# Cover Page

**Project Plan**

**for**

**Digital Financial Services**

**Module: Module 1**

**Version – 1.1**

**Prepared By**

**RedDot Digital Limited**

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# Introduction

In the history of lslami Sharia’h based banking system in our country with modern and progressive guidelines; “First Security Islami Bank Limited (FSIBL)” is one of the pioneers. It is a fully fledged sharia’h compliant bank which follows all the Islami rules & regulations. First Security Islami Bank Ltd.  was inaugurated on 25th October 1999. By considering public demand and justification of the prudent decision of the board & management of our bank, it was converted to a full-fledged Islami bank on 1st January 2009.

“First Security Islami Bank Limited (FSIBL)” is relentlessly working for developing long-term strategic plan to maintain dynamic growh by realizing the changing habit of all types of clients and to become the symbol progressiveness of banking arena of our country. It provides easy access to its broad base of customers throughout the country via multi delivery channels which include branches, Sub-branches, Agent Banking Outlets, ATM booths located nationwide, as well as app. “FSIBL Cloud” based internet banking and Mobile financial Services.

With over two decades of glorious history in contributing to the financial community in Bangladesh with its innovative and entrepreneurial business spirit, “First Security Islami Bank Limited (FSIBL)”is committed to delivering the best customer experience and creating long-term shareholders’ value.

FSIBL has the vision to provide its customer more updated service and make the experience more convenient for the users.  Digital Financial Services (DFS) of FSIBL will be the key milestone to achieve those vision. We, RedDot Digital Limited is the partner for this development journey.

# Objective

The new system will help FSIBL to increase efficiency in the workplace. Many public and private organizations are taking advantage of the benefits that automation offers. Speed, convenience, accuracy, and innovation are some of the primary benefits a business can derive from process automation in their offices or work areas.

The purpose is to automate the work process of FSIBL. The current software for automation is not using every module due to data integrity and less reference relationship. This project aims at creating several integrated applications which will automate the FSIBL swiftly.

Following are the main objectives and benefits of office automation software assignment:

·        Provide Hassle free service to account holders.

·        Improve efficiency.

·        Focuses on core banking business.

·        Reduce cost

# Requirement List – Project Scope

1. Develop user-friendly Mobile Apps. Overall content with proper tagging to make them screen reader friendly across all devices e.g. Smart Phone, TAB, etc.
2. This app will be developed for use by Customers, Agent, Distributor, SR, Merchant and apps Admin.
3. To provide information to the customer with minimum number of clicks in respect of transactions.
4. Design and develop a multilingual (English and Bangla) interactive.
5. Design and develop with voice interaction e.g. voice command support (optional)
6. Having some way for users to provide feedback on the mobile apps.
7. Incorporate analytics into a mobile app, to track and identify user's experiences and actions.
8. Delivery should be in the form of a published app in the respective marketplace and will be owned by and property of FSIBL.
9. To make Mobile Apps download, and accessible on platforms for Android and iOS with native environment and its associated devices across
10. No running cost for users to download, update, and install mobile apps.

# Reference Documents

The documents below were referred for preparing this document;

1. Business Requirement Document
2. DFS\_MFS-RFP-retender-Highlighted.

# Project Schedule and Module Size Estimation

A graph with different colored squares

Description automatically generated with medium confidence

# Process Plan

# Risk and Opportunity Plan

## Executive Summary

Provide a brief overview of the purpose and scope of the Risk and Opportunity Plan for MFS and DFS.

## Objectives

Clearly state the objectives of the plan, including the identification, assessment, and mitigation of risks, as well as the identification and exploitation of opportunities.

## Risk Assessment

### Strategic Risks:

* + - * + **Regulatory Compliance**
* Risk: Changes in regulations affecting MFS and DFS.
* Mitigation: Regularly monitor and adapt to regulatory changes.
  + - * + **Market Competition:**
* Risk: Intense competition from other financial service providers.
* Mitigation: Continuous market analysis and innovation to stay competitive.

### Operational Risks

* **Technology Infrastructure**
* Risk: Technical failures or cybersecurity threats.
* Mitigation: Regular audits, updates, and investment in cybersecurity measures.
  + - * + **Transaction Processing**
* Risk: System failures leading to transaction errors.
* Mitigation: Implement robust transaction monitoring and error resolution processes.

### Financial Risks

* **Fraud and Security**
* Risk: Increased incidents of fraud.
* Mitigation: Enhanced security measures, user education, and fraud detection systems.
* **Revenue Fluctuations**
* Risk: Economic downturn affecting transaction volumes.
* Mitigation: Diversify revenue streams and develop contingency plans.

### Compliance Risks

* **AML and KYC Compliance**
* Risk: Non-compliance with Anti-Money Laundering (AML) and Know Your Customer (KYC) regulations.
* Mitigation: Regular training, audits, and automated compliance checks.

## Opportunity Identification

### Market Expansion

* **Untapped Demographics**
* Opportunity: Targeting unbanked and underbanked populations.
* Action: Develop tailored services and marketing campaigns.
* **Global Expansion**
* Opportunity: Entering new international markets.
* Action: Conduct market research and establish strategic partnerships.

### Technological Advancements

* **Innovation in Mobile Technology**
* Opportunity: Leveraging advancements in mobile technology.
* Action: Invest in research and development for cutting-edge features.
* **Blockchain and Cryptocurrency Integration**
* Opportunity: Exploring the integration of blockchain and cryptocurrencies.
* Action: Research feasibility and regulatory landscape.

## Monitoring and Review

Establish a regular review process to assess the effectiveness of risk mitigation strategies and the exploitation of opportunities.

## Conclusion

Summarize the key findings, actions, and strategies outlined in the Risk and Opportunity Plan for MFS and DFS.

# Resource Plan

# Project Reporting & Communication Plan

## Introduction

Provide a brief overview of the project, highlighting its goals, objectives, and the significance of MFS and DFS in the context of the project.

## Stakeholder Analysis

Identify and categorize key stakeholders involved in the MFS and DFS project. This may include internal teams, external partners, regulatory bodies, and end-users.

## Communication Objectives

Outline the primary objectives of communication within the project, such as ensuring transparency, maintaining stakeholder engagement, and managing expectations.

## Communication Channels

Specify the communication channels to be used for different types of communication:

* **Regular Updates:** Weekly or bi-weekly email updates, newsletters, or project status reports.
* **Meetings:** Regular team meetings, stakeholder meetings, and workshops.
* **Collaboration Tools:** Utilize project management tools, shared documents, and collaborative platforms.
* **Presentations:** Periodic presentations to key stakeholders for major milestones or project reviews.

## Reporting Schedule

Define the frequency and timing of project reports and updates. For example:

* **Weekly:** Internal team updates.
* **Bi-weekly/Monthly:** Stakeholder updates.
* **Quarterly:** Comprehensive project reviews.

## Key Performance Indicators (KPIs)

Specify the KPIs that will be used to measure project success and progress. This may include financial metrics, user adoption rates, system reliability, and regulatory compliance.

## Issue and Risk Management

Outline the process for reporting and addressing issues and risks. Define a clear escalation path and communication plan for critical issues.

## Change Management

Detail the procedures for communicating changes to project scope, timelines, or other significant aspects. Ensure a systematic approach for obtaining approvals and communicating changes to relevant stakeholders.

## Training and Documentation

Describe the communication plan for training materials and documentation. Ensure that end-users and relevant stakeholders are adequately informed about changes and updates.

## Feedback Mechanism

Establish a mechanism for collecting feedback from stakeholders. This could include surveys, focus groups, or open forums for discussion.

## Crisis Communication Plan

Develop a plan for addressing and communicating during crisis situations or unexpected events that may impact the project.

## Evaluation and Improvement

Specify how the communication plan will be evaluated and improved over time. Gather feedback from stakeholders and adjust as needed.

# Monitoring and Control

# Scheduling and Module 1ing

The tool for Module 1ing and scheduling sprint activities is Atlassian JIRA. It helps Module 1 the end-to-end product development lifecycle with Sprint Dashboards to Module 1 daily progress of individual team members; open bugs; priority items to be focused on during the sprint etc.

A sample sprint Dashboard extract from JIRA as a PDF is attached below,

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# **Task Allocation**

The Task Assignment/Allocation is done based on the Story or Tasks and the work breakdown activities being done through the subtasks of the Story or Tasks assigned to respective team members.

# Change Management

The change management currently for internal revamps and enhancements are being Module 1ed over the confluence page –

For Module 1 Module, there is yet to get Change Module 1er on Confluence; since we have just initiated the first Sprint.

Any amount of Impact analysis of the changes is being done and Module 1ed on their respective JIRA tickets through the comments section of the ticket.

Once the onboarded clients give a change request; it would be Module 1ed in as a JIRA ticket with Issue Type as CR and maintained through a CR Dashboard or confluence pages for each of the clients being serviced.

# Release Management

The current release management is done sprint wise in a monthly interval with release notes and sprint reports being shared with the senior management and also, the release versioning being maintained as below,

Release Version is needed to identify each deployment going to the Staging/UAT Region.

Recommended Release Version as being followed as,

Year - YY

Quarter - 1, 2, 3, 4

Month - 1, 2, 3

Release - R1, R2

e.g. If we are releasing March 2021 first release then the Release Version would look like,

21.1.3.R1

If we are releasing April 2021 second release then the Release Version would look like,

21.2.1.R2"

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl No.** | **Sprint Number** | **Release Number** | **Release Time** | **Post Release Demo** |
| 1 | 1 | 21.3.1.R1 - Module 1 | End of July 2021 | By 10th of Aug 2021 |

# Escalation Matrix

|  |  |
| --- | --- |
| **Sl No.** | **Escalation Touch Points** |
| 1 | Product Financier |
| 2 | Senior Management |
| 3 | Product Delivery |
| 4 | Product Manager/Scrum Master |
| 5 | Team Leads |
| 6 | Team Member |

# Tailoring

|  |  |  |
| --- | --- | --- |
| **Phase/Activity/Procedure/Forms** | **Description of Tailoring** | **Justification** |
| Jira is used for the sprint planning, estimation, monitoring, bug Module 1ing and review/ metrics collection source. | Jira is used for Project Module 1ing, product backlog, user stories, bug Module 1ing, project performance reports, metrics collection source. | Jira is widely used for all projects managed by the organization and is user friendly. |

# Quality Assurance Plan

Detailed Test Plan or Quality Assurance is attached below,

A screenshot of a computer

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# Measurement Plan

The measurement metrics which are being Module 1ed sprint on sprint are;

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **METRICS PLAN** | | | | | | | | | |
| SN | Business Objectives | Metrics | Goal Set | Measures | Responsibility | Periodicity of Collection | Analysis Point | Analysis Technique | Responsibility to Analyse |
| 1 | On Time Delivery | Schedule Variance- | <=15% | (Planned Story Point- Delivered Story Point)/Planned story Point | PM | Calculation and Analysis: Sprint End | Sprint / Phase and Project end | Bar Chart | SEPG Head |
| 2 | Delivering High Quality | Effort Variance | <=15% | (Actual Efforts-Estimated Efforts) / Estimated Efforts | PM | Calculation and Analysis: Sprint End | Sprint / Phase and Project end | Bar Chart | SEPG Head |
| 3 | On Time Delivery | Productivity | >8 and <=15 | Actual Efforts / Actual Story points | PM | Calculation and Analysis: Sprint End | Sprint / Phase and Project end | Bar Chart | SEPG Head |
| 4 | Delivering High Quality | Defect Density | <15% | (New Testing Defects) / Actual Story Points | PM | Calculation and Analysis: Sprint End | Sprint / Phase and Project end | Bar Chart | SEPG Head |
| 5 | Delivering High Quality | Defect Resolution Efficiency | >70% | Total Closed/Total Open | PM | Calculation and Analysis: Sprint End | Sprint / Phase and Project end | Bar Chart | SEPG Head |

## Configuration Management Plan

* All configurable items (which undergoes changes) are to be identified and listed in Status accounting Register document.

* Before the release of each deliverable, baselining is performed by CM personal along with physical and functional check, terms as CM Audit

* All change requests to the identified CI’s are Module 1ed and managed in the version control tool itself

* Please refer below attached Configuration Management Plan for Trace module for more details on configuration management plan activities

A screenshot of a computer

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# Training Needs

This section tends to cover the training requirements of existing and new members to the team.

Training Needs Identification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl No.** | **Required Skill** | **Trainee** | **Trainer** | **Skill Acquired** |
| 1 | React.js Front Developer | Gaurav | Saurav | Intermediate |
| 2 | React.js Front Developer | Smit | Saurav | Intermediate |
| 3 | React.js Front Developer | Utsav | Saurav | Basic |
| 4 | Automation Framework | Manoj | Amit | Intermediate |

Training Plan

Based on the current need for all team members we plan to have a GS1 US Training to enhance the functional knowhow of the team, below is the training plan,

|  |  |  |
| --- | --- | --- |
| **Two Hourly Sessions** | **Topic** | **Content to be Covered** |
| 1 | GS1 Standards 101 | • This half-day session covers the fundamentals of GS1 Identifiers used to uniquely identify products (trade items) using Global Trade Item Numbers (GTINs) and locations using Global Location Numbers (GLNs). |
| 2 | GS1 Standards 101 | • Topics include the value of your GS1 US-Issued Company Prefix; how identification numbers are structured, constructed and used; how you may apply them to improve business processes, transactions, and data quality.  • Product hierarchy, GTIN assignment, and common GTIN mistakes will also be reviewed. |
| 3 | GS1 Standards 102 | • GS1 Standards 102 sessions cover how to capture and share product information with your trading partners along the supply chain using standards to create efficiencies. |
| 4 | GS1 Standards 102 | •Topics include GTIN Management Standard, GS1 barcodes, GS1 Application Identifiers (AIs), SSCC; how barcodes and RFID work together: and how to use GS1 Standards data for full supply chain visibility. |
| 5 | EPCIS | • Overview of EPCIS for Supply Chain Visibility  • Formatting common GS1 ID Keys for EPCIS (GTIN + Lot, GTIN + Serial #, GLN, SSCC) |
| 6 | EPCIS | • Formatting transitional identifiers for EPCIS • Modeling EPCIS events • Business Requirements for enhancing EPCIS vocabulary / EPCIS event extension |
| 7 | Barcode Considerations for Traceability/Visibility Solution Providers | • Application Identifiers (AIs) • Symbols / Data Carriers selection for different Scanning Environments |
| 8 | Barcode Considerations for Traceability/Visibility Solution Providers | • Top-line considerations for Symbol Printing and Verification • Fitting it all together (Scanning, Printing, Verifying, Reading, and Back-end integration) |

Plan for KT to New Onboarded Resource

Below is the Knowledge Transfer Plan being shared with every new team member to have a strong basic foundation to work on the Trace Module in the Agile Development setup,

|  |  |  |
| --- | --- | --- |
| **Sl No.** | **Summary for Onboarding Resource** | **Brief Description** |
| 1 | Module 1 & Trace Application Walkthrough | Will cover the basic of the application domain Walkthrough. |
| 2 | Module 1 & Trace JIRA Walkthrough | Will walkthrough about the JIRA ticket creation for Logging Bug/Story/Task/Sub-Task and how to check the dashboard for daily Module 1ing activity. |
| 3 | Module 1 & Trace Confluence Walkthrough | Will walkthrough about the Confluence, like how to check the document and what are the folders. |
| 4 | Engineering Process Guideline | Will explain about the process of how the engineering team is following day to day activities. |
| 5 | Brief about Agile and Scrum calls | Will explain about the daily huddle calls, meetings and Agile methodology which are followed by the team members. |

# Process Quality Audit

The internal SEPG (Software Engineering Process Group) Audits to be scheduled quarterly and based on audit feedback improvisation of the process areas are being done by the product delivery team.

# Review Plan

Below is the review plan being followed as part of Project Name Module 1 Module,

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl No.** | **Review Item** | **Input for Review Item** | **Type of Review** | **Responsibility for Review** | **Review Comments Provided** |
| 1 | User Story | BRD | Peer Review | Product Manager | JIRA Tickets /Slack Collaboration |
| 2 | BRD | Client Feedback Loop/Feature Table based on Research | Management Review | Product Manager | JIRA Tickets /Confluence/Slack Collaboration |
| 3 | FRD | BRD/Screen Designs | Peer Review | Product Manager | JIRA Tickets /Confluence/Slack Collaboration |
| 4 | Project Plan | BRD/FRD/User Story/Screen Designs | Management Review | Delivery Manager | JIRA Tickets /Confluence/Slack Collaboration |
| 5 | Screen Designs | User Story | Functional Review | UX Lead | JIRA Tickets /Confluence/Slack Collaboration |
| 6 | Source Code | User Story/Screen Designs | Technical Review | Tech Lead | GITHUB Pull Request/ JIRA Tickets/Slack Collaboration |
| 7 | Test Cases | User Story/Screen Designs | Functional Review | QA Lead | JIRA Tickets/Slack Collaboration |

# CAR – Causal Analysis and Resolution

**CAR will be initiated to:**

•To reduce the impact of a risk in achieving the defined quality and process performance objectives.

•To improve the process performance limits of process or sub process in cases of high variation.

•To analyse repeated defects of previous similar instances, and of similar types for reduction.

•To establish a formal mechanism to identify the causes of superior performance and

hence assess them for incorporation at a broader level

**Triggers for CAR**

* Positive/Negative trends in the project
* Sensitive area monitoring from the model.
* Continuously when not meeting the metrics target.

# DAR – Decision Analysis and Report

Project decisions for the major/ critical issues/ problem statements are made throughout the life cycle of the project. PM/Senior Management would be responsible and own the decision-making activities, however in some cases, other members would own the responsibility and owns it. (It would be explicitly mentioned in decision owner of the respective DAR reports)

| **Phase/Areas DAR to be applied** | **Responsibility** | **Analysis Methodology** | **DAR Authority** |
| --- | --- | --- | --- |
| *Design* | PM | GRID Analysis | Senior Management |
| *Tools/Technologies* | PM | GRID Analysis | Senior Management |
| *Reusable components* | PM | GRID Analysis | Senior Management |

# Process Improvement Plan

* All/ any suggestions for improvement of QMS processes are formally provided through PI suggestion form
* All/ any key project documents such as (but not limited to) estimation docs, project management plan, Measurement metrics, project experiences, Lesson learnt, what went well etc are shared to SEPG as part of contribution towards process asset library (PAL), during closure of the project.