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Nota di contenuto	Front Cover; Operations Risk; Copyright Page; Table of Contents; Introduction; Chapter 1 The operational risk universe; Post barings; The influence of BIS; Operational risk management; Types of risk; Chapter 2 Defining operations risk in investment and retail banking; Retail banking; Managing operations risk in retail banking; Types of operations risk affecting retail banks; Customer account errors; Immediate observations; Possible outcomes; Action; Risk impact; Damage limitation and preventative action; Managing other operations risks; Risk in Investment Banking; Chapter 3 Operations risk Analysing the risk valueSummary of operations risk; Market risk; Management risk; Market or principal risk; Credit or counterparty risk; Operational risk; Other risks; Understanding risk; Operations management; Chapter 4 Managing the risk; How does the business manage operations risk?; Devising a strategy to manage operations risk; Self-assessment techniques; "Risk envelopes"; "Risk waves"; "Risk scoring"; "Fishbone analysis of cause"; Risk volcanoes; Summary; Chapter 5 Understanding a risk event; Pre-event; Time lag; Realisation; Mitigation; Lessons learned Chapter 6 Workflow and operations riskPeople; Management; Analysing risk in the workflow; Analysing workflow; Chapter 7 Risk and regulation; Regulation in respect of custody services; Regulation

affecting brokers and fund management companies; Exchange and clearing house regulation; Summary details on regulation; Summary; Chapter 8 Innovative tools to manage people risks; Analysing Hypnotherapy as a tool to reduce operations risk; Hypnotherapy; Chapter 9 Insourcing and outsourcing risk; Guiding principles - Overview; Case study 1: German loan factory  
Case study 2: Australian regulator investigates bank outsourcing  
Case study 3: Outsourcing unit pricing for managed funds; Case study 4: OCC action against a bank and service provider; Case study 5: Joint examinations of third-party service providers in the United States; Summary; Glossary of risk terminology; Publications; Useful websites; Appendix 1: Consolidated KYC risk management; Introduction; Global process for managing KYC risks; Customer acceptance policy; Customer identification; Monitoring of accounts and transactions; Consolidated risk management and information sharing  
Mixed financial groups  
The role of the supervisor; Appendix 2: A collection of excerpts and published operational risk guidelines and recommendations; Derivatives; About the FOA; Appendix 3: Global clearing and settlement - The G30 twenty recommendations; Managing Operational Risk; FX Settlement Risk; Why CLS?; How CLS works; CLS in business; Who is involved; Settlement Members' customers; CLS group of companies; Appendix 4: ISSA recommendations 2000; International Securities Services Association ISSA; 1. Introduction; 1.1 Objectives of this Report; 1.2 Overview of the Process  
1.3 Relationship Between the ISSA Recommendations and Other Initiatives

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## Sommario/riassunto

Operations Risk--a form of Operational Risk, is becoming increasingly important as more and more sophisticated products and the use of those products occurs in the financial services industry. Outsourcing, including overseas outsourcing, is changing the structure of firms and particularly operations teams. Thus understanding the existing and the changing risk environment in operations functions and its impact on operational risk is centrally important today. The book focuses on areas such as technology risk, people risk, and settlement risk, examining the dangers that lurk within different org

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