

CBE Fraud Management system (Internal IS audit)

User Guide

Version1.0.0

Overview of the Fraud Management System

The objective of this requirement is to automate the Fraud Investigation department's task. Currently, the department performs all tasks manually using MS Word and the final report shall have the following detail.

The target audience of the user guide

The target audience of the user guide for the automated Fraud Investigation system will likely be the department's investigators, analysts, and managers who will be using the system regularly. These individuals may have varying levels of technical expertise, so the user guide should be written clearly and concisely so that is easily understood by all users. The guide should provide step-by-step instructions and include screenshots and visuals to help users navigate the system effectively. Additionally, the guide should cover the system's key features and functionalities, such as case management tools, data analysis tools, and reporting capabilities, to ensure that users can make the most of the system's capabilities. By tailoring the user guide to the needs of this target audience, the department can ensure that its personnel can use the system efficiently and effectively to carry out their investigative work.

Who accesses the system?

Any commercial Bank of Ethiopia employee under the internal audit department and the president for fraud management and any internal and external customer for whistle blower's module.

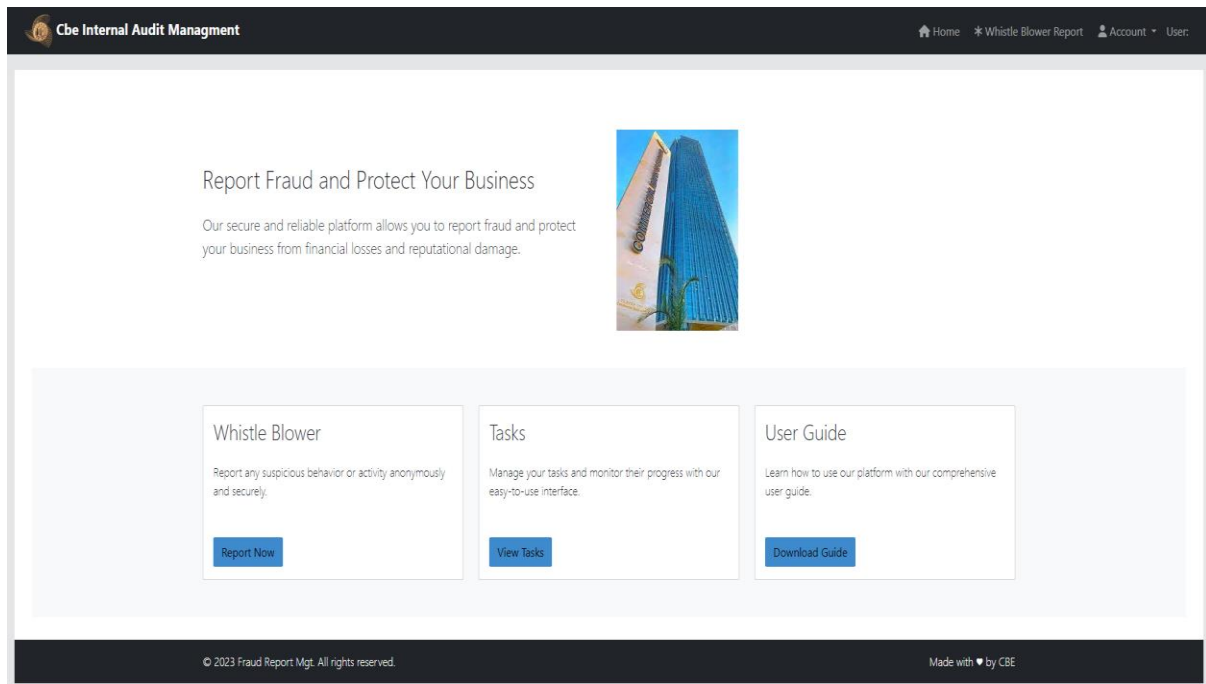
Here is the link to access the system

<https://fraudmgt.cbe.com.et>

Getting Started

Home page

Once you have successfully logged in to the automated Fraud Investigation system, you will typically be taken to the system's home page.



User Registration Page

The user registration page allows new users to create an account on the automated Fraud Investigation system. This page typically includes several fields for users to enter their personal and contact information, as well as create a username and password.

The screenshot shows the 'Registration' page of the 'Cbe Internal Audit Management' system. The page has a dark header with the system name and navigation links: Home, Whistle Blower Report, Account, and User. The main content area contains a registration form with the following fields: Username (placeholder: 'Your username'), Email (placeholder: 'Your email'), New password (placeholder: 'New password'), Password strength (indicated by dots), and New password confirmation (placeholder: 'Confirm the new password'). A blue 'Register' button is located below the form. A yellow box below the button provides instructions for default accounts: Administrator (login='admin' and password='admin') and User (login='user' and password='user'). The footer contains copyright information: '© 2023 Fraud Report Mgt. All rights reserved.' and 'Made with ♥ by CBE'.

Cbe Internal Audit Management

Home Whistle Blower Report Account User

Registration

Username

Your username

Email

Your email

New password

New password

Password strength

New password confirmation

Confirm the new password

Register

If you want to **sign in**, you can try the default accounts:

- Administrator (login='admin' and password='admin')
- User (login='user' and password='user').

© 2023 Fraud Report Mgt. All rights reserved. Made with ♥ by CBE

Steps:

1. Access the registration page
2. Choose a username
3. Enter your email
4. Choose a password
5. Confirm your password
6. Submit your registration form

Logging in to the system

Here the username and password are first created by the users of the system.

The screenshot shows the 'Sign in' page of the 'Cbe Internal Audit Management' system. The page has a dark header with the system name and navigation links: Home, Whistle Blower Report, Account, and User. The main content area contains a sign-in form with the following fields: Username (placeholder: 'admin') and Password (placeholder: '*****'). There is a 'Remember me' checkbox and a blue 'Sign in' button. Below the button, there are two yellow boxes: one with the text 'Did you forget your password?' and another with the text 'You don't have an account yet? Register a new account'. The footer contains copyright information: '© 2023 Fraud Report Mgt. All rights reserved.' and 'Made with ♥ by CBE'.

Cbe Internal Audit Management

Home Whistle Blower Report Account User

Sign in

Username

admin

Password

☐ Remember me

Sign in

Did you forget your password?

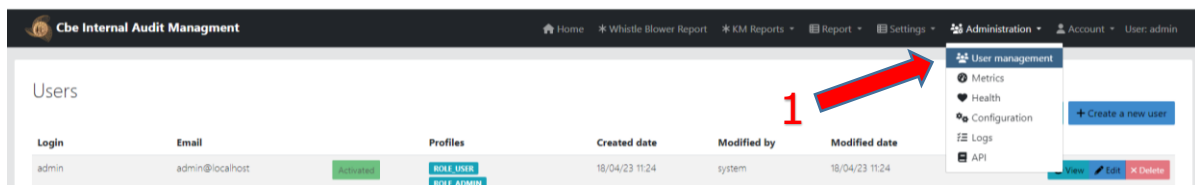
You don't have an account yet? Register a new account

© 2023 Fraud Report Mgt. All rights reserved. Made with ♥ by CBE

Steps to follow:

1. Navigate to the login page
2. Enter your username
3. Enter your password
4. Click sign in

Create or edit user and access privilege



Cbe Internal Audit Management

Home * Whistle Blower Report * KM Reports * Report * Settings * Administration * Account * User: admin

Users

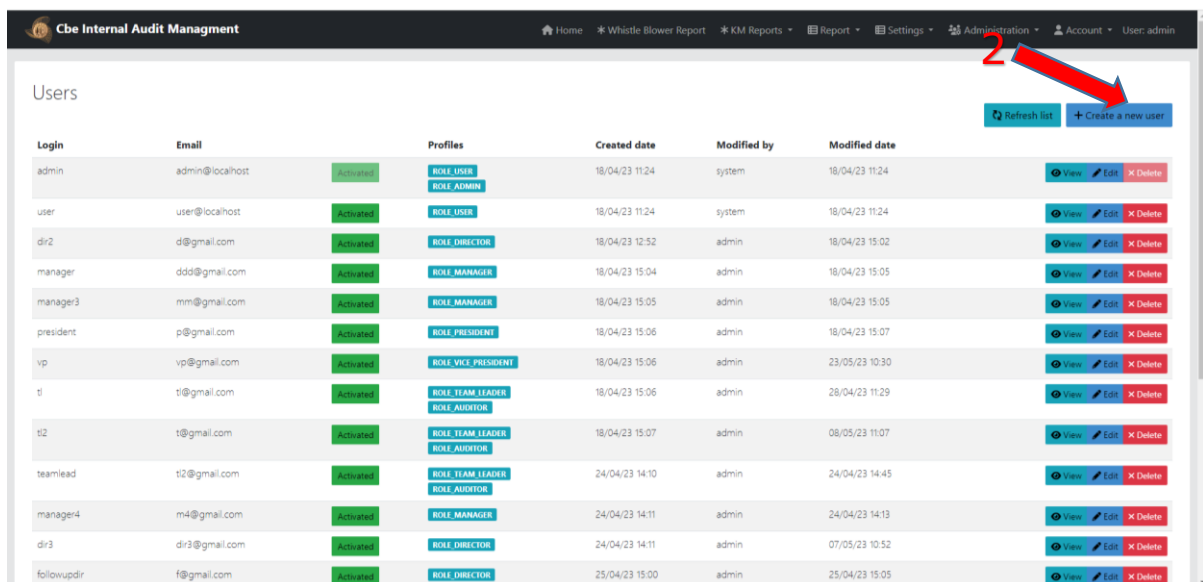
Login	Email	Profiles	Created date	Modified by	Modified date
admin	admin@localhost	Activated ROLE_USER ROLE_ADMIN	18/04/23 11:24	system	18/04/23 11:24

1

User management
Metrics
Health
Configuration
Logs
API

+ Create a new user

View Edit Delete



Cbe Internal Audit Management

Home * Whistle Blower Report * KM Reports * Report * Settings * Administration * Account * User: admin

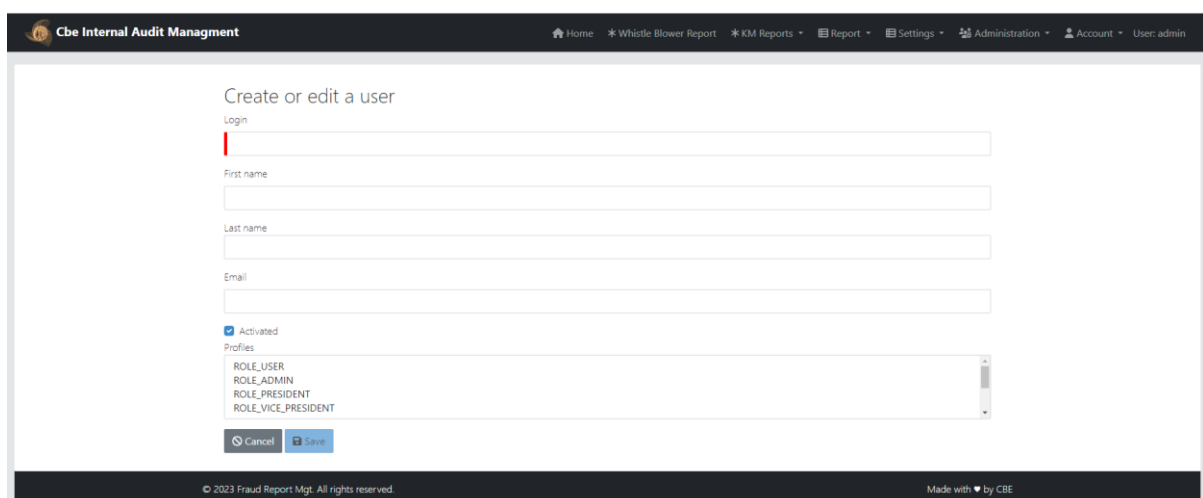
Users

Login	Email	Profiles	Created date	Modified by	Modified date
admin	admin@localhost	Activated ROLE_USER ROLE_ADMIN	18/04/23 11:24	system	18/04/23 11:24
user	user@localhost	Activated ROLE_USER	18/04/23 11:24	system	18/04/23 11:24
dir2	d@gmail.com	Activated ROLE_DIRECTOR	18/04/23 12:52	admin	18/04/23 15:02
manager	ddd@gmail.com	Activated ROLE_MANAGER	18/04/23 15:04	admin	18/04/23 15:05
manager3	mm@gmail.com	Activated ROLE_MANAGER	18/04/23 15:05	admin	18/04/23 15:05
president	p@gmail.com	Activated ROLE_PRESIDENT	18/04/23 15:06	admin	18/04/23 15:07
vp	vp@gmail.com	Activated ROLE_VICE_PRESIDENT	18/04/23 15:06	admin	23/05/23 10:30
ti	ti@gmail.com	Activated ROLE_TEAM_LEADER ROLE_AUDITOR	18/04/23 15:06	admin	28/04/23 11:29
ti2	t@gmail.com	Activated ROLE_TEAM_LEADER ROLE_AUDITOR	18/04/23 15:07	admin	08/05/23 11:07
teamlead	ti2@gmail.com	Activated ROLE_TEAM_LEADER ROLE_AUDITOR	24/04/23 14:10	admin	24/04/23 14:45
manager4	m4@gmail.com	Activated ROLE_MANAGER	24/04/23 14:11	admin	24/04/23 14:13
dir3	dir3@gmail.com	Activated ROLE_DIRECTOR	24/04/23 14:11	admin	07/05/23 10:52
followupdir	f@gmail.com	Activated ROLE_DIRECTOR	25/04/23 15:00	admin	25/04/23 15:05

2

Refresh list + Create a new user

View Edit Delete



Cbe Internal Audit Management

Home * Whistle Blower Report * KM Reports * Report * Settings * Administration * Account * User: admin

Create or edit a user

Login

First name

Last name

Email

☒ Activated

Profiles

ROLE_USER
ROLE_ADMIN
ROLE_PRESIDENT
ROLE_VICE_PRESIDENT

Cancel Save

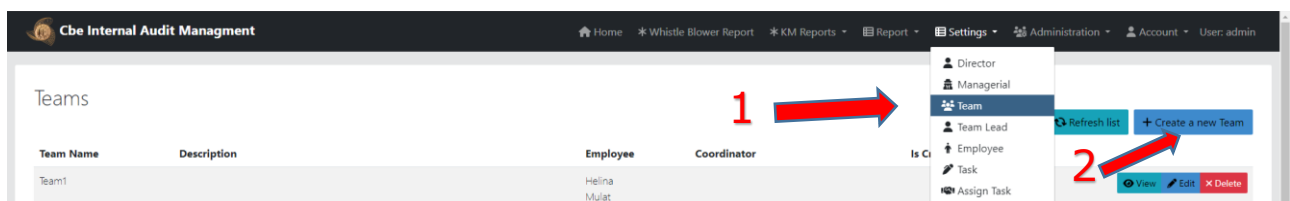
© 2023 Fraud Report Mgt. All rights reserved. Made with ♥ by CBE

Steps:

1. Select User Management from Administration
2. Select Create a new user button
3. Insert Login name
4. Insert first name and last name
5. Enter the company email of the user
6. Select the role of the user
7. Select the save button to save

Team

To register a Team go to settings -> Team -> Create a new Team



Then Fill in the fields

The screenshot shows the 'Create or edit a Team' form. It has the following fields:

- Team Name: A text input field.
- Description: A text input field.
- Employee: A dropdown menu with a list of names: Helina, Mulat, auditFraud, and auditor1.
- Coordinator: A text input field.

At the bottom of the form, there are 'Cancel' and 'Save' buttons. The footer of the page includes the copyright notice '© 2023 Fraud Report Mgt. All rights reserved.' and 'Made with ♥ by CBE'.

Steps:

1. Enter the Team Name
2. Enter Description
3. Select Multiple Employees from the list
4. Select a coordinator from the list
5. Save

Register Tasks

To register a task, navigate go to Settings -> select the Task tab -> create a new Task.

The screenshot shows the 'Cbe Internal Audit Management' dashboard. The top navigation bar includes links for Home, Whistle Blower Report, KM Reports, Report, Settings, Administration, and Account. The user is logged in as 'User: admin'. The main content area is titled 'Case Title' and displays a table of tasks. A dropdown menu is open, showing options for Task, Assign Task, Fraud Type, Internal Employee, External Employee, Bank Account, Bank Service, and Findings. The table lists tasks with columns for Case Title, Description, Due Date, and Status.

Case Title	Description	Due Date	Status
POS fraud	This is a Description.	11 May 2023	NEW
ATM Fraud		20 May 2023	IN_PROGRESS
Audit Follow Up		21 May 2023	NEW
Task4			
Internet banking fraud	assing	1 May 2023	NEW

Create or edit a Task

The screenshot shows the 'Create or edit a Task' form. It includes input fields for Case Title, Due Date, Status, and Description. There are 'Cancel' and 'Save' buttons at the bottom. The footer indicates '© 2023 Fraud Report Mgt. All rights reserved.' and 'Made with ♥ by CBE'.

Steps:

1. Go to settings and click on the task menu
2. Enter a case title
3. Select the necessary fields
4. Save

Assign new tasks

To assign a new task you can either select the assign button from the registered tasks list or go to settings -> Assign Task -> Create a new Assign Task

The screenshot shows the 'Assign Tasks' page. At the top, there's a navigation bar with the logo and menu items: Home, Whistle Blower Report, KM Reports, Report, Settings, Administration, Account, and User: admin. Below the navigation bar, the page title 'Assign Tasks' is displayed. On the right side, there are two buttons: 'Refresh list' and '+ Create a new Assign Task'. The main content area contains a table with columns: Task, Task Assignment Date, Task Start Date, Task End Date, Attachment, Director, Manager, Team Lead, Team, and Description. There are three rows of tasks, each with a status 'is fraud' and a date '22 May 2023 15:06:00'. Each row has a set of action buttons: View, Edit, Delete, and Assign. Below the table, it says 'Showing 1 - 3 of 3 items.' and there's a pagination control showing '1' of 3 items. At the bottom, there's a footer with '© 2023 Fraud Report Mgt. All rights reserved.' and 'Made with ♥ by CBE'.

Task	Task Assignment Date	Task Start Date	Task End Date	Attachment	Director	Manager	Team Lead	Team	Description
is fraud	22 May 2023 15:06:00	22 May 2023 15:06:00	22 May 2023 15:06:00						
is fraud	22 May 2023 15:07:00	22 May 2023 15:07:00	22 May 2023 15:07:00						gfg
is fraud	22 May 2023 15:08:00	22 May 2023 15:08:00	22 May 2023 15:08:00						

The screenshot shows the 'Create or edit a Assign Task' form. At the top, there's a navigation bar with the logo and menu items: Home, Whistle Blower Report, KM Reports, Report, Settings, Administration, Account, and User: admin. Below the navigation bar, the page title 'Create or edit a Assign Task' is displayed. The form has several fields: 'Task' (a text input field), 'Task Assignment Date' (a date-time picker showing '07/15/2023 11:41 AM'), 'Task Start Date' (a date-time picker showing '07/15/2023 11:41 AM'), and 'Task End Date' (a date-time picker showing '07/15/2023 11:41 AM'). There's an 'Attachment' section with a 'Choose File' button and 'No file chosen' text. Below that is a 'Description' text area. At the bottom, there are 'Cancel' and 'Save' buttons. At the bottom of the page, there's a footer with '© 2023 Fraud Report Mgt. All rights reserved.' and 'Made with ♥ by CBE'.

Steps:

1. Select the task from the task dropdown
2. Select Task Assignment Date, Task Start Date, and Task End Date
3. Add an attachment
4. Enter Description
5. Save

Fraud investigation Report

To add a fraud investigation report go to report -> Fraud investigation report -> Create a New Fraud Investigation Report

Cbe Internal Audit Management

Home

Whistle Blower Report

KM Reports

Report

Settings

Administration

Account

User: admin

Fraud Investigation Reports

Fraud Investigation Report

Fraud Knowledge Management

Refresh list

Create a new Fraud Investigation Report

Title	Executive Summary	Introduction Annex	Introduction	Objective	Objective Annex	Scope	Scope Annex	Limitation	Limitation Annex
Task One1	Use a different module format: if possible, try us	Open application/vnd.openxmlformats-officedocument.wordprocessingml.document, 17 191 bytes	Use a different module format: if possible, try us	Use a different module format: if possible, try us	Open application/vnd.openxmlformats-officedocument.wordprocessingml.document, 15 297 bytes	Use a different module format: if possible, try us	Open application/vnd.openxmlformats-officedocument.wordprocessingml.document, 15 297 bytes	Use a different module format: if possible, try us	Open application/vnd.openxmlformats-officedocument.wordprocessingml.docu, 15 297 bytes

Create or edit Fraud Investigation Report

Create or edit a Fraud Investigation Report

Title

Executive Summary

Introduction

Introduction Annex

Choose File No file chosen

Objective

Objective Annex

Choose File No file chosen

Scope

Scope Annex

Choose File No file chosen

Limitation

Limitation Annex

Choose File No file chosen

Methodology

Methodology Annex

Choose File No file chosen

Finding And Analysis

[Choose File](#) No file chosen

Finding And Analysis

Add Finding And Analysis

Finding And Analysis Annex

[Choose File](#) No file chosen

Conclusion

Conclusion Annex

[Choose File](#) No file chosen

Recommendation

Recommendation Annex

[Choose File](#) No file chosen

Name Of Members

Signature

References

[Choose File](#) No file chosen

Publication Date

07/15/2023 12:02 PM

Author

Team

Task

[Cancel](#) [Save](#)

© 2023 Fraud Report Mgt. All rights reserved. Made with ♥ by CBE

Fill in the fields (mainly required fields) to save the report form.

Fraud knowledge management

To add a Fraud Knowledge Management, go to report -> Fraud Knowledge Management -> Create a New Fraud Knowledge Management

Cbe Internal Audit Management																	
Fraud Knowledge Managements																	
Report Number	Fraud Incident	Actual Incident	Attempt Incident	Reason For Failure	District/Department/Unit	Incident Date	Date Of Detection	Reason For Delay	Project Creation Date	Report Date	Suspected Fraudster	Financial Loss Amount	Actual Fraud Amount	Debit Account	Credit Account	Techniques and Technologies Used	System And Procedural Loophole
1	ATTEMPT	POS	fdgdgdfg	dgtgdfg	AA	24 Apr 2023 15:25:00	8 May 2023 09:55:00		10 Jun 2023	24 Apr 2023	INTERNAL	56000	2500	1000000	100000	POS	Fraud
222	ATTEMPT	dgfd	22323	12312312312	hgth	23 Jun 2023 16:23:00	23 Jun 2023 16:23:00		16 Jun 2023	4 Jun 2023	INTERNAL	21313	213131	312312312	123123213		Angular is an application-design framework and dev

Create or edit a Fraud Knowledge Management

Report Number

Cast Title

Fraud Incident

District/Department/Unit

Incident Date

07/15/2023 12:06 PM

Date Of Detection

07/15/2023 12:06 PM

Reason For Delay

Project Creation Date

Report Date

Suspected Fraudster

Financial Loss Amount

Actual Fraud Amount

Debit Account

Credit Account

Techniques and Technologies Used

Cause For An Incident

System And Procedural Loophole

Effect

Recommendations Drawn

Recommendations Drawn

Employees Involved on the Transaction

Position JG

Name Id No

Action Involved

Ng Screener Report

Committee Decision

Measure Taken

Fraud Amount Recovered

Fraud Amount Written Off

Previously Held For Fraud Outstanding

Employee

Fraud Type

Bank Account

Bank Service

Cancel

Save

© 2023 Fraud Report Mgt. All rights reserved.

Made with ♥ by CBE

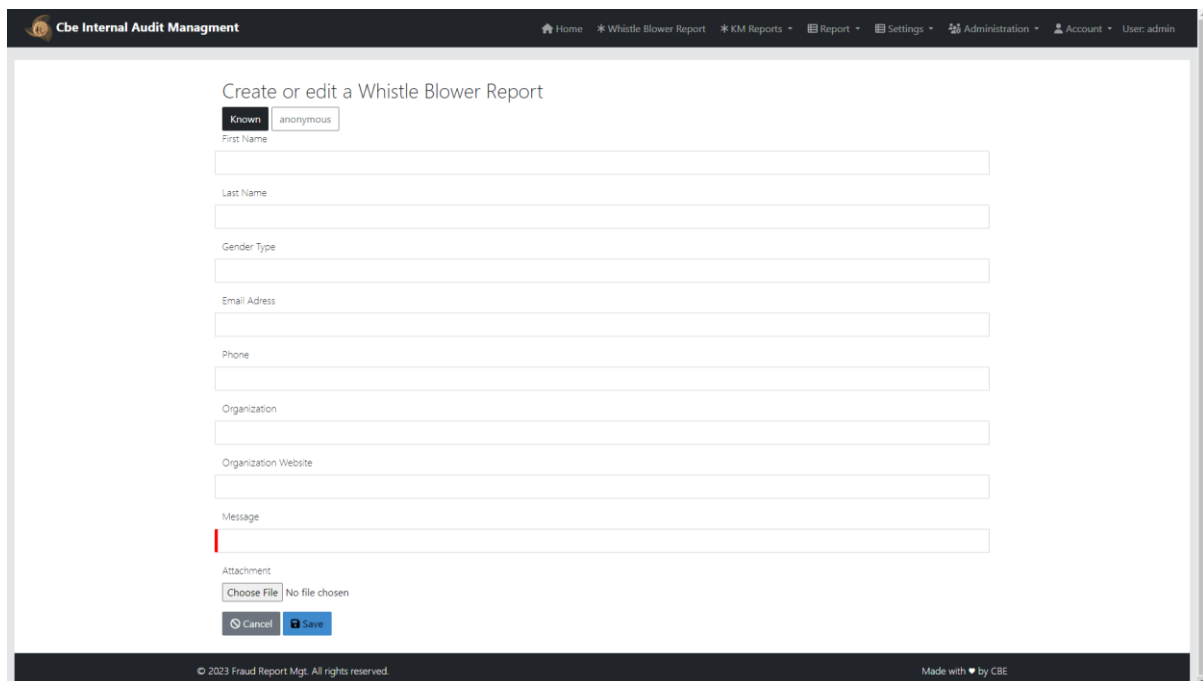
Fill in the fields (mainly required fields) to save the report form.

Whistleblowers page

To create a whistle blow it is available before logging in to the system, on the Home page. Or system user can also create a whistleblow after logging in to the system.

Go to Home Page -> select Report Now Button from dashboard / Whistle Blower Report from Navigation menu -> create a new Whistle Blower Report -> Choose and select between Known or Anonymous

If known



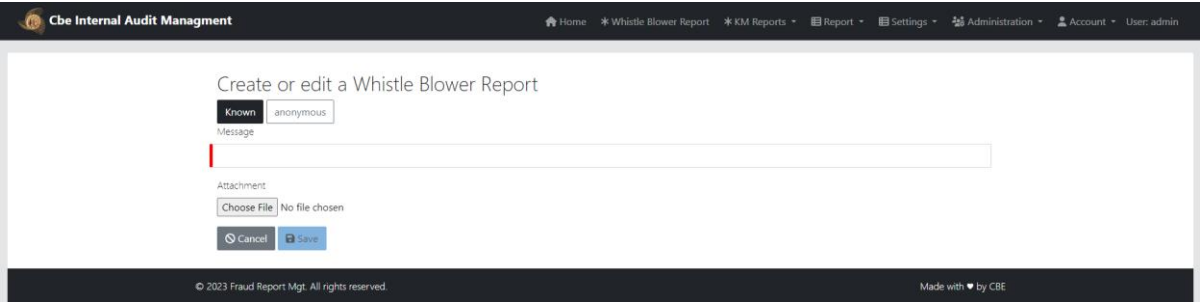
The screenshot shows a web application interface for 'Cbe Internal Audit Management'. The top navigation bar includes links for Home, Whistle Blower Report, KM Reports, Report, Settings, Administration, Account, and User: admin. The main content area is titled 'Create or edit a Whistle Blower Report'. It features a form with the following fields: a radio button group for 'Known' (selected) and 'anonymous'; text input fields for 'First Name', 'Last Name', 'Gender Type', 'Email Address', 'Phone', 'Organization', 'Organization Website', and 'Message'; and an 'Attachment' section with a 'Choose File' button and the text 'No file chosen'. At the bottom of the form are 'Cancel' and 'Save' buttons. The footer contains the copyright notice '© 2023 Fraud Report Mgt. All rights reserved.' and 'Made with ♥ by CBE'.

Use the above whistle-blower reporting page to report any fraudulent activity for a responsible person by identifying your identity.

Steps:

1. Choose and select between Known or Anonymous
2. If known, enter First name and last name
3. Enter gender type
4. Enter your email address and phone number
5. Enter the name of the organization
6. Enter the organization's email
7. Enter the message
8. Attach file
9. Save

If Anonymous



Use the above whistle-blower reporting page to report any fraudulent activity for the responsible person anonymously.

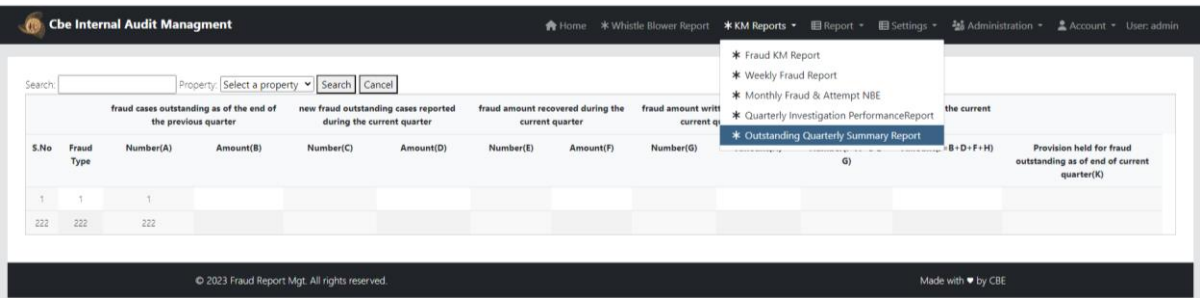
Steps:

- 1. Enter the message
- 2. Attach file
- 3. Save

Generate Reports

To generate a report, go to KM Reports and select the report type you want to generate.

In the diagram below, there are lists of reports in the KM reports navigation menu for example outstanding quarterly summary report.



THANK YOU.