SYSTEMS & APPLICATIONS

	ERROR ANALYSIS	USABILITY	TOXIC PORTFOLIO	CONTROL	INFRA & SUPPORT	OTHERS
BACARDI	Bacardi Error Analysis: insufficient details for addressal	Bacardi Interface is very clunky	Toxic portfolios take a lot of time to historize	In Bacardi, no clarity on involvement of MMG- conflict of interest issue	Bacardi Overnight Valuation: Monitoring not very efficient	Discounted Basket Prices in Bacardi
	Bacardi Error Messages not standardized	Bacardi XML not user-friendly	Drilling down to deal level is not possible in case of toxic portfolios		No dev. for Bacardi in Bangalore	No typology available for relaunch
	Several errors in Bacardi due to missing Market Data upstream				Bacardi faces frequent outages	Extra deal volume from Bacardi on which PnL not available
					Bacardi support faces server load issues (GTS infra. issue)	
AIR AGORA				Data quality check in AIR AGORA missing	Require less aging for AIR adjustments	Sometimes, even if PnL is not historized, it flows to AIR
						AIR Validation audit trail is broken
IA3		Separate GUI for IA3- AERO	For toxic portfolios, if IA3 integration is not available, it cannot proceed further	No monitoring available for IA3 integration		No understanding of Income Attribution (IA) Logic
			Beyond T+2, IA3 integration does not happen.			Unique Adjustment IDs unavailable for unique attributions
						Information unavailable for IA extraction file bucketing

PROCESS

Process Chain

Lack of PnL Chain clarity	Too many layers of applications
UAT testings not very rigorous	User follow-up immediately after launch takes min. 40-45 mins.
SLAs not present for system integration	A lot of time is spent on investigations & follow-ups
Delay in MMG comment in PnL- adversely affects reporting SLA	Non-synchronous transformation pace b/w ITEC, GTS & MMG
Commentary format not standardized	ASIA- 2hr. gap between Montreal logoff & Asia login
Identification & resolution of 'Jumps' is manual: prone to human error	Some PnL errors are 'camouflaged', and there is no way to identify them

OPER

Daily updates unavailable regarding Corporate Actions	OPER bugs (X-One, Eliot...) take a long time to reslove
Unresolved frequent MO booking issues	Resolution time for FO Script errors is huge
APTP-OPER-FO link has issues in coordination to resolve problems	Granular view unavailable of Booking Changes done by OPER

REGULATION & CONTROL	INFRASTRUCTURE & SUPPORT	COMMUNICATION	EXPERTISE
Controls missing for Fat Finger deal bookings (FO)	Lapse in response time from support to address app. slowness- all applications	Better communication required with upstream during releases	For ITEC: Expertise req. in PNL chain-process/ application behaviour
Controls not adequate for new REF setup	L3 issues not resolved quickly	APTP BO response not adequate	For ITEC: Expertise req. on Pricing Mechanisms
Controls missing on bookings from OPER side	No response on data quality from upstream (relaunch confirmation)	Global issues not consolidated under one team	For MMG: Expertise req. on Booking Issues
			No regular KT sessions present for new users
			Steep learning curve for Bacardi ITEC (min. 1-1.5 yrs)