



Temenos Implementation Methodology (TIM)

Exam Preparation

May 2022

Agenda



TIM – Where to find information



TIM – Overview

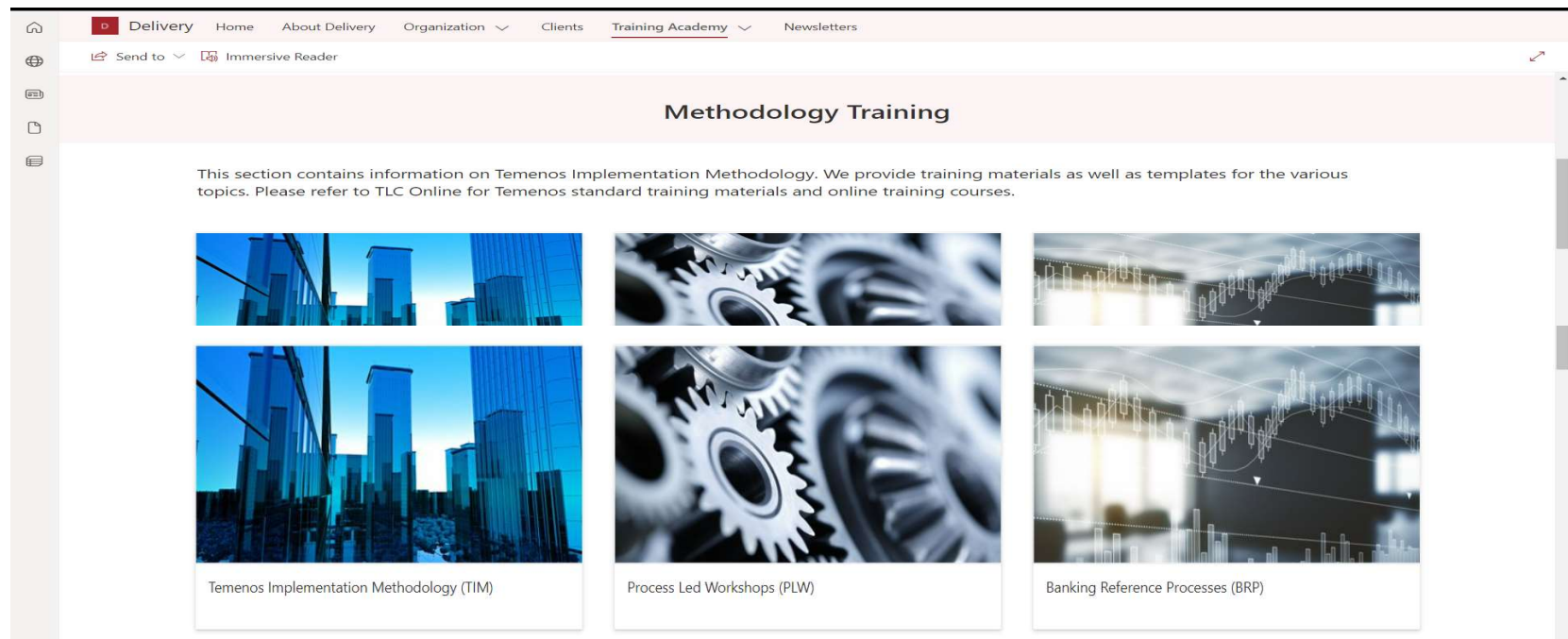


TIM – Exam Questions



Appendix

MySyncordis – Training Academy



[Global Process Excellence & Enablement - Temenos Implementation Methodology \(TIM\) - All Documents \(sharepoint.com\)](#)

TLC Online – TIM Courses



TLC Catalogue

A comprehensive list of all Temenos training courses

The screenshot displays the 'Global Search' interface. At the top, there is a search bar with the text 'Temenos Implementation Methodology' and a 'Search' button. Below the search bar, the results are categorized under 'Training results (9)'. Two results are visible:

- Temenos Temenos Implementation Methodology - Transact TE1TRTIM - R21 Revision 1 English**
Curriculum | Temenos Learning Community | €0.00
This course will allow you to Describe the **Temenos Implementation Methodology**
- Core Banking Temenos Implementation Methodology Infinity CB1INTIM R21 Revision 1 English**
Curriculum | Temenos Learning Community | €99,999.99
Core Banking **Temenos Implementation Methodology** Overview

On the left side of the interface, there is a sidebar with a 'Training' section and a 'Clear' button. Below this, there is a grid of icons representing various training categories.



Agenda

 **TIM – Where to find information**

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 **TIM – Exam Questions**

 **Appendix**

TIM - Transact

| Transact

The Temenos Implementation Methodology is divided into six distinct stages:



TIM - Transact



TIM – Analytics & Reporting

| Analytics & Reporting

The Temenos Implementation Methodology is divided into six distinct stages:



TIM – Analytics & Reporting

Initiation

- Insight Initiation
- Handover to Services
- Project Preparation
- Project Kick-off
- Initial Provisioning
- Initial Request for Software
- Cloud Onboarding

Analysis

- Preparatory Meeting
- Architecture Requirements
- Business Requirements

Design

- Create FSDs
- External Data Sources Integration
- Historical Data Sources Integration

Build

- Validate, Create & Package ISB
- Deploy Installation Package
- Local Configuration/Development

Test

- Test Preparation
- Test Execution
- Train the Expert

Deploy

- Deployment Planning
- Deployment Execution
- End User Training

TIM – Wealth Front Office

| Wealth Front Office

The TIM for Wealth Front Office provides our partners with structured delivery processes which create defined value for our Clients. The TIM provides a roadmap that clearly communicates essential steps and ensures that each step is fulfilled.

It is a process-driven approach, so that each activity in the implementation is clearly identified with a step-by-step documented procedure guide for each process step.



TIM – Wealth Front Office

Initiation
Handover to Services
Project Preparation
Project Kick-Off
Initial Provisioning
Cloud Onboarding
Software Delivery
Induction Training

Analysis
Non-Functional Scoping
Non-Functional Alignment
System Parameterisation
Business Requirements
Interface Requirements
Technical Requirements

Design
Configuration & Customisation
Interface Design
Build
Parameterisation Build
Configuration Build
Customisation Build
Interface Build

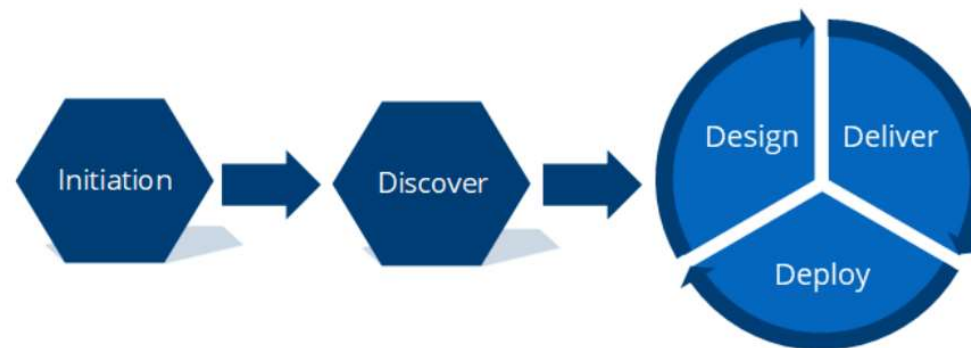
Test
Test Preparation
Test Execution
Defect Resolution
Deploy
Deployment Planning
Deployment Execution
End User Training

TIM - Infinity

| Infinity

The TIM for Infinity provides our Services organisation with structured delivery processes which create defined value for our Clients. The TIM provides a roadmap that clearly communicates essential steps and ensures that each step is fulfilled.

It is a process-driven approach, so that each activity in the implementation is clearly identified with a step-by-step documented procedure guide for each process step.



TIM - Infinity

Initiation
Handover to Services
Kick Off
Project Management
Provisioning
Discover
Business Requirements Discover
Non-Functional Requirements Discover
Technical and Architecture Discover
Experience Discover
Project Management
Environment Management

Design
Functional Requirements
Non-Functional Requirements
Technical Requirements
Customer Experience
Project Management
Environment Management
Annexure
Deliver
Sprints
Deliver Activities
Client Activities
Change Management

Deploy
User Acceptance Testing
Non-Functional Testing
Handover to Support
Go Live

Agenda

 **TIM – Where to find information**

 **TIM – Overview**

 **TIM – Exam Questions**

 **Appendix**

TLC Exam - Guidelines



TCCP

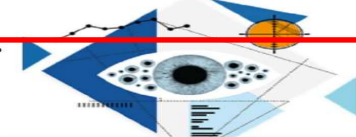
Temenos Certified
Consultants Programme - Get
Certified, Get Ahead

Examination



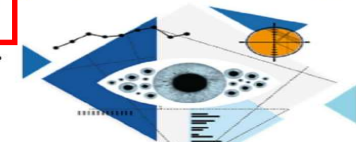
Examinations

1. Each Examination will test the member's knowledge on the functionality of the product and therefore the questions will not be confined to the information available in the User Guides, Help text, and Training material.
2. Exams are online and mostly Multiple Choice and generally have 20, 40 or 80 questions. Temenos reserves the right to change this format without notice.
3. For each correct answer 1 credit will be awarded, however, for each incorrect response, 0.25 credits will be deducted. No credits are deducted for unanswered questions.
4. The pass rate for each exam is 65%. The number of credits obtained per exam are the same as the total number of credits earned. Zero credits are earned if the 65% pass rate is not achieved.
5. The member will have access to all available exams.
6. Certain exams have prerequisites and will be listed in the correct sequence. Should the member attempt to take an exam and not have successfully completed the prerequisite exam(s), access to the chosen exam will be denied.
7. Credits for exams are valid for 2 years. The member will receive a reminder when credits are about to expire and will need to retake the relevant exams to maintain the credits. This is done purposefully to ensure the member is knowledgeable in the latest Temenos releases.
8. Any expired credits will be removed from the members total credit score and may impact Membership levels. E.g. if the member has a total of 440 credits and 60 expire, the member will be downgraded from the Practitioner to Accredited Membership level with a new total of 380 credits.
9. It is recommended that the member has access to the User Guides, Help Text and Model Bank environment during each exam as well as a good internet connection.
10. Exams are timed and will automatically end once the allotted time is over regardless of whether the member has responded to all the questions. On average, the time allotted to each question is 90 seconds.

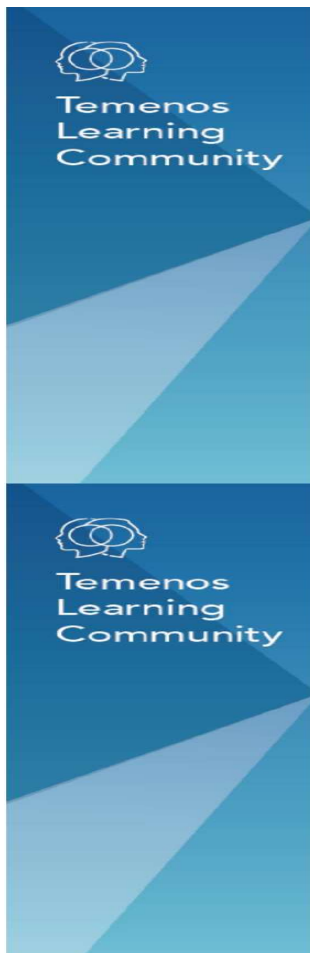


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TLC Exam - Guidelines



11. Once the exam is over the results can be viewed by clicking "Finished taking Test". If a candidate does not complete the exam in the allotted time, the application will automatically end the examination and display the result.
 12. The member will know immediately following the exam whether they have passed and the number of credits earned.
 13. Members who were unsuccessful may re-take the same examination after a period of 30 days.
 14. All historical results will be stored and can be accessed through the member's homepage on the testing tool.
 15. TEMENOS will maintain the results of the examinations in a database in order to be able to ascertain what certification a member holds and whether a member can be admitted to other examinations where prerequisites exist.
 16. TEMENOS may also use the data held to provide targeted information to certified candidates and to enable candidates to retrieve specific information specific to their membership level on TLC.
 17. While individual exam results are known immediately, results of new exams passed will be added to each member's current credit score and will be reflected in the TLC on a weekly basis.
 18. Members will be able to track their number of credits and their journey to the next membership level on their profile page within the Temenos Learning Community.
 19. TEMENOS may also opt to display the level of membership to others within the Temenos Learning Community and Directory.
 20. If you encounter any issues with the examination questions, you can notify us via email here tlcsupport@temenos.com. Please make sure to include:
 - Your email address you used to register on TLC;
 - Exam name;
 - Question number; - Description of the issue.
 21. We look forward to accompanying you on your Temenos educational journey. Should you have any questions about your exams or certification, please contact us on tlcsupport@temenos.com
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TLC Exam - Questions

- There are questions, which refer to Acronyms. These usually can be found in the detailed material or in the TLC Online course.

Q What is the expansion of the acronym PRF according to TIM?

- A**
- ☐ A Package Request Form
 - ☐ B Plan Request Form
 - ☐ C Process Request Form
 - ☐ D Package Requirements Form
 - ☐ E Plan Requirements Function

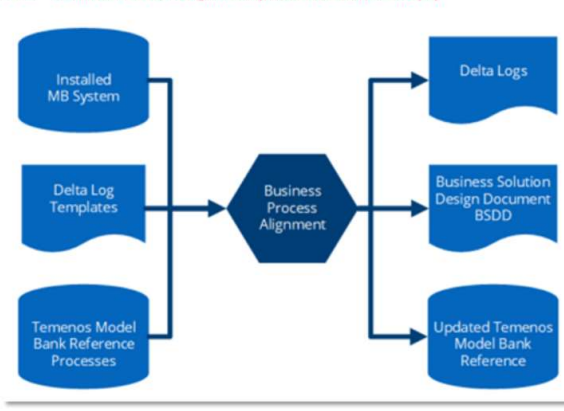
Q In the BPA/PLW phase, what does BPA abbreviate?

- B**
- ☐ A Business Process Analysis
 - ☐ B Business Process Alignment
 - ☐ C Business Product Alignment
 - ☐ D Business Product Analysis

2.1.4.1.1. Submit Request for Software to ISB Team

During the Project Handover phase, the Temenos CEM completes the relevant PRF (Package Request Form) and the ISB (Initial System Build) Order Form, which is generated directly from the T-Force License (not Services) opportunity.

2.2.4. Business Process Alignment (Process Led Workshops)



.... In order to gather the relevant process information, BPA (Business Process Alignment) workshops for each identified business area are conducted with the Client's SMEs.

TLC Exam - Questions

- TIM Acronyms – Examples
- Refer to TIM Glossary V01.pdf

[Global Process Excellence & Enablement - Temenos Implementation Methodology \(TIM\) - All Documents \(sharepoint.com\)](#)



TIM - Glossary

Acronym	Detail
TIM	Temenos Implementation Methodology
CEM	Client Engagement Manager (Temenos)
CDM	Cloud Delivery Manager
PM	Project Manager
ASM	Area Services Manager (Temenos)
PDM	Product Delivery Manager (Temenos)
IPR	Internal Project Review
SOW	Statement of Work
TCPS	Temenos Project Consultancy Service
PID	Project Initiation Document
ISB	Initial System Build
PRF	Package Request Form
CR	Change Request

TLC Exam - Questions

- Questions, which refer to content of documents/ deliverables



What are the content of a BSDD (Business Solution Design Document)? 1. Transact aligned business processes 2. Accepted Deltas 3. System Configurations 4. System Customisations 5. System Parameterisations

D

- A ☐ 2,3,4 and 5
- B ☐ All the above
- C ☐ 1,2 and 5
- D ☐ 1 and 2

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During the BPA workshops, the To-Be Client processes are updated in the appropriate tool, and later documented in BSDDs. The BSDDs feature the process flows in order to provide a complete view of the Client's To-Be processes and deltas documented during the BPA workshops.

All deltas identified during the BPA workshop are documented in the Delta Log. At the end of each day a daily wrap up session should be conducted, the deltas should be reviewed by the LBA and the SMEs from the Client side to determine next actions.

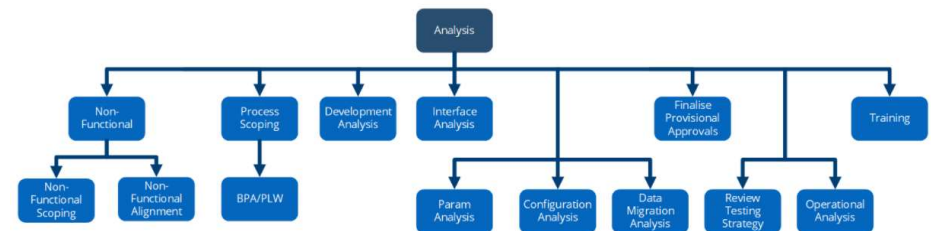
2.2.4.1. Conduct BPA Workshops

TLC Exam - Questions

- Questions, which refer to activities within the different phases of TIM

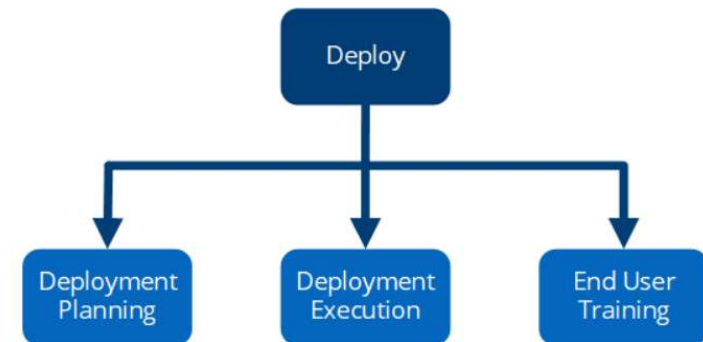
Q Which of the following is not a part of Analysis/Discovery as per TIM?

- D**
- A ☐ Business Requirements
 - B ☐ User Experience requirements
 - C ☐ Non-Functional Requirements
 - D ☐ SIT preparation



Q Which processes comprise the "Deployment Stage"?

- D**
- A ☐ Deployment Planning and Deployment Execution
 - B ☐ Deployment Planning, Deployment Execution and Application Support
 - C ☐ Deployment Planning, Deployment Execution, Application Support and End User Training
 - D ☐ Deployment Planning, Deployment Execution and End User Training



TLC Exam - Questions

- Questions, which refer to responsibilities in TIM



What is the responsibility of the Change Control Board (CCB)

D

- A ☐ Recommend work-around for the identified Deltas
- B ☐ Sign off the FSD
- C ☐ Create the Business Requirement Documents (BRD)
- D ☐ Assess business justifications and recommendations

Whose responsibility is it to assess the project's readiness for kick-off?

A

- A ☐ Project Manager
- B ☐ Client Engagement Manager
- C ☐ Project Sponsor/Client
- D ☐ Pre-Sales Manager
- E ☐ Solutions/Development Manager

2.2.2.2. Update and Finalise Delta Log

All deltas identified in the draft Delta log are updated with the estimates and Temenos' provisional acceptance or rejection. The Delta log is then presented to the CCB.

The CCB discusses the deltas with SMEs, Business Heads, LTA and Temenos CDM and the decision on each item is recorded in the Delta Log. Note that this is a provisional signoff for a specific document. All provisionally signed documents are subject to a final review to ensure consistency across the whole Analysis stage and avoid the situation where conflicting requirements have been approved.

2.1.3.1. Assess Readiness for Kick-Off

Project preparation can be time-consuming and should not prevent a project from kicking off if sufficient controls are in place and the project is adequately resourced.

The PM should ensure that SOW, and the Cloud Order Form and Cloud Services Specification are signed off before any project Kick-Off.

The PM is responsible for ensuring the Client is aware of the consequences of kicking off a project without sufficient or adequately qualified resources. All assumptions that are made around the Project Kick-Off should be documented in the Statement of Work.

TLC Exam - Questions

- Questions, which refer to Temenos items/ definitions (non-TIM)



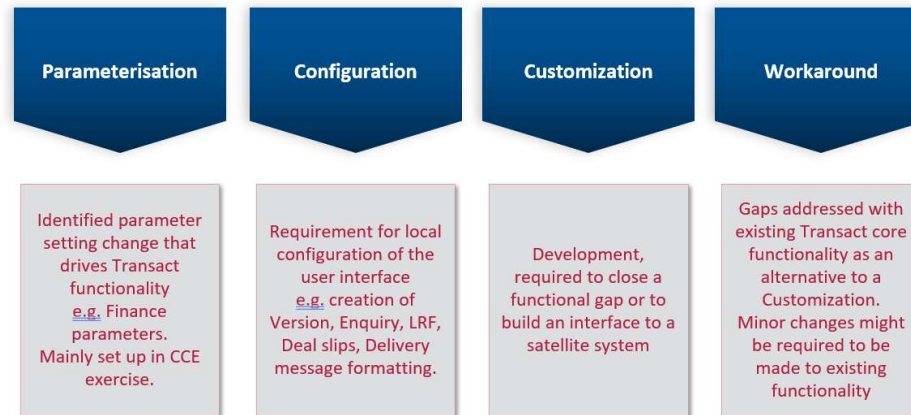
What is customisation?

- A ☐ Gaps addressed with existing Transact functionality where minor changes might be required to be made to an existing functionality
- B ☐ Creating versions, Enquiries LRF, Deal Slips, etc.
- C ☐ Identified gap handled by setting the parameters that drive Transact
- D ☐ Development required to close a functional gap or to build an interface to an external system

D

Business Process Alignment: Delta Log – Solution Type

<Client's logo>



TLC Exam - Questions

▪ Questions, which refer to general project knowledge



A contract can end by:

- A ☐ Successful performance
- B ☐ Mutual agreement
- C ☐ Breach of contract
- D ☐ All of the above

D



Who is responsible for striking a balance between the level of risk and the potential benefits that the project may achieve?

- A ☐ Project Manager
- B ☐ Project Steering Committee
- C ☐ Resource Manager
- D ☐ Release Manger

B



A project is behind schedule. Two additional resources are allocated to help speed up the work. The result is :

- A ☐ Project will now be completed on time
- B ☐ Project cost will not increase, it will stay the same
- C ☐ Project will not be completed on time due to the increased number of communication channels
- D ☐ Insufficient information given to determine a clear answer

D



Which of the following formats is NOT acceptable when submitting a Request for Change?

- A ☐ By email
- B ☐ By documented request
- C ☐ By tools such as Jira
- D ☐ Verbally

D

If your business sponsor has an important but minor change to the scope, and he requests that you make the change without processing a Change Request :

- A ☐ Accommodate the request to change
- B ☐ Refuse to make the change
- C ☐ Sneak the change in when no one is looking
- D ☐ Insist that the contractual Change Management process be followed

D

Principal sources of project failure:

- A ☐ Poorly identified customer needs
- B ☐ Poor planning
- C ☐ Poor control
- D ☐ All of the above

D



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 **Appendix**

TLC Exam - Examples



Risk mitigation is:

- A ☐ Preventing the risk from occurring
- B ☐ Sharing the risk with another person/organization
- C ☐ Making someone else responsible for the risk
- D ☐ Reducing the impact or probability of occurrence of the risk



When is the Change Control Board instituted?

- A ☐ During SOW Sign Off
- B ☐ Initial Requirement Sign Off
- C ☐ Workshops
- D ☐ Project Initiation Stage
- E ☐ Finalization of Delta Log and Requirements



Some barriers to communication are :

- A ☐ Lack of clear communication channels
- B ☐ Physical distance
- C ☐ Environmental factors
- D ☐ All of the above



Work Breakdown Structure (WBS) :

- A ☐ Prevents work from slipping through the cracks
- B ☐ Is the basis for estimates
- C ☐ Provides the team with an understanding of where their pieces fit in the project plan
- D ☐ All of the above



The Change Management Plan is produced by the:

- A ☐ Project Manager (PM)
- B ☐ Client Engagement Manager (CEM)
- C ☐ Cloud Delivery Manager (CDM)
- D ☐ Client



When would the Temenos Implementation Methodology be followed?

- A ☐ The Temenos Implementation Methodology must be adhered to during the entire life cycle of the project
- B ☐ TIM is specific to implementation and should be followed post sales
- C ☐ TIM is specific to implementation and should be adhered to from the Design stage
- D ☐ TIM may or may not be followed, based on PM's decision



When there are multiple critical paths in a project:

- A ☐ There is no risk as the paths cancel it out
- B ☐ The risk is less as it is divided between the paths
- C ☐ Risk depends on how the critical path is calculated
- D ☐ The risk is more as the risk of delay is more

A large sailboat with a white hull and a large blue and white sail is racing on the ocean. Several crew members are visible on the deck. In the background, another sailboat is visible. The sky is blue with some clouds.

Temenos Implementation Methodology (TIM)

Exam Preparation

May 2022