



KANSAS BANKERS
ASSOCIATION

27th Annual
**BANK TECHNOLOGY
& OPERATIONS**

**CONFERENCE
& SHOWCASE**

**FEBRUARY 2-3, 2023
HILTON GARDEN INN, MANHATTAN**



27TH ANNUAL BANK TECHNOLOGY & OPERATIONS CONFERENCE

Thursday, February 2, 2023

11:30 - 6:00 p.m.

Registration & Refreshments

12:00 - 1:00 p.m.

Bonus Session - Core Vendor Discussion Groups

1:00 - 1:15 p.m.

Welcome - *Shan Hanes, KBA Chairman*

1:15 - 2:30 p.m.

Looking Ahead: Forces Shaping Banking Over the Next Decade, *Lee Wetherington - Jack Henry*

The best strategy is done from the future backwards. What will banking (and banks) look like 10 years from now? Will the value of your charter increase or diminish over the short -, mid-, and long term? Will ongoing shifts in the nature/speed of money be good or bad for banks and bank customers? How will regulation, compliance and exams change? Join Lee Wetherington for a look at the future of banking and what opportunities and threats that the future presents now, soon and later.

2:00 - 5:00 p.m.

Exhibitor Check-in and Set-up

2:30 - 2:45 p.m.

Refreshment Break

2:45 - 3:45 p.m.

Concurrent Session I

1. What Keeps You Up at Night when Protecting Over \$20 Billion in Assets, and Over 5,500 Users?, *Eric Durbin, Caltech (Repeated)*

When there is that much on the line - you don't take decisions lightly. And when it comes to the financial sector, there will always be a target on bankers' backs for hackers to exploit. Keeping your guard up and constantly evaluating your defenses is the best way to deflect malicious attempts. Learn more about what will create success for your bank and what has led banks to fail in the past.

2. Managing Your Managed Service Provider - 12 Questions to Ask Your MSP,

Jon Waldman - SBS Cybersecurity

Many institutions utilize a Managed Service Provider to manage IT infrastructure, often providing more expertise while saving some cost. But when it comes to protecting data, the term "cybersecurity" can mean different things to different organizations. The goals of Information Technology (convenience and availability) can be far different than the goals of Information Security (protection and loss prevention).

3. What's Going on in Banking 2023, *James Davis - Cornerstone Advisors*

This session will explore the latest banking and fintech trends and provide insight into the outlooks, concerns, and priorities of 300 community-based financial institutions surveyed.

3:45 - 4:00 p.m.

Refreshment Break

4:00 - 4:55 p.m.

Peer Group Meetings

5:00 - 6:00 p.m.

Concurrent Session II

1. What Keeps you up at Night when Protecting over \$20 Billion in Assets, and Over 5,500 users? *Eric Durbin, CalTech (repeats)*

2. Key Terms of Banks' Third Party Agreements, *Tom Witherspoon - Stinson*

Acquiring financial technology likely is an element of your strategic plan as a bank so you can better serve the needs of your customers. But on what terms? In this presentation, we will discuss a number of ideas for ways to acquire financial technology, as well as the key terms of agreements for each structure.

3. Preparing for a Focus on Process and Efficiency, *Mike Holt & Mikelle Brady - Profit Resources, Inc.*

The last couple of years have pushed banks in a way that challenges how bankers serve customers – both internal and external. It's time to shift the focus on process efficiency and effectiveness throughout the bank. Are areas such as loan operations and deposit operations designed to best serve lenders and customer facing staff? Is the organization structured to serve the customer most effectively in a way that can be profitable for the bank? Many staff roles will need to be repurposed and workflows will need to be engineered. This session will cover the main areas where the bank can focus to be a well-oiled customer service machine.

6:00 - 7:30 p.m.

Reception in Showcase

Friday, February 3, 2023

7:45 - 8:45 a.m.

Continental Breakfast in Showcase

8:45 - 9:00 a.m.

Welcome by Jeff Martin, KBA Technology Committee Chairman

9:00 - 10:15 a.m.

Regulatory Panel, Moderator: Shan Hanes, KBA Chairman; Panelists: OSBC, OCC, FDIC, Federal Reserve

10:15 - 10:30 a.m.

Refreshment Break

10:30 - 11:30 a.m.

General Session

Connection in Disconnection: The Evolution of Digital Banking, Eric Cook - WSI Digital and the LinkedBanker

As consumers have become more comfortable with digital and online alternatives for activities that were performed in person just a short time ago, the world of banking needs to wake up and pay attention. To some, this shift to digital has caused a disconnection to traditional means of serving customers, building relationships, and adding value – the reality is the successful community bank will embrace this change and figure out ways to connect in this seemingly disconnected world.

11:40 - 12:30 p.m.

Lunch for All Participants in Showcase

12:30 - 1:00 p.m.

Dessert in Showcase

1:10 - 1:30 p.m.

Awarding of Exhibitor Prizes (Showcase Hall)

1:40 - 2:40 p.m.

General Session

The White House, Robert Darling - Lt. Col. USMC (Ret.)

On September 11th, 2001, Lieutenant Colonel Darling was working in the White House Military Office and was initially tasked to coordinate airlift assets for the President's evacuation to an undisclosed site. However, he was quickly recruited to provide his military expertise and became a liaison between the Vice President, National Security Advisor, and the Pentagon. During the next 24 hours he received real time information from numerous government agencies and worked directly with the National Command Authority to respond to the terrorist attacks. Lieutenant Colonel Darling witnessed firsthand the enormity of the crisis leadership decisions that were made that day on behalf of all Americans.

2:45 p.m.

Adjournment

2022-2023 Bank Technology Committee

Jeff Martin

Chair, First Heritage Bank, Centralia

Travis Cole

Premier One, Topeka

Scott Fowler

Bankers' Bank of Kansas, Wichita

Wendi Hinck

Flint Hills Bank, Eskridge

Dustin McClure

Union State Bank, Uniontown

Amanda Valburg

Farmers State Bank, Westmoreland

Brad Hamilton

Kendal State Bank, Overland Park

Mike Alyward

Vice-Chair, Bank of Commerce, Chanute

Jason Drohman

Western State Bank, Garden City

T.J. Haverkamp

Community National Bank, Seneca

Jonny Hulse

CalTech, Olathe

James Davis

Cornerstone Advisors Inc., Topeka

Shawn Wilson

The Bennington State Bank, Salina

2022-2023 KBA Officers

Shan Hanes

Chairman, Heartland Tri-State Bank, Elkhart

Mark Schifferdecker

Chairman-Elect, GNBank, N.A., Girard

D. Gene Dikeman, II

Vice Chair, The Plains State Bank, Hutchinson

Mike Ewy

Past Chairman, Community State Bank, Coffeyville

2023 BANK TECHNOLOGY & OPERATIONS CONFERENCE



Mikelle Brady
Profit Resources, Inc.



Eric Cook
WSI Digital & the
LinkedBanker



Robert Darling
Lt. Col. USMC (Ret.)



James Davis
Cornerstone
Advisors



Eric Durbin
CalTech



Shan Hanes
KBA Chairman



Mike Holt
Profit Resources, Inc.



Jon Waldman
SBS Cybersecurity



**Lee
Wetherington**
Jack Henry



**Tom
Witherspoon**
Stinson

2023 BANK TECHNOLOGY & OPERATIONS CONFERENCE

PREMIER



KBA Insurance, Inc.

A SUBSIDIARY of KBA

PLATINUM



CalTech

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BRONZE



Data Business Equipment, Inc.



THANK YOU!

2023 Bank Technology & Operations Conference

February 2-3, 2023 - Hilton Garden Inn, Manhattan

410 S. 3rd St. - (785) 532-9116



KANSAS BANKERS
ASSOCIATION

Early bird registrations postmarked on or before January 24, 2022.

___ KBA Members
___ Non KBA Members

\$315
\$630

Registrations postmarked after January 24, 2022.

\$415
\$730

Registration fee includes instruction, refreshments, meals, and electronic access to material via downloadable app. We understand that circumstances arise requiring cancellation. If you cancel by January 24, 2023, your registration fee will be refunded. Substitutions are allowed with notice. If you have special dietary needs, please contact the KBA office. If you have a disability, and require special accommodations, please contact the KBA office. **No video or audio recording allowed.**

A block of sleeping rooms has been reserved at the Hilton Garden Inn for the nights of February 1 and 2 at a room rate of \$119. The cutoff for this special rate is **January 7, 2023**. Reservations may be made online, at, www.my-event.hilton.com/mangigi-kbatoc-bea93dc4-a946-4027-bcd9-90f99fc1390c/ OR you may call the hotel directly at (785) 532-9116 (please mention you are part of **KS Bankers - Technology Conference**).

Registrant Name: _____

Title: _____

Bank or Company: _____

Address: _____

City, State, Zip: _____

Phone: _____ E-mail: _____

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City, State, Zip: _____

Phone: _____ E-mail: _____

Three ways to register:

1. Complete and mail registration form with payment.
2. Fax registration form followed by mailing of payment. Please use this form as your invoice.
3. Register online using a credit card @ www.ksbankers.com