


GRAPA




## GRAPA's Telecom Fraud Standards and Certification Program

telecom-fraud.org




### Who Are We Talking With?

- Meredith, GRAPA's Director of Communications and Community Outreach, talking with:
- Louis Khor, the head of GRAPA's Fraud Program
- Who are you, what's your background?
  - Joined GRAPA at start of 2009 as Director of Research to begin development on Fraud Program with Rob Mattison, GRAPA's President
  - Before that was a telecoms analyst with NPRG
  - University Instructor where I went to grad school
  - Infantry Officer during 2.5 years of National Service in Singapore




### What is GRAPA?

- Largest Professional Association of Telecoms Risk Management Professionals – 5300 members from 2000 telcos, almost every country in the world
  - Fraud
  - Internal Audit
  - Revenue Assurance
  - Finance
  - Billing Operations/Network Operations
  - Consulting Companies/Vendors




### True Telecoms Fraud Professionals

- The mission of GRAPA's Fraud Program
  - Standards
    - Principles and professional approaches
  - Certification
    - A true teachable profession, rather than "fraud investigation artists"
  - Governance
    - Helping management understand/fund telecoms fraud prevention by reporting to them in ways that are compelling/immediate to them



### Other Fraud Prevention Bodies


- ACFE, GSMA Fraud Forum, FIINA, etc.
- In Fraud, more than any other telecoms discipline, cooperation/community is important and essential
- Many of our members are also members of these other organizations
- Fraud professionals understand that sharing is what makes us better at combating fraudsters



### What is GRAPA's History With Telecom Fraud Professionals?


- Given the fine organizations already here, we originally had no intentions in this area
- But increasingly, our members came to us looking for a focused/comprehensive approach to telecoms fraud
- Development began in 2009, assembled committee of fraud experts helping us define what fraud professionals need to know to be certified

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### Certified Telco Fraud Analysts, Telco Fraud Officers

- Pilot certification training launched March 2010
- Since then we've trained and certified close to 100 professionals as either Telco Fraud Analysts or Telco Fraud Officers according to our Body of Knowledge and Proposed Standards
- Held events in Lagos, Delhi, Cairo, KL, Cape Town, Dubai, London




### Who Are the Telecom Fraud Professionals? What is Their Scope?

- Fraud Management System Team
- Internal Auditors/Finance
- Dealer/Channel Fraud Prevention
- Investigative/Legal
- Business Intelligence
- Network Security/IT Security/Physical Security
- Billing (Law Enforcement Database)
- Credit/Collections
- New Product Teams
- Customer Service/Call Center




### What Are These Professionals Like?

- Having met professionals from all over the world, it's clear that they are unique and special people who are drawn to this job
- True professionals who love what they do, are passionate about it, and who understand the value they deliver to telecoms
- Fraud professionals who are proud of what they do and know how to take credit for it



### Empowering Fraud Professionals

- You're the expert, you're the professional
- We're here to help you prove it, and help you with your professional development
- Providing the framework, standards and governance model for telecoms fraud professionals – standard practice rather than "best practice"
- Certification coursework that is practical and based on what real fraud teams do/face



### More on our Certification Coursework and Body of Knowledge

Next!