

ECB Operations Managers Group

Thursday, 28 September 2023

11:00 - 17:00 CET

Physical/Hybrid meeting

Room MB C2.03

European Central Bank, Main Building, Sonnemannstrasse 20, 60314 Frankfurt/ Germany

Agenda

1. Introduction [11:00-11:05] '05

Welcome and adoption of the agenda of the meeting.

2. Status update on regulatory initiatives in Operations [11:05-12:05] '60 incl. 10-15 minutes questions

Christian Winkler (ESMA) will provide an update on regulatory initiatives related to financial operations with a focus on the use of regulatory data for ESMA risk analysis.

3. Talent development & retention in Operations [12:05-12:30] '25

Pablo Quiralte Abelló (CECA Bank) outline main issues concerning talent development and retention in the operational area.

4. Update on the European Master Agreement [12:30-12:50] '25

Volker Enseleit (ECB Legal) will give an update on the European Master Agreement.

Joint lunch at the ECB premises [12:50 – 14:10] '80



5. Follow-up on ISO20022 (experience and benefits) [14:10-14:40] '30

David Barry (AIB) will present the experience with the implementation of the ISO20022 and future developments in this respect.

ECB staff will present an update on ISO 20022 from the Eurosystem perspective.

6. Work Programme 2024 [14:40-15:00] '20

Janusz Ryzner (DGM/FOS) will present the outcome of the last menti survey from the June meeting, and the topics of interest for 2024.



Short break [15:00-15:15] '15

7. Tour de table questions [15:15-16:45] '90

Participants will be asked in this tour de table to discuss the content of the presentations with particular emphasis on the following questions:

A. Talent development & retention in Operations

1. What are the biggest challenges in talent development of the staff working in back office operations?
2. How do you address staff rotation in your area?
 - i. How is this process structured? Which units of your entity are looking for new talent?
 - ii. What compensation/reward measures do you consider as the most attractive (economic compensation, non-financial compensation, professional career, feeling of community, sense of belonging ...)?

B. Follow-up on ISO2022 (experience and benefits)

1. On which areas do you focus to derive benefits from the implementation of ISO 20022/CBPR+?
2. What challenges do you foresee in realising the full potential of ISO 20022?
3. With the continuing pace of regulatory and technology change, how do you structure your back-office operations to effectively manage running business as usual (BAU) and changing the business at the same time?

C. Legal aspects in operations

1. What do you consider as the most resource engaging legal issues encompassing the work of back office?
2. Which changes in the legal and regulatory environment do you see as having the largest impact on operations and how do you deal with this increased complexity?
3. How do you structure your interactions between operational and legal departments, for example are your legal departments aware of operational constraints, e.g. in confirmation methods?

8. AOB [16:45-17:00] '15

Planning of next WebEx/MSTeams meeting on 30 November 2023.

Guest speaker: Joe Halberstadt and Irving Mereau (SWIFT) giving a presentation with a focus on the current developments encompassing the adoption of new SWIFT standards and related further opportunities