



Spring 2012 Technology and Operations Officer Affiliation Program Discussion Topics

Main Sessions

High Performance Idea Exchange

The High Performance Idea Exchange provides an open forum for attendees to discuss critical issues in technology and operations. By expanding the session to a full day, attendees have the opportunity to discuss issues in much more detail. With the emergence of greater customer demands, technology and operations and the processes that drive them have assumed greater importance in community banking. Drawing on the expertise of the participants in the group, we will focus on:

- Issues and/or challenges members of the group may be facing
- Innovative solutions that have been tried by participants -- and the results
- Ways that technology and operations can contribute to both sides of the bank's balance sheet
- The ever-changing regulatory landscape
- Critical components of solid strategic technology planning

Project Success and Failure from a Strategic Perspective

Research has shown that nearly 70% of all projects fail. These statistics are based on a narrow view of success. 'On Time and On Budget' is the project manager mantra that determines whether the job has been done. The real question is: "What is the impact to the bank if your project goes south?" The implications of success or failure are much more significant if we take the broader view. This session will deal with how to determine what a project means to your organization and how to avoid the key pitfalls in project management. Topics to be discussed include:

- Understanding project failure and success from a value-based perspective
- Planning a project from the Top Down perspective to ensure business success
- Managing projects from a company perspective to get the most value
- Creating strategies to avoid project failure

Regulatory Compliance Update

Banks today operate in an increasingly complex and risky environment. While many banks have compliance officers to monitor changing regulations and policies, technology and operations officers also play a major role in monitoring, reviewing, and implementing necessary changes. This interactive session will explore regulatory compliance topics that have the most impact for technology and operations officers. Topics for discussion will be based on the needs and feedback of the group. We will

- Share recent exam experiences and address specific questions of participants
- Review common pitfalls in examinations
- Examine the latest regulatory developments and trends
- Consider best practices to ensure ongoing compliance

General Sessions

Macroeconomic Review

Dr. Ed Seifried will again share his views on the current economic environment and provide his thoughts on future trends. Specifically, Dr. Ed will:

- Forecast the most likely path of GDP growth, unemployment, industrial production and other macroeconomic output measures for 2012.
- Monitor and analyze the forces that could propel inflation upward during 2012 which is the third year of recovery from the 2007-09 recession and notoriously, the recovery period most prone to inflationary pressures.
- Discuss the Fed's most likely monetary policy moves in 2012 during an election year. Election year policy is often a conflict between the need to manage the macro economy and the Fed's desire to maintain political independence.
- Predict the most likely interest rate movements in 2012-13.
- Review the economy's performance by updating his "Selected Economic Indicator" chart – noting, as appropriate, important changes in the statistical record.

Managing and Leading the Technology and Operations Staff for Greater Effectiveness

Being an effective leader in business has always been challenging. Recruiting skilled talent in some fields such as technology or areas of the country such as rural communities and the changing dynamics of the workforce (Boomers to Millennials) are just a few of the dynamics increasing this challenge. Finding the right talent, at the right time, in the right place and retaining your talent will become an even more critical factor in an organization's success. What strategies can you utilize to successfully manage and lead this diverse workforce to achieve committed, creative employees who provide superior customer service and products and help drive the bottom-line performance of the organization? During this session, we will discuss:

- The changing dynamics of the workforce
- Strategies for greater motivation and productivity
- Compensation trends in the technology and operations arena