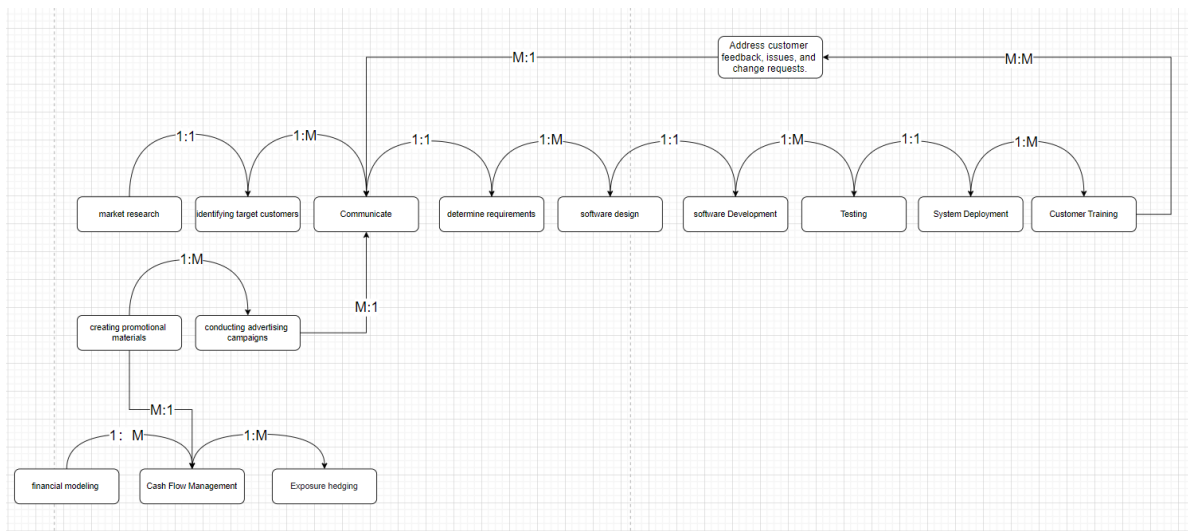
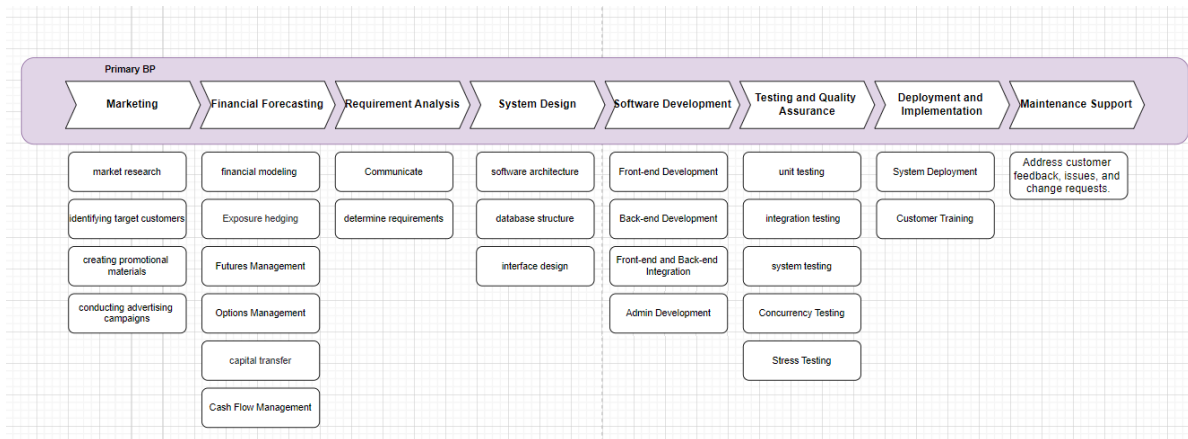
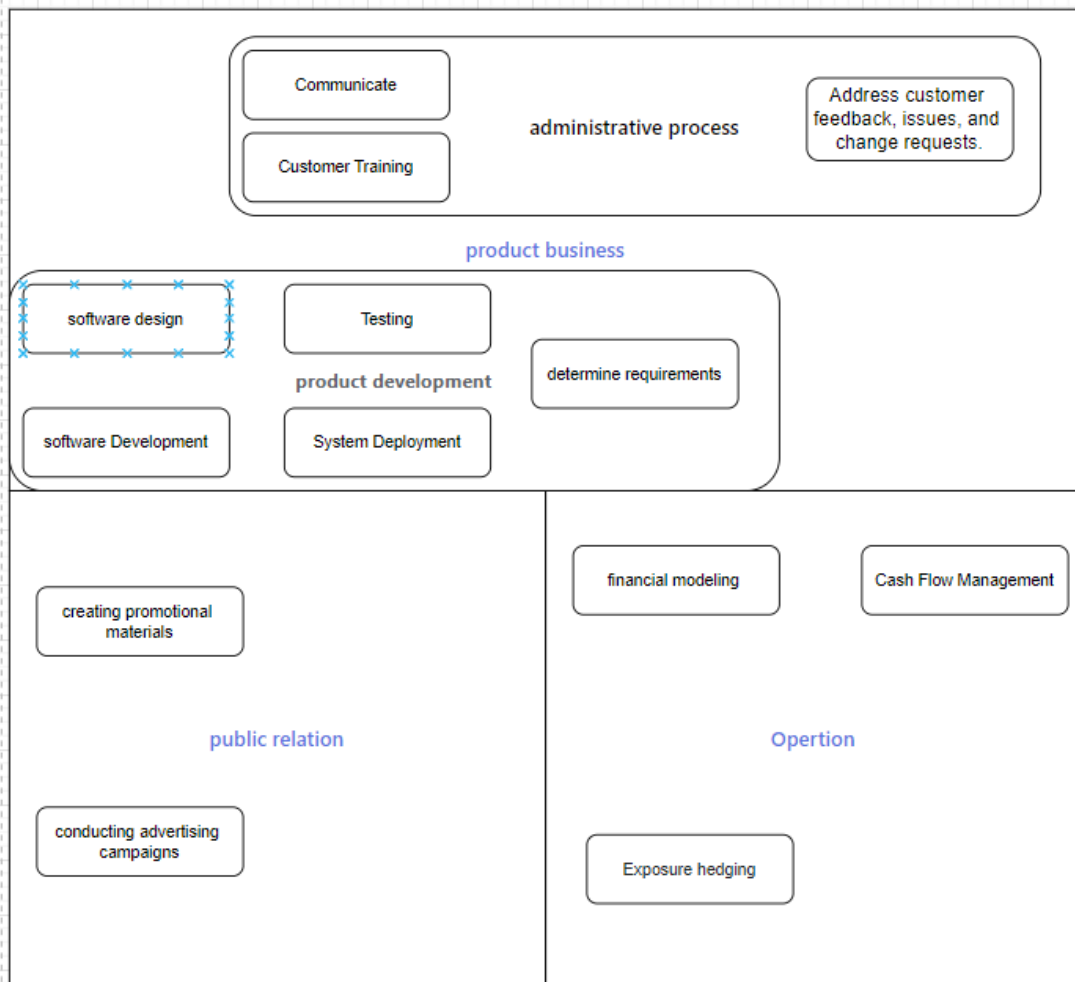


# Task- 1 – BP identification





## Task 2 – BP description

### Process boundaries

- Starting Point: clients present their needs or issues regarding the financial software
- Ending Point: the delivery of the software to the client and its commencement of use, or the software going live and starting operations.
- Activities Involved: analysis, software design, coding, testing, deployment
- Participants: product managers, software developers, testers, project managers

### Flow Objectives Description:

The primary goal of the financial software development process is to deliver high-quality software products on time, meet customer requirements, and enhance customer satisfaction. The process also aims to ensure that the development process is efficient, transparent, and compliant with relevant regulations and standards.

### The process owner:

The process owner could be senior management of the company, project managers, or leaders responsible for the software development team. The process owner is responsible for setting process objectives, supervising process execution, ensuring resource allocation, and coordinating various aspects to optimize the process and achieve business goals. The

process owner needs to collaborate closely with relevant stakeholders to ensure smooth process operation and continuous improvement.

## **SIPOC:**

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- Supplier: client providing software requirements or an internal team responsible for requirement analysis.
- Input: client requirement specifications, functional specifications, technical requirements
- Process: Stages such as requirement analysis, software design, coding, testing, deployment, etc.
- Output: Completed financial software product, testing reports, deployment documentation
- Customer: End users or clients who will use and benefit from the developed financial software product.

## **Benefits, Efficiency, Customer Satisfaction:**

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- **Benefits:**

1. Completeness and stability of software product features
2. Market competitiveness and user experience of software product
3. Maintainability and scalability of software product

- **Efficiency:**

1. Development cycle time
2. Resource utilization
3. Defect rate and resolution time

- **Customer Satisfaction:**

1. Customer feedback and satisfaction survey results
2. Software product usage and user experience
3. Quality of customer maintenance and support services

## **Task 3 – Framing a BP**

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Triggers	Activities	Results	
Customer transactions: stocks, foreign exchange, cryptocurrencies	System development and maintenance: developing new features, fixing bugs, optimizing performance	System Stability and Performance Improvement	
New product launches: new financial products need new trading, settlement, and risk management	Data analysis and report generation: Analyzing market data, customer transaction information	Insights from Data Analysis	
Market fluctuations: may trigger the system to perform risk management	Risk management: Monitoring market risks, credit risks	Optimized Risk Management	
Audit: may trigger the system to generate reports, provide data support, and ensure	Customer service support	Enhanced Customer Satisfaction	
Customer complaints: provide customer service support		Compliance and Regulatory Adherence	
Problems/Risks		Goals	
<b>Problems:</b> Outdated technology and system compatibility issues Market competition and innovation pressure Shortage of technical talent and staff training Changes in market demand and customer churn  <b>Risk:</b> Security vulnerabilities and data breach risks; Regulatory compliance risks; Financial risks and market fluctuations		<b>Product Goals:</b> Develop innovative financial software products and solutions.  <b>Market Goals:</b> Expand market share, increase customer base, and market coverage.  <b>Financial Goals:</b> Increase return on investment and enhance shareholder value.  <b>Innovation Goals:</b> Explore new business models and collaboration opportunities.  <b>Compliance and Risk Management Goals:</b> Strengthen risk management, mitigate various risks.	
Participants	Enablers	Restrictions	KPIs
<b>Internal Participants:</b> Executive Team,R&D Team,Sales Team,Finance Team,Legal and Compliance Team  <b>External Participants:</b> Customers, Partners, Investors, Regulatory,Authorities,General Public	Advanced technological equipment, software tools, information systems  Efficient business processes, management systems, and operational mechanisms  Positive organizational culture  Establishing good collaborative relationships with suppliers, customers, partners	Legal and regulatory restrictions  Data security and privacy restrictions  Technical standards and requirements  Market access restrictions	Average Customer Lifetime Value (CLV)  Customer Retention Rate  Software Product Bug Rate  R&D Investment Ratio