



Operations and Technology Conference
Feb. 24-26, 2021 | King and Prince Golf & Beach Resort | St. Simons

WEDNESDAY, FEBRUARY 24

- 1-1:30 p.m. **Conference Registration**
- 1:30 p.m. **Welcome and Introductions**
Kim Kirk, Chair, 2020-2021 Operations and Technology Committee, EVP, Chief Operations Officer, Queensborough National Bank & Trust Company, Inc., Louisville
- 1:40 p.m. **Industry and Advocacy Update**
Virtual Joe Brannen, President and CEO, Georgia Bankers Association
- 2:20 p.m. **Break and Exhibitor Time**
- 2:50 p.m. **Getting Back to WHY**
Marc Pritchett, CEO & Founder at RUSH Ministries, Pastor at NorthRidge Church
- 3:50 p.m. **Break**
- 4:05 p.m. **ABA Core Platforms Committee Update**
Virtual Lisa Gold Schier, SVP, Endorsed Solutions Innovation, ABA
- 5 p.m. Dinner and Evening on Your Own

THURSDAY, FEBRUARY 25

- 8 a.m. **Breakfast**
- 9 a.m. **Navigating Microsoft Teams**
Will Beers, Senior Messaging Engineer, Conversant Group

More than ever, organizations are deploying communication tools such as Microsoft Teams to support an increasingly remote workforce. Without a comprehensive approach to administration, Teams can quickly take on a life of its own as your users create their own workflows around an ever-expanding feature set. This session will cover the basics of Microsoft Teams administration and dive into some commonly overlooked features and settings. Whether you've just started using Teams or you're an expert Office 365 administrator, come find out how you can make the most out of your subscription.
- 10 a.m. **Break and Exhibitor Time**

THURSDAY, FEBRUARY 25, cont.

10:30 a.m. **How Will SolarWinds Show Up In Your Next Exam?**
Virtual **Denyette DePierro**, VP & Senior Counsel, Cybersecurity Policy, ABA

The news is flooded with cyber breaches, ransomware attacks, and data hacks. How will the SolarWinds malware attack show in your next board meeting and on your next exam? We'll walk through how to approach cyber insurance, 3rd party risk management, and fintech with a cybersecurity eye. This session will include a debrief on new regulations and trends in supervision.

Noon **Lunch**

1 p.m. **Payment System Trends: A Practical Approach for Choosing the Best Option**
Terri Sands CAM-Audit, CFE, AAP, ACT Specialist, Founder, Secura Risk Management

Financial institutions are bombarded with payment offerings from their core providers, financial technology vendors and ACH Operators? This session will take attendees through payment offerings available to your financial institution today (e.g., Zelle, mobile wallets, and real time payment options) and discuss what is on the horizon such as the Federal Reserve Bank's new FedNOW offering and more. How do you decide which payment offering to implement? Will these payment services generate revenue? Learn how to best position your financial institution to make informed decisions for implementing new payment services based on revenue, risks, and operational requirements needed.

2:15 p.m. **Break and Exhibitor Time**

2:45 p.m. **Partnering with FinTechs - A Fintech Perspective**
Virtual **Zach Duke**, President, Finosec

This session will be led by Zach Duke, CEO and Founder of Fintech and Cybersecurity start up Finosec, and will discuss the fintech market, how fintechs go to market and partner with banks, how bankers can leverage innovation by partnering with fintechs, and best practices for due diligence and risk management.

3:45 p.m. **Break**

4 p.m. **Regulatory Perspective on FinTech and Bank Partnerships**
Melissa Sneed, Deputy Commissioner for Supervision, Georgia Department of Banking & Finance

5 p.m. **Evening Free to Enjoy Your Own Plans**

FRIDAY, FEBRUARY 26

8 a.m. **Breakfast**

8:45 a.m. **King of the Hill Mobile App Edition**
Dave DeFazio, Partner, StrategyCorps

See how the hottest mobile banking apps advise and educate consumers while siphoning deposits from your financial institution.

10 a.m. **Break**

10:10 a.m. **Exhibitor Prize Drawings**

10:40 a.m. **Never Let a Pandemic Go to Waste - Panel Discussion**

A lessons-learned discussion with peer bankers focusing on things that worked, new approaches developed out of necessity, helpful projects that got accelerated or approved and other ways in which we are or can be a stronger organization as we recover from the pandemic.

12:15 p.m. **Adjourn**

12:30 p.m. Op Tech Committee Meeting/Conference de-brief

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