



TECH.08

INFINITE HORIZONS



MBA'S NATIONAL TECHNOLOGY in
MORTGAGE BANKING Conference & Expo

Information Security Offshore – What to Expect and How to Cope

Risk Management Track sponsored by



Wolters Kluwer
Financial Services



TECH.08
INFINITE HORIZONS

MBA'S NATIONAL TECHNOLOGY in
MORTGAGE BANKING Conference & Expo

Information Security Offshore – What to Expect and How to Cope

Moderator:

Tom Morgan, CIO, WaMu

Speakers:

Al Kirkpatrick, Chief Information Security Officer, The First American Corp

Prashant P. Kothari, CEO & Founder, String Real Estate Information Services



How Did We Get There?



- Onset of Globalization
 - “As American as Iron & Steel”
 - *(Huh?)*
 - Thank You, Bill & Al
 - Fiber everywhere!
 - God save the Queen...

Is It Secure?

Is it Different?

Foundation Premise...



- *If you don't have an effective domestic information security program, distance will make things worse!*
- *You Can't Secure What You Don't Know*

Offshore Models



- Piecework
- Workflow integration
- Hybrid

- MultiNational vs. TransNational

- Branch Office
- Subsidiary/Joint Venture
- Third Party

What to Expect from Your Customers and Regulators



- US customers are fearful or at least cautious
- Expect more concern and inspection
- Federal regulators feed concern
- Increased scrutiny

- *And you probably think you would never consider "greasing the palm"?*

Things It Might Not Have Occurred to You That You Always Wanted to Know...



- **Cultural**
 - Communications Issues
 - Training

- **Cultural**

- Recruitment and retention challenges
- Example – Employee background checks
- Employee cultural challenges
 - Example: India Culture – Eager to please and therefore slow to communicate bad news

- **Tactical**
 - Timeline of Expectations
 - Cost Arbitrage
 - Hidden costs

- **Tactical**

- Differences in legal and privacy norms/systems
- Who owns policy?
 - Even with central policy – tactics will differ

- **Tactical**

- Geographic and Time Distances
- Distance-based program mgmt
- Visit - What to expect (and how to prepare for)
 - Videoconference?

- **Tactical**

- Terrorism

- Off-shore vendor resources (who can help you get it done?)

- Security Service Providers

- Domestic vs local bids

- Employee vetting resources

Measuring Success



- Clearly Measurable Key Performance Indicators Are *KEY* to Success!!
 - External Assessments
 - Auditable Processes
 - Listen to Your Customers!

QUESTIONS?