



# GENERAL BULLETIN

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SENT TO:

2010 – 122

July 6, 2010

TO THE CHIEF EXECUTIVE OFFICER  
OR INDIVIDUAL ADDRESSED

CEO, CEO+, CIO, COO,  
CRO, Audit & Compliance  
Specialists

RE: **CBA Web Seminars -- Two-Part Series: 2010 Key Challenges For Bank Operations & Technology**

## **PART I - NEW CHALLENGES IN CONTINGENCY PLANNING - MONDAY, AUGUST 2, 2010**

Regulatory “hot buttons” change from year to year, but some issues are always of concern, Planning and Disaster Recovery among them. In addition to being a regulatory requirement, contingency planning just makes good business sense. Developing a plan that would really work and keeping it current is always a challenge. Technological advances and new threats to your operations, both large and small, continue to increase the difficulty of maintaining a usable plan. This web seminar will provide you with solid, actionable ideas that will meet with regulatory approval and actually increase the chances of your plan working in the event that you suffer a disaster.

This session offers new ideas to update and enhance your plan. Highlights include:

- Prevention techniques
- Regional vs. local disasters
- Vendor management considerations
- Testing suggestions
- New options for real time storage

## **PART II – MANAGING YOUR CORE PROCESSOR IN CHALLENGING TIMES - MONDAY, AUGUST 30, 2010**

In economic terms, today's core banking software vendor industry is becoming a classical oligopoly - an industry where a few players control the majority of the business. Firms in this type of market behave differently, and your core vendors are no exception. Merger and consolidation among vendors presents new challenges to bankers in managing their relationships with core vendors. Participants will leave with a better understanding of the forces driving the core banking software industry and with specific information on managing their own vendor relationships more effectively.

Highlights include:

- The potential for your particular software solution to be discontinued
- Contract terms and conditions
- Use of ancillary and third party solutions
- General vendor management guidelines
- Opportunities for improving pricing and service availability

### **AUDIENCE**

Senior management, IT auditors, risk managers, compliance officers, IT and operations staff. **CE Applied:** 2.5 hours/session towards the CRCM/CFSSP designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

## SPEAKER

Trent Fleming was a pioneer in the introduction of check imaging to the community bank market, working with hundreds of banks in the selection, implementation and management of image P.O.D, archive, and statement systems. Key to his success is Fleming's ability to educate employees and customers about the benefits of products and services. He has consulted with banks on matters as diverse as strategic planning, business continuity, and operational efficiency. His background includes correspondent banking, compliance, and experience as a sales operations executive with banking software vendors.

## WHAT IS A WEB SEMINAR?

A web seminar is an online seminar featuring live audio and PowerPoint slides. Everything is delivered through your PC. No special hardware is needed; however, speakers or headphones are required. The program consists of 90 minutes of instruction and 30 minutes live Q&A. Each registration provides one connection to the web seminar, materials and 30 days access to the online seminar. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a confirmation with your PIN, materials and instructions. If you do not receive a confirmation within two days of the event call 888-262-7701.

**Free 30-Day Replay** - Within five working days after the broadcast, you will receive a URL providing unlimited access to a recorded copy of the presentation for 30 days. This enables you to participate in the live web seminar, train additional staff and review the material as needed.

The **On-Demand Web Seminar** is a live web seminar that has been recorded and then streamed to your computer to watch at your convenience. The program can be viewed anytime 24/7. You can watch a portion, come back and pick up where you left off! Anyone at your branch may access the program from a computer using the login and password. When purchasing an On-Demand Web Seminar, you have unlimited access to the program for 6 months from the date of purchase.

Transmission, retransmission or republishing of the audio portion of the web seminar is prohibited. Your registration entitles you to one connection at one location with permission to make copies of materials for participants. Please complete one registration per location.

## REGISTRATION INFORMATION

Registrations are requested to be submitted three days prior to the date of the web seminar. On-line registrations can be made at <http://www.bankersed.com/CTBANKERS/>. For all other registrations, please complete the attached registration form and send directly to Bankers Ed in advance of the program. Fee information for this program is listed on the registration form. **Payment is expected at the time of registration unless other arrangements are made prior to the event with the CBA.**

**Late Registration:** Registrations are accepted until the program starts. To ensure timely delivery of materials, etc., please register online when registering **two working days prior** to the broadcast (credit cards, e-checks and invoices accepted). If you would like assistance with online registration, contact 888-262-7701.

Please do not hesitate to contact either Kathy Parks or me if you have any questions about this web seminar.

Very truly yours,  
LINDSEY R. PINKHAM  
Senior Vice President & Secretary

attachment

## CBA WEB SEMINAR

### **TWO PART SERIES**

### **2010 KEY CHALLENGES FOR BANK OPERATIONS & TECHNOLOGY**

**Part I - Monday, August 2, 2010**

**2:30 p.m. - 4:30 p.m. (EST)**

**Part II - Monday, August 30, 2010**

**2:30 p.m. - 4:30 p.m. (EST)**

**REGISTER** (Each registration entitles you to one connection at one location where an unlimited number of listeners may participate):

Name \_\_\_\_\_ Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

#### **THREE WAYS TO REGISTER FOR CBA WEB SEMINARS:**

**Prior to July 26<sup>th</sup> (Part I) and August 23<sup>rd</sup> (Part II)**

Mail: Complete this form, include payment and mail it to: Bankers Ed: 5700 S. Mopac, #C310, Austin, TX 78749

**Anytime Prior to the Program**

On-line: Register on-line at <http://www.bankersed.com/CTBANKERS/>.

Phone: Call 888-262-7701 with credit card information

#### **CBA WEB SEMINAR – PART I – CONTINGENCY PLANNING**

**Monday, August 2, 2010** - (Seminar code: SW2-1287)

Web Seminar/Materials (live hookup)  \$255 member  \$510 non-member

On-Demand Web Seminar/Materials  \$275 member  \$550 non-member

#### **CBA WEB SEMINAR -- PART II – CORE PROCESSOR**

**Monday, August 30, 2010** - (Seminar code: SW2-1288)

Web Seminar/Materials (live hookup)  \$255 member  \$510 non-member

On-Demand Web Seminar/Materials  \$275 member  \$550 non-member

#### **METHOD OF PAYMENT** (check one):

**Check made payable to: Bankers Ed**

Discover Card

MasterCard

Visa

AMEX

Card Number \_\_\_\_\_

Exp. Date \_\_\_\_\_

Security Code (3 or 4 digits on back of card) \_\_\_\_\_

Signature \_\_\_\_\_

Amount \$ \_\_\_\_\_

For registration questions, please contact Bankers Ed customer support at 888-262-7701 or Kathy Parks at the Connecticut Bankers Association parks@ctbank.com or 860-677-5060.

**\*\*\*Registrations must be sent to Bankers Ed\*\*\***