

Beth Dugan **Deputy Comptroller for Operational Risk**

Beth Dugan is the Deputy Comptroller for Operational Risk at the Office of the Comptroller of the Currency (OCC).

In this role, Ms. Dugan oversees policy and examination procedures development addressing operational risk issues, including bank information technology. The Operational Risk Department is also the focal point for the OCC's core policy platforms that govern how the OCC supervises national banks. She assumed these responsibilities in November 2014.

Prior to this role, Ms. Dugan served as Examiner-In-Charge of Citizens Bank, NA, in Providence, Rhode Island, where she managed a team of examiners covering all disciplines, products, and aspects of the bank.

Throughout her career at the OCC, Ms. Dugan has held a variety of leadership roles in examining midsize and community banks as well as large complex financial institutions. She has served as lead examiner for information technology (IT) and operational risk on the OCC's exam team at Wells Fargo Bank and led the supervision of technology, operations, audit, Basel II, and enterprise governance. As part of the exam team assigned to NationsBank, and subsequently Bank of America, she led or assisted the supervision of the bank's Year 2000 effort; operations and technology integration; and retail, commercial, capital markets, and trading technology. During this assignment, she also participated on the OCC's initial reviews of major service providers based in India.

Ms. Dugan is a Certified Information Systems Auditor and has served as the OCC Southeastern District's Lead IT Expert, where she managed the IT examination cadre, lead specialized IT and operations training, and participated in the development of technology and operational risk policies and guidance.

Ms. Dugan joined the OCC in 1987 in West Virginia where she assisted in supervising all aspects of community and mid-size national banks throughout the southeastern and mid-Atlantic region. She holds a bachelor of arts in English and a master of business administration from West Virginia University.

