**Management Meeting**

**DATE & TIME:** 04/04/2022 @ 09:00am to 10:10am

**ATTENDANCE**: See Appendix A

|  |  |  |  |  |  |  |  |  |
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| **No** | **Client** | **Critical Issue** | **Action Points** | **Resource** | **Prev. %** | **Current**  **%** | **Status** | **Target Date** |
| **1** | **Rokel** | EOD | Isaac was able to communicate with Mohammed on this. WIP. | Isaac |  |  |  | March 8, 2022 |
| **2** | **SLCB** | **Audit, COT, Overdraft and Savings Interest** | System should be automated. Prepare for a demo next week. | Sam B.  Isaac & Joseph |  |  |  | March 8, 2022 |
| **3** | **USG/ SIB** | Root cause for SIB FD 17ml USD | Modification/ addition done and shared by Emma. Chris to approve. | Emma / Steve  Welbeck |  | **99%** |  | Dec 20, 2022 |
| **4** | **USG** | **Security Bankowner** | Per discussions with Welbeck and Solo, we agreed on creating a new user to connect through the bankowner. This cannot be used for forms compilation. | Solo/ Caleb  Department |  | **80%** |  | Nov 22, 2021 |
| **5** | **USG** | **ISO** | Team has decided to take the course on 20th and 21st April. We await confirmation from Icapacity. | Dan H/Alex A./  Dan E. |  | **90%** |  | Nov 1, 2021 |
| **6** | **Liberia & Rokel** | **Liberia Issues**  Bandoh to look at their SMS Issues and modify the way they were sent. | Ernest called. Solution implemented at SIB & RCB. SLCB, UTB to be reviewed and implemented after they have been duly notified. Chris to send update to MD by end of week. | Sam B., Isaac & Stephen A. |  | **33%** |  | Nov 1, 2021 |
| **7** | **B Point** | **BP Upgrade** | Waiting for feedback from BestPoint.  Testing done by BestPoint. | Caleb / Solo/ Welbeck |  | **50%** |  | Dec 20, 2021 |
| **8** | **USG** | **SAT (Security Acceptance Test)** | Dan has the documents on SAT and we will start from the office, in-house. | Dan E. |  | **5%** |  | May 31,2022 |
| **9** | **Fidelity** | **Demo** | Fix customer 360 done. George to arrange for a date. | Sam B & George M. |  |  |  | Nov 8, 2021 |
| **10** | **USG** | **Revamp SMS, e-mail alerts. Project** | Isaac and Dan H. met and raised some concerns. SMS/ e-mail | Isaac & Dan |  | **50%** |  | Feb 14, 2022 |
| **11** | **USG** | **RCA** | **To complete this week.**  To review all root cause analysis in the logger. Ie. | Stephen A. |  | **60%** |  | Feb 14, 2022 |
| **12** | **USG** | **Set Up Tables**  Provide Audit on all control and set up tables | Discussions to be held.  Updated tables sent for discussion before project commences. | Welbeck/ Stanley/ Isaac |  | **80%** |  | 14th Feb 2022 |
| **13** | **USG** | **Encrypting e-mail and mobile numbers** | New e-mail and password encryption procedure completed-new\_email encrypt. Testing with the operations team in progress. | Dan H. |  | **90%** |  | 14th Feb 2022 |
| **14** | **USG** | **Version Control** | We need to have a simple document on it. | Dan E. to champion |  | **0%** |  | June 30, 2022 |
| **15** | **USG** | **Knowledge database** | Work ongoing.  Naa sent a sample list of questions. | Naa A. |  | **10%** |  | 22nd Feb 2022 |
| **16** | **USG** | **Back-ups** | Planning to take back-ups on hot standby. Needs further discussions. | Systems Dept. |  | **0%** |  | 28th Feb 2022 |
| **17** | **Rokel** | **Md’s Issues** | **Dan E. to talk to Richard…**  **MDs issues to be Discussed.**  These must be worked on and sign out. Dan to deal with Alhaji on Rokel issues which should be handled by their IT department | Dan E., Joseph, Sam B., Chris |  | **50%** |  | April 30, 2022 |
| **18** | **Atwima** | **Upgrade** | Their data received in the office. Import to be done by Caleb and Data conversion by Isaac W. Waiting for Atwima to make their servers available for upgrade. | Dan E. / Welbeck |  | **5%** |  | April 18, 2022 |
| **19** | **Sierra**  **Leone** | **Re-denomination &**  **Upgrade for SL Commercial Bank** | Format of reporting to be reviewed by Dan E. and adopted going forward. A lot of work will be done in house. Junior staff will take the lead to begin work.  Naa to begin work on SLCB requirement and check which ones have been worked on. | Sam A./ Naa A. Dan E. |  | **90%** |  | March 8, 2022 |
| **20** | **SLCB** | **Roundoff** | Bandoh to have a discussion with Jude on this. | Jude |  | **0%** |  | 28th Feb 2022 |
| **21** | **SLCB** | **MIS**  **MPR** | MIS: New landing page almost complete. Profitability module starting this week. Discussions on customizations for SLCB MIS  MPR: Isaac, Bandoh and Chris met for discuss on MPR Document sent by SLCB on Segment and Organogram. SLCB to hold their internal meetings on this and get back to us. | Bandoh, Isaac and Chris. |  |  |  | March, 2022 |
| **22** | **SLCB** | **Agency Banking** | Demo successfully held. Vic to depart 1st week in April 2022. | Danny, Ato and Vic |  | **100% Comp.** |  | March 8, 2022 |
| **23** | **USG** | **API Security - Indian** | Gaddiel to design a set up screen  Transaction development in progress | Isaac, Dan H.  Welbeck |  | **70%** |  | March, 2022 |
| **24** | **SLCB** | **Risk at SLCB** | Work has started at SLCB, function to double-check transaction validity implement. Monitoring its performance before implementation at other client sites.  Outcome of discussions, was to generate harsh values for each transaction to validate what goes into AC trans. | Isaac, Bandoh. |  |  |  | March, 2022 |
| **25** | **USG** | **Management Access report** | Discussion on how to generate report every quarter to be sent by mail to managers. MAR | Isaac |  |  |  | March, 2022 |
| **26** | **USG** | **EOD** | Research into oracle database to ensure database has resources before EOD starts by clearing buffers, cache etc. | Sam B / Isaac |  |  |  | March 28, 2022 |
| **27** | **BestPoint** | **Accruals re-computation** | Accrual re-calculation done. Double posting reversed and RCA established with permanent solution provided. | Welbeck/Joe |  | **100%** |  | March 28, 2022 |
| **28** | **USG** | **Balance Reset** | Balance Reset must be stopped at all client site |  |  |  |  | March 28, 2022 |
| **29** | **USG** | **Issue Logger Modification** | WIP. A. Problem. B. Why C. Solution and D. Recommendation. | Stephen & Team. |  | **70%** |  | March 28, 2022 |
| **30** | **USG** | **USG** | Hence forth, toad must be eliminated at every client site. | All |  |  |  | April 4, 2022 |
| **31** | **USG** | **USG** | Procedure Viewer to be implemented. | Isaac |  |  |  | April 4, 2022 |
| **32** | **USG** | **USG** | To get Report server working | Isaac |  |  |  | April 4, |
| **33** | **USG** | **USG** | To discuss re-writing of Company Objectives | Chris, Dan, George |  |  |  | April 4, 2022 |
| **34** | **USG** | **USG** | To discuss SIB Report | Dan, Chris |  |  |  | April 4, |
| **35** | **USG** | **USG** | Document Management | Dan, Chris |  |  |  | April 4, |
| **36** | **USG** | **USG** | To Discussion PC Code  Fuse KYC, Risk into a/c opening  We should have a copy dump and x.100 forms for all our clients in the office. | Chris, Bdoh  Chris, Isaac |  |  |  | April 4, 2022 |

**Attendance:**

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| --- | --- | --- | --- | --- | --- |
| **Invitees** | **Designation** | **Initial** | **Present** | **Absent** | **Comment** |
| Chris Armarfio | CEO | CA | √ |  |  |
| Sam Armarfio | DIRECTOR-CORE BANKING | SA |  | X | Official trip - SLCB |
| George Mensah | DIRECTOR - HR | GM | √ |  |  |
| Dan Eyeson | PROJECT MANAGER | PM | √ |  |  |
| Sam Bandoh | DIRECTOR – FINANCE | SB | √ |  |  |
| Stephen Agbeli | RELATIONSHIP MANAGER | SA | √ |  |  |
| Naa Ashianor | RM- SERVICE MANAGEMENT | NA | √ |  |  |
| Emmanuel Mantey | ACT. – TREASURY & PAYMENT | EM |  | X | Official Trip - SLCB |
| Joseph Boateng | DIRECTOR - LENDING DEPARTMENT | JB | √ |  |  |
| Daniel Hammond | ACT- CHANNELS DEPARTMENT | RT | √ |  |  |
| Nii Ayi Welbeck | RM- SERVICE MANAGEMENT | NAW | √ |  |  |
| Isaac Wilson | DIRECTOR- OPERATIONS | IW | √ |  |  |
| Stanley Okyere-Agyei | FINANACE | SOA | √ |  |  |

**Chairman:** Chris Armarfio (CEO) **Recorded by:** Elfrida Ashitey