# Management Manual (Capability)

1. Role Definition

2. Example of Use

3. Executive Summary

4. Key Features

Documentation

Properties

Appears on

Relations

## 1. Role Definition

This service domains handles the development and distribution of the enterprise management manual. The manual covers all procedures in place at the bank that are to be adopted followed in specific situations. It provides guidance on required actions, responsibilities and accountability to ensure the integrity of the banks operations

## 2. Example of Use

Example of use:

Operational procedures to be followed when handling sensitive customer information are amended to reflect updated regulatory requirements

## 3. Executive Summary

Develop, maintain and promulgate the management manual of required procedures and guidelines. Provide support in its reference and interpretation as appropriate

# 4. Key Features

Determine the required/scope or coverage of the procedures manual

Review current procedures against prevailing best practices and refine the manual as necessary

Maintain procedure classification and indexing to support access

Clarify obligations and accountability for adopting procedures across all banking activities

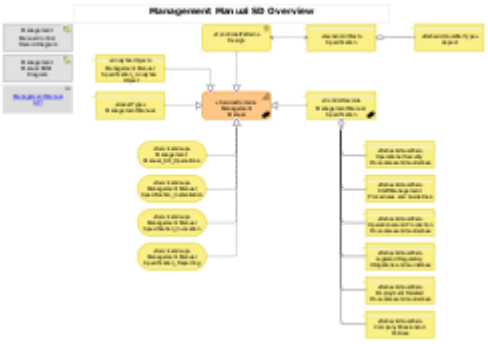
# Documentation

# Properties

| Property | Value |
|---|---|
| **Service Domain** | |
| API BIAN Portal | Management Manual API (https://app.swaggerhub.com/apis/BIAN-3/ManagementManual/12.0.0) |
| Individual Analytics | managementManualSpecificationAccumulators managementManualSpecificationActivityAnalysis managementManualSpecificationPerformanceAnalysis managementManualSpecificationTrends&Events |
| Portfolio Analytics | managementManualSpecificationPortfolioActivityAnalysis managementManualSpecificationPortfolioMake-UpAnalysis managementManualSpecificationPortfolioPerformanceAnalysis |
| Scenarios | Perform Servicing Root Cause Analysis (views/view_54750.html) |
| Service Role | Develop, maintain and promulgate the management manual of required procedures and guidelines. Provide support in its reference and interpretation as appropriate |
| **BIAN Life Cycle** | |
| Registration Status | Registered |
| **Stereotypes** | |
| stereotype | ServiceDomain |

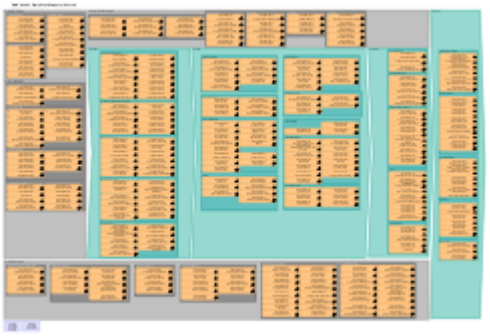
# Appears on

(views/view_51069.html)



Management Manual SD Overview

(views/view_51705.html)



BIAN Service Landscape V12.0 Value Ch…

(views/view_51891.html)

BIAN Service Landscape V12.0 Matrix Vi…

# Relations

| | |
|---|---|
| aggregated by | Knowledge and Intellectual Property Management (object_25.html?object=131164)<br>Wave 5 (object_25.html?object=153746)<br>Intelectual Property And Knowledge (object_25.html?object=171836) |
| is equal to | Management Manual (object_36.html?object=32916) |
| is part of | Knowledge and Intellectual Property Management (object_25.html?object=131164) |

realized by

- Management Manual Specification_ Analytics Object (object_25.html?object=111243)
- Management Manual (object_24.html?object=133215)
- Management Manual_SD_Operations (object_18.html?object=156907)
- Management Manual Specification_Invocation (object_17.html?object=156912)
- Management Manual Specification_Instantiation (object_17.html?object=156919)
- Management Manual Specification_Reporting (object_17.html?object=156925)
- Management Manual_SD_Service Group (object_18.html?object=239095)
- Up BQ Update details relating to Company Mission and Policies (object_12.html?object=28718)
- Ca BQ Capture Employment Related Procedures and Guidelines activity or event related information (object_12.html?object=29691)
- Up CR Update details relating to Management Manual Specification (object_12.html?object=30067)
- Up BQ Update details relating to Operational Security Procedures and Guidelines (object_13.html?object=30689)
- Re BQ Retrieve details about any aspect of Staff Management Procedures and Guidelines (object_13.html?object=31068)
- Ca BQ Capture Operational Security Procedures and Guidelines activity or event related information (object_13.html?object=31912)
- Management Manual Specification (object_24.html?object=31966)
- In CR Instantiate a new Management Manual Specification (object_13.html?object=32448)
- Up BQ Update details relating to Legal and Regulatory Obligations and Guidelines (object_14.html?object=34720)
- In BQ Instantiate a new Operational Security Procedures and Guidelines (object_14.html?object=34835)
- Re BQ Retrieve details about any aspect of Operational Security Procedures and Guidelines (object_14.html?object=34888)
- Up BQ Update details relating to Operational and Production Procedures and Guidelines (object_14.html?object=35181)
- Re CR Retrieve details about any aspect of Management Manual Specification (object_14.html?object=35755)
- Re BQ Retrieve details about any aspect of Legal and Regulatory Obligations and Guidelines (object_14.html?object=35985)
- Re BQ Retrieve details about any aspect of Operational and Production Procedures and Guidelines (object_14.html?object=36169)
- In BQ Instantiate a new Employment Related Procedures and Guidelines (object_14.html?object=36427)
- In BQ Instantiate a new Operational and Production Procedures and Guidelines (object_14.html?object=36733)
- Ca BQ Capture Legal and Regulatory Obligations and Guidelines activity or event related information (object_14.html?object=37944)
- In BQ Instantiate a new Company Mission and Policies (object_15.html?object=38376)

| | |
|---|---|
| | Ca CR Capture Management Manual Specification activity or event related information (object_15.html?object=39327)<br>Co CR Control the processing of Management Manual Specification (object_15.html?object=39974)<br>Up BQ Update details relating to Employment Related Procedures and Guidelines (object_15.html?object=40039)<br>In BQ Instantiate a new Staff Management Procedures and Guidelines (object_12.html?object=42211)<br>Up BQ Update details relating to Staff Management Procedures and Guidelines (object_16.html?object=43350)<br>Re BQ Retrieve details about any aspect of Employment Related Procedures and Guidelines (object_16.html?object=44432)<br>Ca BQ Capture Operational and Production Procedures and Guidelines activity or event related information (object_16.html?object=45657)<br>Ec CR Accept, verify, etc. aspects of Management Manual Specification processing (object_16.html?object=45965)<br>Re BQ Retrieve details about any aspect of Company Mission and Policies (object_16.html?object=46180)<br>Rq CR Request manual intervention or a decision with respect to Management Manual Specification (object_16.html?object=46399)<br>Ca BQ Capture Staff Management Procedures and Guidelines activity or event related information (object_17.html?object=48121)<br>In BQ Instantiate a new Legal and Regulatory Obligations and Guidelines (object_17.html?object=48414)<br>Ca BQ Capture Company Mission and Policies activity or event related information (object_17.html?object=48560)<br>Design (object_28.html?object=58118) |
| serves | Policy Management (object_6.html?object=81319) |
| triggered by | Servicing Activity Analysis (object_22.html?object=46634) |