

SMART BANKING 2022 AGENDA

OCTOBER 11th, 2022 | INTERCONTINENTAL HANOI LANDMARK72

Co-organized by:

- Information Technology Department, the State Bank of Vietnam
- Vietnam Banks' Association
- IEC Group
- National Cyber Security Center (NCSC)

Activity 1: DF CYBER DEFENSE 2022

Time: 13:00 – 17:00, Simultaneously with the Plenary Session

13:00	DELEGATE REGISTRATION
13:30	OPENING REMARKS <i>Mr. Phan Thai Dung, Deputy Director General, Department of Information Technology, State Bank of Vietnam</i>
13:40	WELCOME REMARKS <i>Mr. Tran Quang Hung, Director of the National Cyber Security Center (NCSC)</i>
13:50	INTRODUCING OF DF CYBER DEFENSE <i>Ông Trần Quang Hưng, Giám đốc Trung tâm Giám sát an toàn không gian mạng quốc gia (NCSC)</i>
14:00	DF CYBER DEFENSE <i>(With participation of 40 teams from commercial banks, securities, insurance,)</i>
16:50	Announcing the winners of DF Cyber Defense
17:00	END OF DF CYBER DEFENSE 2022

CONFERENCE SESSIONS

OCTOBER 12th 2022 | INTERCONTINENTAL HANOI LANDMARK72

CONFERENCE SESSION 1: THE FUTURE OF FINTECH & TRENDS OF NEW TECHNOLOGIES

Time: 08:00 – 11:45 | Simultaneously with Conference Session 2

08:00	DELEGATE REGISTRATION
08:30	OPENING REMARKS <i>Dr. Nguyen Quoc Hung, General Secretary, Vietnam Banks Association</i>
08:40	Fintech & Financial Services: Bridging Traditional and Digital Banking <i>Mr. Dilip Krishnan, Global Lead – Digital Transformation Practice, Data & Services, Mastercard</i>
08:55	Authentication Challenges Faced by the Banking Industry <i>Mr. Do Ngoc Duy Trac, CEO, VinCSS</i>
09:10	Cake by VPBank – Revolution in Digital Customer Experience <i>Mr. Nguyen Huu Quang, CEO, Cake by VPBank</i>
09:25	Innovation in the Banking Industry <i>Mr. Vu Tran, Head of Enterprise Business, Amazon Web Services</i>
09:40	Smart Teller Machine System: Tech Master, Trend Leader <i>Mr. Pham Minh Tuan, Deputy General Director, Unicloud Technology Group</i>
09:55	TEA BREAK
10:15	PANEL DISCUSSION
	Moderator: Ms. Nguyen Thuy Duong, Chairwoman, EY Consulting Vietnam Panelists: <ul style="list-style-type: none">● Representative from Commercial Banks● Mr. Dilip Krishnan, Global Lead – Digital Transformation Practice, Data & Services, Mastercard● Mr. Pham Quang Minh, General Manager Vietnam and Thailand, Mambu● Mr. Do Ngoc Duy Trac, CEO, VinCSS● Mr. Nguyen Huu Quang, CEO, Cake by VPBank Topic discussions: <ul style="list-style-type: none">● Lessons learned from recent Fintech trends and practical activities● Promote the transition to mobile banking, digital banking and cashless payment channels and enhance engagement with Fintech's service ecosystems
11:45	END OF SESSION 1

CONFERENCE SESSION 2: DEVELOPING DIGITAL PLATFORMS AND MONETIZING DATA IN THE DIGITAL TRANSFORMATION ERA: TRENDS & SOLUTIONS

Time: 08:00 – 11:45 | **Simultaneously with Conference Session 1**

08:00	DELEGATE REGISTRATION
08:30	OPENING REMARKS <i>Mr. Nguyen Ngoc Trung, Acting Director General, the Department of Industry, Central Economic Commissions</i>
08:40	WELCOME REMARKS <i>Mr. Phan Thai Dung, Deputy Director General, Department of Information Technology, State Bank of Vietnam</i>
08:45	How AI Revolutionize Banking Industry in the Process of Digital Transformation <i>Mr. Pham Quang Vinh, Director of Business Solution, Viettel Cyber Space Center</i>
09:00	Smart CA and eContract – Optimize customer experience on digital banking <i>Mr. Do Ke Cong, Director, BU CA & eContract, VNPT</i>
09:15	Future of Data <i>Ms. Dang Tuyet Dung, Country Manager, Visa Vietnam and Laos</i>
09:30	Investing in Digitization – What Will Make the Biggest Impact in Banking in the Year ahead <i>Ms. Trinh Tuyet Anh, Solution Consultant, Mambu APAC</i>
09:45	TEA BREAK
10:00	Securing the Digital Banking Ecosystem with API Security and Governance <i>Mr. Tran Viet Tam, Security Consultant, Fortinet Vietnam</i>
10:15	Know Your Enemy - What to Expect from New Type of Frauds across Vietnam and beyond <i>Mr. Maxim Kuzin, Head of Product – Fraud Management, BPC Banking Technologies</i>
10:30	Building the Intelligent Bank: with the Power of AI & Big Data Working together in Real-time <i>Mr. Arun Kumaran, Regional Head - Southeast Asia, BUSINESSNEXT</i>
11:45	PANEL DISCUSSION
	<p>Moderator: Dr. Phan Thanh Duc, Dean of Management Information System Faculty, Banking Academy of Vietnam</p> <p>Panelists:</p> <ul style="list-style-type: none"> ● Representative from commercial banks ● Ms. Dang Tuyet Dung, Country Manager, Visa Vietnam and Laos ● Mr. Pham Quang Vinh, Director of Business Solution, Viettel Cyber Space Center

	<ul style="list-style-type: none"> ● Mr. Maxim Kuzin, Head of Product – Fraud Management, BPC Banking Technologies ● Mr. Arun Kumaran, Regional Head - Southeast Asia, BUSINESSNEXT <p>Topic discussions:</p> <ul style="list-style-type: none"> ● Big Data, Big Opportunities: How Data and AI are Continuing to Drive Disruption across banking? ● Where are the new opportunities in developing technology and digital infrastructure in post-COVID-19?
11:45	END OF SESSION 2

CONFERENCE SESSION 3: DEVELOPING DIGITAL BANKING SERVICES: DISRUPTIVE TECHNOLOGY TRENDS & SOLUTIONS

Time: 13:00 – 17:00 | **Simultaneously with Conference Session 4**

13:00	DELEGATE REGISTRATION
13:30	<p>OPENING REMARKS <i>Mr. Le Anh Dung, Acting Director General, Payment Department, State Bank of Vietnam</i></p>
13:40	<p>Delivering Exceptional Digital-First Banking Experiences <i>Mr. Donovan Yong, Vice President, Product Management, Data & Services, Mastercard</i></p>
13:55	<p>Hyper-personalized Banking - Unlocking Value for Customers <i>Mr. Duong Le Minh Duc, Deputy Director of AI Business Center, FPT Smart Cloud</i></p>
14:10	<p>Hyperautomation - The Game Changer in Customer Digital-Experience <i>Ms. Nguyen Minh Nguyen Thanh, Regional Sales Director, SEA, akaBot (FPT Software)</i></p>
14:25	<p>How the AI-fueled Virtual Agents help Improve Customer Experience? <i>Ms. Trieu Van Anh, Country Manager, Vactiv</i> <i>Mr. Otsuka Takahiro, CEO & Member of BOD, IT-Communications</i></p>
14:40	TEA BREAK
14:55	<p>Data- first Marketing: Using Power of Data to Expand Customer Base on Meta Platform <i>Mr. Viet Hoang, Financial Services Solution Lead, Meta Vietnam</i></p>
15:10	<p>Hyper-personalized Banking - Unlocking Value for Customers <i>Mr. Balagopal Ravibalan, Senior Principal, SunTec</i></p>
15:25	PANEL DISCUSSION
	<p>Moderator: Mr. Dinh Van Chien, Deputy CEO cum Head of Retail Banking, TPBank</p> <p>Panelists:</p> <ul style="list-style-type: none"> ● Representative from commercial banks ● Ms. Yen Ngo, Financial Services Lead, Meta Vietnam

	<ul style="list-style-type: none"> ● Mr. Duong Le Minh Duc, Deputy Director of AI Business Center, FPT Smart Cloud ● Ms. Nguyen Minh Nguyen Thanh, Regional Sales Director, SEA, akaBot (FPT Software) ● Mr. Donovan Yong, Vice President, Product Management, Data & Services, Mastercard ● Mr. Do Huu Hung, CEO, ACCESSTRADE <p>Topic discussions:</p> <ul style="list-style-type: none"> ● How are new technologies shaping the development of banks in building customer experiences and operation? ● What are the changes in customer's expectation which change the way digital banks approach customers?
17:00	END OF SESSION 3

CONFERENCE SESSION 4: RISK MANAGEMENT AND CYBER SECURITY FOR BANKING'S DIGITAL TRANSFORMATION JOURNEY

Time: 13:00 – 17:00 | **Simultaneously with Conference Session 3**

13:00	DELEGATE REGISTRATION
13:30	<p>OPENING REMARKS <i>Mr. Tran Dang Khoa, Deputy Director General, Authority of Information Security, Ministry of Information and Communications</i></p>
13:45	<p>The Overview of Cyber Security in Banking in the Period of 2021 – 2022 and the Orientation of Solutions <i>Mr. Tran Minh Quang, Director of Viettel Threat Intelligent, Viettel Cyber Security</i></p>
14:00	<p>Leveraging Technologies to Prevent Cyber Crime in Digital Era <i>Mr. Vu Minh Tuan - Deputy Director of Consulting & Integrated Solutions Center, Finance & Banking Sector, FPT Information System Corporation</i></p>
14:15	<p>Macro Security needs Micro Segmentation <i>Mr. Dao Viet Hung, Country Manager, Akamai Technologies</i></p>
14:30	<p>Protect Bank Against Advanced Cyber-Threats in the Connected World <i>Mr. La Manh Cuong, General Manager, VP of R&D, OPSWAT Vietnam</i></p>
14:45	<p>Applying Managed Security Service for Smart Banking <i>Mr. Pham Huy Tung, Security Analysis Team Leader, Information Security Center, VNPT Information Technology Company (VNPT-IT)</i></p>
15:00	TEA BREAK
15:15	<p>Securing Application Identities: Solving Cybersecurity Debts to Move Fast and Secure in the Digital Transformation Journey <i>Mr. Huy Do, Solution Engineer, ASEAN, CyberArk</i></p>
15:30	<p>How to Manage Cyber Attacks in a Cloud Environment <i>Mr. Tran Thanh Long – CEO, the Vietnamese Security Network (VSEC)</i></p>

15:45	PANEL DISCUSSION
	<p>Moderator: Mr. Nguyen Xuan Quang, Deputy Director, National Cyber Security Center (NCSC)</p> <p>Panelists:</p> <ul style="list-style-type: none"> ● Mr. Tran Minh Quang, Director of Viettel Threat Intelligent, Viettel Cyber Security ● Mr. Vu Minh Tuan - Deputy Director of Consulting & Integrated Solutions Center, Finance & Banking Sector, FPT Information System Corporation ● Mr. Dao Viet Hung, Country Manager, Akamai Technologies ● Mr. La Manh Cuong, General Manager, VP of R&D, OPSWAT Vietnam ● Mr. Huy Do, Solution Engineer, ASEAN, CyberArk ● Mr. Tran Thanh Long – CEO, the Vietnamese Security Network (VSEC) <p>Topic discussions:</p> <ul style="list-style-type: none"> ● What new threats are challenging commercial banks and financial institutions? ● What lessons can be learned from 2021 to strengthen security to detect and prevent attacks? ● How can new technologies such as AI and open banking APIs be mobilized by banks to create positive change?
17:00	END OF SESSION 4