

## Economic & Financial Considerations for Always On IT Banking Systems

### Courtyard Marriott Hotel, Marlborough

March 2, 2010 Registration 8:30 A.M. Program begins, 9:15 A.M.

Banks and their customers rely on key applications such as online banking systems and expect these to be “always on” and performing well. Bank IT departments have a lot to consider to make this happen including economic and financial factors. This session will drill into these economic and financial factors including calculating the impact of unplanned downtime, cost factors for people, process and technology-related aspects for delivering “always on”, make vs. buy considerations and developing the business case to secure the necessary resources. Middlesex Saving Bank will describe their approach for achieving “always on” IT banking systems and make recommendations for other banks to consider.

#### You Will Learn:

- The cost of unintended down time
- Cost factors for “always on”
- In-house management responsibilities
- Do you need “always on” — the business case?

#### Who Should Attend

Non-IT executives & managers should attend this seminar since it is focused on financial and economic vs. technical elements. Operations staff, chief technology officers should also plan to attend. Please route to appropriate departments.

#### Directions:

**From Boston and points east:** Take the Mass Turnpike West (I-90) to Exit 11A (I-495 North) to exit 24B (Route 20 West/Northborough). Take your first right onto Felton St. (before the shell gas station). Hotel is on your right.

**From Worcester:** Follow signs for I-290 East. Take exit for I-495 South. Take Exit 24B (Route 20 West/Northborough). Take first right onto Felton Street (before Shell Gas Station). Hotel on right.

**From NH and points north:** Take I-93 South to I-495 South. Take exit 24B (Route 20 West/Northborough). Take first right onto Felton Street (before the Shell Gas Station). Hotel on right side.

#### Speakers:

**Chris Poe, Chief Technology Officer, Atrion Networking Corporation, Warwick, RI**

As CTO, Chris leads Atrion in aligning its business strategy with new and emerging technology offerings. He is also instrumental in identifying and pursuing new market and product opportunities which will continue to enhance the design, deployment and management of Atrion’s offerings. Chris began his career with Atrion in 2000, excelling in positions including network engineering, application engineering and technical sales. Most recently, Chris served as Director of Technical Operations. He holds a B.S. from the University of Rhode Island.

**Sean F. Burke, Senior Vice President and Information Technology Director, Middlesex Savings Bank.**

Sean has over twenty-five years of bank technology experience. Prior to joining Middlesex Savings Bank in 1997, Sean worked for Olivetti North America providing technical support and systems integration services to community banks throughout New England. Sean is a results-driven Information Technology executive with experience in building support functions and delivering complex technology and systems integration solutions. Sean holds a BS in Business Administration at Becker College and is a 2001 graduate of the New England School for Financial Studies.

# **Economic & Financial Considerations for Always On IT Banking Systems**

## **Courtyard Marriott Hotel, Marlborough**

March 2, 2010 Registration 8:30 A.M. Program begins 9:15 A.M.

---

### **Agenda**

8:30 A.M.      **Registration, coffee, breakfast pastries**

9:15 A.M.      **Welcome and Introductions**

Peter T. Blanchard, Executive Director, Education and Member Services, Massachusetts Bankers Association

**9:20-9:40      Economic and Financial Considerations for Always On IT Banking Systems**

Chris Poe, Chief Technology Officer, Atrion Networking Corporation, Warwick, RI

- What “always on” means and why it’s important
- The cost of unplanned downtime to banks and calculating it
- Elements for in-house management of IT applications, systems, network devices and other technologies for “always on” availability & performance (elements = people, process & technology)
- Cost factors for in-house people, process and technology to manage IT applications, systems network devices and other technologies for “always on” availability & performance

**10:30-10:45      Coffee Break**

**10:45-11:00      Make vs. Buy Considerations**

**11:00-11:15      Developing the “Always On” Business Case for IT Banking Systems**

**11:15-12:00      Middlesex Saving Bank’s Approach to “Always On” IT Banking Systems and Recommendations**

Sean F. Burke, Senior Vice President and Information Technology Director, Middlesex Savings Bank, Westborough

**12:00 noon      Adjourn**

# Economic & Financial Considerations for Always On IT Banking Systems

## Courtyard Marriott Hotel, Marlborough

March 2, 2010 Registration 8:30 A.M. Program begins, 9:15 A.M.

---

**Please print or type:**

Institution \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_

FAX \_\_\_\_\_

Please register the following persons:

Name	Nickname	Title	Email
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Registration per person**

Member: \$185.00 Amount Enclosed \$ \_\_\_\_\_  
Non-member: \$370.00 Amount Enclosed \$ \_\_\_\_\_

**Cancellation and refund policy:** A \$25 per person cancellation fee will be charged. No refunds for cancellations made **after February 24, 2010**. Substitutions from your bank are encouraged if you are unable to attend. Please note that if you don't cancel and don't attend, you are still responsible for full payment, however seminar materials will be sent to you. If you register and cancel within three days of the program and have not yet paid, you will be invoiced for the full registration cost.

**Application Deadline:** To assist us in planning, applications should be received no later than **February 26, 2010**. Please direct inquiries or cancellation information to Pat Tabolsky, registrar, [ptabolsky@massbankers.org](mailto:ptabolsky@massbankers.org).

**Method of Payment (check one)**

Register online at [www.massbankers.org](http://www.massbankers.org) (please send check with your order invoice)

MasterCard     Visa     American Express     Discover

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

Check made payable to:

Massachusetts Bankers Association-IT10  
One Washington Mall, 8th Floor, Boston, MA 02108-2603