

DOES will change this slide

Changing Behaviors for Continuous Compliance

FINAL DRAFT DOES 19



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VP, Dojo Practice PNC

JOHN AND KATE PLUS K8'S





53K
EMPLOYEES

8M+
CUSTOMERS

\$406B
ASSETS

\$17B
REVENUE



OUR EXPANDING OPPORTUNITIES

PNC MIDDLE MARKET
CORPORATE BANKING
EXPANSION

2020

PORTLAND, SEATTLE

2019

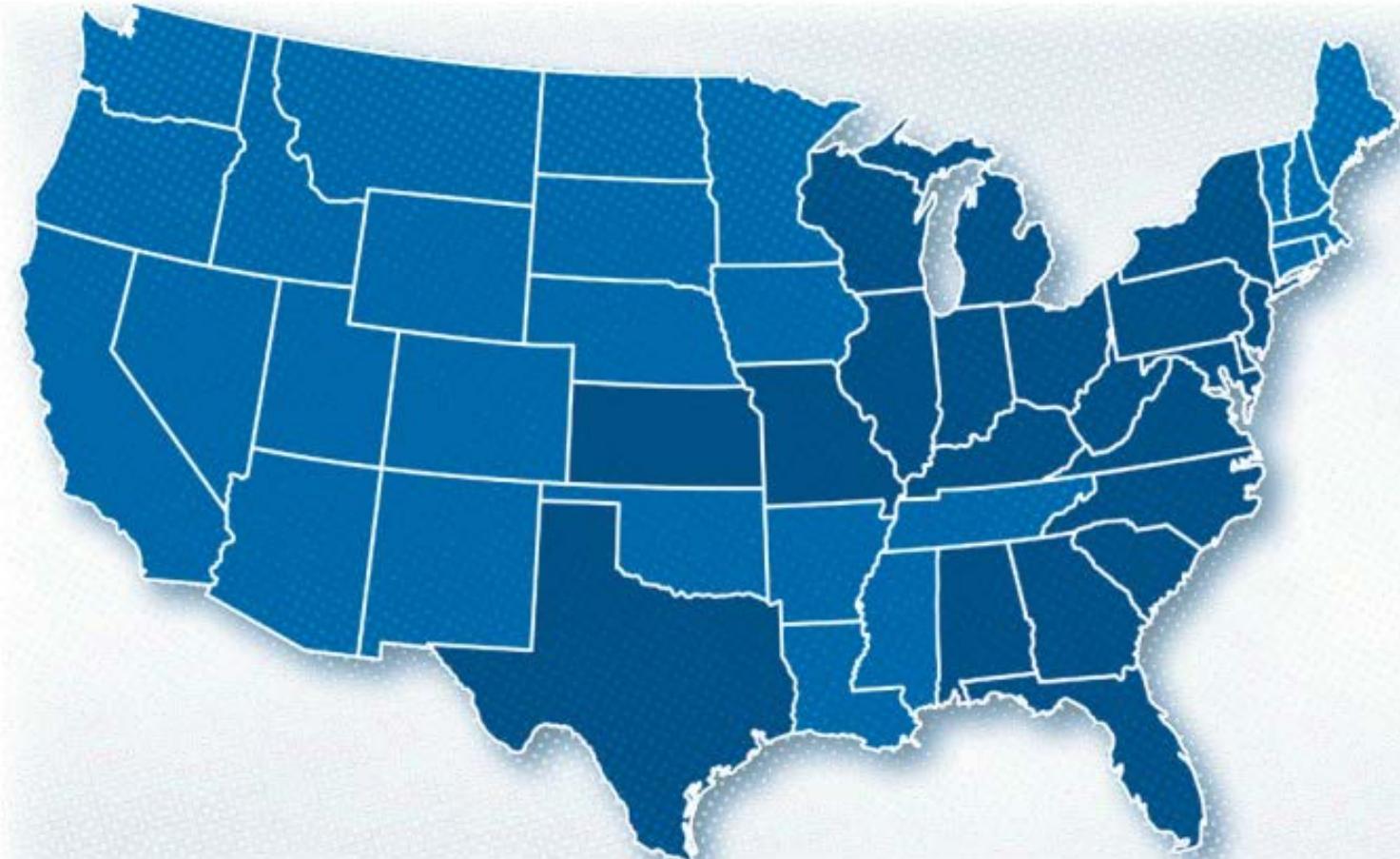
BOSTON, PHOENIX

2018

DENVER, HOUSTON,
NASHVILLE

2017

DALLAS, KANSAS CITY,
MINNEAPOLIS



LAUNCHING OUR RETAIL BANK

Location of new deposit accounts from our Retail National Expansion launched in 2018





“PNC will be a technology company that delivers financial services.”

- Bill Demchak, CEO



DEVELOPING NEW PRODUCTS



OUR STRATEGIC PRIORITIES

1. Expanding our leading banking franchise to new markets and digital platforms

2. Deepening customer relationships by delivering a superior banking experience and financial solutions

3. Leveraging technology to innovate and enhance products, services, security and processes

TAKING A NEW PRODUCT TO MARKET



PRODUCT



TEAMS

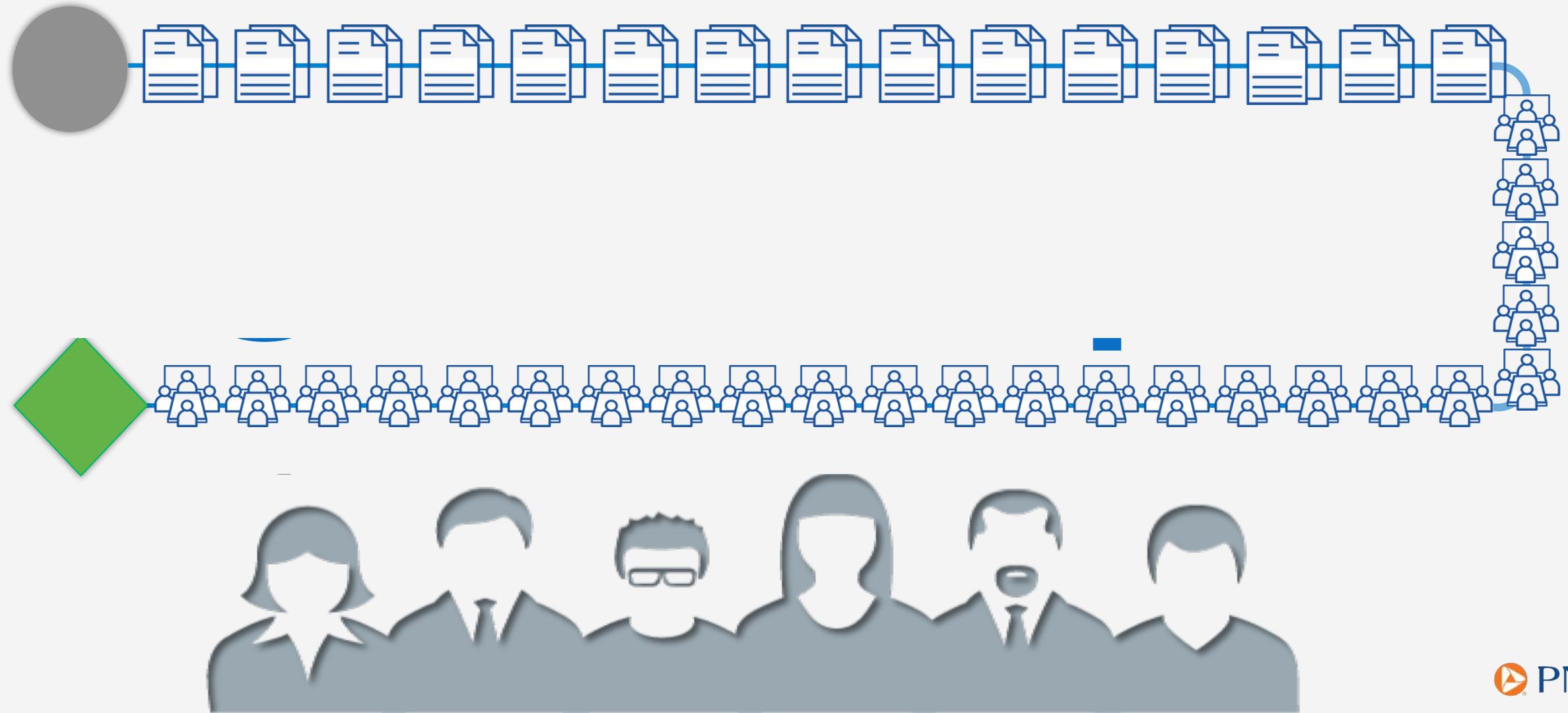


BUSINESS
SEGMENTS

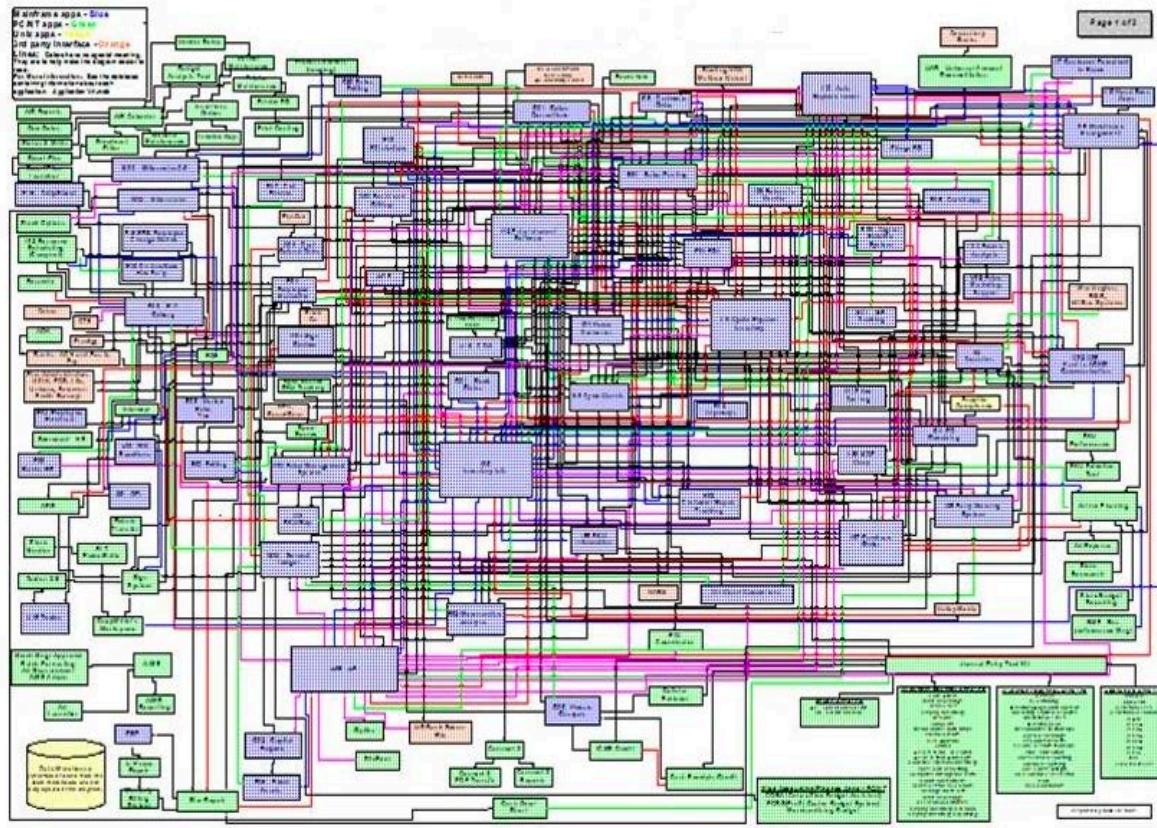


SYSTEMS

GOVERNING WITH COMPLEXITY



NAVIGATING COMPLEXITY



“The fact that extreme siloization of knowledge, incentives for purely local optimization, and lack of collaboration have in many cases been actively bad for business.” - Site Reliability Workbook.”

-“Here is the design for that small simple feature you requested.”

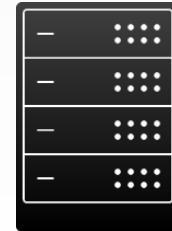
“Which API do I need to call?”
or

“How many people do you have to take out for coffee to find out?”

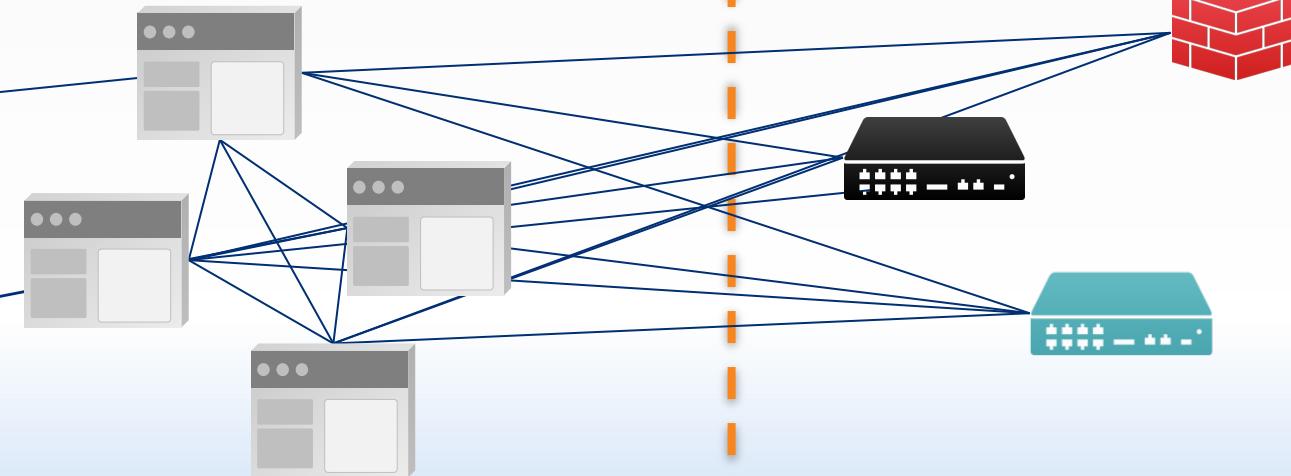


TIGHTLY COUPLED DEPLOYMENT

LEGACY SYSTEMS



TIGHTLY COUPLED ARCHITECTURES



SILOED ENTERPRISE TEAMS

DEVELOP

TEST

DEPLOY



COMMITTEES



317 DAYS



The background of the slide features a large, modern office building with a glass facade. The windows reflect the interior, showing various office spaces, desks, and people working. The building has multiple stories and a prominent glass-enclosed staircase on the left side.

1

fortify the foundation

2

teams and people

3

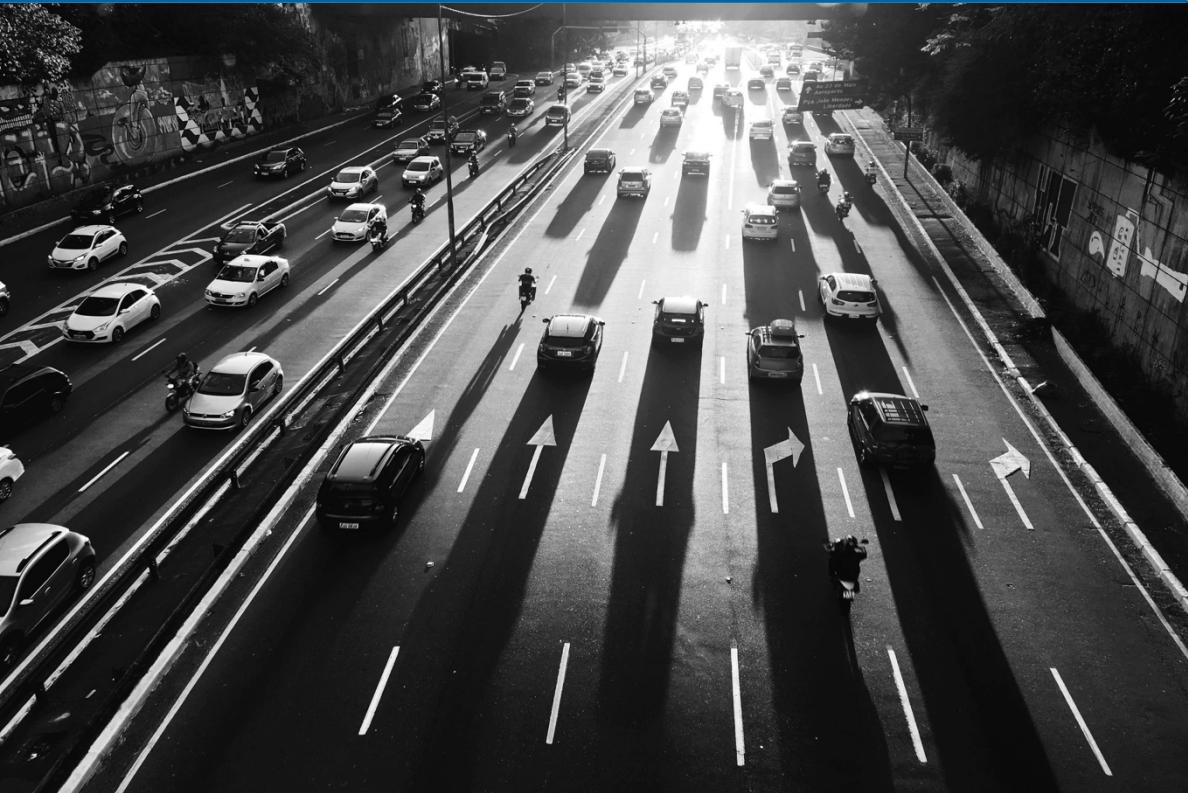
beyond software

4

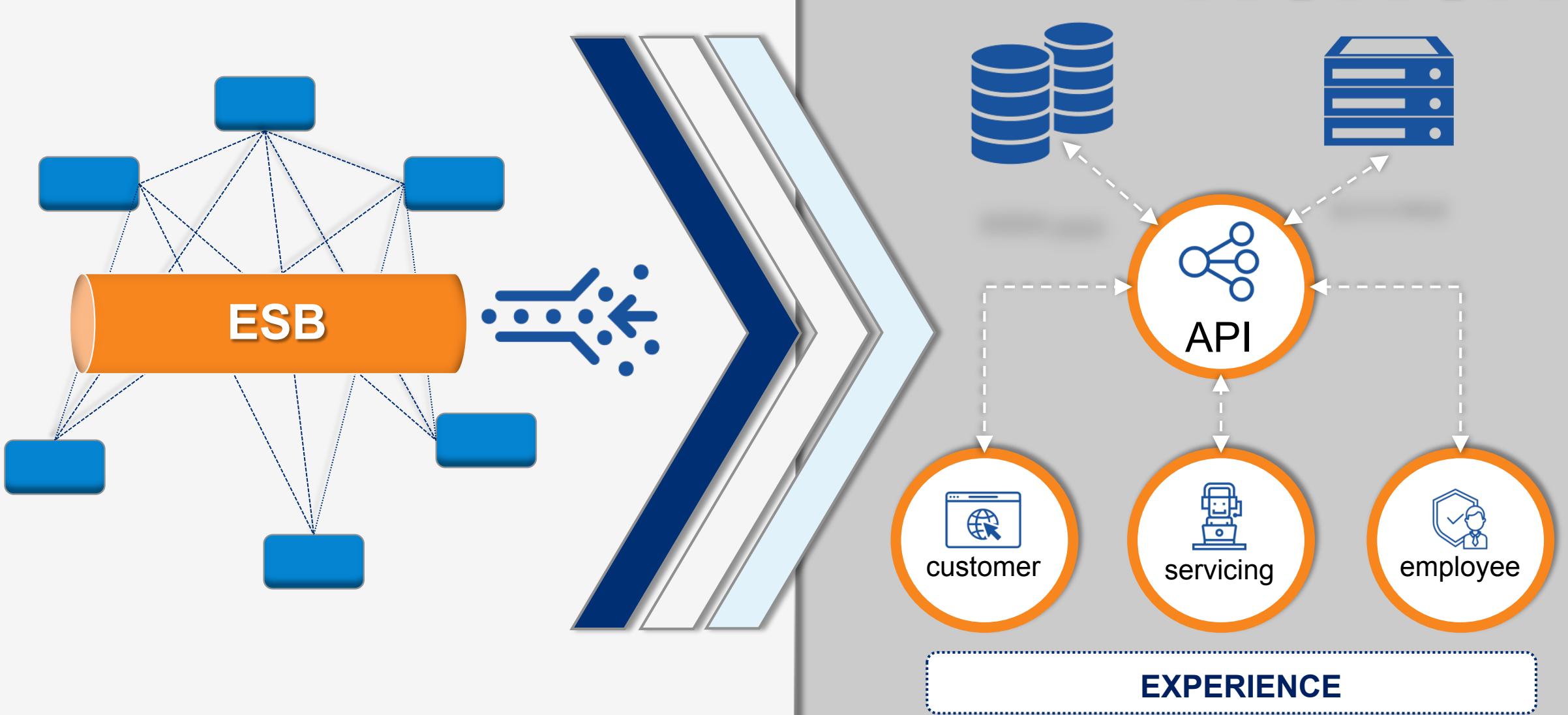
automated governance

**“If you're continuously compliant
you can release at any time.”**

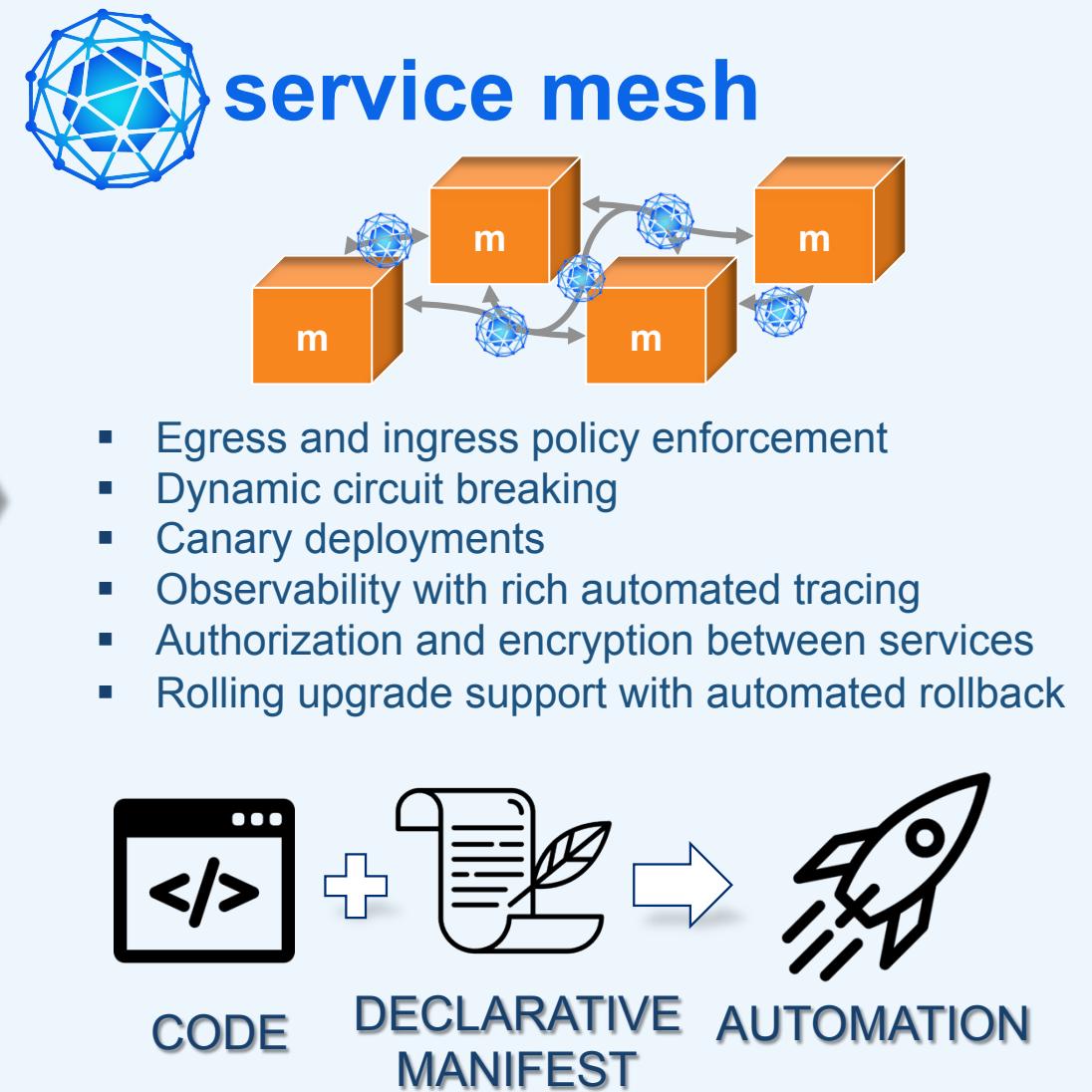
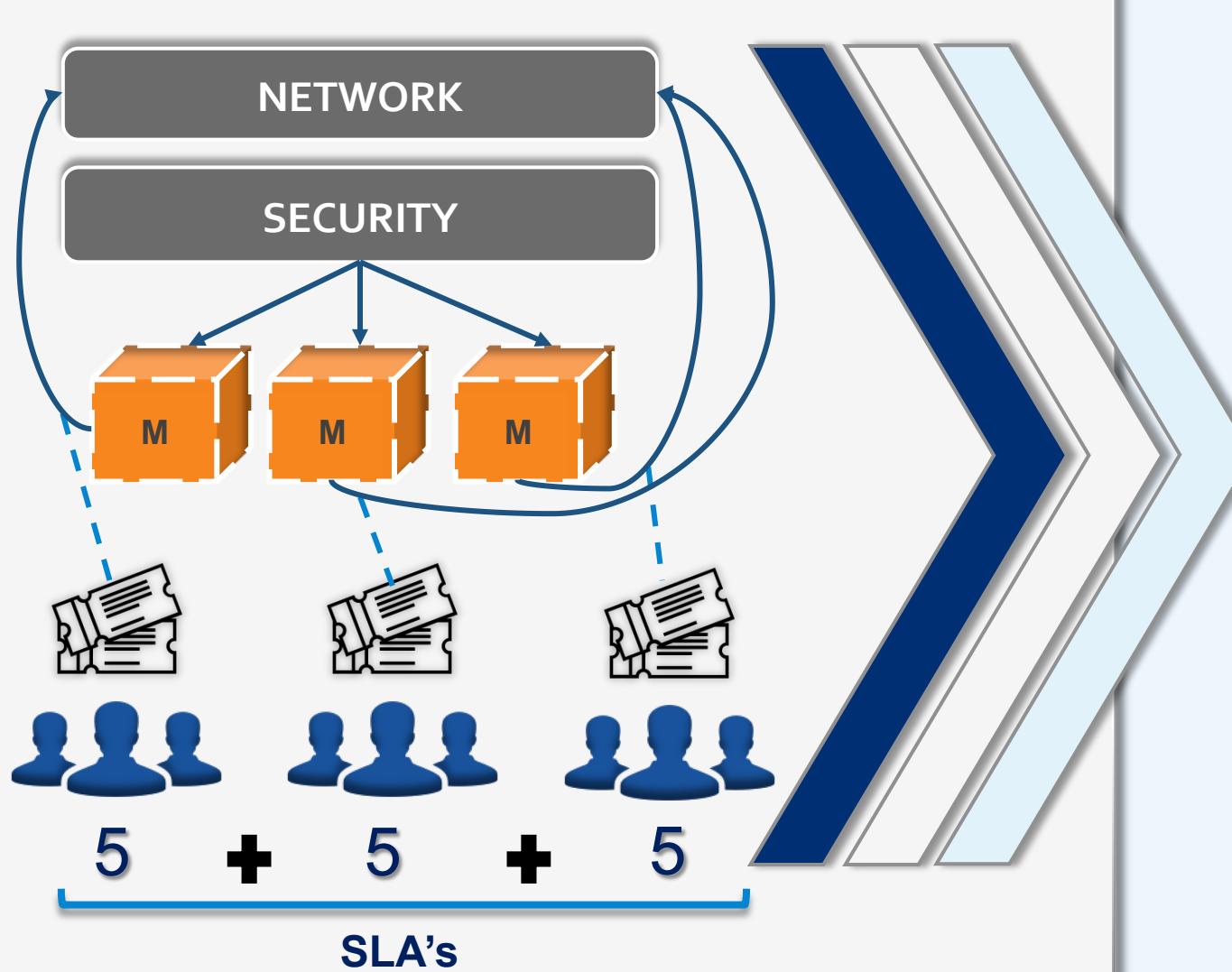
-Stephen Whitley Schlumberger



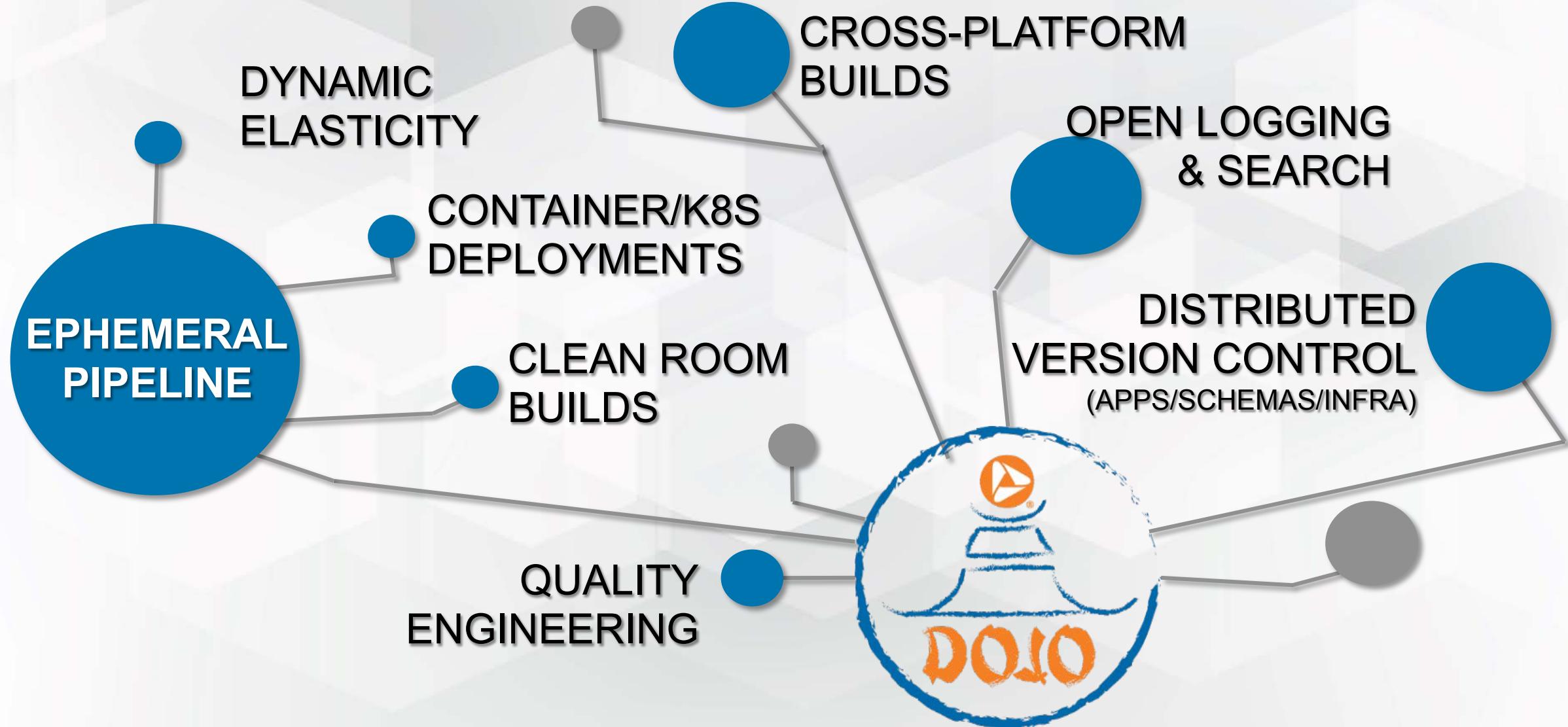
STRENGTHING OUR CORE



STRENGTHING OUR INTEGRATION



STRENGTHENING OUR DELIVERY



**16**

MONTHS

13

COACHES

37

TEAMS



EXPERIENCE



“The Dojo space and experience promote understanding and drive innovative ways of designing new technology solutions for real customer value and speed to market.”

- Mazen Kahwash, PNC Software Engineer

“

“It was just like seeing **magic happen**.
Everything was being automated.
-Haritha Patel, PNC Quality Engineer



EXPERIMENT



HELP TEAMS



“There is a **sense of accomplishment** that I can see **everyday**.”

—Ravi Aje, PNC Software Engineer





 CULTURE

 AUTOMATION

 FLOW

 FAST
FEEDBACK



IMPROVEMENTS IN NEW PRODUCT DEVELOPMENT



CULTURE

Prioritized learning
Improved collaboration

AUTOMATION

Applied GitOps approach
Cleared path to production

FLOW

Trunk based development
Ticket based engineering

FAST FEEDBACK

Realigned teams
Iterative product development



“

**“IN A CHANGE EFFORT,
CULTURE COMES LAST,
NOT FIRST.”**

- John Kotter

ENABLE AND EXTEND PRINCIPLES ACROSS THE ENTERPRISE



HOW TO EXECUTE WITH GREATER AGILITY

200+
RISK
ASSESSMENT
S

1000s
CONTROLS

1000s
CHANGES
PER DAY

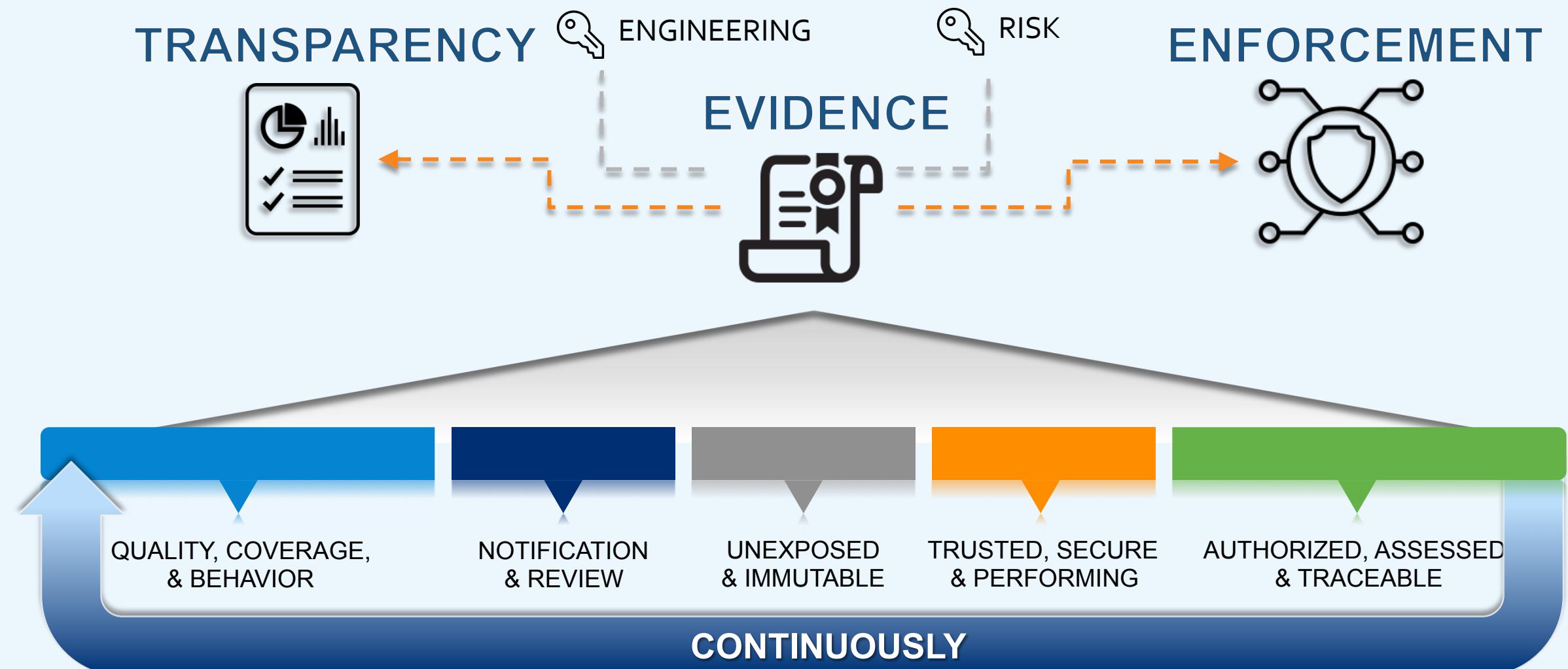
Thousands of potential operational risk events

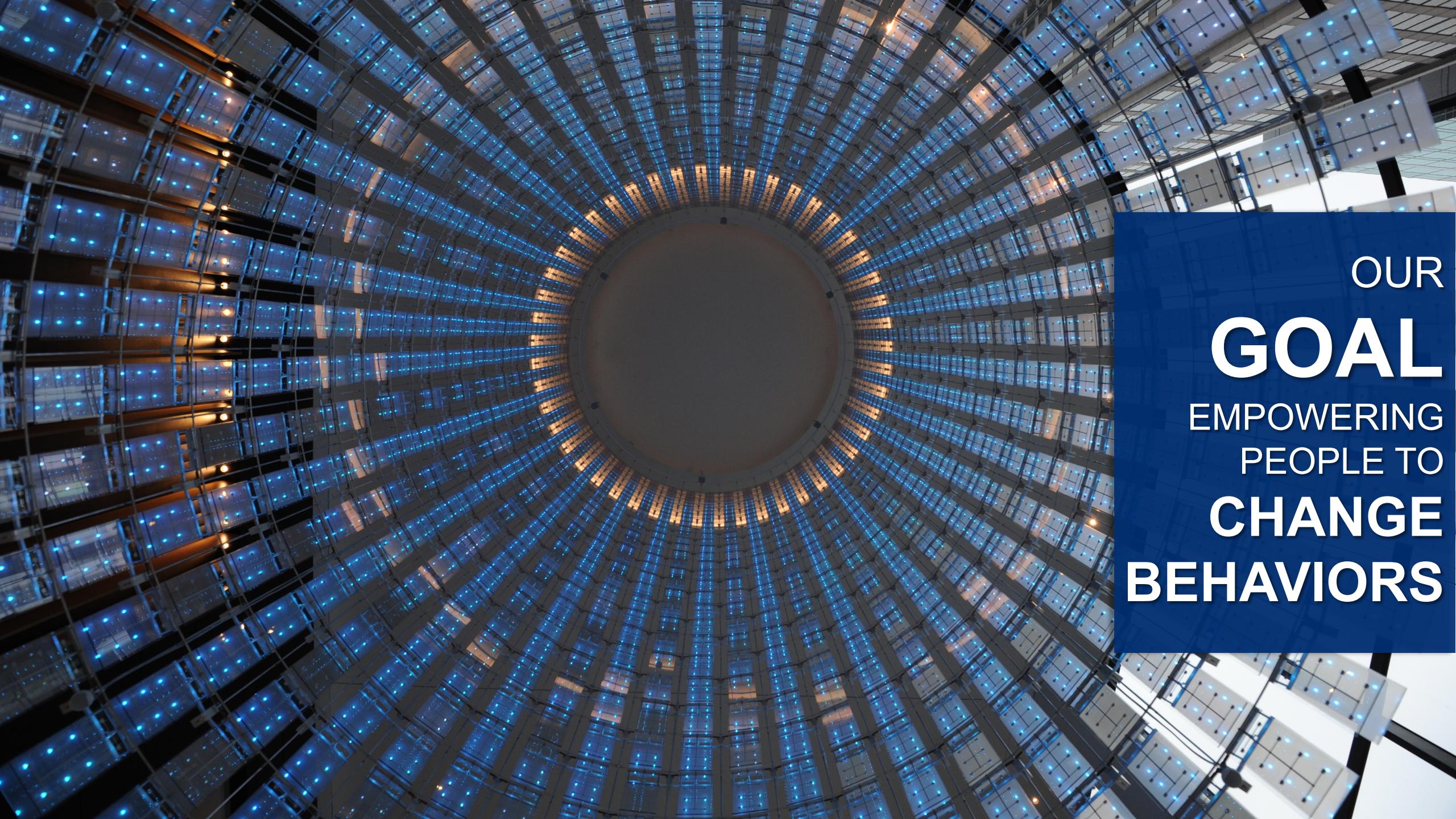
Need to demonstrate adherence to regulatory guidelines

Drive to validate risk mitigation



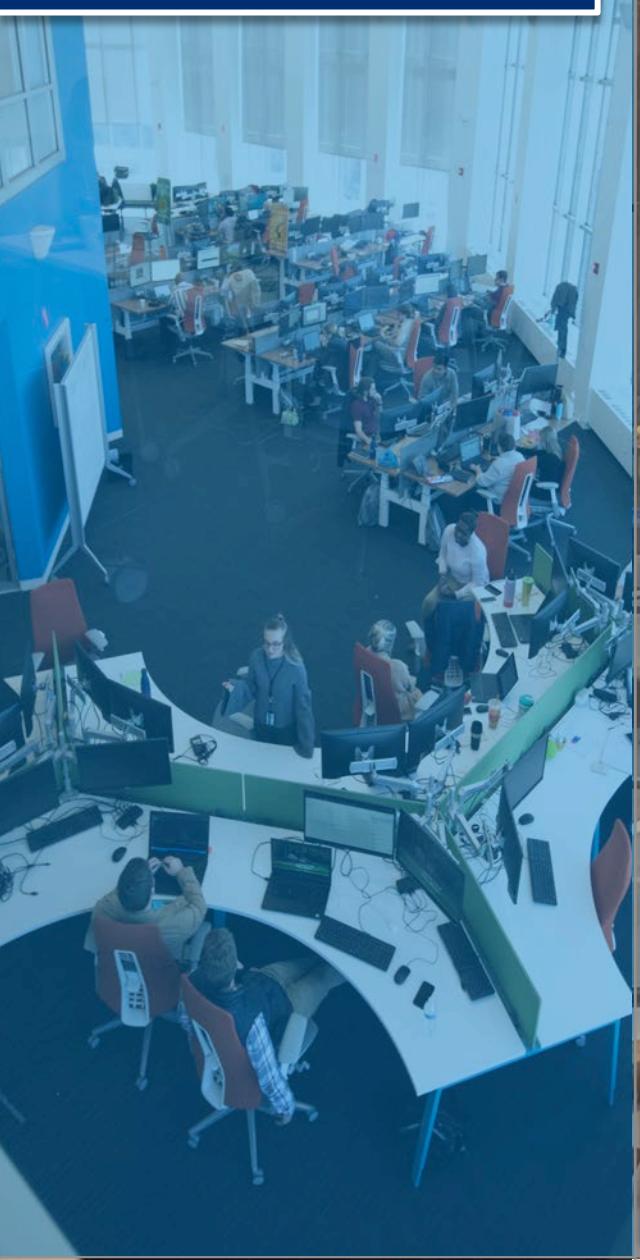
AUTOMATED GOVERNANCE



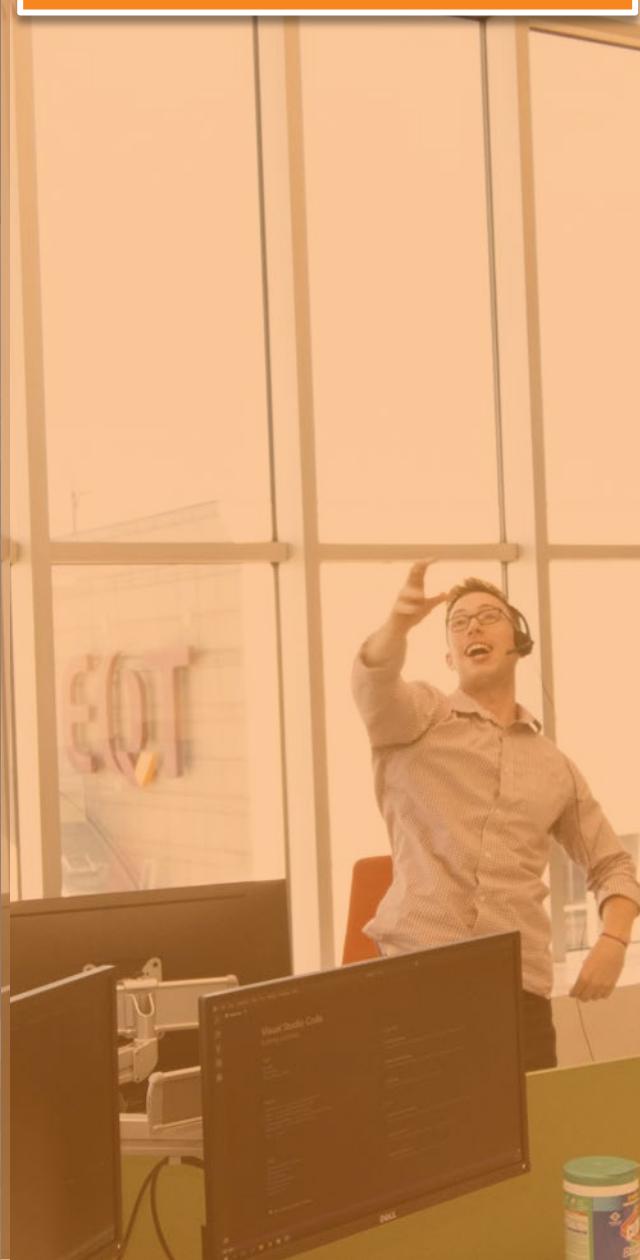
The background of the slide features a circular, multi-story atrium viewed from below. The ceiling is a complex grid of white panels, each containing a small blue LED light. The grid is arranged in concentric circles, creating a tunnel-like effect that leads to a large, dark circular opening in the center. The overall atmosphere is modern and architectural.

OUR
GOAL
EMPOWERING
PEOPLE TO
CHANGE
BEHAVIORS

SHARE
RESPONSIBILITY



CELEBRATE ALL
VICTORIES



BUILD COOL
STUFF



STRENGTHEN
EVERY LINK





PNC