

SEGF Working Group Agenda

Nov 1 & 2, 2017

Wednesday, 1 November									
09.00 – 10.00	Opening. Introductions and recap Chair: Jose Gilberto Fragoso, America Móvil Deputy Chair: Luis Miguel Hurtado Zabaleta, Telefónica Lucas Gallitto, SEGF Coordinator, GSMA Latin America								
10.00 – 10.30	Fraud Manual								
10.30 – 11.15	Networking Break								
11.15 – 12.35	Hot Security Issues 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. <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Argentina: Marcelo Scarabel</td> <td style="width: 50%;">Ecuador: To be defined</td> </tr> <tr> <td>Brazil: Gregory Isnardy</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: Marcelo Scarabel	Ecuador: To be defined	Brazil: Gregory Isnardy	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	Multiple threats, multiple defensive approaches <ul style="list-style-type: none"> Mobile device malware attack prevention Disaster recovery plan preparation Risk methodology and information security strategic planning Speaker: Gilberto Fragoso, AMX								
13:15 – 14:30	Networking Lunch								
14.30 – 15.00	Technology for risk reduction Risk mitigation strategies in technological implementations of pre and post sales processes Speaker: Ángela Calderón, Telefónica Colombia								
15.00 – 15.30	Mobile radio signal jammers: limitations, issues and alternatives Radio jammers principles, legal issues, case studies Speaker: Lorena Torres – Bluenote MC								
15.30 – 16.15	Networking Break								

16.15 – 16:55	<p>Cyberthreats in Telcos analysed from Internal Perspective Threats against customers, services, operations and the organisation and how to prepare to minimise their impact Speaker: Patricio Sánchez - SCITUM</p>
16.55 – 17.35	<p>How to react on a massive malware attack? Wannacry – a real case. Lessons learnt from Telefónica's experience. Speaker: Diego Espitia, Eleven Paths</p>

Thursday, 2 November

09.00 – 09.45	<p>Mobile Money Programme. Opportunities and challenges Introduction:</p> <ul style="list-style-type: none"> • What is Mobile Money? • Industry status in Latam and worldwide <p>Regulatory aspects of Mobile Money</p> <ul style="list-style-type: none"> • Best practices • Risk Mitigation <p>Speaker: José Sanin, GSMA</p>
09.45 – 10.30	<p>Free Internet browsing and the challenges ahead 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. Speaker: Nelson Bermúdez, TigoUne</p>
10.30 – 11.15	Networking Break
11.15 – 11.55	<p>Corporate Security. Fraud prevention model in Telefonica Brazil 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. Speaker: Gregory Isnardi – Vivo</p>
11.55 – 13.15	<p>Wrap-up</p> <ul style="list-style-type: none"> • Next conference calls format • How KPIs info gathering is working • Next steps • Next meetings • AOB
13.15 – 14.30	Networking Lunch
14.30 – 15.00	<p>Integrated Interconnect Fraud Detection Approach 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. Speaker: Fidel Aponte, Araxxe</p>

15.00 – 15.30	Threats in a digital world 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 Speaker: Hebert Luna Galiano – WeDo
15.30 – 16.15	Networking Break
16.15 – 16.55	SIM Box Detection in Stealth Mode and Smart Profiling <ul style="list-style-type: none"> • Use cases on how to combat SIM box counter-detection & internal fraud • Smart profiling to increase international traffic • Customer examples of innovation • Points for discussion Speaker: Emmy Leger – SIGOS
16.55 – 17.35	Avoiding roaming fraud How to use CAMEL to prevent roaming fraud. Benefits and real cases. Speaker: Katja González - BICS

Sessions coloured in pink are CLOSED, only OPERATORS can participate