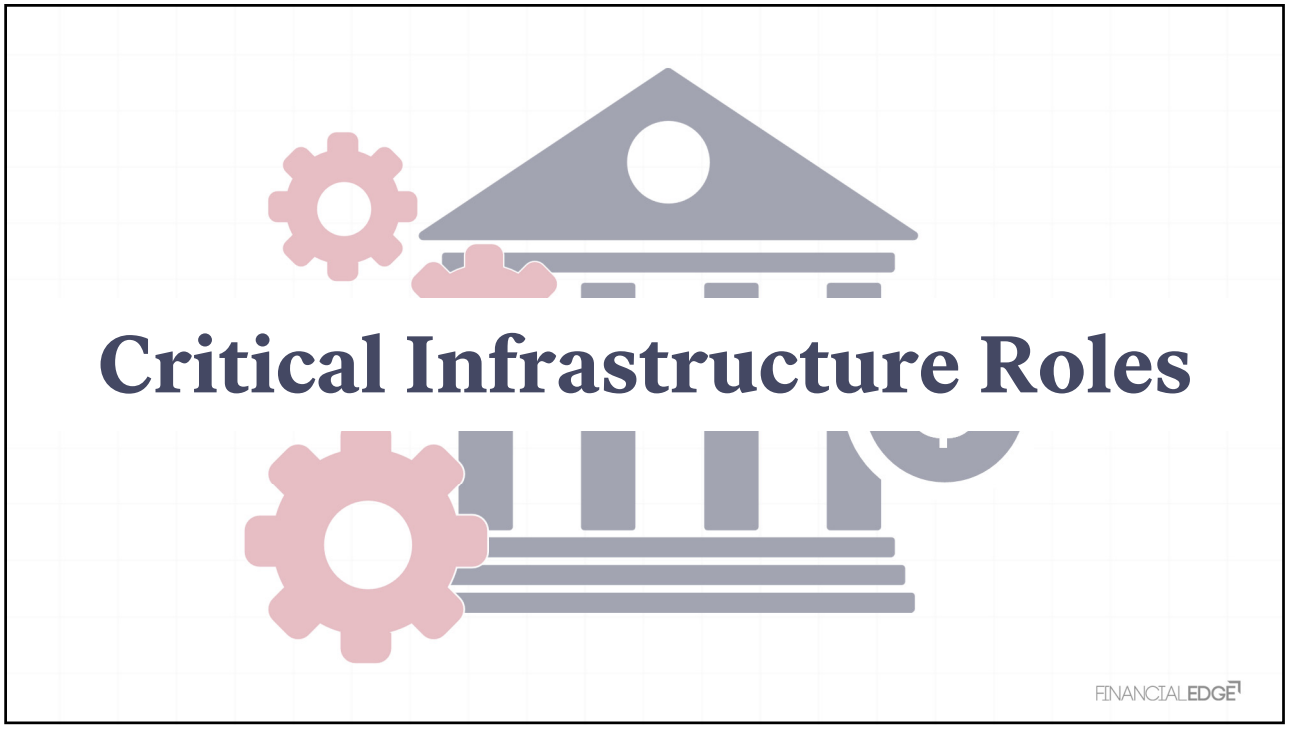
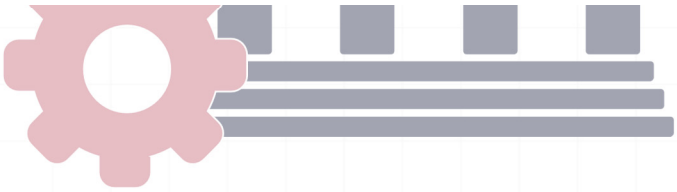

Business Support
Functions
in Banking
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Critical Infrastructure Roles
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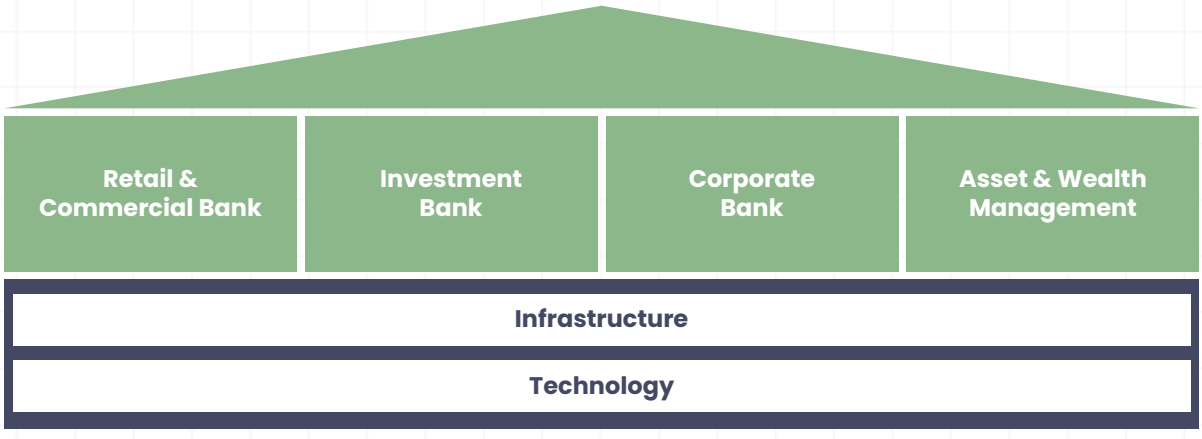


Business Support Functions and Technology



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A Universal Banking Model



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Critical Infrastructure Roles



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REVENUE ENABLER

DRIVING EFFICIENCY AND EFFECTIVENESS

Purpose of technology in a financial institution

Line of business:
Retail bank, corporate bank, investment bank, asset and wealth management

Infrastructure functions

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Technology Teams

Service Management
Monitoring and tracking production data
Resolving issues

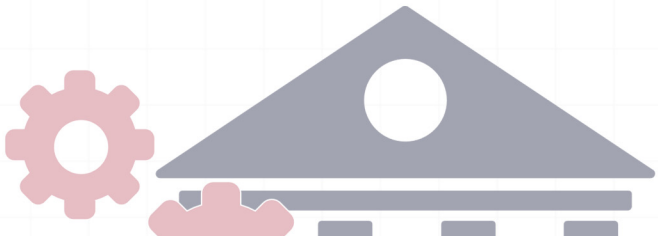
QA Testing
Analyzing requirements
Writing test cases
Testing data
Analysis and reporting

Business Analysis
Translating business requirements into system-specific functional specifications

Supporting the business throughout implementation

Software Engineering
Generating new ideas /pioneering systems
Developing and verifying source code
Designing and integrating
Application components

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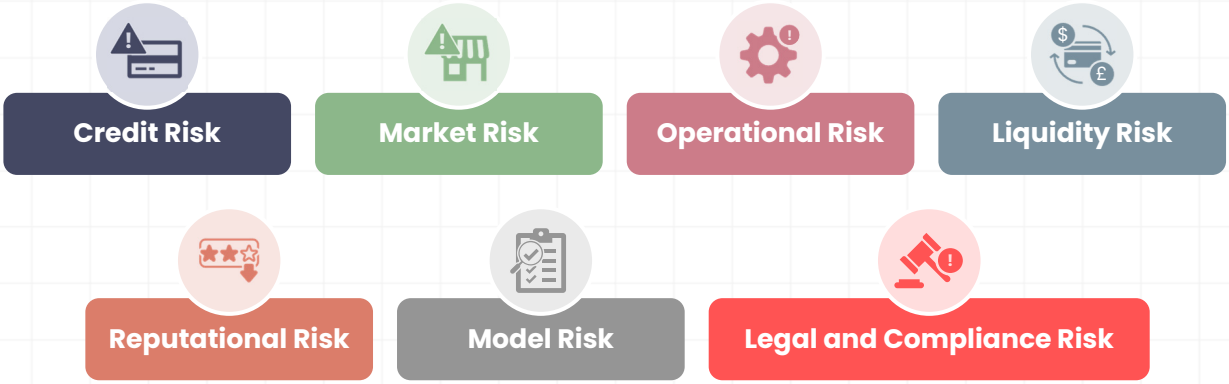
Risk & Internal Audit



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Risk has the fundamental responsibility of **protecting the financial institution** and its **capital**

Risk is **responsible** for **group-wide management** and **control of risks** such as:



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Internal Audit

Independent of line management

Primary responsible to **review** the **quality** and **effectiveness** within the **bank's infrastructure functions identifying** their **control weaknesses**

Audit provides recommendations and **advice** to **management** on **matters requiring attention**

Acts as an **independent challenge** to **senior management**

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HR, Finance & Legal

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Helping to transition to a **culture that aligns risks** and **rewards**

Attracting and **developing talented individuals**

Ensuring **diversity**

Ensuring talent pipeline is in place

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Finance helps the bank understand **how profitable each activity is**

Getting **accurate financial information** to the people that need it



Financial reports on the **performance** and **organization** for:

- **Management**
- **Investors**
- **Regulators**
- **Tax Authorities**



Help manage the **firm's liabilities**

Provide information to **investors**

Prepare presentations and **operate** the **investor relations unit**

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1	2	3	4
			
Protecting the **integrity** and **reputation of the bank**	**Helping** to **manage** the **bank's risks** and avert unintentional **rule breaches** and **conflicts of interest**	**Advising the bank** on **ethical conduct** and **governance issues**	**Keeping the bank up-to-date** on **regulatory** and **political challenges**

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