



PITA Fraud Forum and Workshop

Telecom Place, 165 Victoria St West, Auckland (Room: The Front Room)

16-18 August 2016

Tentative Agenda and Program

DAY 1	Tuesday 16 August 2016
0900am	Registrations
0925am	Everyone to be seated
0930-1000am	Welcome and Opening remarks <ol style="list-style-type: none">1. Host2. PITA Keynote Report Participant Introductions
1000-1030am	Session 1 – Review of Agenda Trevor Harris – PITA Fraud Forum Chair Introduction and Outline of program, Expectations (of PITA and Participants), and Agenda Discussion
1030-1100am	Morning break
1100-1230pm	Session 2 – Understanding the global Fraud and Revenue Assurance Risk This session will update and discuss current and hot developments in the global Fraud and RA Issues, sharing also on the reports from the recent 2016 WeDo User Group meeting in Portugal (May 11-13) attended by 400 delegates from 45 Countries. WeDo Technologies, Portugal
1230-1400pm	Lunch Break
1400-1530pm	Session 3 – SS7 and Cybercrime Threats. This session will discuss and provide tutorial on <ol style="list-style-type: none">1. SS7 security threats2. What SS7 abuses should PITA members be protecting against3. With inbound roaming a major revenue stream, should we be concerned about the level of partner connectivity4. What key activities/messages should we be taking back to our countries to ensure protection against these threats Adaptive Mobile, Ireland
1530-1600pm	Afternoon break
1600-1730pm	Session 4 – Simboxing; The agenda for this session aims to bring out discussions and practical case considerations on simboxing, possible threat for the Pacific and how do we manage it if it is <ol style="list-style-type: none">1. Understanding the Simbox Threat

2. What are the impacts if not managed
3. Is OTT bypass likely to increase as Simboxing declines
4. What are the pros and cons between Test Call Generation and CDR Analysis to identify simboxing
5. What key activities/messages should we be taking back to our countries to ensure protection against these threats

SIGOS, Singapore

1730-1900pm **Social reception**

DAY 2	Wednesday 17 August 2016
--------------	---------------------------------

0900-1030am **Session 5 – Fraud Scenarios and Examples**
 This will be a joint session of current and emerging case scenarios of Telecom Fraud, aimed to raise awareness, discussing needs to prepare, respond and mitigate for case scenarios and risks.

1. IRSF update – Understanding the risk as a small Pacific Island Opco
2. Number Hijacking
 - What is number misappropriation (Hijacking)
 - How does this impact Pacific Operators
 - Blocking payment for ‘Short-Stopped’ calls – How this helps us as victims
3. PBX Fraud used as an IRSF enabler – Preventions and impacts

Trevor Harris – Bluesky Pacific Group & Colin Yates, PITA Fraud Advisor.

1030-1100am **Morning break**

1100-1145am **Session 6 – Fraud Update and experiences with SPARK NZ**

1. CFCA Update
2. Key Frauds impacting New Zealand
3. Lessons learnt and how these can be used to benefit Pacific Island operators

Mark Churches – Spark

1145-1230pm **Session 7 – Pacific Islands Operator Update**
 An open discussion from participants on fraud issues they have been struggling with, successes they have had and can share and a general exchange of fraud information/intelligence while in a trusted forum

1230-1400pm **Lunch Break**

1400-1445pm **Session 8 - Fraud and Security risk assessments**
 Tutorial and lecture on best practices for fraud and security risk assessments

1. What is a fraud risk assessment?
2. How should these apply to Pacific Island Operators
3. Experiences and lessons learnt from F&S Risk Assessments completed in 5 Countries in past 18 months
4. Practical session to design a fraud risk assessment framework to suit Island operators to take home
5. Frequency and Reporting results of the Fraud and Security Risk Assessment

Mark Churches –Spark + Colin Yates, PITA Fraud Advisor

1445–1530pm **Session 9 – PITA FF& RA Working Session**

1530-1600pm **Afternoon break**

1600 -1645pm **Session 10 – Working Session**

1645– 1730pm **Session 11 – TNZI International Fraud Update**

1. TNZI Fraud Management tool – enhancements & successes since 2014
2. International Wholesale market trends

Feedback from i3 Forum impacting Pacific

Jo Quinn – To be confirmed (Andrew Tierney/ Peter Rodgers)

DAY 3	Thursday 18 August 2016
--------------	--------------------------------

0900-1000am **Session 12 – Revenue Assurance Update. What has changed and what improvements have been introduced since 2014.**

Industry case experiences and update on Revenue Assurance in house program, tools, and processes.

1. Revisiting the 2Degrees RA Strategy
2. How has this changed to meet the increased market share
3. Current tools, processes and people
4. Examples of successes and any failures over past 2 years

Danielle Rienecke and Dan Maynard, 2 Degrees Mobile

1000-1100am **Session 13 – Revenue Assurance – open session/Workshop**

Country discussions on case incidents, problems and lessons

- PITA member experiences with Revenue Assurance
- Is this receiving adequate resourcing and funding
- Any automation experiences and benefits
- Best Practice and Lessons Learned that can be shared with the group
- Examples that can be taken home to implement

1030-1100am **Morning break**

1100-1230am **Session 14 – Internal Fraud**

1. Understanding the Fraud Triangle and where we can influence this
 - If no-one is carrying out basic control checks, you may be surprised to find you are not immune
 - Hear some case studies of internal fraud events that could also happen in the Pacific

Colin Yates and Mark Churches

1230-1300 **Meeting Feedback, Final discussions, Closing & Acknowledgements**

1300pm **Lunch Break**

END