

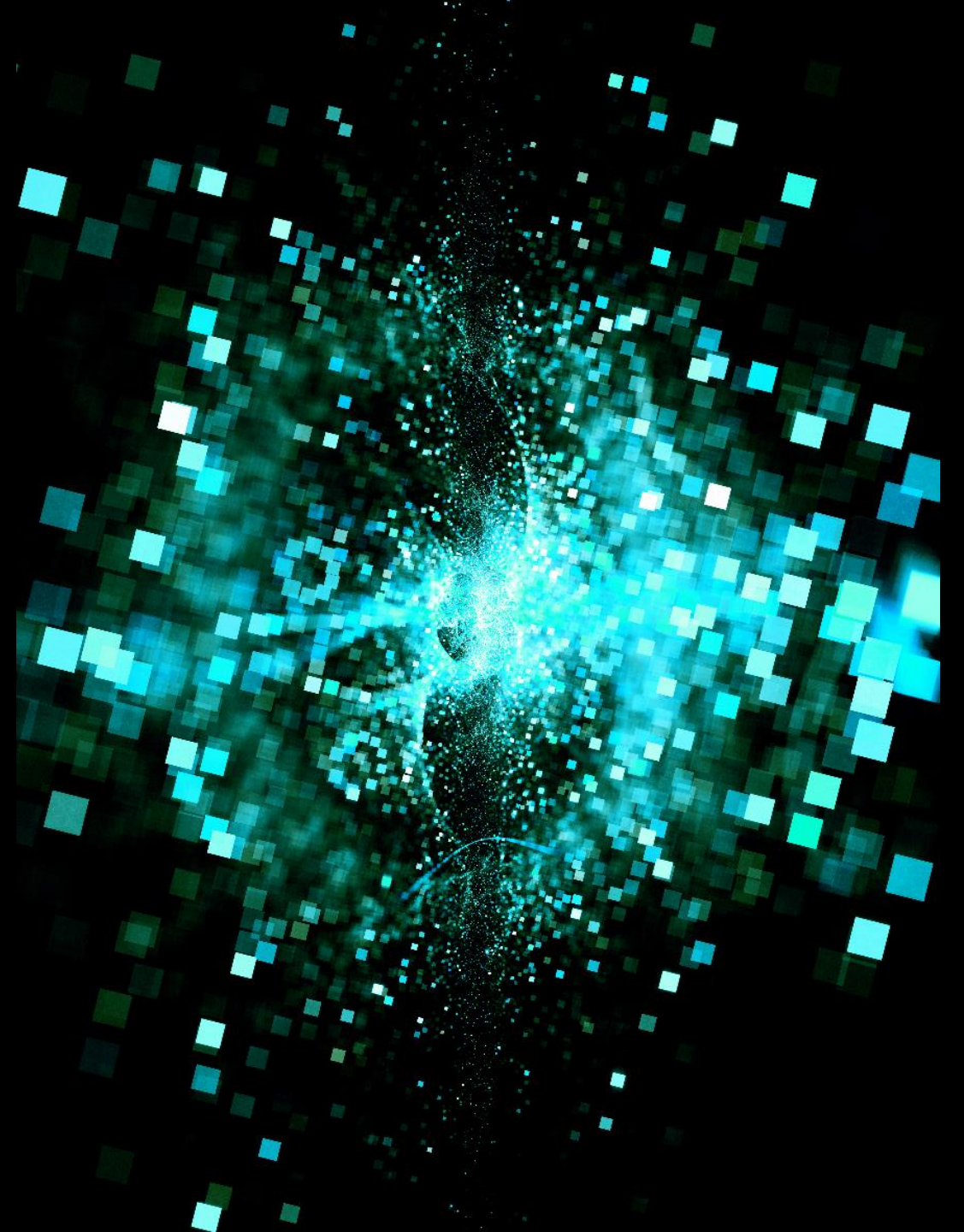


FEBRUARY 2019

Inside Sherpa – Digital Internship

Technology, Strategy & Architecture – TS&I

Work in Progress Module Tasks and Ideal Responses



TECHNOLOGY CONSIDERATIONS

Technology Architecture

Explore the technology capabilities needed to run an online banking solution, considering:

- Software – platform, operating system etc.
- Infrastructure – database capabilities, hosting etc.
- Security – encryption, secure log-on etc.
- Support – level of training of IT support staff required

Technology Delivery

How can these technology capabilities be procured and implemented, including:

- What components would work well as Software-as-a-Service – e.g. savings calculators
- Do you need any external vendors, or can this be built in-house?

Usability of the Solution

How do we ensure the solution is user-friendly and well adopted, including:

- Ease of use – customer testing during design
- Meets customer needs – considering different user scenarios across computer, tablet, mobile
- Web standards – Web Content Accessibility Guidelines (WCAG) v2 compliant

Technology Framework and Compatibility

How can you cater for as many customers as possible:

- Which internet browsers to support – IE, Chrome, Safari etc.
- Internet speeds / performance
- Website code/language selection – Java, C++, Flash

HIGH LEVEL BUSINESS CASE CONSIDERATIONS

Benefits Realisation

What are the potential benefits to be realised from an online banking solution?

- New customer demographics Brand differentiation
- New products / services that can be offered
- Increase in productivity due to fewer manual interactions
- Enhanced reporting and analytics

Cost Analysis

What are the possible costs to be incurred when establishing an online-first versus a bricks-and-mortar banking solution, considering:

- Lower overhead / operating costs
- Reduced infrastructure costs needed
- Reduced staff costs needed
- Reduced inventory needed

Increased Automation

How can we increase the client's technical capability and level of automation?

- No legacy system considerations
- Ability to up-scale quickly
- Increased level of expertise / offerings to the customer

Process Improvement

How can an online-first solution improve business processes?

- Less customer contact points
- Effort and time significantly reduced due to some services that can be fully automated – e.g. term deposits submitted online