



# Remote Workforce Webinar Series 2021



**Creating or Revising Work from Home Policies**

**Work from Home Record Retention Rules**

**Work from Home Risks: How Compliance Can Limit Liability**

**Security Compliance for Work from Home Staff**

**Making Work from Home Effective**

**Moving to the Cloud: Remote Management of Risks to Customer Data**

**Presented by CBAI**

# Introduction

## WHY PARTICIPATE?

This timely series provides you with a roadmap for addressing key concerns. Questions are answered, such as: Do we have sound, compliant policies and procedures? What are best practices regarding electronic record access and retention? How do we manage risk and security? What are ways to foster communication so that the remote team member feels connected? Get the answers to these, and many more questions, plus receive a number of useful tools that help to ensure your team's success.

## THREE REGISTRATION OPTIONS

### 1. LIVE WEBINAR

The live webinar allows you to have up to three audio and Internet connections to view online visuals as the presentation is delivered. You may have as many people as you like listen from your office speaker phone. Registrants receive a toll-free number and pass code that allow entrance to the seminar.

The session is approximately 90 minutes, including question-and-answer sessions. Seminar materials, including instructions, PIN number and handouts are emailed to you prior to the broadcast. You need the most current version of Adobe Acrobat Reader available free at [www.adobe.com](http://www.adobe.com).

### 2. ON-DEMAND WEB LINK

Can't attend the live webinar? The on-demand web link is a recording of the live event including audio, visuals and handouts. You even receive the presenter's e-mail address so you may ask follow-up questions. Within five business days following the webinar, you are provided with a web link that can be viewed anytime for the next six months. This link expires six months after the live program date.

### 3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK

Includes options 1 and 2 above.

**Listen on your iPad, iPhone or Android**  
(Instructions will be emailed to you with the on-demand link).

# Dates and Time

## CREATING OR REVISING WORK FROM HOME POLICIES

January 12, 2021

## WORK FROM HOME RECORD RETENTION RULES

January 26, 2021

## WORK FROM HOME RISKS: HOW COMPLIANCE CAN LIMIT LIABILITY

February 9, 2021

## SECURITY COMPLIANCE FOR WORK FROM HOME STAFF

February 23, 2021

## MAKING WORK FROM HOME EFFECTIVE

March 11, 2021

## MOVING TO THE CLOUD: REMOTE MANAGEMENT OF RISKS TO CUSTOMER DATA

April 8, 2021

All Remote Workforce Webinar Series webinars are from 2 - 3:30 p.m.

# For More Information

Tracy McQuinn, Senior Vice President  
Melinda McClelland, Vice President  
Jennifer Nika, Vice President  
Kim Cordier, Administrative Assistant  
Tina Wilder, Administrative Assistant  
Department of Education & Special Events  
800/736-2224 or 217/529-2265 Fax: 217/585-8738  
Terry Griffin, Chicago Area Vice President  
773/209-2260

## CREATING OR REVISING WORK FROM HOME POLICIES

Tuesday, January 12, 2021

Diane Pape Reed, HR Doc

For years, staff members have been asking for permission to work from home. Many employers were hesitant to allow this practice because it seemed hard to manage (e.g., productivity would decrease, it's too difficult to maintain security and privacy, staff having lax standards, and control would be lost.) But along came COVID-19. Many businesses were forced to close to all but essential personnel in order to protect their own and the public's health and safety.

What now? Are things going back to normal with everyone returning to the office? Probably not. Many people like (or need) to work from home. In addition, many consumers have changed the way they do business with financial institutions, perhaps forever. They're using all those online or phone services you've been touting, and they like it. Plus, productivity is up, and savings on HR and facilities costs are being realized. Yet, valid concerns still exist. This webinar takes you on an HR guru-guided journey through the standards and best practices of managing work-from-home. Learn how to set standards and maintain strict confidentiality and get great ideas for improving staff morale and enhancing your brand.

## WORK FROM HOME RECORD RETENTION RULES

Tuesday, January 26, 2021

Nancy Flynn, The ePolicy Institute™

Have you updated your record retention policy and procedures for work-from-home employees? Thanks to COVID-19, best practices and good management call for an updated policy governing remote use and retention of records via personal devices, sites and accounts. With so many working remotely, mismanaged, misplaced or missing records are more than a nuisance – they are a liability that could trigger litigation and regulatory fines!

Financial institutions are required to preserve, protect, produce and purge records, including PII, NPI and other business-critical information in compliance with GLBA, federal laws, state data breach notification laws and e-discovery guidelines. Join us to learn best practices-based strategies for effective work-from-home record management. The sample policy and guidelines help your institution manage records, minimize risks and maximize compliance.

## WORK FROM HOME RISKS: HOW COMPLIANCE CAN LIMIT LIABILITY

Tuesday, February 9, 2021

Phillip Buffington, Adams and Reese, LLP

This webinar helps financial institutions navigate the world of remote employees. It identifies the challenges, risks, compliance and liability issues when employees work from home. What are your duties and obligations? How are you ensuring remote employees are

maintaining compliance? Learn best practices for allowing employees to work remotely and limit the liability risks and losses that begin with noncompliance. Helpful checklists provide focus and guidance, plus information for the board.

## SECURITY COMPLIANCE FOR WORK FROM HOME STAFF

Tuesday, February 23, 2021

John Moeller, CLA

The pandemic has changed the way we work and where we work. Security concerns are even greater with work from home staff. Financial industry experts believe the work from home trend is going to continue even after the pandemic ends. This could lead

to unanticipated outcomes regarding unintentional disclosure of accountholder information. How can your financial institution ensure the necessary steps are being taken to secure accountholder information and comply with industry regulations?

## MAKING WORK FROM HOME EFFECTIVE

Thursday, March 11, 2021

Dawn Kincaid, Brode Consulting Services, Inc.

Working from home is uncharted territory for many and has been an understandably tough adjustment for some. Working from home brings abundant advantages. But even "glass-half-full" individuals have discovered there are also many distractions and difficulties.

This session considers the highs and lows of working at home – both for employers and employees. Real-life experiences are shared from an informal survey of your peers across the country and tips from employment experts are provided. Most importantly, you learn that your struggles are shared by others and that patience goes a long way toward making work-from-home work. Best practices for successfully traversing this new territory is included.

## MOVING TO THE CLOUD: REMOTE MANAGEMENT OF RISKS TO CUSTOMER DATA

Thursday, April 8, 2021

John Moeller, CLA

"Cloud computing" has been around for over a decade and has gained traction in financial institutions of all sizes and system complexity. With the move to cloud computing comes new risks and considerations. The cloud is not a silver-bullet solution to outsourcing system risk and safeguarding accountholder data.

Learn what financial institutions should do to ensure the necessary steps are being taken to secure accountholder information, comply with industry regulations, and leverage the benefits of cloud computing.

# Registration Forms and Fees

You can choose to participate in the Remote Workforce Telephone/Webcasts as a series or as one or more stand-alone webinars.

## REMOTE WORKFORCE WEBINAR SERIES (ALL SIX SESSIONS)

Purchase (Check one)	Training Options (Registration includes hookups in up to three locations)	CBAI Member	Non-Member*
	Live Webinar	\$1,650	\$2,850
	On-Demand Link	\$1,650	\$2,850
	<b>Special Pricing</b> for Live Webinar & <b>On-Demand Link</b>	\$2,250	\$3,450

## INDIVIDUAL SESSION

Purchase (Check one)	Training Options (Registration includes hookups in up to three locations)	CBAI Member	Non-Member*
	Live Webinar	\$275	\$475
	On-Demand Link	\$275	\$475
	<b>Special Pricing</b> for Live Webinar & <b>On-Demand Link</b>	\$375	\$575

**\*Only financial institutions/firms eligible for CBAI membership.**

Please check below which session(s) you are registering for.

- January 12, 2021 – Creating or Revising Work from Home Policies  
 January 26, 2021 – Work from Home Record Retention Rules  
 February 9, 2021 – Work from Home Risks: How Compliance Can Limit Liability  
 February 23, 2021 – Security Compliance for Work from Home Staff  
 March 11, 2021 – Making Work from Home Effective  
 April 8, 2021 – Moving to the Cloud: Remote Management of Risks to Customer Data

Name \_\_\_\_\_

Bank \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Email\* \_\_\_\_\_

\*(E-mail address required for registration).

Fax this registration form to: 217/585-8738      Call for more information: 800/736-2224  
 Mail Registration to: CBAI Education Department, 901 Community Drive, Springfield, IL 62703

Name as It Reads on Card \_\_\_\_\_ Card Number \_\_\_\_\_

Billing Address of Card \_\_\_\_\_

Expiration Date \_\_\_\_\_ Three-Digit Security Code \_\_\_\_\_ **(MasterCard, Visa & Discover accepted)**