

5 coronavirus priorities for op risk managers at financial firms

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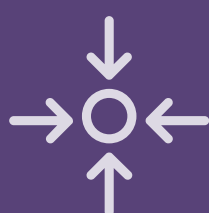
Maintaining business-critical services

Most businesses had already identified critical services as part of their business continuity plans – e.g. payments & IT systems. Firms are now reprioritising these activities and sometimes re-training staff to ensure they can support these critical services.



Deploying debt-relief packages

Many governments have announced debt-relief packages, often with little notice. Organisations now need to respond quickly, which means thinking about training, delivery and product approval processes.



Refocusing & reprioritising

Focus has now moved from driving sales and hitting targets to supporting customers and delivery debt-relief packages. Some projects, especially those that carry risk such as moving systems to the cloud, have been paused. While projects which improve remote-working capabilities have been accelerated.



Increasing internal collaboration

Risk functions are taking a more active role than ever in facilitating change and guiding firms through the crisis. With rapid changes, more accountability is being given to the first and second line to review and challenge the changes. This collaboration could be a lasting positive outcome of this situation.



Looking to the future of operational risk practice and framework

The pandemic has been a true test of institutions' operational risk frameworks, both in terms of resilience and flexibility. There are lessons that we can learn from this to help us improve op risk practice after this crisis is over. Risk managers are starting to ask important questions, such as can aspects of the framework be improved? Are there alternative processes and controls that would work better in the long run? And, what is no longer necessary? These questions are important as we move towards a post-coronavirus environment.

How is the industry responding to coronavirus?

Each week, we're hosting calls with our member organisations based around the world to talk about their current priorities, challenges and ideas for managing the coronavirus situation. Find out more at:

www.orx.org