ECB Operations Managers Group  
Wednesday 25 March 2020, 14:00 – 16:30 CET  
Via WEBEX

**Agenda**

1. **Tour de table on the Back Office experience with Corona/COVID-19**  
Members are invited to share their experience with Corona/COVID-19, along the following structure:  
   1. When have you activated your business continuity plans to cope with the effects of Corona/COVID-19 or the instructions from public authorities?  
   2. How are you currently performing your business (e.g. teleworking, split team, etc.)  
   3. What are the key lessons learned from you so far?

2. **Collateral management**  
Kristin Claessens (Belfius) and Sara Alonso (ESM) will share insights on collateral management activities from their respective institutions.  
João Tiago Mira Duarte Amaro from the ECB’s DG-Market Infrastructure & Payments Directorate will present the Eurosystem Collateral Management System which is a single, unified collateral management system replacing the 19 local collateral management systems currently operated by National Central banks as of November 2022 (planned-go live).

3. **AOB**  
Survey on WebEx and preferences for next meetings.