal management positions, IT project management, vendor contract negotiation and interface, lending, operations, and compliance.

Lynsey was responsible for IT management for a California community bank that grew from three branches to seven across multiple States in less than 5 years.



Lynsey has 15 years of FISERV Premier experience which includes implementations, conversions, policy and procedure development, internal controls, user support, education and training facilitator, and continuous process improvement of operational efficiencies.

Lynsey's career has included facilitating education and training classes across multiple bank branches and developing specifications for software upgrades. She standardized and established configuration control policies and procedures for software and hardware and ensured compliance to government regulations for Information Systems. Please join us in welcoming Lynsey to our team! She can be reached at lynsey.bloch@rlrmgmt.com.

Farewell George Lanz

Please join RLR in wishing George Lanz the best of luck in his retirement!!! George has worked with RLR for four years now, however, we have had the opportunity to work with George for over 20 years.

George had previously spent nearly 23 years with Fiserv Premier where he was involved in developing strategic relationships with both in-house and outsourced financial institutions throughout the United States. Prior to Fiserv Premier, he held sales and support positions within the Unisys financial line of business for 12 years. Prior to joining Unisys, he spent four years as a Lieutenant touring with the U.S. Navy. Although we will all miss George, we wish him the best of luck in his retirement and many more years to come enjoying his wife, kids, grandchildren and cabin.



A Snapshot of our Costa Mesa, CA Workshop

RLR has developed a series of **complimentary** educational workshops that are held throughout California on a regular basis. We highlight a variety of topics and discuss current hot button issues with our current and prospective client attendees. These workshops provide our insight as well as facilitate discussions among the attendees to encourage knowledge sharing. RLR hosted their highest attended workshop to date, 41 attendees total, in Costa Mesa, CA on March 4, 2015.



The workshop included 3 guest speakers and Ruth Razook. Topics included:

- ➔ Regulatory Hot Topics
- ➔ Cybersecurity
- ➔ Lending Compliance
- ➔ Deposit Compliance

Overall, the workshop was a success. The attendees felt the length of the workshop was “just right”, were “very satisfied” with the registration process and would recommend the workshop to others.

[Sign up now](#) for our next workshop in Los Angeles, CA July 15, 2015. (Topics TBD)

Fiserv Forum 2015

RLR Management Consulting Inc. recently attended the Fiserv Form 2015 event in Las Vegas, NV April 20-23. The forum offered networking opportunities and insightful content. Their focus sessions gave an in-depth look at solutions that matter to your business and provided an opportunity to talk with product leaders.

We heard from renowned experts and technology visionaries Robert S. Mueller III, Former Director of the FBI, Dr. Condoleezza Rice the 66th Secretary of State and Jeff Yabuki, President and CEO of Fiserv.



At the end of the forum, Fiserv hosted a Client Appreciation Event where Earth, Wind & Fire performed. Truly a great few days. Mark your calendars for Fiserv Forum 2016 to be held at The Venetian & The Palazzo, Las Vegas, NV April 26-29, 2016. #fiservforum

Upcoming Events

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|--------------------|-------------------------------------|------------------------|-----------------|
| ➤ May 18-21, 2015 | FIS Client Conference 2015 | World Center Marriot | Orlando, FL |
| ➤ June 10-11, 2015 | CBA Risk & Cybersecurity Conference | The Westin Bonaventure | Los Angeles, CA |

What We Are Up To

RLR delivers solutions through hands-on, personalized service. We offer our clients support and solutions to complex issues. We believe in partnering with our clients every step of the way to provide them with the evaluation, planning, design, and implementation of high quality, cost-effective solutions. Below are some of the projects RLR Management Consulting Inc. is currently working on.

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| ➤ BSA/AML/OFAC Audit | ➤ Information Security Program Consolidation |
| ➤ BSA/AML Software Validation | ➤ IT Audit Remediation Assistance |
| ➤ BSA Program | ➤ Loan Operations Support |
| ➤ Central Ops, Internal Controls and Branch Audit | ➤ Online Banking Implementation |
| ➤ Compliance Review and Program Assessment | ➤ Prologue GLS Implementation |
| ➤ Correspondent Banking Analysis | ➤ Strategic Technology Plan Validation |
| ➤ Deposit Compliance Audit | ➤ System Conversion Management |
| ➤ Enterprise Data Warehouse Implementation | ➤ Vendor Contract Review |
| ➤ Finance Support | ➤ Vendor Management Program Development |
| ➤ Forms Development | |

Contact Us

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