**Business Analysis Case Study**

Bank of the United States is a very large corporation that caters for millions of customers of all types, from individual customers to hedge funds and corporations. The bank’s Global Markets division processes millions of trades on a daily basis and is constantly seeking higher market share and competitive advantages.

**Problem Statement**

One of many systems that is used for the Bank’s operations is named Klaxon. Its primary purpose is to enrich trades received from multiple systems and pass them down to a myriad of downstream consumers. Here are some of the challenges Klaxon is faced with:

* Klaxon is a very aged system and is running on aged technologies. Processing costs are high
* Regulators are making increased demands from the system so Klaxon requires constant updates to meet those requirements
* The business requires a lot more data points than what the system was initially designed for. A lot of subsystems have been “bolted on” to expand Klaxon’s remit
* The pool of developers that can maintain the application is getting smaller every year
* Klaxon requires multiple manual interventions from system specialists throughout the day

The Bank’s management has appointed you as the new business analyst and has asked that you devise a strategy for the future of Klaxon. Prepare a project strategy, timeline and workflow. You should consider the following when building your plans:

* You can select which operations function Klaxon currently serves – i.e., transaction processing, settlements, reconciliation, corporate actions, etc.
* You have budget for both Tactical fixes and Strategic work for a multiyear transformation/decommission
* You should Specify what impacts / benefits both your tactical and strategic plans would have on each party
* You can use whatever data and metrics you need (Volumes, economic and market conditions…) though you should try to make them realistic
* You have a team of strong developers