

## SEGF Working Group Agenda

### Nov 1 & 2, 2017

Wednesday, 1 November									
09.00 – 10.00 [01:00]	<p><b>Opening. Introductions and recap</b> Chair: Jose Gilberto Fragoso, America Movil Deputy Chair: Luis Miguel Hurtado Zabaleta, Telefonica Lucas Gallitto, SEGF Coordinator, GSMA Latin America</p>								
10.00 – 10.30 [00:30]	<p><b>Fraud Manual</b> To be defined</p>								
10.30 – 11.15 [00:45]	<p><b>Coffee Break</b></p>								
11.15 – 12.35 [01:20]	<p><b>Hot Security Issues</b> All Latin American Operators present a brief update on key security issues in each of the markets. One presentation per country. This gives all members visibility on what is going on in other countries in the Region.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Argentina: To be defined</td> <td style="width: 50%;">Ecuador: To be defined</td> </tr> <tr> <td>Brazil: To be defined</td> <td>México: To be defined</td> </tr> <tr> <td>Chile: To be defined</td> <td>Peru: To be defined</td> </tr> <tr> <td>Colombia: Juan Pablo Salazar, TigoUne</td> <td>Venezuela: To be defined</td> </tr> </table>	Argentina: To be defined	Ecuador: To be defined	Brazil: To be defined	México: To be defined	Chile: To be defined	Peru: To be defined	Colombia: Juan Pablo Salazar, TigoUne	Venezuela: To be defined
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12.35 – 13.15 [00:40]	<p><b>Multiple threats, multiple defensive approaches</b></p> <ul style="list-style-type: none"> <li>Mobile device malware attack prevention</li> <li>Disaster recovery plan preparation</li> <li>Risk methodology and information security strategic planning</li> </ul> <p><b>Speaker:</b> Gilberto Fragoso, AMX</p>								
13:15 – 14:30 [01:15]	<p><b>Lunch break</b></p>								
14.30 – 15.00 [00:30]	<p><b>Technology for risk reduction</b> Risk mitigation strategies in technological implementations of pre and post sales processes <b>Speaker:</b> Angela Calderon, Telefónica Colombia</p>								
15.00 – 15.30 [00:30]	<p><b>Mobile radio signal jammers: limitations, issues and alternatives</b> Radio jammers principles, legal issues, case studies <b>Speaker:</b> Lorena Torres – Bluenote MC</p>								
15.30 – 16.15 [00:45]	<p><b>Coffee Break</b></p>								
16.15 – 16:55 [00:40]	<p><b>Cyberthreats in Telcos analysed from Internal Perspective</b> Threats against customers, services, operations and the organisation and how to prepare to minimise their impact <b>Speaker:</b> Patricio Sanchez - SCITUM</p>								
16.55 – 17.35 [00:40]	<p><b>How to react on a massive malware attack?</b> Wannacry – a real case. Lessons learnt from Telefonica's experience. <b>Speaker:</b> Diego Espitia, Eleven Paths</p>								

Thursday, 2 November	
09.00 – 09.45 [00:45]	<p><b>Mobile Money Programme. Opportunities and challenges</b></p> <p>Introduction:</p> <ul style="list-style-type: none"> <li>• What is Mobile Money?</li> <li>• Industry status in Latam and worldwide</li> </ul> <p>Regulatory aspects of Mobile Money</p> <ul style="list-style-type: none"> <li>• Best practices</li> <li>• Risk Mitigation</li> </ul> <p><b>Speaker:</b> Jose Sanin, GSMA</p>
09.45 – 10.30 [00:45]	<p><b>Free Internet browsing and the challenges ahead</b></p> <p>Free internet browsing is a problem operators have been facing in the past. The presentation will be focused on how to deal with this, and specially which are the challenges ahead.</p> <p><b>Speaker:</b> Nelson Bermudez, TigoUne</p>
10.30 – 11.15 [00:45]	<p><b>Coffee Break</b></p>
11.15 – 11.55 [00:40]	<p><b>Corporate Security. Fraud prevention model in Telefonica Brazil</b></p> <p>How to combine technologies and convergent projects in one single model. Main projects implemented to prevent fraud: Biometrics (face, documents, voice), integrated solution (FMS), BigData Analysis and behaviour score. General information about the benefits of the business.</p> <p><b>Speaker:</b> Gregory Isnardi - Vivo</p>
11.55 – 13.15 [01:20]	<p><b>Wrap-up</b></p> <ul style="list-style-type: none"> <li>• Next conference calls format</li> <li>• How KPIs info gathering is working</li> <li>• Next steps</li> <li>• Next meetings</li> <li>• AOB</li> </ul>
13.15 – 14.30 [01:15]	<p><b>Lunch break</b></p>
14.30 – 15.00 [00:30]	<p><b>Integrated Interconnect Fraud Detection Approach</b></p> <p>Interconnect fraud is no more limited to traditional SIM Boxes. There are today more fraud schemes and bypass techniques are more sophisticated. Telecom operators need an integrated approach to tackle interconnect fraud globally. Some case studies.</p> <p><b>Speaker:</b> Fidel Aponte, Araxxe</p>
15.00 – 15.30 [00:30]	<p><b>Threats in a digital world</b></p> <p>User and login of social networks are the new IDs of the digital world, telecom operators are already starting to offer digital services. What are their threats and risks? What impacts do we have in this new market context? Are fraud operations ready to face this transformation? What tools of the digital world can be explored and used for fraud detection? The transformation is already a fact, we are going to prepare ourselves and be more protected</p> <p><b>Speaker:</b> Hebert Luna Galiano – WeDo</p>
15.30 – 16.00 [00:30]	<p><b>Coffee break</b></p>
16.00 – 16.40 [00:40]	<p><b>SIM Box Detection in Stealth Mode and Smart Profiling</b></p> <ul style="list-style-type: none"> <li>• Use cases on how to combat SIM box counter-detection &amp; internal fraud</li> <li>• Smart profiling to increase international traffic</li> <li>• Customer examples of innovation</li> <li>• Points for discussion</li> </ul> <p><b>Speaker:</b> Emmy Leger – SIGOS</p>
16.40 – 17.20 [00:40]	<p><b>Avoiding roaming fraud</b></p> <p>How to use CAMEL to prevent roaming fraud. Benefits and real cases.</p> <p><b>Speaker:</b> Katja Gonzalez – BICS</p>

*Sessions coloured in pink are CLOSED, only OPERATORS can participate*